



# Meet the winners!

We spoke to the people behind some of the companies that you praised the most



L to R: David, Maggie and John Pegg, Gary, Stephanie and Jack Cross

## Dave Pegg, Horizons Leisure Vehicles Ltd WINNER, DIRECT SALES, NEW MOTORHOMES

### What sets your company apart?

Everything we do at Horizons is hand-made. If a customer wants something different, we try to accommodate it, and if two motorhomes went out looking the same, I'd be very surprised!

### What's your company history?

We set up in 1992 doing caravan servicing, but found it quite seasonal, so we went into motorhomes. We're a family business and have grown bigger every year. We started in our garden and now have about 3000 square feet. There are six of us working here, including our apprentice who's 17. We build about 20 motorhomes a year.

Horizons has a good mix of customers, the majority of whom are over 55. However, we do have younger customers: we also build 'race stations', which are 'vans for motorbikers, with living space and lots of room in the garage.

### What feedback do you get?

We have a great relationship with our customers; they come back to us because we can do the little alterations they want, and our 'vans will stand the test of time. We hold an open day for all our customers every year with a hog roast and a drink or

two, and lots of customers have become friends. They send us Christmas cards, biscuits and holiday photos. One chap went to Cairo in his Horizons 'van and spotted another Horizons 'van in the desert! He sent us a photo of both 'vans side by side.

### Describe your service to buyers.

We take the time to find out what each customer wants. We then take a small deposit and order a 'van. When it is delivered, they pay for it, and it's registered in their name. We do the work, and they pay the balance on collection. A build takes about 350 hours.

### Any developments this year?

We've started building three models on Peugeot bases: a medium-wheelbase Camaro, a long-wheelbase Ikon, and by Summer 2013 we'll have an extra-long wheelbase version.

We treat our customers as we'd like to be treated, dealing with any problems straight away. We've done jobs free of charge on 'vans that are out of warranty, over six years old. I'd like to continue working until I retire, and see the family carry the business on.

**Horizons Leisure Vehicles Ltd,**  
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