



This is a rare opportunity for me to be able to put something down in writing for a Friends newsletter, even rarer for the General Manager of a property to trust me to do so....

Anyway, as we reach the end of yet another Summer it is an opportunity to reflect on what has been a great year so far for Tredegar House and Garden and the fabulous team that support it; be they Friends, Volunteers or Staff. We have seen the number of visitors to the property grow yet again this year with more people returning and more people discovering its delights. They say no publicity is bad publicity and raising people's awareness of Tredegar House is still one of our main challenges. Just over a week ago there was an online article in the Telegraph about '*Great alternative places to eat off the motorway*' as we approached the Bank Holiday weekend. Who would have guessed that Tredegar House would be one of the recommendations – so maybe the National Trust can now lay claim to having its first Grade 1 listed service station...

We are now just at the point where we are to brief agencies to undertake the process of developing the 'Experience Design' for the property. This effectively means they will build innovative and exciting proposals regarding the whole visitor experience at Tredegar across the whole site; be that visitor route, presentation, locations of catering outlets etc., etc. In tandem with this we will finish all our surveying work that is building our understanding of the condition of the property and what works need to be undertaken by when. This then will help us form our long term ambitions for Tredegar House & Garden and enable us to put together a 10 year investment and development to ensure its sustainable future. It's a long process but one we must get right in order to keep Tredegar House special forever.

What I do find most rewarding as I now get to spend more time at the property is the overwhelming feeling energy and passion the team has. For me Tredegar is special because it has a such a positive 'buzz' about it with the whole team giving great experiences to our visitors and having great conversations. I think this comes from the top with Jo and her absolutely brilliant team driven to make the whole Tredegar House experience memorable and repeatable and them supported by both Friends & volunteers without whose enthusiasm time, generosity, care and passion we could not function.

So a big thank you from me and I look forward to meeting many of you when I am back again at Tredegar House.

Adam Ellis-Jones

Assistant Director, Operations (Built Portfolio)