

# OUR AMAZING STREET OFFICE



Ian Smith



Tina Barrett



Chloe Caple



Danni Newman

## Why you may ask is our Street Office so amazing? Isn't it just another Estate Agency and aren't they all the same?

Well, no they aren't all the same (certainly ours aren't) and as with everything in life it is the people in the Street Office that make the difference. We have had an office in Street for a long time, and to be honest in the early years it was just ok. The running of the office was then taken up by Adam Scott, a dynamic and energetic young man who has been with Cooper and Tanner since he was 18 years old. Adam brought to the Street branch drive and focus, and within one year had turned it into a successful sales office, providing a service that was appreciated by both clients and purchasers. Due to this success Adam was promoted to managing our Frome Office – one of the most demanding offices in the firm. This left the prestigious and high profile (and indeed potentially difficult) position of Street Manager open.

Finding a replacement for Adam was always going to be difficult, he had forged a fantastic team with Tina Barrett and Chloe Caple, who between them had helped make the Street Office into a success story. Stepping into a successful person's shoes is never easy and at least one candidate for the job lost their nerve. So, we were looking for someone very special and very committed.

Ian Smith came to the interview with many years' experience working for one of the national chains of Estate Agents. Whilst he was successful in this role he was looking for a company that would allow him to use his own initiative and

to be recognised as an individual in his own right (i.e. not just a slave to the machine!) He made such a good impression that he was offered the job at first interview (I know – something you should never do, but sometimes you have to trust your instincts) and he was delighted and excited to accept.

Ian joined the team of Tina Barrett and Chloe Caple in September 2016. Tina has been with Cooper and Tanner for many years and has proven to be the mainstay of the office through thick and thin. Her knowledge of Street and the surrounding area is unrivalled and she has the experience that only comes with, ahem, *the passing of time (!)*

Chloe has both youth and commitment on her side and has proved to be a strong opposite number to Tina. Our most recent staff member Danni was also tempted away from Ian's former employer and has over 7 years of experience in both sales and lettings. After a short settling in period the office team is now exceptionally strong and they are committed to providing the best service they possibly can. Street have already won Office of the Month twice this year, and Ian is on track to be in the top two or three in our Negotiator of the Year competition. They have had an outstanding summer for sales.

So, as I said at the start of the article what makes our Street Office amazing? The people! If you have any contact with Ian and his team I guarantee you will not be disappointed (and Ian now owes me £10.00 for saying so many nice things).

**Quintyn Howard-Evans, Senior Managing Partner**

## STREET SUCCESS STORIES...



This great four bedroom home was superb value for money but had been on the market for several months with another agent with minimal viewings prior to our vendor giving us instructions. We subsequently secured a buyer at the asking price and exchange of contracts followed within a month. Our vendor was understandably delighted with the result leaving the following comments on our review site Feefo: "All the staff at Cooper & Tanner were very friendly and helpful all the way through the process of selling our property. From the time of the initial valuation and placing on the market until we achieved our sale they were professional and kept us informed of any developments. Would recommend!"



Many locals will recognise this imposing period property located on the edge of Street and is notably one of the first properties one would see driving into the village on the southern side. Surprisingly, our vendor had little interest when marketing with another agent last year, but once instructed we had a great response and had several interested parties. A sale was agreed within three weeks and proceeded to exchange of contracts. The property market in Street is still very strong and we would love to talk to anyone who has a similar property in Street or surrounding villages and is thinking of moving.

# IT'S ALL ABOUT THE PEOPLE

## OUR LOVELY NEW STAFF...

When we took on the offices in Wedmore, Bridgwater and Cheddar, the one thing that we were most excited about were the fantastic staff that worked there. Each office has a team of enthusiastic, experienced and knowledgeable staff that will bring a very positive contribution to the Cooper and Tanner roster, and here they are...



**Ian Bugler**  
Branch Manager  
Bridgwater  
ian.bugler@cooperandtanner.co.uk



**Emma Harsum**  
Sales Negotiator  
Bridgwater  
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**Jeremy Setter**  
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**Leigh Chapman**  
Lettings Property Manager  
Bridgwater Lettings  
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**Christopher Tucker**  
Branch Manager  
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**Emma Wornell**  
Sales Negotiator  
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**Jake Eades**  
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**Beau Edwards**  
Sales Administrator  
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**Marion Warr**  
Lettings Property Manager  
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**Caroline Peebles-Brown**  
Lettings Property Manager  
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**Laura Hector**  
Branch Manager  
Wedmore  
laura.hector@cooperandtanner.co.uk



**Elizabeth Randall**  
Sales Administrator  
Wedmore  
elizabeth.randall@cooperandtanner.co.uk

**If you are in Wedmore, Bridgwater or Cheddar please do call in and meet them, they will be happy to help.**

To back up the Residential and Lettings services in these towns don't forget that across these pages you will find experts in all the other aspects of our services that we offer across the network – any office will be able to put you in touch with the right department.

# IT'S (STILL) ALL ABOUT THE PEOPLE

WE HAVE HAD A NUMBER OF HIGH PROFILE CHANGES IN OUR STAFFING ARRANGEMENTS OVER THE PAST MONTH OR SO WITH CHANGES OF PARTNERS, ASSOCIATES AND MANAGERS...



## Michael Joyce

Stepping down from the Partnership after over 40 years with Cooper and Tanner

Former Senior Managing Partner, Michael Joyce has stood down from the Partnership of Cooper and Tanner. However we are delighted to announce that Michael will remain with the firm as Consultant and working at the Standerwick office at Frome Market. Michael joined Cooper and Tanner in 1972 and was originally based in our Castle Cary office. He moved to the Frome office in 1974 and became a Partner in 1987 and was instrumental in the creation of the (then controversial) relocation of Frome Cattle Market to its successful new site at Standerwick in 1990.



Michael was Senior Managing Partner from 2001 to 2017, and throughout his time at the helm, the firm underwent expansion and adaptation to become the hugely successful business that it is today. One of the buzz words of today is legacy, Michael's legacy is to have steered the firm with measured dexterity to become a relevant, successful and thriving entity. Well done and thank you Michael. We look forward to many more years of your company.

**E-mail: [michael.joyce@cooperandtanner.co.uk](mailto:michael.joyce@cooperandtanner.co.uk)**

### Changing times

For those of you who were not around in 1972, here are some prices: A new Range Rover would set you back £2,000, whilst a Mini was £600. A pint was 20p and a trip for two to the cinema was 90p. However, if you asked Michael how much he was paid in 1972, he might say not very much! The average at the time was around £58 a week.



## Hannah Pole

First female Associate Partner in the firm's history

Hannah has been appointed to the position of Associate Partner – the first female to hold the title of 'Partner' in the firm's 110 year history. Michael Joyce's last act as Partner was to inform Hannah of her appointment – so a real landmark event for them both. Hannah joined Cooper and Tanner in 1997 and is the Manager of our Northern Auction department and also has the dubious honour of arranging our Christmas party. Hannah has a young family and lives in Frome. She is a keen horsewoman and when time allows takes part in various equestrian events. Contact Hannah on **E-mail: [hannah.pole@cooperandtanner.co.uk](mailto:hannah.pole@cooperandtanner.co.uk)**



## Oliver Jenkin

From Manager to Associate via lots of hard work

Oliver has been promoted to the rank of Associate, with effect from the 1st of April. He is busy not only running our very successful Glastonbury Residential Sales Office, but is also responsible for a wide range of management responsibilities, as well as looking after the digital marketing side of the firm. Oliver lives in Glastonbury, is on the committee of the Mid-Somerset Show, is a member of the very influential Glastonbury Chamber of Commerce and has a young family. So a busy chap who is just about to get a lot busier. If you have any queries about residential properties in the Glastonbury area, Oliver and his team will be delighted to help. **E-mail: [oliver.jenkin@cooperandtanner.co.uk](mailto:oliver.jenkin@cooperandtanner.co.uk)**



## John Phillips

Now an Associate Director of Cooper and Tanner Lettings Ltd

Unlike some of the long servers of this page, John only joined us in 2016. However, in that short time he has (with the help of his fantastic staff) reorganised and rejuvenated our Lettings department to become a force to be reckoned with across the region. Lettings has become a complex matter with lots of legislation and even more rules to come in very soon. This all requires a high level of professionalism and John takes all of this in his stride with a song in his heart and a smile on his lips! John is a devoted family man, and puts as much energy into his family life as he does his work life. Contact John for any Lettings advice. **E-mail: [john.phillips@cooperandtanner.co.uk](mailto:john.phillips@cooperandtanner.co.uk)**



## Laura Hector

Branch Manager of our new Wedmore Branch

Our recently opened Wedmore branch needed the right person at the helm – and there would be no better candidate than Laura. Laura lives locally, her children go to the local school, she has extensive experience having worked in both our Shepton Mallet and Frome branches and prior to this role she had high level management experience in the retail sales sector, with Marks and Spencer and the LVMH Luxury Brand Group. Laura is married to Tim Hector, a Partner of the firm – he is having to get used to being known locally as 'Laura's husband'. Tim and Laura have two young children that keep them busy, but not so busy that Laura can't talk to you about property if you want her to! **E-mail: [laura.hector@cooperandtanner.co.uk](mailto:laura.hector@cooperandtanner.co.uk)**

**Congratulations and well done to all concerned. Cooper and Tanner – the right firm, at the right time, with the right people.**

# OUR WONDERFUL WELLS OFFICE



Samuel Masters



Mike Rigby



Lorraine Cane



Joanna Taylor

**Yes, that's right wonderful. Manager Sam Masters and his team of Mike Rigby, Lorraine Cane and Joanna Taylor have just completed a great financial year, ending up ahead of their target and becoming agent of choice in the City. Sam holds the accolade of being our youngest manager but one of the most successful. To crown it all they won the Cooper and Tanner Customer Services award for the second consecutive year in 2017. Quite an achievement for a relatively small team in a busy and demanding City.**

So, what does Sam put down as the secret of their success? "Our fabulous team here in Wells is fundamental to our success, a well-established, friendly and knowledgeable group of people who love property and getting the very best price for our clients. Most of our business comes off the back of repeat clients and recommendations which is a testament to the service that we offer. Another major part of why Cooper and Tanner has sold more within the Wells area than other agents this year is that we have unique marketing tools and

strategies, no other agent is able to offer such a comprehensive service. We give all of our client's properties maximum exposure to the widest possible audience."

What does Sam think of the market in the Wells area? "Wells has always been a desirable area to live with a high number of purchasers moving into the city from the South East, Bristol and Bath. In a word the market around Wells is strong, the shortage of good quality properties on the market continues to create a high demand for houses both close to the centre and out in the surrounding villages. We have seen over the past three years a year on year increase in the number of sales that we are dealing with ranging from £300,000 - £1,400,000. If you would you like to speak with us about your property or arrange for a private consultation at your home please do call into our office to meet our friendly team or call 01749 676524"

**Sam and his team specialise in 'discreet marketing'. If you would like a confidential discussion about your property, please call a member of the Wells team on 01749 676524, they will be delighted to help.**

## WELLS SUCCESS STORIES...



We were delighted to sell this quintessential four bedroom country cottage set on the edge of a nature reserve. The owner had several valuations and chose Cooper and Tanner due to not only our exposure locally and in the London market but also down to our passion for selling such an interesting and rare property. We launched the house on the market and achieved £5000 over the asking price. With such a high demand within three weeks, the owners were understandably delighted giving us a lovely comment on Feefo "The warmth and wholeheartedness of the team in the Wells office during the sale of our home took the pressure off the process and made it a really positive experience from start to finish. We are very grateful!"



Most residents of Wells will be aware of this former sheltered house for the elderly within walking distance to the city centre. Having ceased trading the property offered fantastic scope to improve and create a marvellous family home whilst sat on a large south facing plot with view of the Cathedral. The owners were looking for a company which could deal with a property of this size and for extra exposure to potential developers. With us being the only agent with a dedicated investors and developers monthly newsletter it was a natural fit for us to sell the property on their behalf. The owner was over the moon when we successfully negotiated an offer close to the asking price within three weeks. He comments "Very professional and flexible in their approach throughout the process" and rated us 5 stars.

# MID-SOMERSET SHOW SPECIAL – FOCUS ON SHEPTON MALLET



Chris Hood – Manager



Chris Sparey – Residential Sales



Paulette Rooney – Residential Sales



Jessica Urch – Residential Sales



Jean Moakes – Residential Lettings



Natasha Mears – Residential Lettings



Lauren Patterson – Residential Lettings

**Come and see us at the show on stand M84**

## The Shepton Mallet Team...

Since opening in December 2015, our Shepton Mallet office has gone from strength to strength and has established itself as one of the market leading offices in the area. Headed up by Chris Hood, who has over 14 years' experience selling property in the Mid-Somerset area, the Shepton Mallet office has a superb team of local and knowledgeable staff dealing with both residential sales and lettings.

On the sales team, Chris is joined by Paulette Rooney, a vastly experienced estate agent having worked in the industry for 25 years. Christopher Sparey is our full-time sales negotiator in the Shepton Mallet office and has an excellent knowledge of the

local property market. Last but certainly by no means least, Jessica Urch is the newest addition to the team; a friendly and dynamic member of staff looking forward to meet those looking to move to the area.

In March 2017, Jean Moakes and Natasha Mears joined Cooper and Tanner to open our exceptional lettings department based in the Shepton office. Jean and Natasha have worked in the lettings business together for a very long time with Natasha enjoying her 27th year in the industry. The department has recently expanded with the addition of Lauren Patterson, our full-time lettings negotiator. This fabulous trio bring with them an unrivalled knowledge and first class reputation, always putting their clients' best interest first and have already received some wonderful testimonials.

**Please do get in touch on (01749) 372200 if you're considering selling, buying or letting in Shepton Mallet or the surrounding countryside.**

## SOME OF OUR SHEPTON MALLET SUCCESS STORIES...



An exceptional new development of four bedroom, three-storey houses, wonderfully situated in a no-through road in the heart of Shepton Mallet.



An attractive four bedroom Victorian townhouse which is presented to a very high standard throughout and offers nicely-proportioned accommodation over three floors.



A fully renovated and extended four bedroom detached period property, finished to an exceptional standard, pleasantly situated in a peaceful village location.



A unique opportunity to purchase a three bedroom two-storey property, forming part of an attractive Grade II Listed chapel conversion.