



Introducing... Catherine Bransgrove



As we are new to the Buckhurst Hill area we thought that it would be a nice idea to introduce our team to you. Across future issues of The Hill we will be giving you an insight into all of our staff, but, as this is our first edition, where better to start than with one of our managers, Catherine Bransgrove.

Although she was born and raised in Kirkintilloch, on the outskirts of Glasgow, Catherine has been in the Essex area ever since she married in 1985. Her entry into the property business followed soon after when she started working as a Negotiator in Chigwell, in early 1986. She was offered her first managerial role at 26 and has been managing branches ever since. Her experience of the local area and its properties is second to none.

However, there is a lot more to Catherine than just selling property. Not only is she a keen traveller and a frequent visitor of the gym, she is also deeply involved with St Johns Church in Loughton, where she lives. She started helping with the Sunday

school 18 years ago and has been a big part of the parish ever since. Catherine says 'After a while I moved on to help with the youth group. Then I was deputy church warden and now I serve on a Sunday. It's a High Church of England so they've got all the bells and smells, it's very traditional'.

Catherine is also about to complete her second year of a Christian studies course. She will be presented with a certificate at Chelmsford Cathedral in July which will allow her to go into any sort of ministry, although she is quick to insist that she is not leaving the property business any time soon.

It's clear that Catherine has had the passion for her work reignited since her move to Petty Son & Prestwich. Speaking of the change she says 'On the 2nd January, when we opened the Buckhurst Hill branch, I really felt that I had a new lease of life. The fantastic thing about it here is that it is not at all corporate. There are no meetings, there are no target sheets. That then falls through to the customers because we can treat them as people and not just numbers. We want them to feel part of the business that we run, which is a really family

orientated one. We get a kick out of helping them to complete a successful move, and in turn they then recommend us to other people. The whole thing is really about customer service, and us having the time to give the customer just that. When you are in a big corporate business you can get so bogged down with meetings and paperwork that you cannot give the service that you want to'.

After nearly 30 years in the business, it is the personal touch that still gives her the biggest thrill. Her enthusiasm shines through as she explains 'The thing I enjoy most is the pleasure that I get from meeting somebody at their house and fitting myself in to their needs. It's all about understanding what they want, because everyone's quite different. Some may be after the maximum price, whereas others might want a quick sale. We also have to deal with a lot of elderly people who need time and care through what can be a very stressful time. It's great when we make it work so that everyone can move smoothly. That's the fantastic bit about this job'.

We couldn't agree more!