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Number 18

LATEST PROPERTY PORTAL TAKES ONLINE PRESENCE TO NEW HEIGHTS

Norfolk's most up-to-date property website is launched this October, with the unveiling of a new online presence for Arnolds Keys, the county's largest independent property firm.

www.arnoldskeys.com



Jan Hýtch demonstrates the new Arnolds Keys website

With a brand new portal, leading to four newly-created microsites (for Residential Sales, Residential Lettings, Commercial Property and Agricultural Property), the new site has incorporated the latest internet technology, including optimisation for mobile devices, from which the majority of web browsing is now undertaken.

Built by Norwich-based web firm Bigfork, the arnoldskeys.com portal also provides quick and easy access to Keys Fine Art Auctioneers and Keys Holidays websites, as well as offering both residential and commercial property searches, through full integration with all the major back-office property software.

"Our old website was state-of-the-art when we built it, but the on-line world moves so quickly that we decided that it was time to start again," said Partner Jan Hýtch, who has led the project.

"The advantage of this is that we have been able to incorporate the very latest in design and technology, to make it much easier for users to find what they are looking for.

"We have also updated the content, and created a lot of new material, so that the site isn't just attractive and easy to navigate, but it is packed with genuinely useful information as well.

"We decided to create four separate microsites within the overall

structure, to ensure that users could easily find the specific information which is relevant to them, whether they are businesses looking for premises, residential landlords seeking expert property management, someone selling their home, or farmers looking for land management advice."

The launch of the new site, at www.arnoldskeys.com, also signals a new creative approach for the firm's advertising, using a range of lifestyle photography to connect with customers.

... And new-look holiday site coming too

Alongside the main Arnolds Keys website, a new site for Keys Holidays, the firm's holiday lettings business, will also launch this autumn.

Again incorporating the latest technology, the new site will enable online booking, including the option of booking short breaks with flexible start days, and secure online payment.

Holidaymakers will also be able to search properties by various criteria, such as pet-friendliness, enabling them to pinpoint suitable properties much more quickly.

The new site will launch in November at www.keysholidays.co.uk.



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New Norfolk online property auction launched



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IKEA: how ROBO-shopping could help Norwich



PAGE 7

Amazing East Anglian art collection under the hammer

LONDON INVESTORS TURNING TO NORWICH

Evidence of new investors coming into the Norwich commercial property market has been demonstrated by two deals negotiated by Arnolds Keys – both of which will see existing office buildings turned into residential accommodation, under the Permitted Development Rights (PDR).



Eastgate House

Evidence of new investors coming into the Norwich commercial property market has been demonstrated by two deals negotiated by Arnolds Keys – both of which will see existing office buildings turned into residential accommodation, under the Permitted Development Rights (PDR).

Eastgate House, a prominent 1970s office block on the eastern edge of the city centre, has changed hands in a £1.5 million deal which will see it turned into 37 apartments;

meanwhile Woodland Place, a large 1980s office building on the Pinetrees Business Park on the north of the city, has been bought for £2.2 million by a housing association which will convert the building into affordable housing.

Arnolds Keys Land and Development surveyor Gareth Mears said that the two deals were representative of a trend which has seen a number of high profile Norwich office buildings bought for residential development,

including Aldwych House and St Cuthbert's House in the city centre, and Britannia House and the former Lovewell Blake offices near the station – all four of which were bought by London-based investors looking for value outside the capital.

“These are two examples of how PDR has attracted new investors into the commercial property market in Norwich,” said Mr Mears. “By removing office blocks from the market, investors will be encouraged to respond to demand by building new, high-quality office space, much more in line with the needs of modern business – so these kind of transactions are good for the wider city economy.”

Eastgate House, on Thorpe Road on the eastern edge of the city centre, is a 1970s-built 25,544 sq ft building, and has been bought by a private investor who plans to convert the building into 37 apartments under PDR. The property has stood empty for some time, except for a small suite on the ground floor which is let to Norfolk County Council as a Coroner's Court.

Woodland Place, a 22,300 sq ft building on Pinetrees Business Park on the north-east fringes of the city has been bought by Saffron Housing Trust, which will convert the building into several dozen apartments for affordable rental.

gareth.mears@arnoldskys.com

STRONG INTEREST SHOWN IN PRIME GAPTON HALL SITE

A prime 1.5 acre site on Great Yarmouth's Gaptown Industrial Estate has attracted strong interest within weeks of being offered for sale – confirming that the town is an attractive proposition for businesses in various sectors, according to the commercial property expert handling the sale.

The former Red 7 Marine base on Lefevre Way, which includes two modern warehouse units with a total of 16,849 sq ft of space including 2,000 sq ft of office space, is being offered for sale through Arnolds Keys – with the vendors already considering three separate offers since the property came onto the market in July.

“Although demand has dipped from the oil and gas sector, there is still a strong call for good quality industrial stock in Great Yarmouth,” said Craig Knights, partner at Arnolds Keys. “We have seen this at Beacon Park, and we continue to see strong demand for good quality property in other locations around the town as well.”

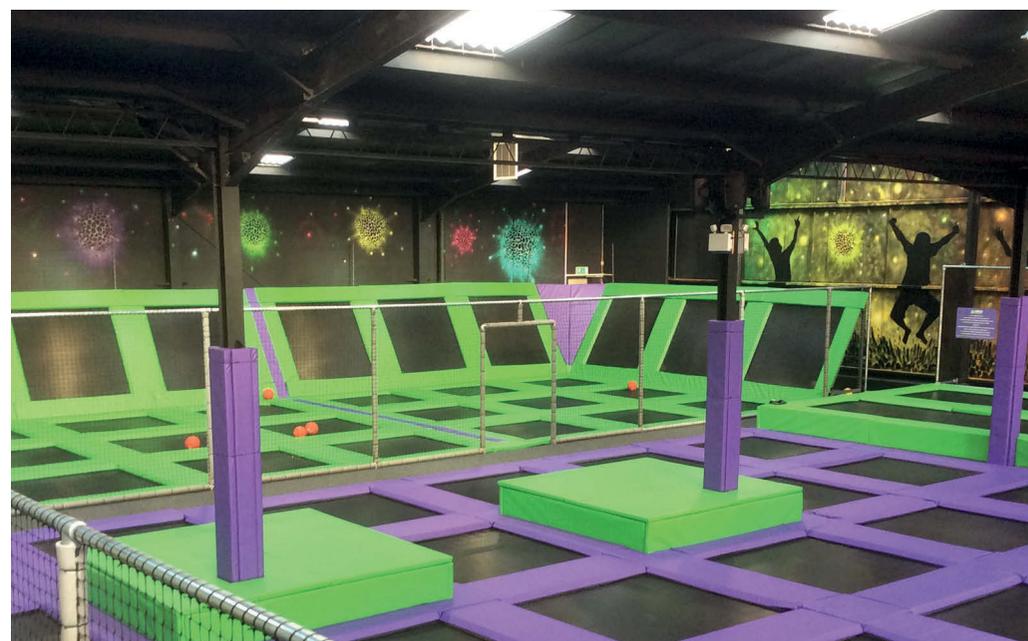
The Lefevre Way property is particularly attractive to both owner-occupiers and investors, because as well as the two modern warehouse units, the 1.5 acre site has an extensive yard which could offer further development potential.

NORTH CITY BUSINESS PREMISES BOUNCES BACK

A former carpet warehouse in the north of Norwich has been brought back to life as a trampolining centre – evidence of how leisure use can help empty business properties bounce back into use, according to a leading city commercial property expert.

The 9,800 sq ft former CMC Carpets showroom on Whiffler Road had been vacant for a long period, before springing back into use as the 'High Altitude Trampolining Centre', a new business set up by local entrepreneur David Vincent.

High Altitude Trampolining Centre owner David Vincent commented, “Finding the right venue for a business such as ours is crucial, both in terms of the actual space, and its location close to where people live. I have found the expert advice from Arnolds Keys very important in allowing us to find these premises, and to negotiate a deal which works for us as a business.”



The trampolining centre interior

INNOVATIVE ONLINE PROPERTY AUCTION SERVICE LAUNCHED IN NORFOLK

A revolutionary new online property auction service has been launched in Norfolk. **Arnolds Keys Auctions** offers sellers the opportunity to place their property into an auction, but still maintain control over the process, setting a reserve price – and paying no fees.

The seller can log into the auction at any time and see how many watchers and bidders are taking part, making the sale process completely transparent. Being online, the auction takes place 24 hours a day, seven days a week during the bidding period.

When the hammer falls, it is the buyer who pays a reservation fee to secure the property, meaning that the seller pays nothing. Exchange happens within 28 days, and completion within a further 28 days – a model which is much more suited to buyers purchasing with mortgage finance.

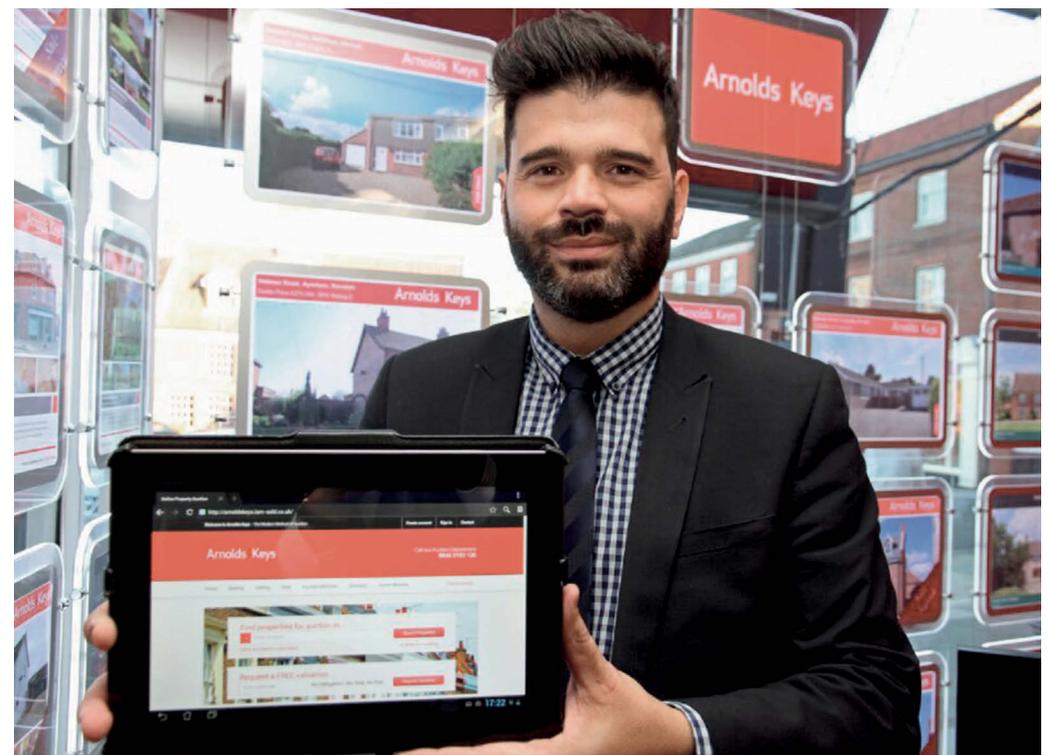
“The traditional property auction model has tended to exclude many types of buyer, which means that sellers have not always achieved the maximum market price for their property,” said Arnolds Keys associate Darren Neave, who is leading the Auctions project.

“Our new model opens up the market, once the preserve of professional investors or cash-rich buyers, to all types of buyers, creating a larger marketplace, more interest, and hence higher achieved prices than the traditional auction model.

“Our new service offers a quick and cost-free option for vendors to sell their property in a fixed timescale. This is something which is set to revolutionise the property auctions market, which has remained largely unchanged for many years.”

The new online auctions service is being powered by online auctions specialist iam-sold, which has worked with agents in other regions to establish successful similar models. Arnolds Keys is the first property firm they have worked with in East Anglia.

More details can be found at <http://arnoldskkeys.iam-sold.co.uk>.



Darren Neave showing the new Arnolds Keys property auction website

REFURBISHED AYLSHAM OFFICE UNVEILED

Property professionals, local business people and media joined Arnolds Keys partners and branch manager Paul Sullivan at a reception to mark the unveiling of the firm’s refurbished Aylsham office.



Paul Sullivan, manager of the newly-refurbished Aylsham Office

The Market Place premises has been extensively re modelled, with a new open-plan customer space on the ground floor, as well as a smart new decor both inside and out. Mr Gowing commented that the investment – alongside money being spent on upgrading facilities at Keys’ saleground in the town – showed a continued commitment to Arnolds Keys’ presence in Aylsham.

THE BURNING ISSUE

ADDRESS asked five leading Norfolk professionals for their views on five vital issues facing the county's business community.



Jeremy Corbyn has become Labour leader. How do you think this might affect business confidence, and is it a good or a bad thing that conviction politics looks like it might make a comeback?

RW: Hasn't politics always been about convictions? If you don't believe in what you're saying, then you're a pretty poor politician! The bank obviously steers clear of party politics, but our job is to support business and commerce, so we're clearly keen to see an economy which encourages this – and makes it easy for firms to thrive.

BT: Political affiliations aside, Jeremy Corbyn has made British politics interesting. You can't doubt his passion and he has a lot of support (although whether this comes from the membership or within the Party is of course another matter!). Corbyn seems keen to tackle issues with transport, infrastructure and public spending and even if this just provokes a conversation with the Conservatives, I think this can only be a good thing. Conviction politics, of course, only work if they can actually be put into practice!

PP: Confidence is key to business and certainly in the sectors in which we operate. One thing the past five years have seen is an increase in confidence, and this has been in a very difficult economic climate. It is very early days for JC (ummm...) and the new (old) Labour party, but they will offer a true alternative and that is good – although a serious possible PM, really?

CK: Whether you agree with his politics or not, I believe it is good to have somebody challenging established views. However, some of his views will not inspire business confidence. He has in the past championed rent controls in the private rented sector, which could be a disaster. Ultimately anybody with 'different' views is a target for the all-powerful media, which could be his downfall.

SM: It remains to be seen whether Corbyn's incredible victory to become Labour leader really signals a shift in the political landscape or simply marks a protest within the party against the 'establishment' Corbyn was, throughout his leadership bid, at pains to stress his commitment to business and entrepreneurship with policies including a freeze on corporation tax rates for small businesses and investment in skilled workers. With negative poll ratings however, it is difficult to see him as a viable electoral alternative at this time. As such, the prospect of a left of centre government still appears remote, as does any possible affect on business confidence.



IKEA has chosen Norwich to trial a new format store. How important is it that the city attracts big national retail names like this, and what does it say about Norwich's retail clout that the city was chosen by IKEA?

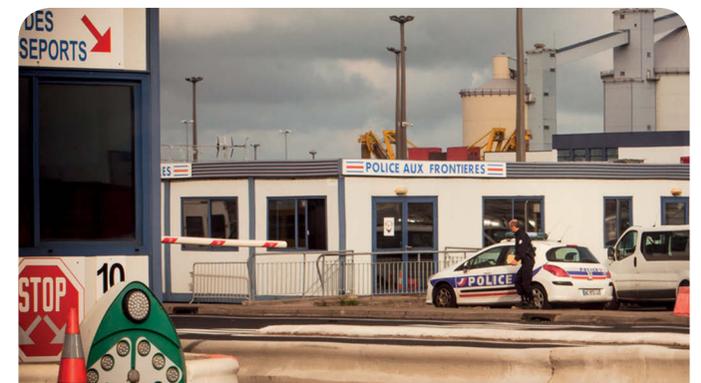
CK: Norwich is a top ten retail destination and continues to go from strength to strength. IKEA obviously considers Norwich to be a strong retail location to trial a store here. Whilst the retail and leisure offering in Norwich is very strong, this is sometimes to the detriment of market towns, with larger national retailers investing in larger better quality stores in city locations, whilst closing their offering in smaller towns – for example Marks & Spencer in Great Yarmouth.

PP: Large provincial cities provide great locations for retail therapy, and Norwich is up there with the best. IKEA's decision shows a real confidence not only in Norwich but Norfolk and, dare I say, North Suffolk. My eldest son has set up home in York after studying there and we visit many times a year. York is touted as 'the historic' city to visit, but Norwich without a doubt offers a great deal more. We just need to shout about it more.

SM: There is no doubt that Norwich is a prime retail destination and the likes of IKEA recognizing this is something we should all be proud of. What makes Norwich truly stand out however is the mix of the retail offering. I would hate to see the larger players detract from the exceptionally good independent retailers that the City has to offer.

RW: Retail has changed hugely over the last few years, with many customers browsing shops to look and touch and examine – but then turning to the web to purchase. There's even an industry acronym for it: ROBO, meaning research offline buy online. It means shops have changed their approach hugely, focusing on offering great customer service to convince people to purchase in-store. The news that IKEA is coming to Norwich demonstrates the thriving regional economy here. Let's hope there is more news like this to come!

BT: For a number of years now, Norwich has been considered to be one of the UK's top shopping destinations. It's not therefore too much of a surprise that IKEA has decided to launch its first new Order and Collection Point at Sweet Briar Industrial Estate. It's vitally important that these national and international brands keep opening stores in Norwich, as their presence then leads to others following suit. This also fills a big gap for Norfolk and Suffolk with the closest existing IKEA stores being a couple of hours drive away. However, I think that if people are expecting your traditional IKEA store they are going to be surprised!



Do you think that this year's turmoil at Calais will persuade more people to holiday in the UK next year – and how should Norfolk's tourism industry be marketing itself to take advantage of this opportunity?

SM: The distressing scenes we have all witnessed over



STUART MORTON
Price Bailey



PAUL PITCHER
Managing Director
Wellington



BHARGAV TRIVEDI
Birketts



RICHARD WILLIAMSON
Senior Relationship Manager
Nat West



CRAIG KNIGHTS
Partner
Arnolds Keys

the summer are likely to further advance the popularity of the 'staycation'. I am a huge advocate of the Norfolk's tourism sector but believe the region is underappreciated. I would love to see further investment in a joined up strategy to promote the exceptional natural beauty of our beaches and the Broads together with our brilliant built attractions. Promoting what we have to offer is a key way of generating significant growth in the county's economy.

PP: I don't think it is just the turmoil in Calais that will make people think about holidaying at home but also the very sad events in Tunisia earlier this year. The region has a great voice in our New Anglia LEP, which is doing great work in putting Norfolk on the map in many business sectors. Perhaps they should up the ante on tourism in Norfolk which has so much to offer, with the Broads, seaside towns to match anyone's desires, wonderful countryside and of course Norwich, (...and not forgetting North Suffolk...).

BT: I think that a lot of people will be looking again at their holiday plans and looking at options within the country, although the issue is that getting to France for many is quicker than getting to Wales, Scotland, Northern Ireland or the Irish Republic. For us in Norfolk, tourism is the largest sector industry, and I think this rise will continue irrespective of the recent issues at Calais.

RW: Norfolk has been a popular "staycation" destination for generations. I think the region has always done a fantastic job marketing itself, but it would be a bit crude to try and make hay on the back of the Calais crisis. Nevertheless, hoteliers and restaurateurs could well be in for a bumper season, so it's worthwhile them taking time to plan ahead and start finalising their 2016 business plans.

CK: It is unlikely to have a significant impact on tourism, as a relatively small number of passengers travel via either the Channel Tunnel or ferries between Calais and Dover. Norfolk does a great job promoting itself within the tourism industry, and our holiday lettings business has had a fantastic year, with even more properties on the books for the 2016 season.



What are your interest rate predictions for October 2016, October 2018 and October 2020?

BT: Massive disclaimer here - I'm a lawyer not a financial adviser so please treat with a pinch of salt!

October 2016 - 0.75%
October 2018 - 1.5%
October 2020 - 2%

PP: If I could predict this with confidence I would be sipping Campari on a swanky balcony overlooking the Thames or the Wensum. The world's economy remains fragile and I feel we will continue to see relative low rates for many years to come.

SM: October 2016 - 1%; October 2018 - 2.5%; October 2020 - 3%

CK: With the consumer prices index (CPI) returning to zero in August, driven down by the cost of motor fuel and clothing, it is difficult to see the Bank of England increasing interest rates from 0.5% anytime soon. UK house price inflation also fell to 5.2% in July, the lowest annual rate since September 2013, further hardening the Bank of England's position.

Therefore my predictions are as follows:

October 2016 - 0.75%
October 2018 - 1.5%
October 2020 - 3.5%

RW: I wouldn't like to guess, but since the Bank of England was made independent we've seen a non-po-

litical approach to setting interest rates, which in my opinion has been a good thing. Any change in interest rates affects both us and our customers, so it's crucial that any decision is taken weighing up all the factors. I'd anticipate rates are likely to go up, so part of our role as a bank is to offer advice and support to our customers so they plan well in advance.



Who is going to win the Rugby World Cup? (NB: this question was answered before England lost to Wales and Australia)

CK: Rugby, the greatest team sport in the World and a real passion of mine! England are in the group of death with Wales and Australia, and we need to qualify top to ensure an easier route to the final. I am not sure we have the quality to win, and therefore I predict The All Blacks will once again win the Rugby World Cup.

RW: Our parent company might be located in Caledonia, but I'm backing England!

SM: My head says the All Blacks, but my heart still wants to believe England could pull it off!

BT: New Zealand. Although I am enjoying the World Cup I am not a massive rugby fan. A good friend assures me that unlike other sports, the best team almost always wins the Rugby World Cup, and that the best team in the world at the moment is New Zealand. Although I am slightly biased perhaps, as I am going to see New Zealand play Tonga - I'm just looking forward to seeing two Hakas!

PP: I think England have a real chance, but 50p on Namibia at 5000/1 has got to be worth a punt.....

£500,000 SALES AT NORFOLK FARM MACHINERY AUCTION

Over 300 local farmers and farm machinery dealers from across the UK took part in brisk bidding at a farm machinery and equipment auction in north Norfolk – with the hammer coming down on more than £500,000 worth of lots.



Top price among the 400 lots was £114,000 paid for a Claas 660 Lexion Combine, which was bought by a south Norfolk farmer. A Sands Vision self-propelled sprayer made £70,000, a 2014 Claas Axion 840 tractor sold for £48,500, and a Simba Horsch drill went for £17,400.

The sale also included some well-maintained vintage tractors, including a 1947 Field Marshall Series 2 vintage tractor which sold for £9000, a 1954 Fowler Vintage Crawler which made £5,300, and a Rare Albion Vintage Lorry for restoration which sold for £2,600.

The sale, at Hall Farm in Crostwight, was on behalf of Alston & Donald & Clan Farms, who are re-organising their farming business, and was conducted by agricultural property specialists and auctioneers Irelands, part of Arnolds Keys

“We are delighted with the results of this auction, especially considering the difficult time that the second-hand agricultural machinery market is in at the moment,” said Simon Evans, partner at Irelands.

“Many dealers are sitting on large stocks of machinery, with the exchange rate working against them when it comes to overseas sales. Fortunately, Irelands has a very loyal and substantial following amongst local farmers, and many of the lots were bought by this market for use on farms in the area.

“Despite the state of the market, the sale also attracted trade buyers from across the country, with dealers travelling from as far as Devon and Yorkshire to attend the sale. This sale was unusual in that it included much recent machinery with very low hours, which added to its attraction.”

Total hammer prices at the auction exceeded £550,000.

simon.evans@irelands.co.uk



Ashley Smith

NEW REGULATIONS FOR RESIDENTIAL LANDLORDS COME INTO FORCE

New regulations aimed at residential landlords came into force on 1st October - and failure to comply could lead to fines and/or the inability to regain possession of your property, writes Ashley Smith.

The changes to Section 21 of the Housing Act add extra responsibilities on landlords, and give tenants a defence against eviction if landlords have not complied with the rules.

The main alterations are:

- At the start of each new tenancy tenants must be handed an up-to-date copy of the Government’s ‘How To Rent’ booklet. This can be printed off, or emailed. It is vitally important to obtain either a signed receipt for a hard copy, or an email confirmation of receipt - because if you cannot prove you have served the booklet, then you may not be able to serve a Section 21 Notice to gain possession of your property.

- Tenants must be provided with a copy of the EPC at the start of the tenancy. The tenants must sign to say they have received this.
- If a current gas safety certificate is not valid at the time a Section 21 Notice is served, it can be challenged by the tenant. The only exception to this is where the landlord can show evidence that they have made ‘regular and genuine attempts’ to gain access to the property to carry out a gas safety check, and the tenant has failed to provide such access.
- A tenant can complain about the condition of a property to the local authority, which may choose to serve an improvement notice to the landlord. If the

landlord does not comply with this notice within 14 days, then they will not be able to serve the tenant a Section 21 Notice for six months.

October 1st also sees the introduction of the Smoke and Carbon Monoxide Alarm (England) Regulations 2015 which are aimed at making residential properties safer for tenants.

There must be at least one smoke alarm on every storey of a private rental property and a carbon monoxide alarm for every solid fuel burning appliance or open fire; this applies to all new tenancies and existing tenancies. Our advice is that all rental properties should be equipped carbon monoxide alarms, including those with gas

and oil burning appliances. This is not just to comply with the law (fines may be up to £5,000 for non-compliance), but also as good practice.

As with so much regulation and legislation, keeping up with the latest changes is almost a full-time job. For most landlords who are not property professionals, by far the safest way of ensuring they are complying with the various rules is to enlist the help of an ARLA licensed lettings agent - it is our job to stay on top of the changes, and to help landlords comply with them.

If you are a landlord and you are concerned about these latest regulatory changes, contact ashley.smith@arnoldskeys.com

NOVEMBER EAST ANGLIAN ART SALE BIGGEST EVER

The biggest ever sale of works by East Anglian artists is set to take place at Keys in Aylsham in November – with Seagos, Campbell Mellons, Arnesby Browns and Eloise Stannards already consigned to the auction.



Edward Seago

Over 350 lots will go under the hammer at the sale, which is now widely regarded as the most important auction of East Anglian art anywhere in the world.

At the time of writing, two Seagos, eight Campbell Mellons and three Arnesby Browns had been consigned to the sale, making it one of the most important auctions of its type for many years.



Kevin Lines

“Our November East Anglian Art Sale has quickly established itself as the most important in the calendar for collectors and dealers alike,” said Keys head of pictures Kevin Lines. “For one day in November, the eyes of the entire art world will be on Aylsham, where some rare and fabulous pictures will be going under the hammer.”

The East Anglian Art Sale is on Friday 27th November. Full details can be found at www.keysauctions.co.uk.

Lights, camera... Auction!

Keys’ Aylsham saleground has been basking in the limelight this autumn, with two leading TV antiques shows filming at sales at Aylsham.

Cameras from popular BBC programme Antiques Road Trip were in town in September, shooting for a forthcoming episode of the show, in which two teams take to the road in vintage cars to scour a locality for bargains in antiques shops – and then attempt to turn a profit by selling their items at auction.



November will see a visit from BBC One’s Put Your Money Where Your Mouth Is, in which top consumer experts are put to the test as they’re pitted against one another and challenged to make a profit – with their own money and their reputations on the line.

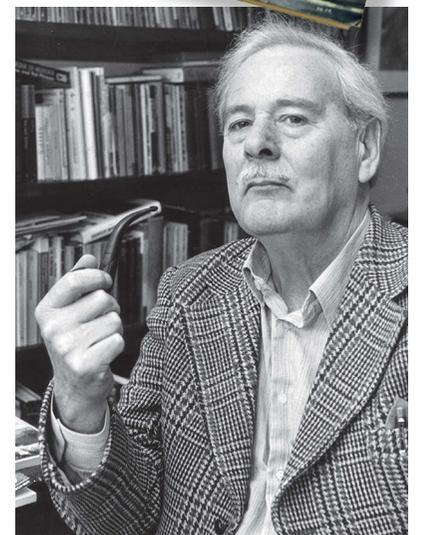
Roy Murphy, fine art partner at Keys, said, “The fact that we are attracting production crews from top national TV programmes underlines the reputation Keys has as the leading auction house in East Anglia.”



GENTLY DOES IT IN AUTUMN BOOK SALE

The private collection of George Gently author Alan Hunter was one of the many highlights of Keys’ autumn book sale, an event which attracted considerable media attention.

With many signed first editions of George Gently novels – which were originally set in Norfolk before being transplanted to the north-east by the TV adaptation – local interest was high in the collection, amassed by Hunter before his death in 2005. Star lot was a first edition of James Joyce’s Dubliners, which sold for £2,000.



Alan Hunter

Another collection in the sale which attracted huge interest was that of Derek Coyte, who managed the publicity for many of the James Bond films. Items included original shooting scripts for two Bond films, as well as a huge collection of memorabilia, behind-the-scenes pictures, and marketing materials. The collection made juts under £5,000

The sale also saw a 17th century papal dispensation and a shipping licence signed by Napoleon go under the hammer.



Some of the James Bond memorabilia that went under the hammer

ARNOLDS KEYS SPORTS CHALLENGE

Teams from 12 city professional firms are battling it out once again to be crowned Arnolds Keys Sports Challenge Champions of 2015.



The summer-long challenge, designed to aid networking and raise money for Arnolds Keys' 2015 charity, Break, has seen office workers taken out of their comfort zone in a series of sporting events, including canoeing on Whitlingham Broad, Karting and Tenpin Bowling.

With two events to go, accountants Larking Gowen top the leaderboard, with construction firm R G Carter running them a close second. We are pleased to report that our own team is currently in a creditable third place!

This is the sixth year that the Challenge has been run, with the winner announced at the final event in November.

LUDA STARS IN DRAGON AUCTION

Arnolds Keys' very own dragon was one of the star lots in a very successful charity auction in Norwich earlier this month.

The dragon – painted by young Norfolk prodigy Kieron Williamson – was one of 84 which were on display in the city throughout the summer, as part of a fund-raising event staged by local young people's charity Break.

There was brisk bidding for Luda, which eventually sold for £20,000 – one of the star lots in an auction which made a total of £369,500 for the charity.



NEW FACES WELCOMED

Arnolds Keys has welcomed a number of new staff since the last issue of **ADDRESS**.



Zoe Plant has joined the agricultural team at Irelands. Zoe has relocated to Norfolk from Oxfordshire, where she was previously a land agent more recently for a national firm, and prior to that for a Cotswolds firm. A member of the Royal Institution of Chartered Surveyors (RICS), she studied at the Royal Agricultural University in Cirencester. Originally from the Isle of Wight, Zoe is from a farming background, having been brought up on the family farm; she is also married to a farmer.



Allan Saunders has been appointed residential manager at our Sheringham office. Allan entered the property profession in 2012 after a 25 year career in retail, working for B&Q and most recently Marks and Spencer. A change of direction in 2012 saw him join a national chain of estate agents, becoming assistant branch manager.



Meanwhile **Daniella Davies** has 'come home' to Aylsham after being appointed senior negotiator at our office in the town – where she grew up and went to school. After starting her career in banking, Daniella worked for two estate agents in Norwich, but now her new job has brought her back to her home town – and she says she is delighted to be back. "I jumped at the opportunity to work in the heart of the Aylsham community. With the north Norfolk property market really buzzing, it is an exciting time to be joining one of the leading players in the business."



Hannah Husband has joined us as apprentice office administrator. Born and bred in Norfolk, Hannah went to school at Framingham Earl High School and Notre Dame High School in Norwich, before joining Arnolds Keys as an apprentice after taking her AS levels. She has always been interested in property, and is looking forward to building her career in the profession.



Darren Neave



Gareth Mears

Finally, two senior promotions have been announced since the last edition of Address. **Darren Neave** has been appointed an associate, while **Gareth Mears** has been promoted to the post of land and development surveyor.

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