



A Day in the Life...

Head of Sales Peter Buckingham BSc currently runs the successful Market Harborough Estate Agency office, specialising in the valuation and sale of town and country properties, together with homes of distinction, development opportunities, planning aspects, new homes and commercial property.

How does your day in the office start?

On Mondays and Fridays, we start the day with a team meeting. On Monday, it is to review what happened over the weekend and to set tasks for the week ahead. On Friday, we need to plan for the weekend, always our most hectic time. I have a fantastically capable team who are full of ideas and determined to keep the standard of service we offer to our clients at the highest level. We deal with a wide variety of property matters aside from conventional house selling. This includes development land valuations and we also have a lot of new homes business. We have close links with our rural, lettings, commercial and survey departments so Monday morning is a good time to set the agenda for the week and ensure that we have aligned our priorities across departments. On other days of the week, I'll often do valuations first thing. Clients appreciate the opportunity to meet early before their working day starts. I'm in the car a lot to conduct valuations which means that, after 25 years in the Harborough area, I have the best sandwich stops mapped!

What do you like most about your job?

I love the contact with people: our clients and customers. You meet some great characters, and people are often at an interesting stage in their lives when they engage our services. They are entrusting us to sell possibly their most valuable asset, in which there is usually huge emotional investment too, so it's important to get to know their expectations at the outset. It's lovely to be appreciated when you go the extra mile to provide the best service you can. I really enjoy dealing with the wide variety of properties that we take on at Grangers: from Grade I listed buildings, full of character and history, to contemporary homes, offering a wonderful new lifestyle. Whether we are selling a small terrace in the centre of town, or a £2m gem, we still have to deliver the service the client expects from us - and hopefully exceed those expectations.

What is the most challenging thing about your job?

At the valuation stage, it is critical to get the advice right for the client so that they get the best out of what they are selling. Sometimes, that advice might not be what they are hoping to hear. On the rare occasion, it is difficult to get the advice absolutely right: it can be a fine line between suggesting a client invests to get a property looking ready to sell and ensuring that they don't over-invest or spend too long to get it on the market. I like to bring in experts from within our business. For example, if there is planning potential in the gardens, it's great to get some advice from our Planning Team. If there are structural problems with the property, we will liaise with our in-house Surveyors. We also work closely with our Lettings Team as there is often an overlap with "buy to let" being a vital and flourishing part of our business.

What keeps you busy out of office hours?

We are a close-knit family. My wife, works wonders to keep me under control, and our children, are growing up fast but we are lucky to share a common love of all things sporty, rugby, squash, tennis, golf and sailing.

Are you an early bird or a night owl?

I'm definitely an early bird. I'm the first up in the house and find it a great time to get some dictation done whilst my mind is fresh and the phone is not ringing, and emails are not pinging! My sales team work late on a Tuesday evening. It's our time to act proactively to find potential purchasers. We use our database of interested customers to attempt to find the perfect match for our fantastic stock of properties. My life is full of deadlines which usually means I'm working right up to the last minute to get the work done. This means a late night sprint to the finish line - much to my secretary's disgust when she finds the report on her desk to type up in the morning!