



## Guide To Moving Home



Wheatacre House  
Exchange Street  
Attleborough,  
Norfolk,  
NR17 2AB

Tel: 01953 453838

[www.millbanks.com](http://www.millbanks.com)

*Recommended and Referred  
Through Reputation*

*Established 1979*



# Welcome to Millbank Estate Agents

## A Brief History

The company Millbank & Co was founded by the late David Millbank in 1979. David lived in the town and built a solid company providing a very traditional personal selling service to clients and purchasers alike. Millbank & Co acted as selling agents on many "new" home developments in the town including the popular award winning "Springfields" built by D & P Dunnett Builders Ltd.

Sadly David passed away in 1994 and later that year ownership of the company was taken up by Tony Beales FNAEA who runs the firm to this day.

When Tony Beales took over the business in 1994 he rebranded the company to "Millbank Estate Agents" giving it the distinctive diamond logo, together with a new orange and green corporate identity. The ethos was to retain the name that David Millbank had worked so hard to build, but at the same time give the company an identity to which people could identify with. At that time in 1994 the property market was in decline, property prices were falling, repossessions were on the up and there was a general feeling of apathy.

The staffing levels in those days was just Tony, a part time afternoon secretary and a part time Saturday afternoon receptionist. Advertising was a small black and white advert featuring approx 5 properties and all the boards were put up and taken down by Tony himself.



In 1997 the offices were mostly rebuilt following a flood in the flat above, a programme of refurbishment took place but it was still business as usual while all this work took place.

In 2008 the company expanded taking the ambitious step at the time of launching a lettings department trading as Millbank Letting Agents.

Millbank Estate Agents can also provide Property Auction Services in association with Auction House East Anglia, whereby through referral, clients can receive all the expert advice needed relating to auctioning a property.

Millbank Estate Agents are a pro-active company and in 2012 the company expanded into a refurbished prestigious double fronted two storey office prominently situated close by in Exchange Street. Millbank Estate Agents are Attleborough's longest established estate agent.

## Our Ethos and Culture

The company's aim is to provide the best in customer service and create a selling environment where by all staff are focused and highly motivated.

Director Tony Beales commits himself to continually finding new ideas to improve the business, to offer greater customer service and to ensure that the staff including himself are happy and enjoy themselves.

## In the Community

As a respected local firm, Millbank Estate Agents have long supported local charities, groups and organisations in the area with sponsorship and support providing gifts and donations. Millbank Estate Agents are the main club sponsor of Attleborough Town FC. Other beneficiaries include Attleborough Infant & Junior School Fetes, St Marys Church Attleborough Bazaars, Attleborough Amateur Boxing Club, Quidenham Children's Hospice, East Harling Cricket Club, Attleborough High School, Attleborough Christmas Light's and Attleborough In Bloom.

Millbank Estate Agents also support Children with Cancer, Parkinson's UK and the Cure Parkinsons Trust which is a charity set up to help and provide funds to find a cure for the Parkinsons condition. We are always delighted to help where we can.



# An introduction to the area

Attleborough is typically representative of the small and much sought after area in which to buy property in this attractive county.

Dating back to the first century, Norfolk is steeped in history and has strong links with the early Roman settlements. Being on the east coast of England, the county suffered numerous invasions from the Anglos and Saxons.

Nearly half the population live and work in the three major areas of Norwich, Kings Lynn and Great Yarmouth, which leaves the balance living in the small and charming villages which can be found right across the county. The area is flat and is a popular tourist destination with many attractive seaside locations and, of course, the Norfolk Broads which is an area of outstanding beauty.

Whilst Norfolk does not have a motorway, it has excellent road links to all other parts of the country, including the A11 which is completely dualled all the way to London.

The Great Eastern Railway Line links directly to Liverpool Street Station from Norwich, plus Norwich International Airport offers flights to other UK airports as well as international destinations.

Anyone thinking of buying a property in Norfolk will find it offers a refreshing escape from the hustle and bustle of busy Britain.

Around every corner you will find pretty villages and historic churches, miles and miles of unspoilt beaches, countryside and rivers teeming with wildlife, relaxed towns and a city with wonderful shops and tempting cafes.

Combine all of this with an exciting selection of things to do and a range of entertainment to suit all ages and you have Norfolk in a nutshell.

Attleborough is an historic market town with a population of 9700 (2001 census) which has increased since this date and is situated between Norwich and Thetford on the completely dualled A11 trunk road. The town has its own railway station with main line rail links to Norwich and Cambridge. There are a variety of shops and amenities including main banks, a building society, supermarkets, a main post office and also a sub post office in the Dodds Road convenience store.

There are public houses in the town centre, various restaurants plus the award winning Mulberry Tree Restaurant and bar. The town also has a public library, doctor's surgeries, dental practices and veterinary practitioners. There are 2 primary schools for children from the ages of 4-11 years and a secondary school which has academy status and sixth form centre. There are many recreational facilities and groups including the Attleborough Players, Attleborough Amateur Boxing Club, Attleborough Town Football Club and The Attleborough Bowls Club.





# Sales & Marketing Strategy

## Our Selling Approach

At the point of all new instructions being received, our sales team will visit each new property listed with Millbank Estate Agents providing them with the opportunity of meeting our new clients face to face for the first time, as well as enabling them to see the property at first hand, identifying all the best selling points. This makes it easier to enthuse about the property to prospective buyers we have looking in the area. We find this to be very useful and certainly assists in the selling process.

We produce our own magazine through the GUILD OF PROPERTY PROFESSIONALS which is circulated locally within the town and over a wider area throughout Norfolk, Suffolk and Essex via other Guild Members. We have 8 pages for 8 of our properties in each edition shown in the front of our bespoke magazine, which is produced every 6 weeks with a circulation of nearly 3,500.

There is also an electronic online version where we send a link via e-mail to all applicants on our database. Our on-line newsletter features all our latest new instructions and price reductions and is sent out regularly to all applicants on our database who are actively looking for property.

## On-line

All our properties are widely advertised on the internet both on our own website millbanks.com and the UK industry leader Rightmove.co.uk.

Our properties can also be seen on The Guild of Property Professionals website plus onthemarket.com.

All websites which showcase our properties provide us with a valuable and regular source of enquiries from applicants either seeking a move/relocation into this area or are just moving locally.

## Property Sales Brochures

Our property sales brochures are prepared in full digital eye catching colour with all photographs taken in HD and colour floor plans which is all included within our selling fee. The brochures are circulated to our registered applicants from our database then followed up with phone calls to encourage early viewings.

## Viewings

All viewings are arranged by prior appointment with our sellers direct. We can also provide accompanied viewing, whereby a member of our trained sales team will be able to personally show prospective buyers around your property. In such cases, we will contact you to advise when a viewing will take place. Viewings are followed up by our sales team to find out the applicants thoughts and findings with the results of our reaction/feedback questionnaire passed on to you at the earliest opportunity.

## Videoette

Each property we put onto the market includes a 1 minute video made up of the high resolution HD still photographs from the brochure and put to a music beat. The video is made in conjunction with google search, google mapping and provides a highly engaging sales aid which we upload to Rightmove and you can share with friends on social media.



### Contact Updates

We contact our sellers regularly with a résumé and update of the current market conditions, covering the general property marketing including the Rightmove Statistical Analysis which identifies the “hits and clicks,” plus any additional advice we can give on the selling of your property which may come as result of the feedback questionnaires, this is all done to help us achieve a sale for you.

### After Sales

When a sale has been agreed, we closely follow and monitor the sale through to exchange of contracts and completion. Keeping you informed of all progress along the way, this is particularly important as we are able to identify any situations that could occur early and sort them out, preventing them from being problems later on.

### After Office Hours Service

We have an out of office hours phone divert service where we can be contacted, evenings, weekends and bank holidays, which is very useful in being able to arrange viewings, submit offers, provide assistance or even to just leave a message.

### The Guild of Property Professionals

We are members of The Guild of Property Professionals providing us with additional coverage via approximately 800 member offices throughout the UK, including a central office in Park Lane, London where we have our own dedicated phone number enabling us to generate interest in our properties from the “Lucrative London Market.” All our properties can be accessed on touch screens in Central London from outside The Guild’s Head Office on Park Lane where applicants can register their details.

### Referrals

For Independent Mortgage Advice we refer to London & Country and Cavell Rose who will be delighted to discuss and tailor the right mortgage deal to suit your personal needs. For conveyancing we refer to local or national law firms who will prepare a quote based on your selling and/or purchase price.

### The Property Ombudsman

We belong to The Property Ombudsman which is a redress organisation. This provides the opportunity for buyers, sellers, tenants and landlords to seek redress over any complaint they may have if a complaint cannot be resolved in-house. Millbank Estate Agents have a complaints procedure, a copy of which can be provided.

### Money Laundering Regulations 2007

Millbank Estate Agents are legally obliged to comply with the laws relating to the Money Laundering Regulations 2007. Under these regulations an estate agent must be able to formally verify the identity of their clients, in order to comply with these regulations. Prior to instructions being received, 2 forms of identification (passport or driving licence together with a current utilities bill with your current address on it) will be required. A photocopy of a passport or driving licence, if sent in the post, will need to be countersigned by a professional person to confirm likeness and identity. Your co-operation is much appreciated.

### Residential Letting and Property Management

We operate a very successful Residential Lettings and Property Management service based within our offices trading as Millbank Letting Agents. We offer a full property management service, along with Tenant Find Only and Tenant Find Only Including Rent Collection. We serve Attleborough, East Harling and the all surrounding villages, including as far out as Norwich plus the markets towns of Thetford, Diss, Dereham and Wymondham. Terms of business for our letting services are available on request by telephoning (01953)450373 or e-mailing [lettings@millbanks.com](mailto:lettings@millbanks.com)







## Millbank Letting Agents

Here at Millbank Letting Agents we provide a professional, fully managed residential rental property service giving landlords peace of mind that their property is being looked after to the highest standard.

This includes advice on compliance and legal responsibilities and regular property inspection visits with feedback and communication passed onto the landlord.

We also provide the collection and payment of rent and monthly financial reporting, handle all tenant enquiries, deal with all maintenance and/or repair issues along with many other services provided within our managed property package.

Should a landlord wish to manage the property themselves, then Millbank Letting Agents can provide a tenant find only service which is simply finding a tenant, going through the application process including referencing, then passing all the details onto the landlord once everything has been set up. We can also provide a Rent Collection and reporting service for Let Only Landlords.

We are always requiring more properties to rent out and have a continuous number of registered tenants looking for residential property in Attleborough and the surrounding area covering East to West from Diss to Dereham and from North to South: Hethersett to Thetford, an area of some 400 square miles.

If you are already a landlord and have a property to rent out or you have your own portfolio, contact our Lettings Team on 01953 450373 or email [lettings@millbanks.com](mailto:lettings@millbanks.com) to find out how we can help you.

With a wealth of experience in the local area dating back to 1979, we offer comprehensive Estate Agency and Lettings service with extensive market knowledge in South Norfolk and Breckland areas.

A known and trusted agent in the local area, we realise that reputation is everything and in a world where professional integrity and common courtesy seems less and less important. It is important to us that our clients trust us as this is the cornerstone of our business ethos in the way we operate.

To maintain this level of success in an ever more competitive and regulated market place, we need to know our business and subscribe to the ethos of participating in continued professional development.

### Not All Letting Agents Are Regulated

Is your agent keeping you safe and complying with the law? While there are no mandatory regulation of letting agents and landlords, there are nearly 150 pieces of law affecting tenancies. If your agent is not up to date or offering a professional service you could be missing out on protection guaranteed by the law.

- Recent Legislative Changes That Affect Tenancies
- Smoke and Carbon Monoxide Alarms
- Section 21
- Right To Rent Checks
- Gas Safety
- Deposit Schemes
- Retaliatory Evictions





We are members of the National Federation of Property Professionals (NFOPP) incorporating The National Association of Estate Agents (NAEA Property Mark) and The Association of Residential Letting Agents (ARLA Property Mark) and are regulated by The Property Ombudsman (TPO), thus ensuring we are always kept up to date with the ever changing legislation.

In 2013 Millbank Letting Agents became a licensed ARLA agent (Association of Residential Letting Agents), membership is only achieved by agents who demonstrate that they have a thorough knowledge of their profession and that they conduct their business according to current best management practice.

By using a Millbank Letting Agents a Licensed ARLA agent, you are guaranteed:

- **That the agency is covered by our Client Money Protection (CMP) Scheme.** ARLA have the ability to make discretionary grants if you suffer financial loss due to the bankruptcy or dishonesty of the member or their firm.
- **That the agency has Professional Indemnity Insurance.** This ensures you are financially covered for successful claims relating to members' negligence, bad advice or mishandling of data.
- **To be consulting with a qualified and trained agent who can give you professional up-to-date advice and guidance.** All our members are required to carry out Continuous Professional Development (CPD) each year.
- **That you are dealing with an agent who voluntarily follows the Code of Practice and Rules of Conduct laid down by their professional body.** If an agent does not follow the code, they can be fined or in the worst cases expelled from membership of ARLA.
- **That you have a route to redress should something go wrong.** It is a mandatory requirement that all our members belong to an independent redress scheme, the choice being either the Ombudsman Services: Property or the Property Ombudsman Service. This gives you, the consumer, an added level of protection.

Maintaining our knowledge and understanding of legislation is imperative in this industry to ensure that both our landlords and tenants are kept fully up to date with their rights and regulations. This means we can consistently offer them the best advice throughout the letting process and thus protecting them to the best of our ability.

Many agents neglect to advise their landlords of imperative information particularly relating to current safety legislation.

For example: It is a common misconception to many landlords that Portable Appliance Testing and Electrical Installation Testing is not a legal requirement. But in fact, if any tenants are harmed as a result of not being tested or checked via the proper channels then they will become liable.

Landlords are legally required to show a duty of care to their tenants and by not having current and valid safety certificates on file, landlords are breaking the law. We advise all our client landlords of all the current and new legal requirements and even those areas that are not law, but may have impact on the landlord.

New legislation has taken place since 2015 with some having quite serious consequences if you do not comply.

#### **Smoke Alarm and Carbon Monoxide Detectors**

The main one being the implementation on 1st October 2015 that smoke alarms must be on each storey of the premises of a rented property and be in fully working order on the day of the tenancy beginning. Also if there is any solid fuel burning appliance within a rental property then a carbon monoxide detector must be installed. We will regularly check the smoke alarms are working at all times and inform the landlord if they are defected in any way so that the landlord is fully compliant at all times.

#### **Legionnaire's Disease Risk Assessment**

Legionnaire's disease is a potentially fatal form of pneumonia caused by the inhalation of small droplets of contaminated water containing legionella.

Landlords have a legal responsibility to ensure the health and safety of the tenant and therefore we highly recommend a risk assessment is undertaken on any property you rent out and then have this reviewed on a regular basis. This assessment lasts 2 years and will need to be updated accordingly.

#### **Right To Rent Checks**

Letting Agents need to carry out quick and simple checks on behalf of the landlords to make sure all adult tenants have the right to rent property in the country.

A lettings agent or landlord will only have committed an offence if they knowingly or with reasonable cause to believe, let residential property to disqualified persons. This can include repeated or large scale offenses of letting to illegal migrants.

#### **How To Rent Booklet (February 2018)**

Before tenants can begin a new tenancy then they must understand their responsibilities and important rights. The How To Rent booklet must be given to the tenants which highlights the process of renting a property and how to get help if things go wrong. This is a legal requirement from the Department for Communities and Local Government.

#### **General Data Protection Regulation (GDPR)**

The General Data Protection Regulation (GDPR) comes into force on the 25<sup>th</sup> May 2018. It will replace the existing Data Protection Acts and creates a new regime for handling individual's personal data. This will be supplemented in the UK by a new Data Protection Act which is passing through Parliament which should be in force before May.

A key element of the GDPR is being very clear with people where their data is going and what is being done with it. This includes specifying precisely what third part organisations and countries the data is being sent to and what they will do with it. For letting agents this will mean a much tighter relationship with referencing agents for example who process personal data at the direction of the agents to make decisions about tenancies.

We as the managing agent will continue to check that all new legislation is implemented and that the landlord is aware and remains fully compliant during the tenancy.

# Rogers & Norton Solicitors - A friendly face in times of need

For most people buying a house and/or selling a house is the single largest transaction of their lives. Rogers & Norton can help guide you through the process and make the transaction of a house purchase or a house sale as stress free as possible.

Their Residential Conveyancing Team is one of the most well respected teams of Residential Conveyancers in the region.

They aim to make all transactions as smooth and stress free as possible. Rogers & Norton are approachable and at the same time, by using up to date technology and employing experienced staff, they aim to provide a quick and professional service.

Rogers & Norton would be delighted to provide a fully detailed conveyancing quotation for your needs, whether you are moving to the area or moving within the region.

Rogers & Norton will always explain to you the steps which will be involved in your transaction, from the initial stages of obtaining the title deeds and preparing a draft contract on your sale, to completing the transaction on the date when you move into your new home.

To assist you further they provide an explanation of some of the conveyancing phrases you may encounter when considering a sale or purchase.

## Terms and Phrases

**Seller** - The party selling a property. May also be referred to as the Vendor.

**Buyer** - The party who is purchasing the property to be sold. May also be referred to as a Purchaser.

**Deposit** - The contract provides that the Buyer, at exchange of Contracts shall pay a deposit of 10% of the purchase price. In practice this is usually less than 10% especially if you have a sale and a purchase.

**Conditions of Sale** - These are set out in the Agreement for Sale. All Agreements have standard conditions of sale prescribed by The Law Society which set out the procedure that must be followed during the course of any sale.

**Agreement of Sale** - This is also known as a Contract. This is the document that is drawn up by the Solicitor acting for the Seller. It is produced in duplicate. It will set out the details of the Seller and Buyer, the purchase price, deposit and conditions of sale.

**Title Deeds** - The title to the property will be either of the following:-

**Registered Title** - This is a title that is registered at the Land Registry and the Register will be kept at the Land Registry.

**Unregistered** - This is a title that consists of a number of original deeds. Since 1989 all properties that are sold or transferred in England and Wales have had to be registered on the first transaction at the Land Registry.

**Exchange of Contracts** - This is the point in the transaction where the Buyer and Seller are committed to the sale and purchase under the terms of the Agreement for Sale.

**Completion Date** - This is the day you will move out of your property and move into your purchase property.

**Freehold** - This means that the building and the land on which it stands and any garden land, is owned together and forms a freehold title.

**Leasehold** - This is normally a flat; you will own the flat and the interior walls. You will have a Landlord who will own the land upon which the building stands and the exterior walls, roof and common parts which are freehold.





# About Rogers & Norton Solicitors

Rogers & Norton Solicitors are a progressive firm of solicitors who were established in 1982, have many years of experience across a wide range of legal services, including helping people buy and sell property.

They have gained a reputation for the quality of their service based on their understanding and commitment to fulfilling their client's wishes.

The practice appreciates that people are individuals and have their own special needs. They also respect the fact that to attract new clients, they must be progressive in their approach and understanding in their attitude.

Their aim is not just to serve the needs of their clients on a one off basis, but to encourage the client to return to them whenever they need specialist legal advice.

Like all good solicitors they recognise the need to specialise and Rogers & Norton Solicitors have a dedicated team of professionals able to offer specialist advice across a broad range of legal issues.

Where Conveyancing is concerned, the practice has extensive experience and is able to offer a wide range of advice on all aspects.

Their services include:

- Company and Commercial Services
- Conveyancing
- Construction
- Employment
- HMRC Disputes and Litigation
- Licensing
- Litigation and Dispute Resolution
- Matrimonial and Family Law
- Personal Injury and Clinical Negligence
- Private Client / Wills and Probate

The house buying and selling process can be a minefield and there are a host of different processes which have to be covered.

Rogers & Norton Solicitors will keep you informed of each step and make sure that you understand just what is happening.

This is just an example of how the practice views the relationship between their clients and themselves. It is a partnership where everyone benefits from the final outcome.

Rogers & Norton Solicitors have learnt over the years that situations in life are rarely black and white which is probably why they believe that they are a law firm who really stand out from the crowd.



Connaught Lodge, Connaught Road,  
Attleborough, NR17 2BN  
Tel: 01953 453 774  
Email: [mcg@rogers-norton.co.uk](mailto:mcg@rogers-norton.co.uk)



# OFFERING THE BEST LEGAL ADVICE, AT THE TIME YOU NEED IT

Spire Solicitors LLP has roots in East Anglia dating back over 250 years. The present firm was established in 2013, following the merger of three of Norfolk's most established law firms - Greenland Houchen Pomeroy Solicitors (GHP), Hood Vores & Allwood Solicitors (HVA) and Overbury Steward Eaton & Woolsey Solicitors (Overburys).

With the head office located in the heart of Norwich city centre in the picturesque Cathedral Close and seven offices in market towns throughout Norfolk, including Aylsham, Attleborough, Dereham, Diss, Long Stratton, Watton and Wymondham, Spire Solicitors LLP is one of the largest legal firms in the region.

The firm offers legal advice across a variety of practice areas for individual clients and businesses. These services include Residential Conveyancing, Wills, Tax and Probate, Family Law, Litigation and Disputes, Employment Law and Personal Injuries.

## How can Spire Solicitors LLP help?

Buying a property is probably one of the largest investments any of us will make. Whether you are buying or selling your family home, thinking about remortgaging, or investing in a property portfolio, you will naturally want to make sure that your interests are fully looked after.

Their residential property team offer valuable local knowledge and proven expertise and are on hand to assist with:

- Buying a property
- Selling a property
- Shared ownership
- New builds
- Remortgaging and equity release
- Buy to let
- Transfer of equity
- Declaration of trust

As buying or selling a property can be a stressful time, it is essential that you choose the right Solicitor. Their efficient and friendly team are renowned for offering a good quality professional service to clients, with modern approaches to practising law. They will guide you through all stages of your property transaction and will always be on hand to answer any queries you may have relating to the procedure. They recognise that each and every client is different and will tailor their services to meet your needs.

If you are looking for assistance with buying or selling your property and would like a free quote or further information, please contact the Attleborough office today on 01953 453 143.





#### Attleborough

The Pines,  
50 Connaught Road, Attleborough,  
Norfolk, NR17 2BP  
Tel: 01953 453143

#### Aylsham

3 Burgh Road,  
Aylsham, Norfolk,  
NR11 6AH  
Tel: 01263 732123

#### Dereham

The Priory,  
Church Street,  
Dereham, Norfolk,  
NR19 1DW  
Tel: 01362 692424

#### Diss

2 Victoria Street,  
Diss, Norfolk,  
IP22 4EY  
Tel: 01379 641221

#### Long Stratton

The Plain, Long Stratton,  
Norwich, Norfolk,  
NR15 2XJ  
Tel: 01508 530033

#### Norwich

Holland Court,  
The Close, Norwich,  
Norfolk, NR1 4DY  
Tel: 01603 677077

#### Watton

40 High Street,  
Watton, Thetford,  
Norfolk, IP25 6AE  
Tel: 01953 882864

#### Wymondham

5-7 Church Street,  
Wymondham, Norfolk,  
NR18 0PP  
Tel: 01953 606351

Email: [info@spiresolicitors.co.uk](mailto:info@spiresolicitors.co.uk)  
[www.spiresolicitors.co.uk](http://www.spiresolicitors.co.uk)





# The complete Architectural Service

There are many individual reasons for needing the services of an architect - maybe you are thinking of building a new home or perhaps you need a different room layout or extension in your existing home.

You may be a home owner or a business who is looking for specialist advice and guidance on how to make the best use of the space you already have.

Jon Venning Architect are a respected architectural practice with over 25 years experience. They are recognised for many well-known projects throughout the area including leisure facilities, churches, doctors surgeries, commercial properties and residential developments.

They are also registered with the Architects Registration Board Chartered member of the RIBA, ensuring you peace of mind and security.

An architect should be involved from the earliest stages of your project, as they are able to offer you the benefit of their experience in deciding how to maximise the potential of your existing property or indeed, to propose ideas for the property you are about to purchase.

The list of services offered by Jon Venning Architect are many and varied:

- Architectural planning
- Contractual administration
- Construction design
- Construction management
- Building project management
- House design

Once you have decided on the specific area of your home or business that requires attention, they will draw up the plans and submit these to the Local Authority for Planning and Building Regulations.

They have a tremendous amount of knowledge and experience in how these two processes work and know how to satisfy the very demanding and specific requirements of a Local Authority.

They will also prepare the full building specifications needed to obtain competitive prices from various building contractors.

You can also expect them to set out their professional relationship at the start of the commission to reflect your needs.

The objectives of their clients are met by professionalism and maintaining the highest standards of performance, efficiently and economically.

Whatever your project, contact Jon Venning Architect and let them help you.

## JON VENNING ARCHITECT

Hardwick House, Ipswich Road, Long Stratton,  
Norwich, NR15 2TF  
Tel: 01508 531 389

Email: [venning.architect@gmail.com](mailto:venning.architect@gmail.com)  
[www.jonvenningarchitect.org.uk](http://www.jonvenningarchitect.org.uk)



## Who should I use to move home?

Moving home can seem a daunting prospect for many of us, however, the actual move can be left in the hands of a company that you can completely trust to do the job properly. This family run business is John Ryder Removals based in Wymondham. The company has all the skills, equipment and experience you will ever need plus many years in business.

They offer their services to both domestic and business clients and can move a whole home or just a single item. Once you have made your enquiry, you can expect to receive all the help and guidance you will require, together with a free of charge consultation and quotation.

There are occasions when there is a gap between moving out and moving in and you may have to store all or part of your belongings. John Ryder Removals have the answer and can arrange storage in a secure storage facility, whether this is on a short or long term basis.

This is useful if you wish to de-clutter your home for decorating or whilst selling. You can have access to this unit as many times as you want by prior appointment.

For all your storage, removal and specialist needs you should contact John Ryder Removals. They have the experience to make sure everything goes to plan.

**John Ryder Removals**

REMOVALS & HOUSE CLEARANCE SPECIALISTS

Unit East End 1, The Green, Wicklewood,  
Wymondham, NR18 9PX

Tel: 01953 605 553

Mobile: 07889 378 970

Email: [sales@johnryder.co.uk](mailto:sales@johnryder.co.uk) [www.johnryder.co.uk](http://www.johnryder.co.uk)

## Making your garden wildlife friendly

There are approximately 15 million gardens in the UK with some estimates putting their collective area at up to three million acres. Since 1900 Britain has lost at least 154 species of animal and 109 species of plant.

Much of this is due to the loss of habitat from housing, industrial developments and changes in farming practices.

If each of us that have a garden does just one or two little things to help the remaining wildlife then it will have a much better chance of surviving.

The UK has lost 90% of its lowland ponds so those in our gardens have a very important role to play in preserving the fascinating creatures found in them.

As a bonus the frogs and toads will eat the slugs and snails that have been munching their way through our plants.

If you are thinking of planting a tree, firstly make sure it is the right size for your garden. Secondly consider choosing a native species.

In a recent study it was found that over 284 species were associated with the Oak, 15 with the Sycamore and none with the Plane tree. This diversity is the keystone to the success of our wildlife garden.

There are a lot of us that only have a back yard or balcony and feel that there is little that we can do, but this is not so.

A bird table or a bird bath will attract lots of different species who, once they know that food or water is available will return regularly. Hang up feeders and fill them with peanuts or specialist bird food.

There are many places to obtain advice on wildlife gardening, your local library, the web, your local wildlife club. A good start for birds is the R.S.P.B, [www.rspb.org.uk](http://www.rspb.org.uk).

For other wildlife try the Wildlife Trust, [www.wildlifetrusts.org](http://www.wildlifetrusts.org). Most important of all, relax, do not get hung up about it, anything you do is a help. Do something, sit back and enjoy the show.











# Handmade Quality Kitchens - made by experienced hands

Making changes to your new home, or updating your present property is a fact of life and it is normally the kitchen which demands your attention.

For many people it is the most important room in the house where the family spend a great deal of time. It is an area which can be used for entertaining, relaxing or working.

If you are looking for a kitchen that functions as good as it looks using the finest components, then look no further than **Beam Ends Kitchens**. They are a long established, family run business and one of the areas favourite suppliers and installers of quality fitted handmade kitchens.

In addition to designing the kitchen, they also design and install kitchen furniture and worktops. They offer a range of worktops from granite and man made Silestone to hardwoods and laminate. Beam Ends Kitchens can also design and build bespoke pieces of furniture such as dressers, store cupboards, plate racks, wine racks and spice racks to name a few.

The business works closely with leading component and manufacturers to ensure your kitchen oozes style and individuality. Their kitchen ranges include handmade, wooden and painted, they have a style to suit any home, from minimalism to rustic country living.

They believe in teamwork with the most important player being you. Your ideas and tastes give them the inspiration to create a unique area which is built to the highest standards of design and workmanship.

Beam Ends Kitchens are manufactured in the traditional manner, glued and dowelled for strength to ensure there are no visible fixings or redundant holes.

When you buy a kitchen from them, you gain much more than an efficient work space, you gain a kitchen that is tailored to your lifestyle.

It will be tough enough to withstand almost anything you can throw at it, yet still comes stylishly equipped with all the latest technology.

Beam Ends Kitchens hold true to the traditional values of high quality workmanship and value for money. As part of their full design service they take time with you, the client and listen carefully to everything you say.

They work with you to ensure that each kitchen will reflect your own personal style and that you will want to show it off to friends and family.

They realise how important it is to get every detail right in your new kitchen especially as it should last a long time. You can contact them on the details shown below, or alternatively, visit them at their impressive showroom.

*Beam Ends*

Handmade Quality Wood & Painted Kitchens

Unit 3 Hall Farm, Station Road,  
Pulham Market, Diss, IP21 4XF

Tel: 01379 608 873

Mobile: 07939 554 595

Email: [beamendskitchens@gmail.com](mailto:beamendskitchens@gmail.com)

[www.beamendskitchens.co.uk](http://www.beamendskitchens.co.uk)



# salt

## Interior Design

Unit 11, Hellesdon Hall Industrial Park, Norwich, NR6 5DR  
 Mobile: 07714 321 987  
 Email: [info@saltinteriors.co.uk](mailto:info@saltinteriors.co.uk)  
[www.saltinteriors.co.uk](http://www.saltinteriors.co.uk)

## Bespoke Interior Design Service

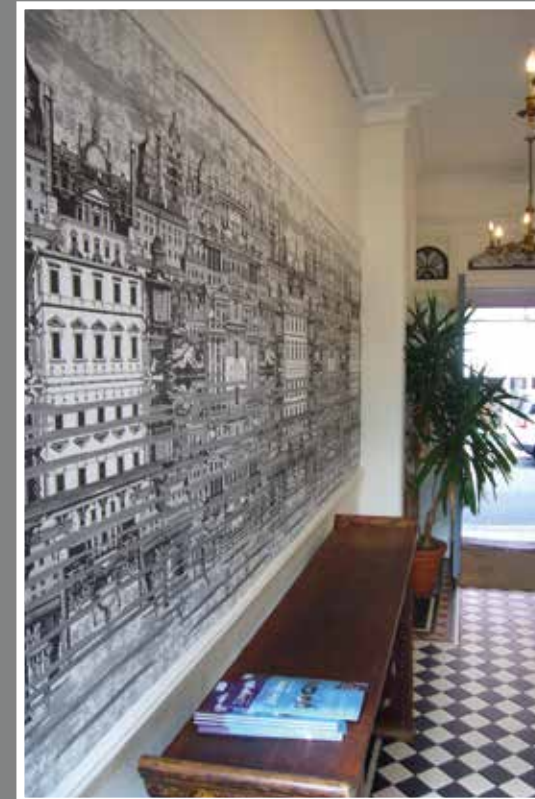
Do you need to improve the look of your property for sale or have you just moved in? Do you need to work on the whole house, transform a room or just add those special finishing touches?

Maybe now is the time to enlist the help of an interior designer, whose skills and experience will make all the difference. **Salt Interior Design** offer a bespoke interior design service that is both personal and unique where relationships with clients are a top priority.

Holly Pagani is the owner of Salt Interior Design and is an experienced Interior Designer having trained and worked in the London interior design scene before moving to Norwich in 2003.

She approaches each new project with a fresh mind and will bring versatility, passion and individuality to each one to ensure your interior design is just what you hoped for.





From traditional to contemporary buildings, family homes or commercial properties, Salt Interior Design can supply wallpapers, curtain poles and fabrics from leading suppliers, as well as offering a curtain and blind making service. She can also source and supply furniture and lighting and recommend paint schemes.

Holly delivers all interior disciplines, from the sourcing of single items through to full refurbishments. This comprehensive service is applied to residential, restaurant and bar, through to commercial, office and hotel.

Holly has a reputation built on her adept understanding of clients needs and wishes and translates these aspirations into a reality.

She ensures that every part of the designs are tailored to the needs of the most discerning clients providing balance of style, usability and budget sensitivity.

Under the Salt Interior Design name she can deliver a range of services from initial visualisations so in-depth the client can 'step' into the ideas and bring their design to life.

Salt Interior Design work closely with clients to combine their expertise with your ideas and budgets. Holly knows that practicality is paramount to her clients.

Whatever your project, Salt Interior Design will be with you all the way from initial concept and planning through to final completion.

Call Holly today to transform your vision into reality.





# Prevention has got to be better than cure

House burglaries are a relatively common form of crime in our society, which is puzzling when you consider that technology now affords us some very sophisticated weapons in our fight against the common thief.

Preventing crime and protecting our property has become an increasing priority for all home and business owners. Bearing this in mind, you would be surprised by the number of properties in the area who do not have any security measures in place, even though the cost is so affordable.

If you are looking to improve your home security, you might wish to contact **DPM Security**. They run a well-established independent security business in the local area, serving Attleborough and the whole of East Anglia.

They pride themselves in the quality installation of intruder alarms, CCTV, access control and gate automation, all of which conform to British Standards.

DPM Security employ experienced and vetted security professionals, who are supported by an efficient administration team and know how to deliver the highest levels of service.

Their consultative approach ensures security recommendations are bespoke to your needs and all installations are completed to the highest of standards.

Maintenance and service visits are proactively managed, ensuring that your security systems are always performing to their ultimate efficiency.

They are registered and inspected by the SSAIB, and recognised by all local Police Forces. As a regulated installer, your insurance company may also offer a discount following an installation.

With your security in mind, DPM Security install systems to be used easily and understand that practicality is key. They will also provide ongoing support for their clients, providing you with additional confidence in your security.

If you are considering steps to protect your home or business, you would be well advised to contact DPM Security directly, to discuss your requirements in more detail.



DPM Fire & Security Ltd  
Bush House, Queens Square,  
Attleborough, NR17 2AF  
Tel: 01953 433 123  
Email: [info@dpmsecurity.co.uk](mailto:info@dpmsecurity.co.uk)  
[www.dpmsecurity.co.uk](http://www.dpmsecurity.co.uk)

Company No: 10190387

# Attleborough Building Services Ltd – The name you can rely on

Finding a high quality, reliable building company can sometimes prove to be a difficult task. This can be made even more difficult if you are new to the area and do not know anyone.

Attleborough Building Services Ltd come highly recommended and have a wide range of building services available, including all the traditional disciplines of domestic, renovations, extensions, self builds and new builds.

They provide quality construction in and around Attleborough and the surrounding area including Norwich and South Norfolk.

Like all reputable building contractors, their range of services is too numerous to list, however, they are able to handle anything involved with residential building and construction.

Everyone involved in the company believes in these traditional values which offer excellent workmanship combined with fair and honest pricing.

Whilst this thinking underpins everything they do, they also appreciate that their clients should expect honesty, integrity and the use of highly skilled traditional tradesmen in providing an excellent solution.

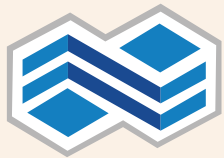
Being a business who believe their customer is their most important asset, they have adopted certain standards which they believe are important.

Irrespective of the task being completed, they will always ensure that the areas being worked on are kept clean, tidy and above all, offer a safe working environment.

Their customers can expect all tasks to be overseen from the start of the process right through to completion. This will make sure that everything which needs to be done, is done.

Whilst there can always be problems, the objective of the business is to complete the job, on time and on budget. You can also expect to be regularly updated on progress and involved in any major decisions.

Last, but not least, with a reputation to maintain, customer satisfaction is paramount. If you are looking for a reputable building company, you would do well to contact Attleborough Building Services Ltd.



Attleborough  
BUILDING SERVICES LTD

36 Queens Road, Attleborough, NR17 2AG

Tel: 01953 453 855

Mobile: 07886 190 405

Email: [info@attleboroughbuildingservices.co.uk](mailto:info@attleboroughbuildingservices.co.uk)

[www.attleboroughbuildingservices.co.uk](http://www.attleboroughbuildingservices.co.uk)











## Roofing with integrity

One of the most neglected areas of any house is the roof, yet it is also one of the most important. It keeps us dry and if properly insulated keeps us warm during those long winter months, however, high winds, age and nature are bound to have an influence on the life of the roof.

Your roof should be periodically checked, particularly after stormy weather, also if you have just moved into your property, it would be wise to call in a specialist roofer and ask them to carry out a survey.

A Royden Roofing have many years experience of working in Attleborough and the surrounding areas.

They are proud to boast that the business provides a thorough and professional service and are fully committed to total customer satisfaction.

They offer an extensive range of services, some of these are listed below:

- Slating and Tiling Specialists
- New Roofs, Re-Roofing, Repairs
- Emergency Roof Repairs
- Free Written Quotations
- No Call Out Charge
- Velux Windows Fitted
- Fibre Glass Flat Roofing

The company guarantees completion of work to the highest standards of quality and in compliance with the most up-to-date Building and Health and Safety Regulations.

By working closely with each client and fully discussing and documenting their exact requirements, they are able to agree the cost and timescales in advance of starting any given job.

Their teams of qualified personnel are available to provide free surveys and no-obligation quotes. Their work provides a cost-effective solution for all your roofing needs.

If you have a concern about your roof, the business will be more than happy to carry out a full inspection. Fixing a potential problem now can save you thousands of pounds in the future.

Finding a well established, reliable roofing company need not be a problem. All you have to do is contact A Royden Roofing.

## A Royden Roofing

155 Besthorpe Road, Attleborough, NR17 2NJ

Tel: 01953 456 784

Mobile: 07747 614 482



## Your first choice for Security

After moving into your new home or business take a second to consider who else may have a key to your property?

Have you considered there may be six or more sets of keys out there somewhere, but you have no idea where they are or who has them?

Many home owners feel a lot more secure in the knowledge that they have total control over their keys and are the only ones who have access to their home.

Similarly, businesses hold a great deal of sensitive documentation, not to mention valuable computer equipment.

Kingfisher Locksmiths always recommend that new home owners, tenants and businesses change the locks as soon as they move in.

In today's world where crime seems to be becoming ever more common place, should we really leave anything to chance?

The business consider your home security their prime concern, from cutting keys, supplying and fitting new locks, lockouts, lost keys, seized or broken locks/keys, property stewarding and domestic key holding.

Some of the services they offer include:

- Specialists in installation of insurance approved BS 3261 locks
- Fast response times that will not leave you stood out in the cold
- No call out charge saving you money and OAP discount
- Expert locksmiths who are used to dealing with a wide range of security problems

- Fully insured and licensed
- UPVC door window and patio specialists
- Specialists in old and antique locks
- Trusted trader for that extra safe feeling of knowing who comes to your door

Operating from their Norwich premises, they are a fully mobile locksmith service, also covering the surrounding areas.

They operate a duty of care policy and a non destructive entry procedure is used where possible.

Assure yourself complete peace of mind in the knowledge that the only keys to your premises are owned by you.

### Kingfisher Locksmiths

1 Wellington Road  
Norwich  
NR2 3HT  
Tel 01603 66 55 73  
Mob 07958 315 661  
[www.kingfisherlocksmiths.co.uk](http://www.kingfisherlocksmiths.co.uk)











## Fencing and Landscaping at its best

Once you have moved into your new home, it will not be long before you will want to stamp your own individuality on it and your garden is often the biggest singular space available to you and your family.

This area should be treated as an outdoor room with huge potential for many uses depending on your lifestyle – relaxing, eating, playing and entertaining.

Situated in the market town of Attleborough, **K M Services** have over 25 years experience in the building and landscaping trade.

K M Services is a company who are passionate about delivering high quality landscaping solutions. They undertake a wide range of projects, both domestic and commercial, throughout Attleborough and the surrounding areas.

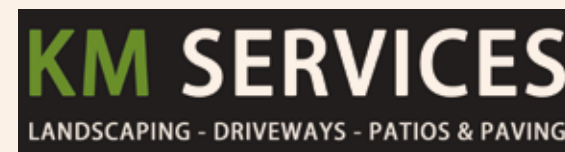
They pride themselves on designing interesting and exciting gardens that incorporate features such as:

- Block Paving
- Driveway Maintenance
- Fencing
- Landscape Gardening
- Patios and much more

Along with their experienced landscaping knowledge they can offer their clients a complete landscaping package using the best materials available which are often locally sourced.

Their time served craftsmen will discuss your needs at length either over the phone or in person. K M Services pays great attention to detail and the company has a very thorough quality control policy and comprehensive company insurance. All their work is fully guaranteed.

For a beautiful and functional, well maintained garden, contact K M Services or visit their web site at [www.landscapinginnorwich.com](http://www.landscapinginnorwich.com)



57 Besthorpe Road, Attleborough, NR17 2NQ

Tel: 01953 452 894

Mobile: 07780 978 157

[www.landscapinginnorwich.com](http://www.landscapinginnorwich.com)

## Why pay main dealer prices?

Sometimes when you walk into a business, you just know you have made the right decision and that you are going to be treated properly.

**Banham Vehicle Services Ltd** is one such place. The business which can be found on Rosary Farm in Banham is very typical of what you might expect.

What was unexpected was the warmth of the welcome you will receive. Right from the start you get the impression that this is a garage you can trust, somewhere which really cares about their customers and the work they carry out for them.

The workshops are adequately equipped with all the latest technology, tools and ramps, the staff are experienced and knowledgeable and are ready to come to the aid of the motorist.

With 40 years experience, the business has been established on a very simple philosophy which is, to offer the very best in service to their customers.

As with most garages, they are able to offer the full range of services, however, the business has been taken to another level and insists that the customer and their needs must come first.

All the staff at Banham Vehicle Services Ltd are correctly trained and supervised. They work very hard and are all motivated and happy. Everything about the business tells you that you are dealing with a totally professional company. That alone is a reason to use their services.

Their services include:

- Servicing and Repairs
- Clutch Replacement
- Engine Management and Diagnostics
- Wheel Alignment and Balancing
- Brakes and Shock Absorbers
- Breakdown and Recovery Service
- MOT's Classes 4 and 7

If you are wanting a professional job, at a reasonable price, give Banham Vehicle Services Ltd a visit and let them take care of you.

**BANHAM**  
VEHICLE SERVICES LTD

Rosary Farm, Kenninghall Lane, Banham,  
Norwich, NR16 2HB

Tel: 01953 887 275

Email: [roy@banhamvehicleservices.co.uk](mailto:roy@banhamvehicleservices.co.uk)

[www.banhamvehicleservices.co.uk](http://www.banhamvehicleservices.co.uk)







Before



After



Before



After



Before



After



Before



After



# The minor car body repair specialist

Any damage to your pride and joy can be devastating, both for yourself and your finances. Taking your car to a body shop or even doing the job yourself, is very expensive and can have limited results.

Established for many years and as the originators of minor automotive paint repair technology, ChipsAway have built a fantastic reputation for providing high quality repairs to minor car paintwork scratches, bumper scuffs, alloy wheels, smart repairs and dents to car body work eliminating the inconvenience and potential expense of using a body shop.

Their customers benefit from a fantastic local service backed up by a nationally recognised brand with extensive industry experience. Professional repairs carried out using ChipsAway's system preserves the integrity of the car's original paintwork and therefore its value. It is no surprise that ChipsAway specialists regularly carry out work in the motor trade for premier brands such as Mercedes, Audi, Ferrari, BMW and Porsche.

They offer repairs at their workshop at Besthorpe near Attleborough and even at your home or workplace. They also have courtesy cars to keep you moving.

They repair all types of car damage including:

## Car exterior damage

- Dents - may be repaired using paintless techniques or using filler
- Damage caused by vandalism
- Stone chips
- Parking damage
- Fading caused by sun bleaching
- Damage caused by bird droppings
- Accident damage

## Alloy wheel damage

- They can repair all types and colours of alloy wheels
- Offer a same day service (wheels are not sent away)

## Supagard paint sealant protection

- They are now able to apply supagard paint sealant
- Fully guaranteed protection for three years
- Keep the original gloss locked in with no fading
- Easier to wash and does not even need a wax or a top up

## Chipsaway should be your first choice for car repairs because:

- Repair lease cars
- Much cheaper than full body shop repairs
- Add value to your car
- Offer a full lifetime guarantee

ChipsAway not only offers a reliable, professional and affordable service, but comes with amazing results.

# ChipsAway

Scratches and scuffs won't dent your pocket

Unit 1A Rookery Business Park, Silver Street,  
Besthorpe, Attleborough, Norfolk, NR17 2LD

Tel: 0800 028 7878

Mobile: 07908 637 532

Email: [rob.hussey@chipsaway.co.uk](mailto:rob.hussey@chipsaway.co.uk)

[www.chipsawayrobandbarryhussey.co.uk](http://www.chipsawayrobandbarryhussey.co.uk)

Proud members of  
**Checkatrade.com**  
Where reputation matters



# Viewing Appointment Record

Date	Address	Price	Comments

# Homebuyers Checklist

## Checklist 1 - The Buying Cycle

- |  |   |                          |
|--|---|--------------------------|
| <input type="checkbox"/> Enquire about Mortgage availability | <input type="checkbox"/> Obtain Removal Quote   | <input type="checkbox"/> |
| <input type="checkbox"/> Make an offer on the property       | <input type="checkbox"/> Exchange Contracts     | <input type="checkbox"/> |
| <input type="checkbox"/> Nominate a Solicitor to act for you | <input type="checkbox"/> Completion Date agreed | <input type="checkbox"/> |

## Checklist 2 - Essential Contacts

- |                                 |                                 |                          |
|---------------------------------|---------------------------------|--------------------------|
| <b>Electric Company</b>         | <b>Gas Company</b>              |                          |
| (Final reading at old property) | (Final reading at old property) | <input type="checkbox"/> |
| (Connection at new property)    | (Connection at new property)    | <input type="checkbox"/> |
| <b>Water Company</b>            | <b>Phone Company</b>            |                          |
| (Inform both old and new)       | (Disconnect at old property)    | <input type="checkbox"/> |
| Book Your Removal               | (Connection at new property)    | <input type="checkbox"/> |

## Checklist 3 - Important Contacts

- |                                       |   |                          |
|---------------------------------------|---|--------------------------|
| <input type="checkbox"/> Family       | <input type="checkbox"/> Building Society | <input type="checkbox"/> |
| <input type="checkbox"/> Store Cards  | <input type="checkbox"/> AA/RAC etc:      | <input type="checkbox"/> |
| <input type="checkbox"/> Sports Clubs | <input type="checkbox"/> Dentist          | <input type="checkbox"/> |
| <input type="checkbox"/> Chiropodists | <input type="checkbox"/> Post Office      | <input type="checkbox"/> |
| <input type="checkbox"/> TV Licence   | <input type="checkbox"/> Bank             | <input type="checkbox"/> |
| <input type="checkbox"/> Employers    | <input type="checkbox"/> DVLA             | <input type="checkbox"/> |
| <input type="checkbox"/> Credit Cards | <input type="checkbox"/> Doctor           | <input type="checkbox"/> |
| <input type="checkbox"/> Milkman      | <input type="checkbox"/> Hire Purchase    | <input type="checkbox"/> |
| <input type="checkbox"/> Opticians    | <input type="checkbox"/> Vets             | <input type="checkbox"/> |
| <input type="checkbox"/> Council Tax  | <input type="checkbox"/> Friends          | <input type="checkbox"/> |

## Checklist 4 - What to take with you on the day of the move

- |  |  |                          |
|--|--|--------------------------|
| <input type="checkbox"/> Food and Drink  | <input type="checkbox"/> Cooking Utensils  |                          |
| <input type="checkbox"/> Light Bulbs     | <input type="checkbox"/> Bed Linen         |                          |
| <input type="checkbox"/> Vital Documents | <input type="checkbox"/> Credit Cards      |                          |
| <input type="checkbox"/> First Aid       | <input type="checkbox"/> Medicine          |                          |
| <input type="checkbox"/> Jewellery       | <input type="checkbox"/> Washing Up Liquid |                          |
| <input type="checkbox"/> Bin Liners      | <input type="checkbox"/> Toilet Paper      | <input type="checkbox"/> |
| <input type="checkbox"/> Toys            | <input type="checkbox"/> Cash/Cheques      | <input type="checkbox"/> |
| <input type="checkbox"/> Spare Clothes   | <input type="checkbox"/> Essential Tools   | <input type="checkbox"/> |
| <input type="checkbox"/> Eating Utensils | <input type="checkbox"/> Soap              | <input type="checkbox"/> |
|  |  | <input type="checkbox"/> |
|  |  | <input type="checkbox"/> |
|  |  | <input type="checkbox"/> |
|  |  | <input type="checkbox"/> |
|  |  | <input type="checkbox"/> |
|  |  | <input type="checkbox"/> |

This Guide to Moving Home has been prepared for MILLBANK ESTATE AGENTS of Attleborough  
by GLARIC CONSULTANCY LIMITED, 58 Hove Road, Lytham St Annes, FY8 1XH  
T: 0800 1303 556 E: glaric@aol.com W: www.glaric.com

Copyright Glaric Consultancy Limited 2018. All rights reserved. No part of this publication  
may be reproduced, copied or stored in any way whatsoever without the  
prior written permission of the publisher. (05.18)

Whilst it is believed that the editorial features included in this Guide are representative of  
the businesses appearing, no responsibility will be accepted by MILLBANK ESTATE AGENTS or  
GLARIC CONSULTANCY LIMITED in respect of any products or services supplied by them.





**Sales Office**  
**Wheatacre House**  
**Exchange Street**  
**Attleborough,**  
**Norfolk,**  
**NR17 2AB**

**Tel: 01953 453838**  
**Email: [enquiries@millbanks.com](mailto:enquiries@millbanks.com)**

**Letting Office**  
**Wheatacre House**  
**Exchange Street**  
**Attleborough,**  
**Norfolk,**  
**NR17 2AB**

**Tel: 01953 450373**  
**Email: [lettings@millbanks.com](mailto:lettings@millbanks.com)**



**[www.millbanks.com](http://www.millbanks.com)**