



PAUL'S QUARANTINE DIARY



PAUL CAMPBELL - FOUNDER OF CAMPBELLS

Age - 53

Place of birth - Bromley

Worked in the team at Campbells - since 1985

Currently lives in - Daventry



I founded Campbells way back in 1985 when I decided to change the face of Estate Agency, having worked in the industry for a number of years.

Nowadays I spend most of my time studying consumer behaviour and providing our clients with the very best customer experience.

I have helped thousands of sellers, buyers, landlords, tenants and business owners to realise their own individual dreams.

My role at Campbells is to coach all of our amazing members of the team to serve our customers properly and achieve their own personal dreams and goals as well.



I wrote a book back in 2009 to help sellers when the market was really tough, just search "SOLD! How To Sell Your Property ... Guaranteed" on Google or on our website.

How are you dealing with being confined to your home?

To begin with it scared me a bit, if I'm honest. I live on my own in the middle of Daventry where I've enjoyed the background noise of a beautiful busy town that all of a sudden went very, very eerily quiet!

I have been occupied 7 days of the week holding our business and team together. I have found it very challenging but interestingly, it has reignited the fire in my belly. To be honest, all of a sudden I have regained 'my purpose'.

I just like a new business venture!





Watching the news has never been a pastime of mine but I do now watch the government updates once a day. **If I don't attract negativity then I am less likely to vibrate it.**

Same goes for social media, although I can't deny I have had to kerb it.

What I have learnt to do is give myself permission to sit and watch a series on Netflix or a good, educational documentary. Now is a great opportunity to learn stuff.

There is simply no point in worrying about what is going to happen next.

Every day, before I go to sleep, I spend a moment listing everything I am grateful for and using the opportunity to get excited to see how the next episode will play out on the next day.

**"Yesterday was history,
today is a gift and
tomorrow...
well let's be honest, that
is a mystery."**



Adapting to living and now working in the 'Campbells Bunker' 24/7 has been a test – learning to separate the work and play life balance and discipline myself.

I appreciate the fact that I am not affecting anyone else when I'm feeling anxious and 'behaving badly', so that itself is a great advantage of living by one's self.

When I get anxious and the black cloud is looming I remind myself that for a change, I am not on my own, the whole world is in the same position.

**"And it's ok to not
be ok – but just
not for too long."**

I have a roof over my head, I have food, I'm healthy and somewhere, somebody loves me!

Keep it simple.

I have learnt to be patient and very grateful for everything around me – most of all the Campbells team!



The Gousto food delivery every week has been an absolute bonus. That means that I don't have to go to any big supermarkets! And I have produced the most amazing healthy meals. It's not my culinary skills, it's the ingredients that I've discovered.

My exercise regime has improved with regular walks every morning and evening, not only checking on my fellow retailers premises but walking around Daventry Country Park – we are so fortunate to have this facility in Daventry.

And most days I do my stretching exercises that I was taught by Sarah, my physio and May, my masseuse. I can't recommend that highly enough.



I have learnt so much about digital marketing and all the online tools and methods that we are now able to use to communicate with our customers. No doubt this will change the way we help our clients in future.

We haven't just closed up and gone away – quite the opposite.

What I have, without a doubt appreciated, is the bigger team of people I have around us. Not just my own personal team, but the outsourced teams that help us on a daily basis keeping our businesses running so smoothly and profitably. Many of them I have been working with for decades. Without the loyalty between us we would be in big trouble.

Like so many of us, helping others has been a big part of my time and it is amazing how everyone has done their bit whether it's mental or physical support – we are all cuddled together in this tunnel but we will come out the other side.

As for the funny videos circulating around the social media platforms, that has had me in stitches. How do people think of these things?

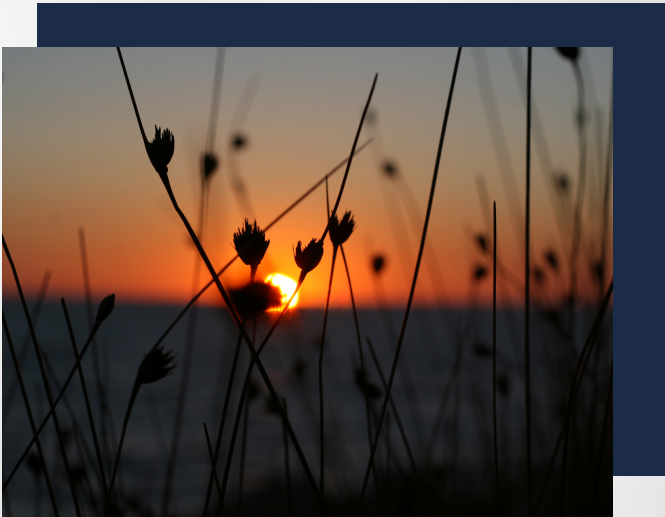




Admittedly I haven't been involved in any virtual quizzes, 'dinner dates', or drinks at 6pm but I have found talking to friends and clients 'face-to-face' very helpful for my own mental health.

How have times changed? Isn't it nice to see a smiley face, no red hot burning ear and a painful elbow and arm when the conversation is done.

Our lives will change forever and mine definitely has. I am already enjoying it and will continue to do so... live for today and don't be so concerned about the future.



The universe will show me the way and guide me to leave my own legacy before I emigrate from earth.

I have to commit to a little list though. I will be going back to Nepal to see my friends and the families that a lot of us helped a few years ago. I've kept in touch with my friends there and I am missing them.

I just want to go back to the mountains.



My postponed Royal Enfield bike trip from Daventry to Southern India will go ahead, I just don't know when. But I am 'enjoying' both trips already – well why not, it makes you feel good.

Concerning my own clients and businesses that I coach, we have all kept in touch via face-to-face Zoom calls, telephone and email. I cannot wait to get back to the good old-fashioned face-to-face meetings though.

What do you think you will be doing differently after lockdown?

- ✓ I will spend more time on myself, that's for sure. I will put my own oxygen mask on first to make sure I am mentally fitter to help more friends and customers.
- ✓ Stay in touch and actually meet more friends is on the list too.
- ✓ Continue to be very grateful for what I do have.
- ✓ Hopefully not too many people will walk around me like I smell.
- ✓ I won't look too much into the future.
- ✓ I can see Zoom meetings taking place every day.
- ✓ Not sure how I will greet people – I think it will take some time before you will accept a hug from me, which is a shame.
- ✓ I think people will be more kind to me, and not make assumptions – I hope so.

There are many daily methods that will change for all of us.

What am I looking forward to the most after lockdown?

- ✓ A coffee at Costa first thing in the morning – I wonder if our baristas will still remember what I drink.
- ✓ A trip out on the motorbike with the boys.
- ✓ A massage with May.
- ✓ A few days on the Oxford Canal.
- ✓ A curry at my favourite restaurant - Abduls in Daventry.
- ✓ Book a flight to Nepal.
- ✓ A pint or two at Early Doors in Daventry.
- ✓ Publishing the second edition of our book.

How will you be helping your clients after we are released from the lockdown?

Oh my goodness, it's going to be so busy. We are going to have so many challenges as the pent-up energy for moving is so strong – so our existing clients are telling us.

We've been helping people on a daily basis, whether they are in the Campbells Family or not.

The list of worries is endless but we've got big ears and the experience within our team which is priceless. Don't worry, the helplines are in place.

I'm genuinely looking forward to it because I already know that so many sellers, landlords, buyers, tenants and business owners will have a few challenges.

I know what it was like for me so many years ago, when the recessions have hit hard, so it is my time to give something back.

I can feel 30 years of research coming to the surface – it's all going to become so useful. Exciting, isn't it?



So that is my little story – stay healthy, reserve the energy and I'll see you in whatever format, when we come out of the tunnel.