

Connells
group

**Leading Estate Agency
and Property Services Group**

connellsgroup.co.uk

Connells Group is the largest and most successful estate agency network in the UK, with 80 local estate agency brands and a number of both wholly-owned, and part-owned, supporting subsidiaries adding to the diversity and strength of its business.



Our **ownership** by the Skipton Building Society offers security of **unparalleled financial strength**, established and **robust corporate governance** and **significant PII covenant**

High Street Estate Agency Brands with 10 or more branches



And over 45 well-known, local names across the country



High Street Estate Agency

Connells Group is the largest and the most successful estate agency network in the UK.

With over 1,250 high street branches nationwide, the Group trades under 80 well-known and trusted local estate agency names.

With a focus on innovation and customer service, we are widely regarded as industry pioneers, having been founding members of Rightmove and instrumental in the launch of Zoopla and various initiatives designed to enhance the customer experience and adapt to changing customer requirements.

Driven by the needs of our customers, our branches offer the perfect combination of property services to home buyers, sellers, landlords and tenants, including:

- Residential sales
- Residential lettings
- Mortgage and protection services
- New homes
- Auctions
- Land and planning
- Conveyancing
- Surveys and valuations
- Asset management
- EPC provision
- Will writing

Our highly trained estate agents and mortgage services consultants – assisted by head office functions to support a streamlined and outstanding customer service - ensure the best possible outcomes for our customers.

Colleagues have access to industry leaders at the forefront of good estate agency, learning from the best in the business. We are one of the only large estate agency businesses run completely by estate agents.

Residential Lettings

Our Lettings business is the largest in the UK, currently managing over 150,000 tenancies across its extensive national network.

With over 700 branches, we provide an all-encompassing and innovative range of services tailored to the needs of landlords whether they own one property or a large portfolio.

Our service includes everything from full property management to simply finding a tenant, along with advice on topics such as local licencing schemes, safety issues and the necessary legal requirements.

Through our nationwide network of award-winning lettings branches we hold a large applicant database of prospective tenants, and specialist property management and accounting teams are available to assist.

The diversity of Connells Group means we can also advise on purchase opportunities, should landlords be looking to increase their portfolio, and landlord insurance products to ensure properties are protected for every eventuality.

Customers can rest assured they are dealing with a professional organisation that delivers a market-leading service.

Residential Property Auctions

Through our leading London-based auction house under the Barnard Marcus brand and with regional centres across the country [Derby, Leeds, Norwich, Southampton, Liverpool, Exeter, Sheffield, Wales], we are one of the largest volume residential property auctioneers in the UK.

Sequence Auctions and Countrywide Property Auctions provide vendors and purchasers with a bespoke service via their dedicated auction teams. National sales include lots covering the entire country, whilst local sales through our regional auction centres focus on lots located close to the auction centre. With around 60 auction sales held every year, we offer an entire range of property types, from flats to houses, factories to shops, land and much more, in locations throughout the UK.

Mortgage Services



Connells Group is one of the UK's largest mortgage distributors.

Our mortgage services business offers the highest quality to both customers and lenders. We have a large and mature business supporting our estate agency customers and branches, a major national mortgage network, a specialist buy-to-let and phone-based advice business, the UK's leading new homes mortgage specialist and a mortgage club for the Directly Appointed (DA) mortgage market, which collectively makes the Group one of the largest mortgage distributors in the UK.

Connells Group supports our estate agency customers with a national network of 1,300 mortgage consultants, working across a number of local and national brands, offering advice on a range of mortgages, protection products, insurance and wills. They have access to thousands of mortgage schemes from our panel of lenders, which include most of the major high street and specialist lenders. Our customer-focused approach to mortgage provision, through our large network of consultants and their support teams, is the reason why customers come back to us time and time again.

We own the hugely successful Mortgage Intelligence (MI) business which operates a network and club for third party appointed representatives (AR) and directly appointed (DA) mortgage brokers respectively. Capital Private Finance and Slater Hogg Mortgages are Connells Group brands that also operate under this model.

Connells Group also includes the UK's leading new homes mortgage specialist. The New Homes Group encompasses New Homes Mortgage Helpline, Torc24, IMH, New Homes Mortgage Scotland and Mortgage Bureau.

In addition, we own Dynamo, a specialist mortgage broker that offers advice to all customers who wish to transact by telephone.



£35bn+
worth of mortgage
applications
submitted in 2021

Land and Planning

Connells Group Land and Planning is a leading multi-disciplinary, national development agency that has been established for more than forty years and operates across Connells, Countrywide, Hamptons, Lambert Smith Hampton and Sequence.

National team of
**100 plus
Managers
& Directors**

We have a dedicated team of land, development and planning professionals operating nationally who offer a wide range of services tailored towards the acquisition and disposal of land, which can be developed in the short and medium term, strategically in the longer term and as part of an extensive town centre regeneration programme.

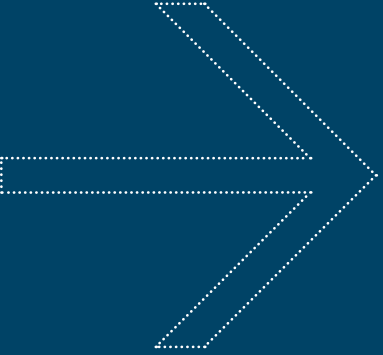
Our experts work with local authorities, private and corporate land owners, national and regional developers, house builders, housing associations, banks, institutional investors and charities to provide an unrivalled range of tailor-made services.

From identifying the initial development opportunity through to the completed scheme, we provide an all-encompassing, end-to-end service to landowner's and developers optimising the value at all stages of the process.

The Group's land and development team is supported by a national new homes agency network that provides regional housing market intelligence and expertise in the selling of new homes for the UK's house builders across our estate agency branch network.



New Homes



Connells Group is the UK's largest agency for new homes sales selling circa 11,500 new homes a year.

We pride ourselves on delivering a comprehensive service to meet and exceed the needs of housebuilders and developers.

Nationally and across all regions, we provide a full range of services to new homes developers from small bespoke schemes to medium and larger developments including numerous town centre regeneration projects and the creation of new residential settlements. Whether it is private new homes sales, affordable and shared ownership sales or retirement we are able to provide in-depth market intelligence, cost-effective marketing solutions and recruit knowledgeable new homes sales specialists to work on site and within our branch network to support the UK's house builders.

We also offer conveyancing and dedicated mortgage services that are tailored to the new homes market, and can help with assisted move options and part exchange, via our subsidiary The New Homes Group.

We also offer a range of investment services working with a number of investment buyers, pension funds, off-shore funds and investment groups specifically looking to purchase new builds and larger PRS and BTR schemes.

Our work with developers enables us to assist with the financing of residential schemes and in addition, by agreeing and contracting a forward sale position to deliver a pre-specified number of sale completions, this can help in bringing forward the developer's build programme and create greater contractual certainty.

Our multifaceted approach to new homes products, our understanding of the needs of house builders and our ability to market new homes effectively make us the first choice for many of the UK's leading builders and developers.



Sell
more new
homes than any
other agent

11,500
new home
sales a year

New Homes
Managers and
Directors
nationwide

Dedicated
New Build Mortgage
Services Consultants

Corporate Lettings, PRS and Build to Rent

Our specialist teams work with institutional investors and corporate landlords across the UK.

Our tailored service offers unrivalled coverage through our 1,250 strong high street branch network whilst drawing on the Group's other property services to provide a holistic end-to-end offering.

We carry out all aspects of lettings and property asset management for our clients' portfolios including, but not limited to:

- Comprehensive property assessments
- Marketing and lease-up
- Rent collection and arrears management
- Property management
- Property inspections
- Health & Safety compliance
- Property sourcing
- Repossessions
- Disposals

We work in concert with our clients regularly to ensure their residential assets are managed efficiently and perform at an optimum level.

- National Coverage
- Unrivalled Speed-to-Let
- Dedicated Portfolio Manager
- Real Time Reporting
- Access to wider Group services

Survey and Valuation Services



Connells

SURVEY & VALUATION

Connells Survey & Valuation is the leading supplier of valuation panel management and associated residential valuation and surveying services for both home buying customers and corporate lender clients.

We deliver flexible nationwide service solutions through our 450 strong team including RICS qualified chartered surveyors and specialist service management staff.

At the heart of our business is a sophisticated risk and fraud management model which is underpinned by a Quality Assurance ISO 9001:2015 accreditation held since 1998. This underlines our constant and continuing commitment to deliver quality service to our valued customers and clients.

Our clients operate across the property and financial markets, each requiring bespoke services to meet their needs, including: mortgage valuations, private home buyer and building surveys, LPA receiver valuations, repossession valuations, audit, portfolio analysis and expert witness reports.



Countrywide Surveying Services operates one of the largest, most trusted property surveying and valuation practices in the UK and act on behalf of corporate lender clients and individual home buyers.

We employ over 700 personnel, including over 450 in-house RICS qualified surveyors covering UK postcodes including Northern Ireland and supported by an extensive panel of experts. We continue to grow and invest in the industry through our inaugural Trainee scheme. At the core of our business is a wealth of technical expertise offered by professionals which, combined with an unrelenting focus on the customer journey, ensures a very high quality delivery of service to our clients and customers.

We offer a full range of valuation, survey and panel management services, and through our expertise, innovative collaboration and national capacity, we are more than a supplier, working in partnership to meet our client's needs.

Our in-house surveyors operate using market-leading technology for on-site inspections and remote valuations to collate, prepare and quality control their valuation reports and customer surveys. There is more to us than meets the eye, we deliver quality in all areas of specialisms: Residential Valuations, Automated Valuations, Buy to Let, Leasehold, New Build and many more.

We are an all-encompassing partner, supporting lenders and clients in a wide range of areas in an ever changing world and, with social and climate change pushing the boundaries of our industry into new areas of specialism, our ambitions are firmly set on supporting an ESG strategy to a net-zero trajectory. Our business has been ISO9001 and ISO27001 accredited for many years now.



Asset Management

AMG

Asset Management Group (AMG) specialises in residential asset management and property maintenance services to mortgage lenders, probate providers, equity release providers, charities and property buying companies.

Established in 1997, AMG has gained an outstanding reputation built on performance, consistency, compliance and innovation. Business and personal values are the key to AMG's success, treating each property individually, ensuring a personal and professional service with complete focus on a fair customer outcome.

AMG's services cover England, Wales, Scotland and Northern Ireland.



Countrywide Corporate Property Services (CCPS) is a specialist provider of B2B residential property asset management services to mortgage lenders, probate & trust companies, equity release providers, developers and property buying companies.

First established in 1990, CCPS has built its reputation on consistent performance, quality assurance oversight, supply chain compliance and transparency. CCPS is easy to do business with, is Information Security accredited, and provides an adaptable and flexible approach to client needs with focus firmly on optimised customer outcomes.

Services are provided in England, Wales, Scotland and Northern Ireland.

Energy Performance Certificates, Inventories, Gas Safety & Electrical Inspections

Vibrant was established in 2008 to service the requirements of the Housing Act and The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007 in respect of the provision of Energy Performance Certificates (EPCs).

The business has grown substantially over the years to become the UK's leading provider of EPCs, responsible for one in every 10 that are carried out. Over recent years, we have successfully developed more than 25 different services for the residential and commercial property market, including the new EPC+ product, in that time we have also become the UK's largest provider of outsourced inventories. We also provide Gas Safety services and Electrical Inspections.

We have a diverse range of clients, ranging from one-branch estate agents to the largest social housing providers in the country.

UK's leading EPC provider carrying out **90,000** a year

UK's largest inventory supplier



Conveyancing



Connells Group is one of the UK's leading suppliers of tech-enabled, end-to-end conveyancing services to businesses and direct to consumers.

Our market-leading panel management solutions are provided to businesses in both the 'transactional' (home mover) and the remortgage marketplaces. Our existing customers include major players across the estate agency sector and the mortgage lending and mortgage intermediary sectors.

To complement our panel management solutions, we own a number of leading legal service providers. This ability to both 'outsource' and 'insource' service delivery has enabled us to design and implement scalable and robust solutions that withstand the rigours of fluctuating demand and volatile markets.

Our success has been built on our industry-leading expertise and our deep understanding of the wants and needs of customers and introducers in our key markets. Innovation is at the centre of what we do and our broad range of conveyancing solutions are underpinned by best-in-class technology.

KEY CONTACTS

Estate Agency, Auctions, Land, Planning & New Homes

David Plumtree

Group Chief Executive (Estate Agency)
01525 218669
david.plumtree@connellsgroup.co.uk

Residential Lettings & Corporate Lettings

Stephen Nation

Group Lettings Managing Director
01525 218669
stephen.nation@connellsgroup.co.uk

Survey & Valuation Services

Ross Bowen

Managing Director, Connells Survey & Valuation
01525 218669
ross.bowen@connells.co.uk

Matthew Cumber

Managing Director, Countrywide Surveying Services
07769 671284
matthew.cumber@cwsurveyors.co.uk

Mortgage Services

Adrian Scott

Group Mortgage Services Director
01525 244237
adrian.scott@connellsgroup.co.uk

Asset Management

Simon Matthews

Managing Director, AMG
01483 456231
simon.matthews@amgltd.co.uk

Grahame Pritchard

Managing Director, Countrywide
Corporate Property Services
07860 722480
grahame.pritchard@countrywide.co.uk

EPCs & Inventories

Daniel Kittow

Managing Director, Vibrant
0845 0945192
daniel.kittow@vem.co.uk

Conveyancing

Jon Notley

Group Commercial Director
01525 218669
jon.notley@connellsgroup.co.uk

All figures are quoted for full year 2021, or correct as at September 2022, based on internal data.

The Connells Group describes companies and brands within the Connells Limited group of companies. Connells Limited is registered in England and Wales under company number 3187394. Registered Office: Cumbria House, 16-20 Hockliffe Street, Leighton Buzzard, Bedfordshire, LU7 1GN. For activities relating to regulated mortgages and non-investment insurance contracts, Connells Limited is authorised and regulated by the Financial Conduct Authority. Connells Limited's Financial Services Register number is 302221. Copyright © 2022 Connells Group. All rights reserved.

September 2022 VERSION 6

MS/CONG/6185/07.22

MKT/CG003/09.22

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