

Expertise across the **Affordable Housing Sector**



We are one of the UK's largest

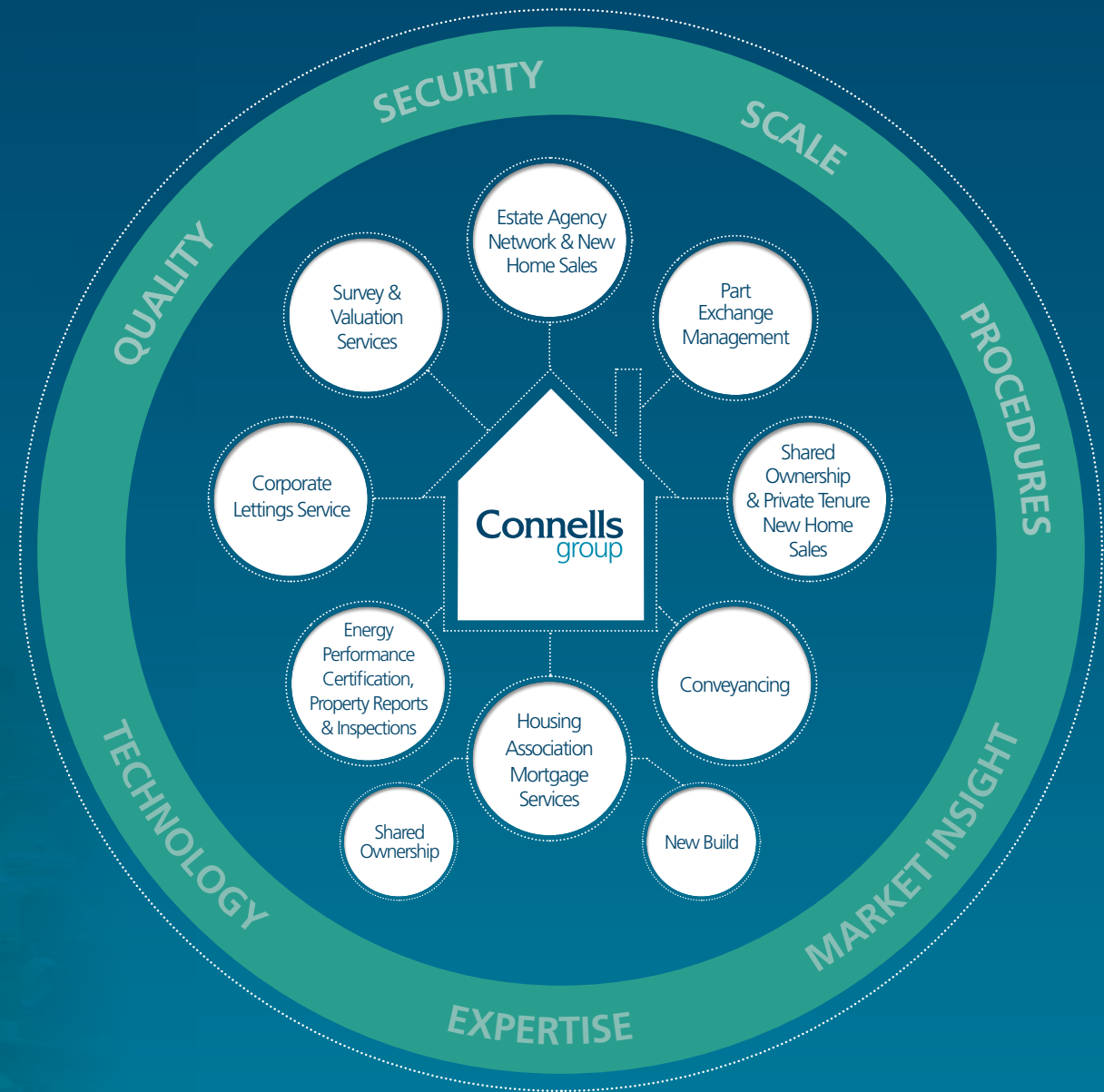
and most profitable high street estate agency
and property services providers.

Since the first Connells branch opened in 1936, Connells Group has grown into one of the UK's largest, most profitable high street estate agency and property services providers. Our ownership by the Skipton Building Society offers security of unparalleled financial strength, established and robust corporate governance and significant PII covenant.

Our services include:

- New homes sales – private and shared ownership tenure. We provide dedicated staff to handle both which is overseen by experienced new homes management
- New homes mortgage services via a specialist team dealing solely with new build private and shared ownership sales
- New homes part exchange and assisted move management
- RICS valuations – both for affordable units acquisition and price notice agreements
- Stock transfer, including preparation of condition and valuation reports
- Land sale and acquisition
- Affordable unit acquisition as a result of S106
- S106 negotiation, including tenure splits and nomination rights
- Corporate lettings – letting and management of discounted market rent units and private rental sector units
- EPCs via our dedicated provider Vibrant Energy Matters

Range of services
provided by
**specialist
businesses**



High Street Estate Agency

Connells Group is one of the largest and most successful estate agency networks in the UK with nearly 600 branches nationwide.



**Estate
Agency**

We are also
proud winners of

65

industry awards,
including Best Large Estate
Agency and Best Large
Lettings Agency at the
concluding Estate Agency
of the Year Awards.

Our branches offer the perfect combination of property services to home buyers, sellers, landlords and tenants, including:

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

Residential Property Auctions

Through our leading London-based auction house, Barnard Marcus and our regional auction centres, we are one of the largest volume residential property auctioneers in the UK.

Local Expertise National Strength

Connells Group trades under well-known and trusted local estate agency names.



New Home Sales

Connells Group prides itself on delivering a comprehensive range of services to meet and exceed the needs of house builders, developers and affordable homes providers. Nationally, we sell new homes in small clusters up to medium and large developments creating new residential settlements.

We produce in-depth market intelligence, cost-effective marketing solutions and recruit knowledgeable sales representatives to work on site. We offer dedicated new homes conveyancing and mortgage services, and can help with assisted move options or part exchange. We also work with a number of investors specifically looking to purchase new builds.

Our multifaceted approach to new homes products and our understanding of the needs of housebuilders and registered providers, enable us to market new homes effectively, making us the first choice for many leading UK builders, developers and affordable homes providers.

Shared Ownership & Private Tenure New Homes Sales

- Shared Ownership and private tenure sales
- Part exchange management
- Help to Buy expertise
- Mortgages and Conveyancing services to provide total control of the new homes transaction
- Dedicated management team to implement the agreed sales and marketing strategy
- Provision of dedicated new homes sales consultants
- Provision of a comprehensive new homes marketing service to include digital marketing, paid social media advertising and PR
- National estate agency network that attracts buyers from right across the country
- Sales of homes discounted to market value

Sell

more new
homes than any
other agent

More than

60

New Homes
Managers &
Directors

9,000

new home
sales a year

**Part
Exchange
Service**

Land Sales, Acquisitions and Valuation Services

Experienced RICS valuation
services for New Build & Land



We have an established team of over 38 Land Managers and Directors whose sole function is to source new development opportunities for developers and registered providers across our agency network. This includes sites both large and small that are developable in the short term and those which are more strategic in nature.

We already support a wide range of affordable housing providers via established 'framework appointments' and are able to source new development opportunities, which may be traditional development sites, Section 106 elements of a housebuilder's larger site, or land and build opportunities with house builders and developers.

Our qualified professional team provide a formal valuation service to affordable homes providers, which assists when sites are being acquired or when completed or part completed units are being purchased. We have an expert knowledge in assessing the value of shared ownership properties, of development land values, open market sales values, 1999 values and open market rental values. Our knowledge across this sector enables us to produce highly professional valuation reports within agreed timescales.

Land Sales, Acquisitions & Valuation Services

- Over 40 dedicated land specialists sourcing and providing land opportunities nationally
- Ability to acquire new sites for development
- Acquisition of portfolios and housing stock from developers for PRS
- Sale and acquisition of land for mix tenure developments
- Sourcing shared ownership, affordable and social rented units via Section 106 agreements
- The provision of 'Red Book' valuation to support development and stock purchase
- Handling £340m of land transactions every year
- Established track record with many appointments to registered provider and affordable housing frameworks

Mortgage Services

Connells Group has a national network of more than 700 Mortgage Consultants, offering advice on a range of mortgage and protection products.



Long-standing relationships with our lender partners mean that Connells Group can sometimes offer exclusive rates to customers.

Our mortgage services business offers a major distribution channel to lenders. Controlled and robust processes ensure the highest quality of service to lenders and customers.

The size and scale of Connells Group makes us one of the largest mortgage intermediaries in the UK. Our customer-focused approach to mortgage provision, through our large network of Mortgage Consultants and their support teams, is the reason why customers come back to us time and time again.

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

Our unique service includes:

- Dedicated team of mortgage specialists accredited in all aspects of the new build sector - shared ownership, affordable housing, Help to Buy
- On-site advice with customers
- Central helpline
- Support for clients at launch events
- Customer portal for case progression, help guides and checklists

Help to Buy Specialists

New Build Specialists

Shared Ownership Experts

Survey and Valuation Services

Connells Survey & Valuation is a leading supplier of UK-wide residential valuation and surveying services.

Leading
survey and
valuation
business

300+
RICS surveyors

We deliver flexible, nationwide service solutions through a large team of dedicated people including experienced chartered surveyors, risk managers and specialist customer services staff.

At the heart of our business is a sophisticated risk and fraud management system which is underpinned by our ISO9001:2015 Quality Assurance accreditation. The business is widely recognised by clients and trade bodies as a market leader in our sector.



Our broad range of clients include banks, local authorities and registered providers, each requiring bespoke services to meet their individual needs which include:

- Mortgage valuations
- Market and market rental valuations
- Disposal and acquisition valuations
- Lease extension advice
- Shared ownership valuations
- Staircasing valuations
- Revaluation and re-inspection
- Stock condition reports
- Portfolio analysis

Nationwide Energy Performance Certificates, Property Reports and Inspections

Vibrant is the UK's leading provider of EPCs and property reports, delivering tailored services to affordable homes providers through its innovative technology.



**UK's leading
EPC provider**

**UK's largest
property
services
company**

Over the last ten years Vibrant has grown substantially to become the UK's leading provider of Property Reports and EPCs, responsible for 1 in 10 of all reports completed nationally.

Vibrant offer an array of residential property reports and inspections, including:

- Gas safety inspections (CP12)
 - Emergency boiler repairs/callouts
 - EPCs
 - Stock condition surveys
 - Inventories and tenant check outs
 - Legionella Risk Assessments
 - Fire Risk Assessments
 - Right to rent checks
 - Void inspections
 - EICRs (Electrical Installation Condition Reports) and remedial works
- Unique technology – use HomeX to complete your own reports
 - Full service gas safety offering
 - ALL UK postcodes covered
 - ALL of our assessors are DBS checked
 - Largest provider of EPCs and property reports
 - Fully digital experience, order and receive reports online
 - Elmhurst accredited for EPCs

Vibrant work with a large number of affordable homes providers and we cover every postcode in the UK. All of our systems are digital, and we excel at creating bespoke services and reports to suit our clients.

Corporate Lettings

Bespoke lettings and management solutions



Our bespoke proposition enables us to work with you to create and deliver a flexible service that reflects your requirements.

Dedicated Account Manager

We appoint a dedicated Account Manager to oversee your rental requirements and act as a single point of contact.

Data and reporting

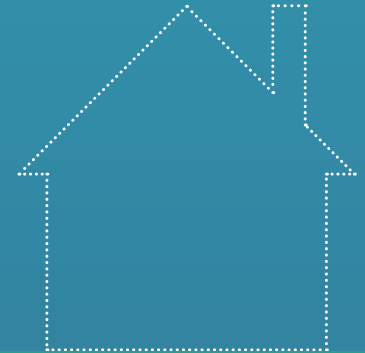
We provide a suite of month-end reports and management information enabling you to monitor the relevant metrics across your portfolio.

Our online tenant portal makes it simple for tenants to report maintenance issues and to keep up-to-date with their tenancy. Our picture based system is easy to use and navigate, is available in over 40 languages, and allows tenants to report maintenance issues 24 hours a day, 7 days a week via their smartphone, tablet or PC.

We work with tenants to minimise damage when a problem does occur. Our portal contains many guides and self-help videos enabling tenants to resolve minor problems themselves. Tenants are able to upload photographs of any damage enabling contractors to attend the property armed with the correct tools and parts reducing the need for multiple visits and higher costs.

Conveyancing

Connells Group Conveyancing has partnered with leading new build specialists to offer the following benefits to you.



Dedicated focused support

Our lawyers are recognised leaders on new build, and absolutely focused on achieving exchange deadlines.

Solving search delays

On new build, solicitors awaiting searches is increasingly a barrier to an early exchange. We work with a specialist new build search provider to offer a range of solutions to you or your buyers on this.

Standard contract with any legal issues resolved prior to sales release

Our lawyers will agree the standard contract, and the legal title with your solicitors prior to a plot phase release. Any issues can be resolved, so you have comfort that there will be no legal issues to be debated, causing delay.

Legal fees paid

Legal fees are perceived as expensive. As an option, you can offer a "legal fees paid" incentive that gets built into the price of the unit, there is no visibility to the customer of what the actual cost is - the perceived value is greater than the reality.

We can act for all lenders

Our lawyers are on the panel with virtually every lender.

Conveyancing at your convenience

Our service is open 6 days a week and late nights. There is no need for purchasers to visit our lawyers offices, they handle everything by phone, post or email.

Control at no cost

We will proactively work with our lawyers to deliver the result that you and your purchasers are looking for.

KEY CONTACTS

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All figures are quoted for full year 2019, or correct as at February 2020, based on internal data.

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