

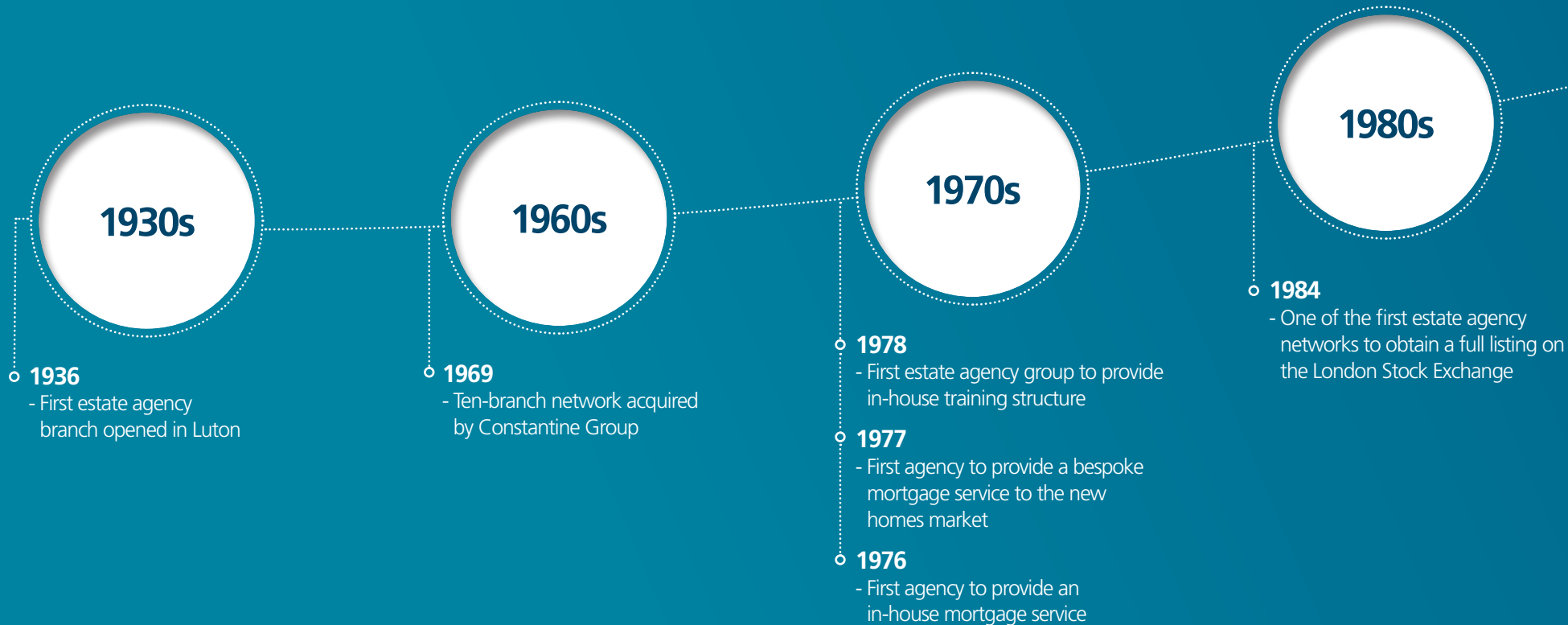


Connells  
group

# Leading Estate Agency and Property Services Group

[connellsgroup.co.uk](http://connellsgroup.co.uk)

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.



## 1990s

- **1996**
  - Acquired by Skipton Building Society
- **1991**
  - Acquired by Scottish Widows
  - Purchased large part of Prudential Property Services
  - Connells Survey & Valuation established

## 2000s

- **2007**
  - Acquired the Asset Management Group (AMG) and The New Homes Group
- **2006**
  - Rightmove plc floated on the London Stock Exchange
  - Acquired a stake in TM Group
- **2004**
  - First industry awards won
- **2003**
  - Acquired Sequence national estate agency network and Sharman Quinney
- **2002**
  - Acquired Conveyancing Direct Property Lawyers
- **2000**
  - Founder member of Rightmove

## 2010s & onwards

- **2020**
  - David Livesey, CEO of Connells Group celebrated 30 years with the Group
- **2019**
  - Introduction of MIO sales progression software in partnership with TM Group
- **2018**
  - Launch of new build mortgage services proposition supporting local and regional developers
- **2017**
  - Stephen Shipperley, Chairman of Connells Group, celebrated 40 years in estate agency
- **2016**
  - Acquired Paul Dubberley, Touchstone Residential Lettings and Rook Matthews Sayer
- **2015**
  - Acquired Gascoigne Halman, online estate agency Hatched.co.uk and nine lettings books
- **2014**
  - Acquired Peter Alan
  - Successful Zoopla flotation
- **2013**
  - Initiated major expansion of lettings branch network
- **2012**
  - Acquired strategic stake in Hearthstone Investments plc
- **2011**
  - Acquired Burchell Edwards, Just Wills Group and a stake in LMS Group
- **2010**
  - Acquired Vibrant Energy Matters
  - One of Zoopla's founding shareholders
  - Established Redstone Wills

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

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

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.

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

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**63,000**  
property sales  
per year



# 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.

We have a dedicated team of land professionals operating nationally who offer a wide range of services tailored towards the acquisition and disposal of land, that can be developed in both the short and medium term and also strategically in the longer term.

Our many clients include public bodies and institutions, corporate and private landowners, registered providers along with national and regional house builders.

From identifying the initial development opportunity through to the completed scheme, we provide an all-encompassing, end-to-end service to landowners and developers. Our expert strategy, coupled with our local housing market knowledge, ensures we optimise the value of the scheme for our clients at all stages of the process.

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

**National  
network**  
of 38 Land  
Managers and  
Directors





# New Homes



Connells Group prides itself on delivering a comprehensive service to meet and exceed the needs of house builders, developers and registered providers. Nationally, we sell a broad range of new homes from single units to large developments creating new residential settlements.

Our network of New Homes Sales Managers and Directors provide in-depth market intelligence, cost-effective marketing solutions and recruit knowledgeable sales representatives to work on site. We also offer dedicated new homes conveyancing and mortgage services, and can help with assisted move options or part exchange. We also work with a wide range of investors specifically looking to purchase new build properties in small clusters and portfolios.

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 house builders, developers and organisations across the affordable housing sector.



**Sell**  
more new  
homes than any  
other agent

**60+**  
New Homes  
Managers and  
Directors  
nationwide

**9,000**  
new home  
sales a year

**Dedicated**  
New Build Mortgage  
Services Consultants  
available

# Mortgage Services

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

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.

THE NEW  
HOMES  
GROUP

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



**98%**  
of customers in 2019  
were happy with  
the service received  
from our Mortgage  
Consultants

**£10bn+**  
worth of mortgage  
applications  
submitted in 2019





# Connells

SURVEY & VALUATION

# Survey and Valuation Services

Connells Survey & Valuation is a leading supplier of valuation panel management and associated residential valuation and surveying services.

We deliver flexible nationwide service solutions through over 450 dedicated people, including chartered surveyors and specialist service management staff.

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 receivers valuations
- Repossession valuations
- Audit
- Portfolio analysis
- Expert witness reports

At the heart of our business is a sophisticated risk and fraud management model which is underpinned by Quality Assurance ISO 9001:2015 accreditation.

**Award  
winning**  
service  
delivery

**High  
quality**  
customer  
experience



# Asset Management

Founded in 1997, the Asset Management Group (AMG) specialises in asset management services to banks, building societies, mortgage lenders and corporate clients.

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 fair customer outcomes.



AMG

## OUR SERVICES INCLUDE:

- Repossession and probate property sales
- Full marketing programme with comprehensive updates and reporting
- Live management information and updates via our online system
- Complete payment and invoicing process
- Assisted voluntary sales
- End of term assisted sales
- Shared ownership case management and sales
- Specialised maintenance company covering the UK

# Corporate Lettings

In addition to lettings, our corporate lettings service offers property, block and portfolio management services to a wide range of clients and can be fully tailored to your needs.

Our experience handling property portfolios of all sizes, coupled with our national lettings branch network means we are uniquely placed to source tenants quickly, with the focus on achieving maximum rent and minimising void periods so our clients achieve maximum yields.

We appoint a dedicated Client Services Manager to each account who has a complete overview of a client's portfolio, supported by real-time management information, giving a well-informed, single point of contact.

Corporate lettings clients include:

- Asset managers
- Private investors
- Insolvency practitioners
- Lenders
- Administrators
- Institutional investors
- LPA receivers
- Social housing providers
- Professional landlords



# Energy Performance Certificates, Inventories, Gas Safety and Electrical Inspections

Vibrant Energy Matters 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 and 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.



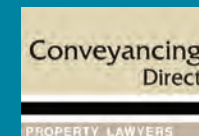
UK's  
leading EPC provider  
carrying out  
**90,000**  
a year

UK's  
**largest**  
inventory supplier

## Conveyancing

As part of Connells Group, Conveyancing Direct has provided expert legal services to the residential property market since 1992, and has grown considerably in recent years.

Priding itself on its staff, and using technology to full advantage, Conveyancing Direct focuses on delivering a professional customer service for purchases, sales and remortgages.





# KEY CONTACTS

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All figures are quoted for full year 2019, or correct as at February 2020, 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 is The Bailey, Skipton, North Yorkshire, BD23 1DN. VAT Registration Number is 500 2481 05.

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.

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