

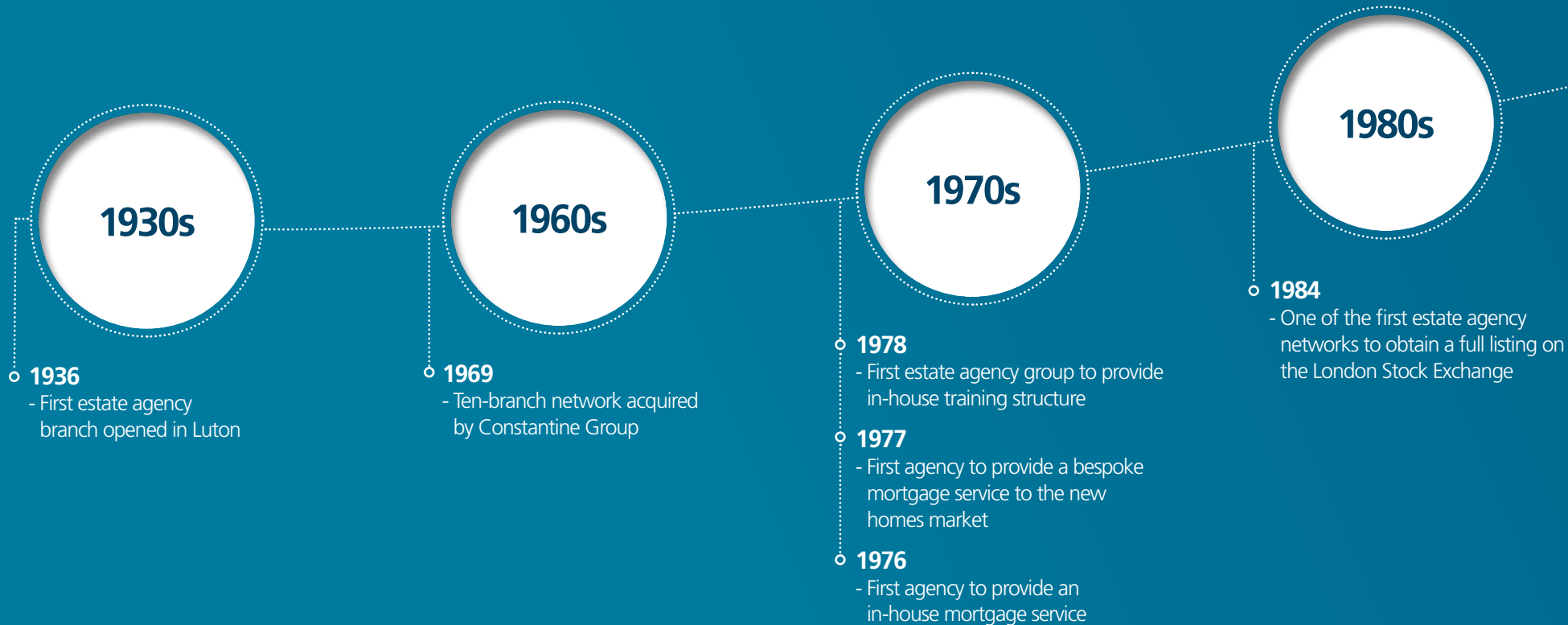


Connells
group

**Leading Estate Agency
and Property Services Group**

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

- **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 64 national estate agency awards since 2004, 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 UK's largest residential property auctioneers.

Local Expertise National Strength

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

Nearly
600
branches

72,000
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 on behalf of housing developers and land owners.

Our many clients include public bodies and institutions, corporate and private land owners, housing associations 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 land owners 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.

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 through our estate agency branch network.

**National
network**
of 45 land and
planning experts



New Homes



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

We produce 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 number of investors specifically looking to purchase new builds.

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 leading UK builders and developers.



Largest
agency for
new home sales
in the UK

More than
40
new homes
specialists

9,100
new home
sales a year

Dedicated
new build mortgage
services consultants
available

Mortgage Services

Connells Group has a national network of more than 600 trained and qualified 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.

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 and Stan Collins & Co.



92%
of customers in 2017
were happy with
the service received
from our mortgage
consultants

£10bn
worth of mortgage
applications
submitted in 2017



Connells

SURVEY & VALUATION

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

Top 3
survey and
valuation
business

300
RICS
surveyors

Surveys and Valuations

We deliver flexible nationwide service solutions through a large team of 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.



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 on its own individual merit's, ensuring a personal and professional service with complete focus on fair customer outcomes.



AMG

OUR SERVICES INCLUDE:

- Possession 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

Our corporate lettings service offers lettings and 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 and Inventories

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 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

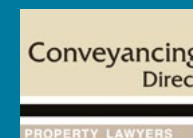
UK's
largest
properties services
company



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.



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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 the activities of advising on 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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