

**Connells**  
group

**Leading Estate Agency  
and Property Services Group**

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

# Connells group

Connells Group is the largest and most successful estate agency network in the UK, with 85 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.

## 1930s to 90s

- **1936** - First Connells estate agency branch opened in Luton
- **1969** - Ten-branch network acquired by Constantine Group
- **1976** - First agency to provide an in-house mortgage service
- **1977** - First agency to provide a bespoke mortgage service to the new homes market
- **1978** - First estate agency group to provide in-house training structure
- **1984** - One of the first estate agency networks to obtain a full listing on the London Stock Exchange
- **1991** - Acquired by Scottish Widows
  - Purchased large part of Prudential Property Services
  - Connells Survey & Valuation established
- **1996** - Acquired by Skipton Building Society

## 2000s

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

## 2010s

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

## 2020s

- **2020** - David Livesey, CEO of Connells Group celebrated 30 years in the Group
- **2021** - Acquired Countrywide Property Services Group

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 50 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 85 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.

Our lettings business currently manages over 120,000 tenancies across our network, with services including everything from simply finding a tenant to full property management including repairs, remedial work, maintenance and rent processing.

Customers can rest assured they are dealing with an organisation which is professional, self-regulated and 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 nearly 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 mortgage club business for the DA mortgage market, which collectively makes the Group one of the largest mortgage intermediaries in the UK.

Connells Group supports our estate agency customers with a national network of 1,100 mortgage consultants, working across a number of local and national brands, offering advice on a range of mortgages, protection products, insurance and wills via our subsidiary Redstone 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 and New Homes Mortgage Scotland.

In addition, we own The Buy to Let Business, a specialist business that also handles all customers who wish to transact by telephone.



**£30bn+**  
worth of mortgage  
applications  
submitted in 2020

# 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.

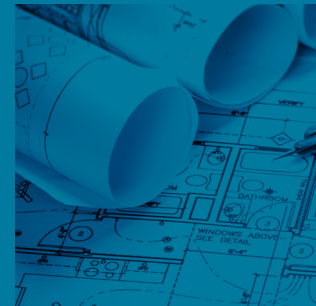
We have a dedicated team of land professionals operating nationally who offer a wide range of services tailored towards the acquisition and disposal of land, that can be developed in both the short and medium term and also strategically in the longer term.

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

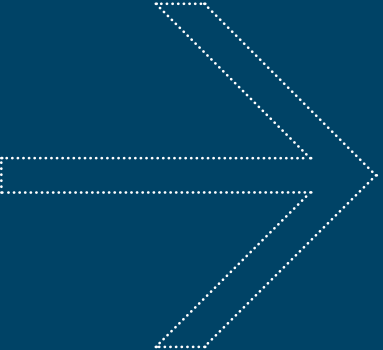
From identifying the initial development opportunity through to the completed scheme, we provide an all-encompassing, end-to-end service to landowners and developers. Our expert strategy, coupled with our local housing market knowledge, ensures we optimise the value of the scheme for our clients at all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



# New Homes



Connells Group is the UK's largest agency for new homes sales selling circa 12,000 new homes a year.

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

Nationally, we provide a full range of services to new homes developers of all sizes - from single units to large developments, from shared ownership to retirement properties and by creating new residential settlements. We produce in-depth market intelligence, cost-effective marketing solutions and recruit knowledgeable new homes sales specialists to work on site and within our branch network.

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, including 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.

Our work with developers enables us to assist with the financing of large schemes by agreeing and contracting a forward sale position to deliver a pre-specified number of completions occurring on time which can help in bringing forward the developer's build programme.

This can enable developers to acquire further sites despite commitments on developments elsewhere.

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

**12,000**  
new home  
sales a year

New Homes  
Managers and  
Directors  
**nationwide**

**Dedicated**  
New Build Mortgage  
Services Consultants  
available



# Corporate Lettings, PRS and Build to Rent

Our Corporate Lettings, PRS and Build to Rent teams are equipped to work with institutional investors and corporate landlords throughout the UK.

We can provide a unique level of service regionally or for city specific portfolios, buildings and dispersed national portfolios.

Acting as your single point of contact, your Portfolio Manager will manage all aspects of your account and is backed by an experienced team of specialist property managers, client accountants and our extensive national branch network. In addition, the Portfolio Manager will work with you to ensure that your portfolio performs to achieve your investment goals.

We conduct all aspects of property asset management for our clients' portfolios including, but not limited to, the following services:

- Carrying out property assessments on a regular basis
- Securing rents and arrears
- Marketing the properties with Connells Group branches and sub-agents
- Carrying out compliance testing, health and safety checks and risk assessments
- Securing vacant properties
- Organising insurance
- Arranging disposals of properties
- Dealing with solicitors
- Day-to-day property management, dealing with repairs
- Property inspections
- Serving notices as required
- Repossessions
- Providing bespoke data and MI

# Survey and Valuation Services

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. We 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. 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 quality delivery of service to our clients and customers.

We offer a full range of valuation, survey and panel management services, and through innovative collaboration, work 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.





# 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 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



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 law firms and 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

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All figures are quoted for full year 2020, or correct as at March 2021, 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 © 2021 Connells Group. All rights reserved.

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