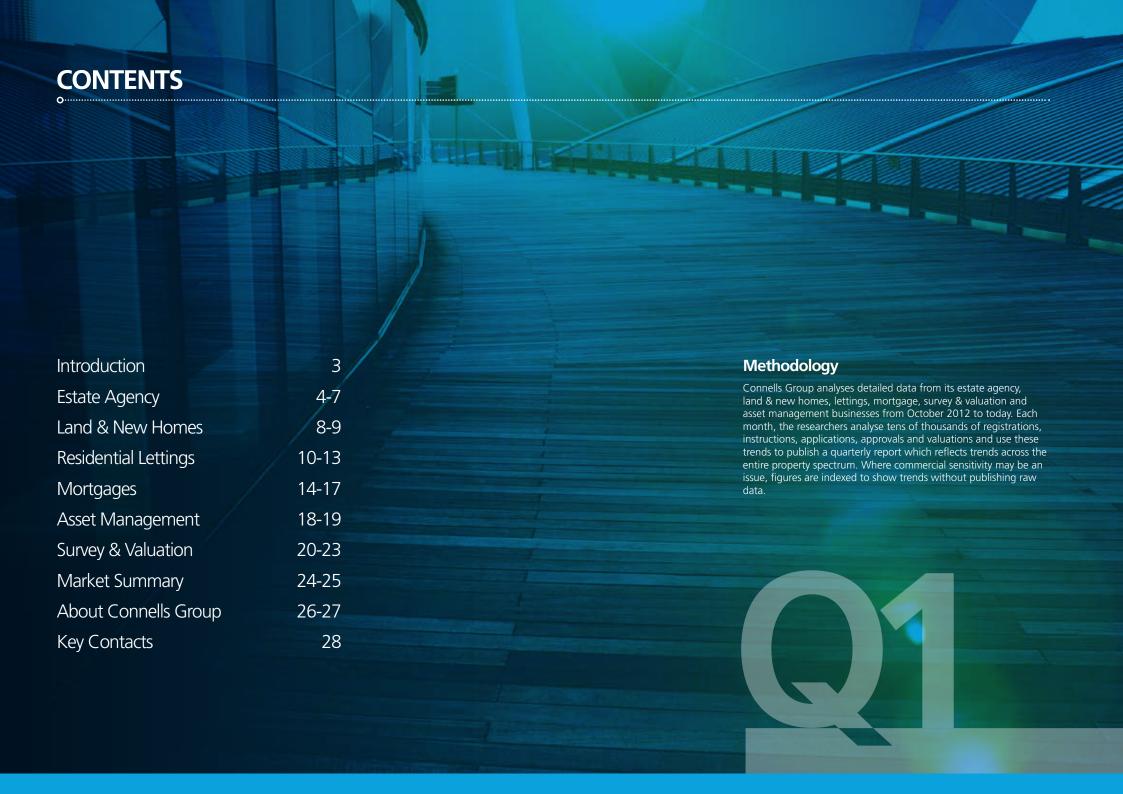




Market Report / Q1 2018

connellsgroup.co.uk



INTRODUCTION

David LiveseyGROUP CHIEF EXECUTIVE



Figures for the first quarter of 2018 reflect a housing market that has failed to achieve the positive start to the year that we saw in 2017. Whilst there have been some bright spots, buyer sentiment ceased to build upon the progress made during the last few weeks of 2017, remaining weak and easing further as the quarter progressed. The usual seasonal bounce back supported good levels of activity during January, with a marked uplift in both applicant and vendor enquiries. However, without a significant improvement in the number of properties available, the level of sales activity remained suppressed and even well into April we are seeing a generally moribund market.

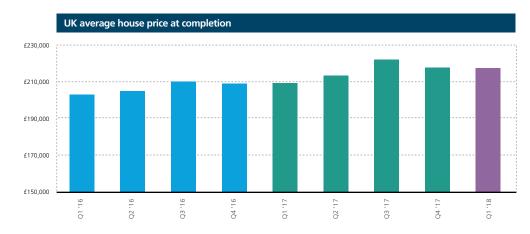
In line with previous years, our branches reported a brisk start to the year with strong activity throughout the month of January as interest from both potential vendors and prospective purchasers showed a renewed appetite following the festive break. Both Rightmove and Zoopla reported record traffic levels during January, helping to drive additional activity. Unfortunately, this uplift was to be short lived and as the quarter progressed and most of the country battled with spells of adverse weather, interest levels retreated closer to those seen in the second half of 2017.

Market appraisal (people considering putting their house on the market) activity during the first quarter of the year was 6% ahead of Q1 2017, mirroring the uplift seen during the last quarter of 2017. This helped to support some improvement in the number of properties available for sale during the quarter, however, overall stock levels at the end of the quarter were 2% below the same point in 2017. Despite homeowners showing an active interest in finding their next property, they continued to face limited choice with many delaying their entry to the market. Stock availability remains a key constraint on increasing transaction volumes. As a consequence of this, fresh-to-market stock continues to attract added interest with prospecting purchasers needing to move quickly.

The total number of new applicant (potential buyer) registrations across our network in Q1 was in line with those seen in Q1 2017, and first-time buyers continued to show their appetite to step on to the housing ladder with registrations for this portion of the market up by 7% on Q1 2017. On the whole, consumer confidence continues to be subdued and seemingly influenced by a combination of different factors. This lack of confidence is not something that is limited to the housing sector but, similar to last year, looks set to be an underlying influence as the year progresses and we move towards Brexit in March 2019

The new homes sector continued to perform well with both instruction and sales activity running ahead of Q1 2017, despite the impacts of the weather during the quarter. With the number of new homes available for sale at the end of the quarter 13% higher than the same point last year, and planning permissions maintaining their upward trend, we expect to see new homes activity continue to grow as the year progresses. Developer connections consistently confirm the tougher market conditions.

Sales activity remained weak and declined as the quarter progressed, resulting in sales 6% below Q1 2017, in part influenced by the reduction in viewing activity during the quarter. Buyers remain hesitant to commit and price sensitive, looking to ensure that they secure the best price for those properties that are closest to matching their requirements and with many vendors continuing to show some flexibility in their prices.



Despite the easing of house prices that we saw during the final quarter of 2017, house prices have remained steady on a national basis during the first quarter of 2018 and, on an annual basis, remain 4% ahead of Q1 2017. On a regional basis, pricing in London remains under pressure and shows a 6% annual reduction.

The lettings market remains buoyant, although we have seen the number of investors who are active in the marketplace reduce. There is some additional evidence that 'accidental landlords' are formally considering their position due to a greater appreciation of the landlord tax changes and prompting some to make the decision to exit the market. With the number of new applicant registrations running behind those seen at the start of 2017 and tenants seeing some improvement in the number of properties available to rent, we may see some further easing of rental values as the year progresses. However, average rents have remained reasonably firm and show a 1% increase on Q4 2017 on a national basis.

The mortgage market continued to be driven in part by strong remortgage activity and an increased appetite from first-time buyers, both potentially influenced by the recent easing in house prices, availability of mortgage deals and the real prospect of a further increase in the bank base rate during Q2 prompting action. Within the buy-to-let sector, Q1 2018 activity was in line with that seen in Q1 2017, with the majority of activity driven by investor remortgages as many reached the end of their initial two-year fixed-rate mortgage following the stamp duty changes in April 2016. We watch with interest as the first new build Help to Buy scheme comes up to its five-year anniversary, with remortgaging and staircasing opportunities.

It is fair to say that, despite some good top line activity levels, the first quarter of the year has been weaker than we had expected, with some of the key indicators failing to build upon the positive movement that we saw towards the end of 2017. The adverse weather conditions certainly impacted the momentum that we would normally see during the first quarter and, although we have started to see some improvement in recent weeks, a step change to underlying consumer confidence is needed to boost activity during Q2.

ESTATE AGENCY

David Plumtree
GROUP CHIEF EXECUTIVE
(ESTATE AGENCY)



2018 started reasonably positively with good levels of applicant registrations in January. However, as we moved into February and March we saw activity levels dissipate and buyer sentiment appeared to wane. The adverse weather conditions towards the end of Q1 contributed towards this, but it was clear that market conditions did soften somewhat and buyer confidence became more subdued.

The uncertainty around Brexit, together with affordability concerns and the prospect of further increases to base rates, remain the constraining factors affecting market sentiment. Instruction supply continues to be restricted and we see no signs of this changing in the near future.

Given the above, then it was no great surprise that we didn't see any growth in average asking prices during the quarter and, whilst we continue to see some price reduction activity on existing stock, we do expect prices to edge forward during Q2.

Market appraisals were up



6% on Q1 2017

Viewing activity in Q1 was

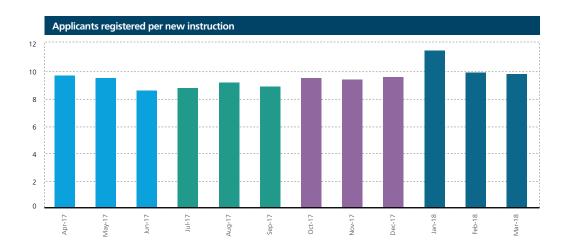


lower than Q1 2017

New buyers and instructions

- The start of the year saw the usual seasonal uplift in activity following the festive break.
 Our branch network experienced high levels of activity throughout January, which waned in February as activity became somewhat more subdued.
- The number of market appraisals undertaken in the quarter showed a healthy 6% increase on Q1 2017, achieved despite some of the challenges presented by the snow disruption during the quarter.
- In line with the final quarter of 2017, vendors continued to show some appetite for
 entering the market and considering their next move. However, many remain hesitant
 to make that final decision until they have found their next home and, with reduced
 availability, this continues to be a constraining factor on instruction supply.
- New instruction volumes in the quarter were in line with Q1 2017. Whilst this position showed some improvement as the quarter progressed, increasing the level of fresh instructions to the market remains a key challenge for the housing market as a whole.
- As expected, new applicant registrations showed a significant uplift on the final quarter of 2017 and, whilst registrations were level with Q1 2017, these remain well ahead of the levels seen in previous years and show continued strong buyer demand.
- Whilst new instruction volumes showed some improvement in the quarter, the ratio of applicants registered to new instructions increased from 9.4 in Q4 2017 to 10.4 for the quarter, this mirrors the figure for Q1 2017.

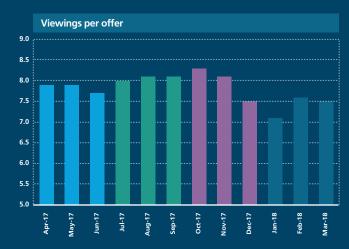




ESTATE AGENCY





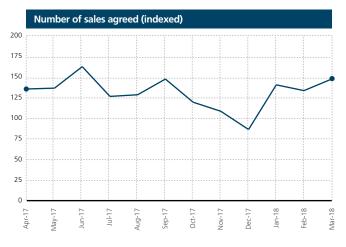


Viewings

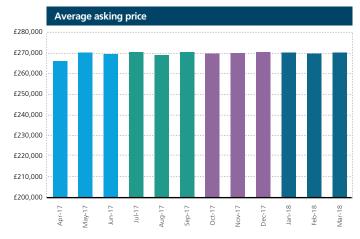
- Viewing activity in the quarter showed a 14% reduction when compared to Q1 2017. This activity was impacted by the adverse weather seen during the quarter.
- The total number of properties available for sale at the end of March was 2% below March 2017.

Offers

- With viewing activity reduced, the number of offers made during Q1 showed a reduction of 5% on Q1 2017.
- The number of sellers reviewing their prices during Q1 was 3% higher than the proportion seen in Q1 2017.
- The average level of viewings per offer decreased to 7.4 from 8.0 in Q4 2017, this is the lowest level that we have seen since 2015.







Sales

- Despite a strong start to the year, the number of sales agreed reduced as the quarter progressed, resulting in a 6% reduction on O1 2017.
- The slower start to the year is reflective of a number of factors including: buyer confidence to commit, the number of properties for sale and pricing expectations.
- On a quarterly basis, the average number of offers per sale remains at 1.9.

Prices

- The average asking price remained stable during Q1, ending the quarter at £271,912.
- The average house price at completion remained level with Q4 2017 and 4% ahead of Q1 2017.

LAND & NEW HOMES

Roger Barrett
GROUP LAND
DIRECTOR



New homes sales activity in the first quarter has surpassed Q1 2017 with new homes instructions up 4% and sales up 3%. Despite these increases, there has been a decline in the number of residential transactions in Q1 and signs that the market is hardening in certain locations where there is a reluctance to develop above established ceiling prices.

Obtaining planning permission continues to be an issue for developers and consultants. Figures from the Home Builders Federation (HBF) show that the moving annual total of planning permissions for the year to Q4 2017 was 351,000 – the most in any 12-month period since the HBF Housing Pipeline survey began in 2006. Whilst this is good news, there is still concern across the development industry that the number of implementable planning permissions falls well short of what is required. There is continued high demand for residential development sites from the sector, and we have seen a similar level of transactions being completed in the first guarter as we did in Q1 2017, which was particularly strong. This activity includes longer-term strategic land, opportunities identified as five-year supply and consented land.

With the aim of continuing the growth in housing supply, the government has instigated reviews including: Improving the home buying and selling process; the Letwin Review, investigating build out and absorption rates and the National Planning Policy Framework (NPPF) consultation. Not all of these reviews have been welcomed by the industry and, whilst they are being completed, the industry must not lose its momentum in moving housing supply forward.

We continue to see an increase in the UK's affordable sector with a number of larger housing associations developing homes for the rental market, private sale and shared ownership. To aid delivery, in many instances these result in joint ventures/collaboration with the private sector.

Land, professional and investment turnover

level with

Total new home unit sales up

3% in Q1 2018 compared to 2017



New buyers and instructions

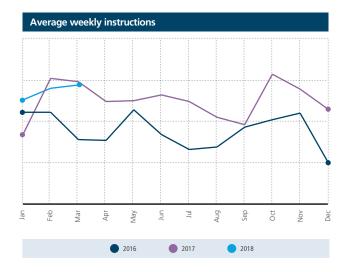
- Our new homes business has seen a steady start to the year, with an increased level of new instructions coming to the market each month during the quarter. We expect this to continue into the second quarter of the year.
- As we have seen in previous years, housebuilders continue to increase their output to help address the overall housing shortage. Activity started the year strongly, helping us bring 4% more properties to the market during Q1 2018 than Q1 2017.

Sales activity

- After the drop in sales activity seen during the last quarter of 2017, there was an increase in new homes sales activity as we entered the new year. Whilst sales activity showed some reduction as the quarter progressed, Q1 showed a 3% increase in new homes sales as we entered the new year.
- o At the end of Q1 the number of new homes available for sale is 13% ahead of the same point in 2017. With stock levels of second-hand housing remaining low, the increase in new homes stock will provide more choice to new applicants and those potential vendors looking to find their next property.

Housing supply and market activity

 As expected, the sector has seen a strong and solid start to the year with good stock availability and a number of new developments due to come to market during Q2. The outlook for the new homes market in the coming quarters remains positive, continuing to build on the successes seen in recent years.





RESIDENTIAL LETTINGS

Stephen Nation
GROUP LETTINGS
MANAGING DIRECTOR



There are definitely less investors in our marketplace so far this year and our new instruction volumes reflect this. As a result, average rents have stayed firm but reduced applicant levels may make this difficult to sustain as the year develops.

The effects of landlord tax changes are yet to bite fully but branch activity shows some 'accidental landlords' looking to exit the market when an opportunity arises, yet more serious investors remain committed to the private rented sector.

As expected, Q1 volumes were up compared to Q4 2017 and overall, the lettings market – not without its challenges – remains buoyant.

UK average rent per month £855



3% up on Q1 2017

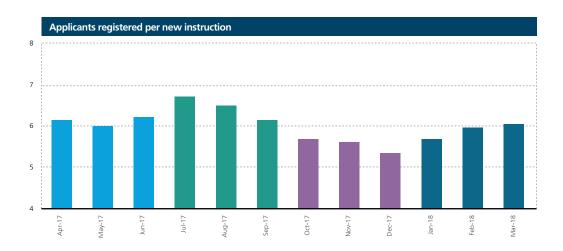
New instruction volumes down



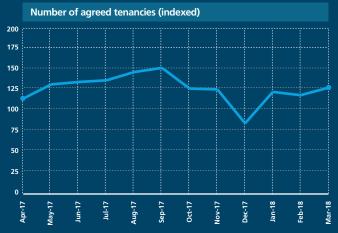
New applicants and instructions

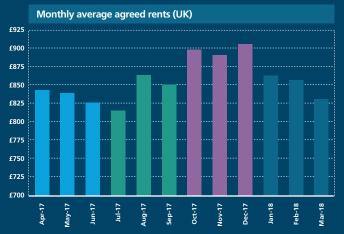
- Following the seasonal norms, both applicant registrations and new instructions started the year ahead of the final quarter of 2017. However, both remained below the levels seen during Q1 2017.
- Applicant registrations continued to trail new instructions, with prospective tenants seeing improvement in the level of available stock. Whilst stock levels were broadly comparable to Q1 2017, they did show an increase of 2% during the first quarter of 2018.
- New instruction volumes for Q1 2018 showed a decrease of 9% when compared to Q1 2017.
- The differential that exists between new instructions and applicant registrations has reduced from that seen in the second half of 2017. Should this trend continue, we may see upward pressure on rental values in Q2.
- The ratio of registered applicants to new instructions increased during the quarter, rising to 5.9 from 5.6 in Q4 2017, slightly below the 6.2 in Q1 2017.

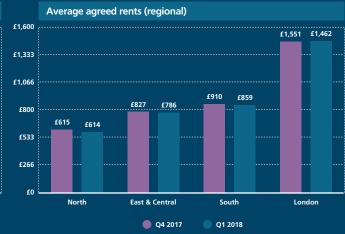




RESIDENTIAL LETTINGS



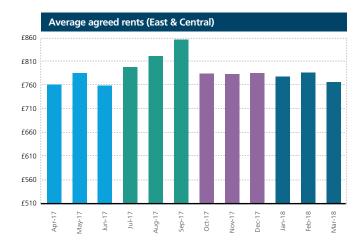


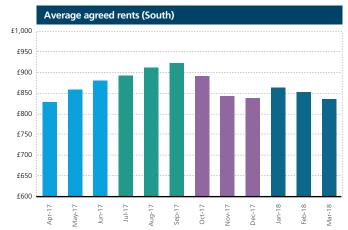


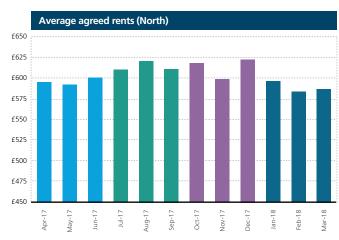
Agreed tenancies and average rents

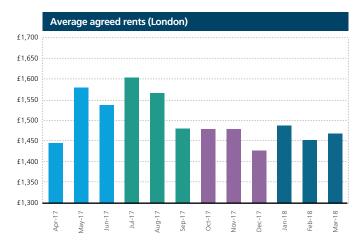
- The lettings market remained active with the number of new tenancies agreed during the quarter up by 10% on Q4 2017.
 However, volumes were 4% below Q1 2017.
- The average UK rent showed a marked increase at the start of the quarter but eased slightly as the quarter progressed. March saw an average rental value of £855.
- Across the UK, average rents increased slightly during the quarter, with the national average up by just over 1% to £861.

RESIDENTIAL LETTINGS









Regional rents

- o Within the North, average rental values showed a 4% reduction on Q4 2017, with rents now broadly in line with those achieved during Q1 2017 at £589.
- The pressure on rental values within London has eased during the quarter. When compared to Q1 2017, the average rent of £1,470 is 5% lower.
- The South also saw similar easing, but rental values in the quarter still reduced by 1%. When compared to Q1 2017, rental values across the South are now 2% lower.
- In line with other regions, the East and Central regions saw average rents reduce by 1% during the quarter, with the average rent for the quarter now standing at £778.

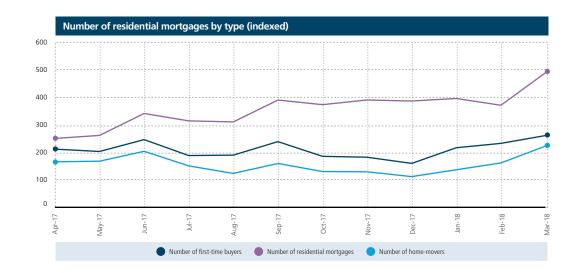
MORTGAGES Adrian Scott GROUP MORTGAGE SERVICES DIRECTOR Mortgage Overall, it was a strong quarter The growth in remortgage business, noted in Q4 **business** up 2017, continued at a pace in Q1. This was due to 19% for mortgages across the country both an increased appetite from consumers and the availability of product transfer deals from lenders. despite some challenges in the Indeed, residential remortgages were up a huge 58% housing market. It was pleasing on O1 2017 and look set to continue at these levels on Q1 2017 throughout 2018. to see year-on-year increases in both first-time buyer and homemover activity, however, the Residential growth driver has come from remortgage 58% **business** up remortgages again.

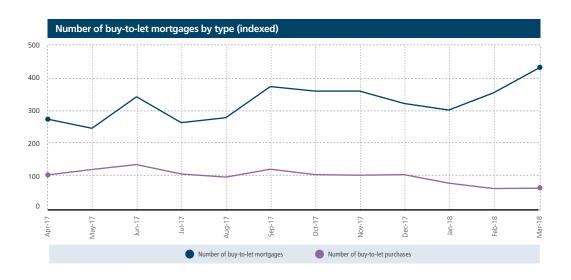
Residential

- Volumes within the residential mortgage market were 24% ahead of Q4 2017 and 19% ahead of Q1 2017, showing a healthy mortgage market as we enter the new year, despite some of the challenges seen in the wider housing market in 2017.
- o First-time buyers continued to play an active role in the market with activity levels 7% ahead of Q1 2017, a period which itself saw a marked uplift in first-time buyer activity over previous years. With a number of attractive mortgage deals available, some recent easing in house prices and the prospect of potential interest rate rises on the horizon, this may drive more action and see this sector increase its share of activity from the 31% seen in O1 2018.
- Home-mover activity stepped up from the levels seen in Q4 2017 with a modest 2% increase over Q1 2017, representing a good start to the year. This sector saw its share of activity increase by 4% in Q1 2018 and make up a quarter of all mortgage activity.
- The share of activity represented by residential remortgages eased slightly in the quarter, however, homeowners continue to review their current arrangements and benefit from the range of deals available. The number of residential remortages showed a 58% increase on Q1 2017.

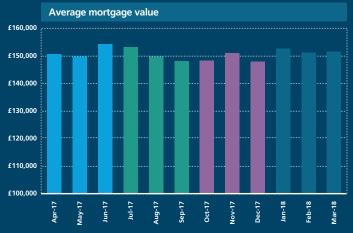
Buy-to-let

- The buy-to-let sector started the year with levels below those seen in Q4 2017 and with volumes down by 10% in the quarter. Q1 2018 activity is in line with that seen in Q1 2017.
- Remortgage activity continued to account for an increasing proportion of buy-to-let activity 73% in Q1 2018, which is significantly up on the 56% share seen in Q1 2017. Buy-to-let remortgage volumes have been strong during Q1 as it is two years since the stamp duty increase, so many fixed rates were due to end in this period.
- Buy-to-let purchase activity showed a marked decline, 39% below Q1 2017 and similar to the reduction seen at the start of 2017.





MORTGAGES





Mortgage values

The average mortgage value increased by 2% to £151,854 in Q1 2018, this figure is 1% ahead of the value in Q1 2017.

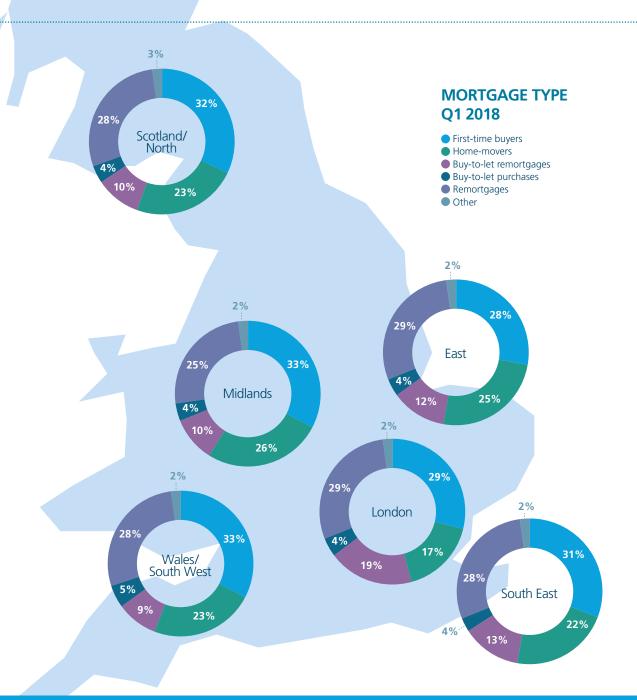
Mortgage terms

The average mortgage term at the end of Q1 2018 was 26.4 years, an increase of 0.2 years during the quarter. This is only marginally ahead of Q1 2017.

UK MORTGAGE TYPE SPLIT







UK mortgage type split

- With first-time buyers boosted by the stamp duty changes, this
 portion of the market has increased its share of activity by 4%
 to 31% during the first quarter of 2018. Home-mover activity
 saw a similar 4% increase in the quarter, accounting for 24%
 of activity. This is 3% lower than its share during Q1 2017.
- Homeowner remortgage activity showed a reduction of 2% on Q4 2017 but, at 28%, this is significantly ahead of the first quarter of 2017.
- After gaining some ground at the end of 2017, the buy-to-let sector saw its share of activity reduce by 5% to 15% in Q1 2018, with the greatest share of this reduction driven by the decline in purchase activity.

Regional picture

- The improvement in first-time buyer activity was most notable in the North which saw an increase of 7% on Q4 2017. However, all regions saw first-time buyers account for an increased share of activity during the quarter.
- The East and the Midlands saw the largest increase in homeowner activity, both up by 5% on Q4 2017. The North showed the smallest increase of just 1%, this is below the 3% increase seen within the London region.
- With the exception of the East, where the share of homeowner remortgage activity remained flat, all other regions saw this sector reduce during the quarter.
- Buy-to-let purchase activity saw a reduction of 4% across the Midlands, East and South East regions, with buy-to-let remortgage activity remaining static in London and declining in all other regions.

ASSET MANAGEMENT

Simon Matthews
MANAGING DIRECTOR,
AMG



There were 7,300 new possessions during 2017, a decrease of 5% compared to 2016. 1,700 of these were in Q4 and represented a 6% decrease compared to the same period in 2016.

UK Finance has reported that the level of new possessions is now at its lowest point for 36 years. The slight increase in interest rates has made no impression so far, but the real impact will only be seen once further increases have filtered through to mortgage customers. Mortgage arrears have also reduced in line with the reported possession numbers.

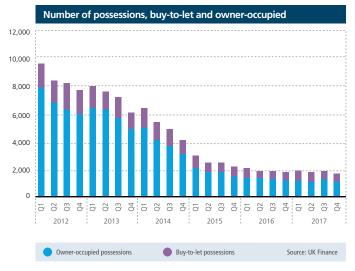
Total number of possessions for 2017

7,300

Average property value for possessions in Q1 2018

£144,426

ASSET MANAGEMENT





Arrears

- The latest available figures for Q4 2017 show that the number of mortgaged properties taken into possession eased slightly to 1,700, moving below the total of 1,800 seen in Q4 2016.
 Whilst buy-to-let possessions remained static, owner-occupied possessions reduced by 200 in the quarter.
- Overall, 2017 saw relatively small quarterly movements, with the full year figure of 7,300 substantially below the original UK Finance forecast of 10,000 possessions for the year. At this stage it looks like the level of possessions in the first half of 2018 will follow a similar pattern.

Possession sales

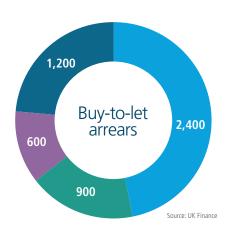
Possessions

- Despite the general shortage of stock, sales activity remains healthy with prospective purchasers showing a continued interest in our marketed stock.
- The average sales price for possessions in Q1 2018 was £144,426.

- Owner-occupied arrears of 2.5% or more showed a continued decline during Q4 2017, with a total of 82,800 owner-occupiers having arrears in excess of 2.5% compared with 83,300 at the end of Q3 2017. With the exception of those owner-occupiers owing 10% or more of the balance, a similar decline in the volume of mortgages in arrears was evident in all bands during Q4.
- The number of buy-to-let arrears of 2.5% or more of the outstanding balance remains unchanged at 5,100. However, similar to the owner-occupied figures, we continue to see some increase in those with arrears of 10% or more.

ARREARS BANDING Q4 2017





SURVEY & VALUATION

Ross Bowen

MANAGING DIRECTOR, O......

CONNELLS SURVEY & VALUATION



Connells Survey & Valuation's first quarter results outstripped housing market transactions, although overall housing market activity was less than expected. Q1 ended 6% down on the same period in 2017, however, overall transactions carried out by our in-house surveyors rose 0.4% over the quarter.

Alongside overall transaction levels, we continued to monitor a marked difference in the performance of surveying firms, both from a speed and quality perspective. Reporting turnaround times through Connells Survey & Valuation's employed surveyors averaged 4.2 days, a full day faster than firms elsewhere in the market. This is even more noteworthy given the prolonged adverse weather impacts on the industry in March. There was a similar story on the reporting quality measurement, where Connells Survey & Valuation delivered a superior result, 21% ahead of other firms.

As the quarter progressed, it was evident that there were pinches in reporting turnaround times in some locations where there remains a limited supply of RICS surveyors and where market activity levels are more buoyant. Connells Survey & Valuation is continuing to invest in its AssocRICS academy to train and bring new surveyors into the industry. This, alongside further growth in qualified surveyors and investment into innovative valuation technology, is helping clients to optimise customer outcomes and rationalise transaction costs.

As part of the government's consultation into speeding up the home buying process, Connells Survey & Valuation submitted a detailed response. On the surveying front, the recently announced outcome appears to have missed the opportunity to require property surveys to be carried out for the benefit of prospective buyers at the start of the home selling process. We note, however, that further industry feedback will be sought and we will continue to make recommendations to streamline transaction timescales and minimise transactions aborting.

Connells Survey & Valuation continues to deliver top quality service

18% ahead of the market

Reporting turnaround times of

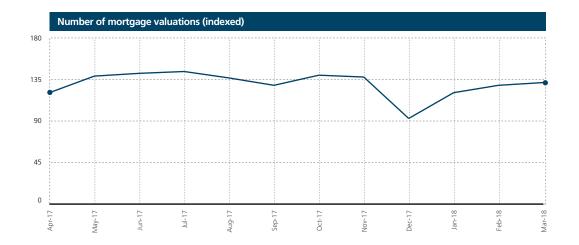
days outpace the rest of the market's 5.2 days

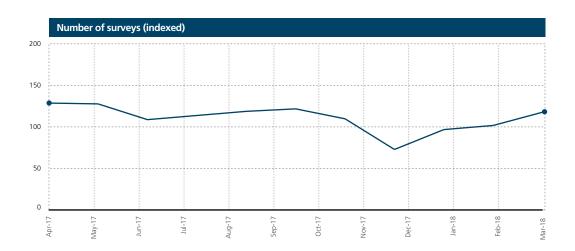
Mortgage valuations

- With the continued reduction in property sales within the UK housing market, the number of mortgage valuations undertaken during Q1 2018 was 9% lower than Q1 2017. This is despite volumes increasing month on month during the quarter.
- Homeowners continued to review their current mortgage arrangements with remortgage valuation levels continuing to feature prominently.

Surveys

- The number of surveys in the quarter showed a 4% uplift on Q4 2017.
- Whilst still accounting for 9% of transactions in the quarter and influenced by the level of housing transactions, the number of surveys completed in Q1 2018 showed a 16% reduction when compared to Q1 2017.





SURVEY & VALUATION

Buy-to-let

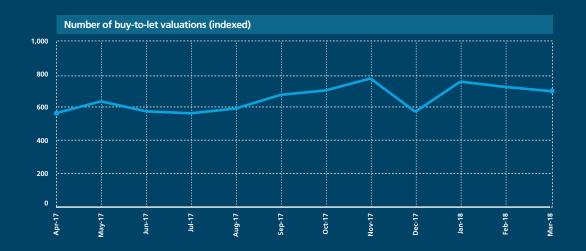
 Buy-to-let activity levels have continued to increase on a quarterly basis, with the number of valuations undertaken in Q1 2018 up by 12% on Q1 2017. This is despite some easing of activity during March.

Average valuation

• The average property valuation during Q1 2018 was £273,184, marginally ahead of the previous quarter's figure of £271,561 and 3% ahead of Q3 2017.

Overall market activity

 Activity levels within the UK housing and mortgage markets drive volumes within the survey market, with the number of house sales, remortgages and buy-to-let activity driving the overall mix. During Q1 we saw overall volumes 6% below Q1 2017.

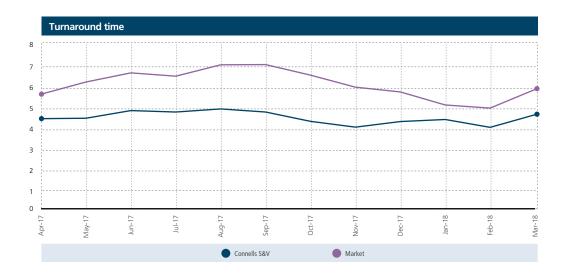


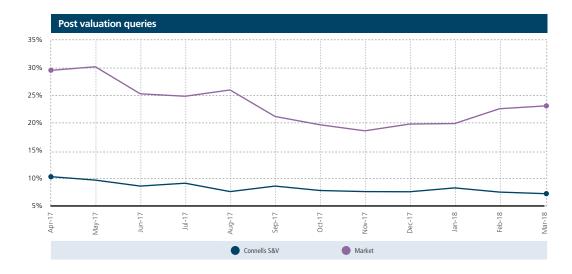


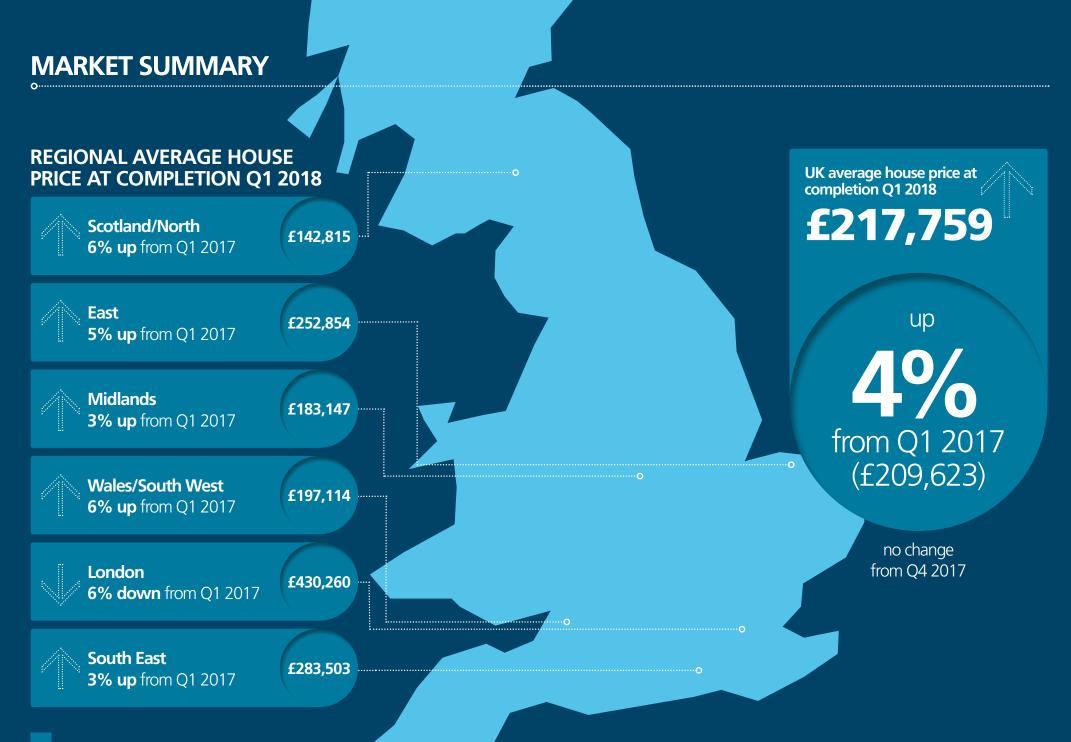
SURVEY & VALUATION

Service delivery

- The speed of report delivery for Connells Survey & Valuation measured 4.2 days in Q1 2018, one day ahead of the rest of the market.
- During Q1 we have seen the reporting quality score for the market reduce to 78.1%, whilst Connells Survey & Valuation has maintained its delivery at 92.3% in line with Q4 2017.







REGIONAL AVERAGE RENT Q1 2018











up 3% from Q1 2017



up 1% from Q1 2017

ABOUT CONNELLS GROUP

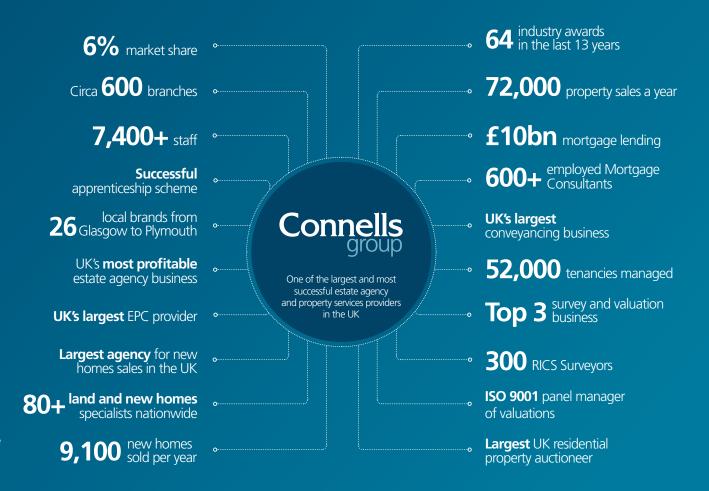
Connells Group is one of the largest and most successful estate agency and property services providers in the UK. Founded in 1936 and with a network of nearly 600 branches nationwide, the Group combines residential sales and lettings expertise with a range of consumer and corporate services including new homes, mortgage services, conveyancing, EPC provision, surveying, corporate lettings, asset management, land and planning, LPA receivers and auctions.

Alongside the Connells brand, the Group trades under other well-known and trusted local names including Allen & Harris, Bagshaws Residential, Barnard Marcus, Brown & Merry, Fox & Sons, Jones & Chapman, Manners & Harrison, Roger Platt, Shipways, Swetenhams, William H Brown, Sharman Quinney, Pattison Lane, Burchell Edwards, Ashley Adams, Atkinson Stilgoe, Kevin Henry, Peter Alan, Thomas George, Rook Matthews Sayer, Paul Dubberley, Hurfords, Knight Partnership, Hatched.co.uk and Gascoigne Halman.

Corporate clients benefit from Connells Group's broad range of award-winning services and depth of experience and expertise.

We work with some of the UK's leading organisations and institutions on property and land acquisition and disposal, asset management, mortgage sales and distribution, corporate lettings, auctions, conveyancing and surveying, to name a few.

Connells Group is a subsidiary of the Skipton Building Society, one of the UK's largest providers of financial services and products.



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ABOUT CONNELLS GROUP

OUR BUSINESS BRANDS











OUR LOCAL ESTATE AGENCY BRANDS





















































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