

# Expertise across the **Affordable Housing Sector**





# We are the UK's largest



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

Since the first Connells branch opened in 1936, Connells Group has grown into 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
- Commercial real estate consultancy provided by LSH
- 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
- Lettings Service – letting and management of discounted market rent units, shared ownership units and market rent units
- EPCs via our dedicated provider Vibrant

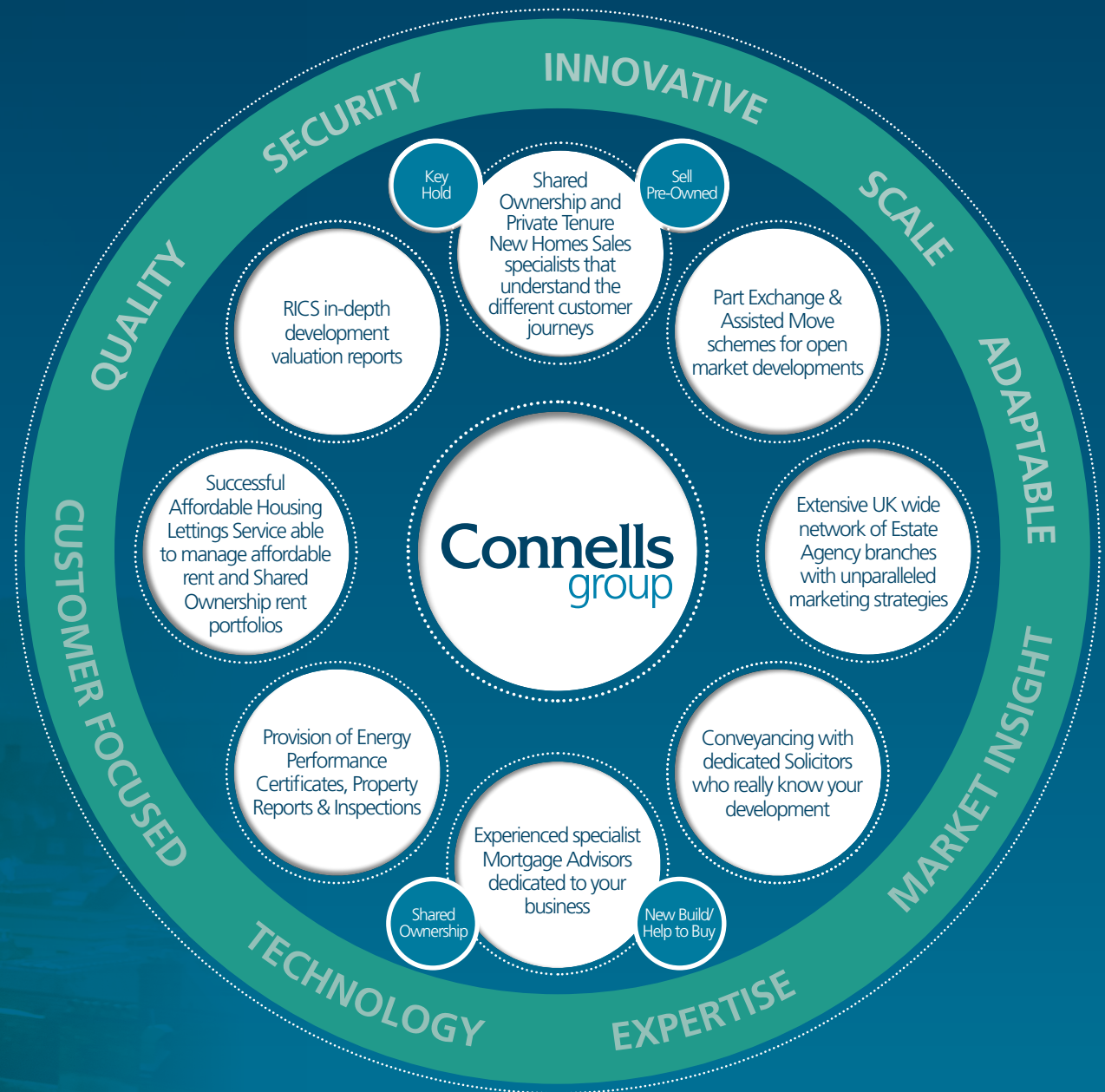




# We understand your business: Our Affordable Housing Proposition

A truly flexible approach combining a package of services with multiple benefits. Providing capability, capacity and extensive experience.

Added benefits at no extra cost...



Dedicated experienced specialist Account Manager across all services

Access to a unique portal allowing real time tracking of sales

Bespoke market intelligence including competitor analysis

Local to site, high street branch presence

Tailored marketing strategy including digital, virtual, national PR, signage and events

Housing market insights sharing real national data and trends

Bespoke development valuations and pricing reports

Highly skilled branch and site staff with extensive New Build and Shared Ownership knowledge

# New Home Sales



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 registered providers, 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, 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 developers and registered providers.

## Sell

more new homes than any other agent

## National network

of New Homes Managers & Directors

**12,000**

new home sales a year

**Part  
Exchange  
Service**



# Land Sales, Acquisitions & Valuation Services



Experienced RICS valuation  
services for New Build & Land

**Land  
& New  
Homes  
Valuations**

Partnership  
agreements with  
**Housebuilders  
& Developers**

We have a national network of 100 land specialists who 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

- 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 1,100 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.

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.

## 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





# Survey and Valuation Services



Leading suppliers of UK-wide residential valuation and surveying services.

**Leading**  
survey and  
valuation  
businesses

**300+**  
RICS surveyors

Connells Survey & Valuation 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





# High Street Estate Agency

Connells Group is the largest and most successful estate agency network in the UK with 1,250 branches nationwide.



**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

## 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.

## OUR HIGH STREET ESTATE AGENCY BRANDS WITH 10 OR MORE BRANCHES



## AND OVER 50 WELL-KNOWN, LOCAL NAMES ACROSS THE COUNTRY





# Nationwide **Energy Performance Certificates, Property Reports & Inspections**



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

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:**

- Viewings
- Video Viewings
- Keysafe Installations
- MEES Reports (Energy consultancy advice)
- Floor Plans
- Gas safety inspections (CP12) + Remedial works
- Boiler replacement, repairs, callouts
- EPC's
- Stock condition surveys
- Inventories and tenant check outs
- Inspections
- Legionella risk assessments
- Fire risk assessments
- Right to rent checks
- EICR's + Remedial Works

# Affordable Housing Lettings Service, PRS and Build to Rent



**Our Affordable Housing Lettings Service, 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

# 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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