

# Qandor.<sup>®</sup>

MAGAZINE

## JAMIL QURESHI

Creating the right mindset  
for a successful 2021

## LIME GROVE CASE STUDY

Evan Maindonald's award-winning  
25,000 sq ft development

ISSUE No. 9 | January 2021

TROPOLIS.<sup>™</sup>

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Cover image featuring Peak Performance Psychologist Jamil Qureshi. Read his article on p. 62

# ISSUE NO. 9

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## **STAYING THE COURSE**



Although very different, and perhaps quieter than usual, I hope everyone had a good break over the festive season. A few positive developments occurred that I believe we should be celebrating as real step changes to the state of the country. The approval of two Covid vaccines is a huge leap forward in the fight against the pandemic, and one that will hopefully see us getting somewhat back to 'normal' quite soon. Perhaps the more surprising development, and one which felt like it was done in the dead of night while we all slept, was the final vote on the Brexit deal in the House of Commons, signifying the end to a four-and-a-half-year ordeal I think we all agree was long overdue, to put it mildly! And so 2021 is the first year in which Britain is fully out of the EU. It will be interesting to see how things change, and perhaps how so much will stay the same.

With the new year comes January's issue of Qandor Magazine, packed cover to cover with content written by our members. Peak Performance Psychologist Jamil Qureshi is on our cover this issue and has penned an excellent piece on how we can prepare our mindset for the year ahead (p.62). It's no surprise to me that Jamil has helped six sports professionals reach number one status. His advice is always highly relevant and effective, and we're looking forward to him kicking off our 2021 Q. Online events calendar for members with a talk on mindset.

Also in this issue, Evan Maindonald presents a case study on a multiple award-winning development his business Melt Property recently completed (p.32), Lee Langley offers up some good advice on mortgages for the self-employed (p.16) and Naman Pathak takes a look at property development during turbulent times (p.76) - pretty relevant for where we are right now!

Let's smash some goals this year!

**Matt Siddell**  
Founder





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**REQUEST A PROSPECTUS**

## Q. ONLINE

We have adapted the club to reflect the current climate by taking all of our meetings, workshops and guest speaker events online. Through a series of regular members-only meetings, we continue to share informative and relevant content tailored to assist you and your business through these difficult times

## PREVIOUS GUEST SPEAKERS



### JAMIE WALLER

Founder of JBW Group  
and author of  
'Unsexy Business'



### JAMIL QURESHI

Peak performance  
psychologist and  
investor



### NICHOLAS COWELL

Developer, Investor and  
Founder of Cowell Group

# THE TROPOLIS ACCELERATOR PROGRAM.

**Tropolis.**™

My Programs Search

Tropolis Accelerator Program / Categories / Finance, Funding & Joint Ventures / Intro: Credit, Structures & Principles

**Finance, Funding & Joint Ventures** 4 Lessons

- 1 Intro: Credit, Structures & Principles
- 2 Lenders & Investors in the Market
- 3 Government & Tax = Profit
- 4 Joint Ventures

Next Category

The Tropolis Accelerator Program is for anyone and everyone who intends to develop property, whether you intend to build a portfolio or to take advantage of the principal residence reliefs and make tax-free gains adding value to your home.

The program gives clients a deep understanding of many aspects of property investing including sourcing deals, legals, funding, refurbishment, property and tenant management, and how to find and work successfully with the right people.

**MORE INFORMATION**

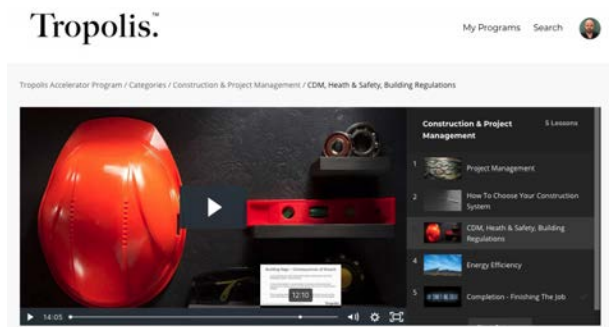
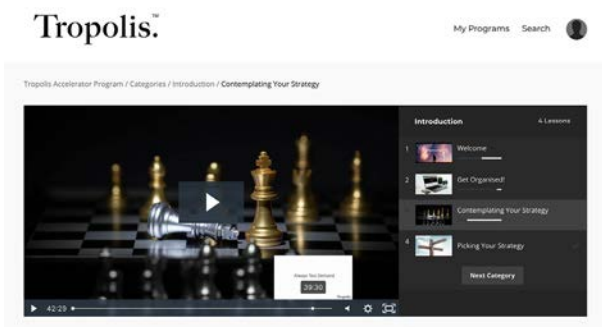
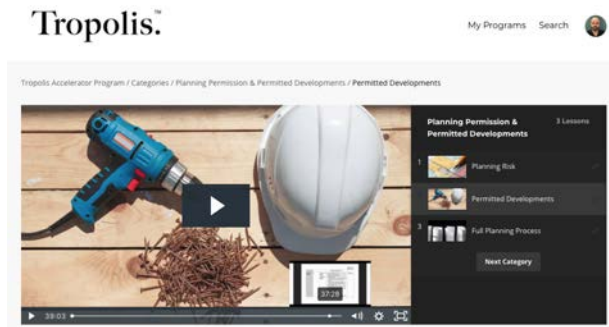
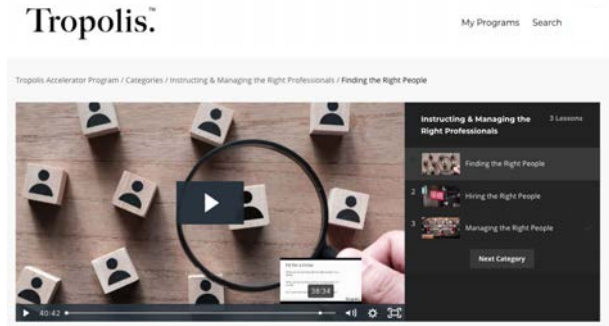
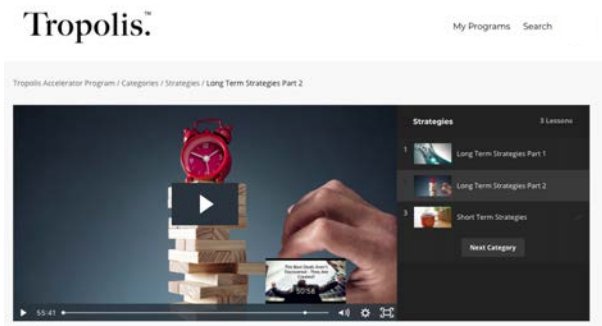
## What is covered?

Our clients are sophisticated, intelligent people and the Tropolis Accelerator Program is deliberately comprehensive and dense, in order to meet their needs.

The program is comprised of many valuable components including the network,

coaching calls and the private support forum.

The online modules, prepared and published by our professional and experienced team, are packed with highly valuable content and advice with lifetime access.





## The Experts

Our panel of experts has over 550 combined years of business experience, built over 5,000 homes and developed over £1.5bn in property value.

Each Expert will deliver an exclusive masterclass, sharing their experience, expertise and property insight.



**Alan Waxman**  
Property Developer  
Landmass London



**Ben Keenan**  
Property Developer  
Broadwing Homes



**David Kemp**  
Planning Consultant  
DRK Planning



**Dicky Lewis**  
Architect  
White Red Architects



**Doug Johnson**  
Engineer  
Mesh Energy



**Evan Maindonald**  
Property Developer  
Melt Property

**MORE INFORMATION**



**Jamil Qureshi**  
Peak Performance  
Psychologist



**Jonathan Erdman**  
Consultant Solicitor  
Keystone Law



**Lee Langley**  
Mortgage Consultant  
OnPoint Mortgages



**Mike Bristow**  
Investor, Fintech CEO  
CrowdProperty



**Mike Frisby**  
Property Developer  
Brankin Developments



**Naman Pathak**  
Property Developer  
Mountbatten Homes



**Neil Scroxton**  
Architect  
Scroxton & Partners



**Oliver Lowrie**  
Architect  
Ackroyd Lowrie



**Paul Oberschneider**  
Financier  
Hilltop Credit Partners

# FUNDING INNOVATION.

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**MICHAEL BRISTOW**

CEO  
CrowdProperty

[www.crowdproperty.com](http://www.crowdproperty.com)



**2021 looks set to be a big year for housebuilding, with continued government support for the construction industry and news of a vaccine enabling cautious optimism for the prospect of a rebound in the global economy. Michael Bristow, CEO & Co-Founder at CrowdProperty, takes a look at the trends in the financing market and the products we expect to be popular in the coming year.**

It comes as no surprise that throughout 2020 we saw many applications from property professionals who faced penalty fees and rates where lockdown caused delays on site or in exiting through sale or

refinance. Proactive developers approached CrowdProperty for our 'Development Exit Finance' and 'Development Finish & Exit Finance' products to give themselves time to exit without the excessive penalty fees and rates that plague the development finance and bridging sectors (and that are often overlooked by developers in the optimism of starting a project).

These products are designed to help developers to bridge the period between finishing (or almost finishing) a development project, releasing the commitments of an expiring development finance loan and providing breathing space to achieve the most successful exit for the project.

The new Permitted Development Rights (PDR) that came into force in August 2020



meant we saw rising interest in our 'Airspace Development Finance' product which enables SME developers to pursue ambitious and creative opportunities by unlocking the potential development space above existing buildings in desirable locations. We expect this market to continue to grow in order to deliver much-needed housing supply.

In a market first, 2020 also saw the launch of our dedicated 'Modern Methods of Construction Finance' product that, amongst other things, addresses the unique cashflow challenges of MMC construction approaches. MMC also pairs very well with airspace development projects, as evidenced by the modular penthouse development over an existing building in central London that we funded in 2019 (link for the video at the end of the article).


We predict that in 2021, one of the hottest growth products will continue to be our 'HMO & Co-Living Finance' - we particularly excel at funding this type of project, as many of our founders' projects were HMO builds/conversions. We work in partnership with developers to put together the perfect package, working alongside the team throughout to help see the project through to completion and look toward purchasing portfolios of HMOs.

'Joint Venture Finance' is also likely to become more popular, catering for situations where the developer and an asset owner work together - often where initial price expectations between parties are misaligned but there is alignment to progress the project. This eases cashflow demands, pools both hard asset and knowledge resources and ultimately unlocks more development opportunities.

Just imagine if the London project mentioned above was also a freeholder joint venture and an even more powerful hybrid of our Joint Venture Finance, Airspace Development Finance and Modern Methods of Construction Finance all in the same project... this highlights the need for, and the power of, real property expertise from your lender.

We have solutions for all your property project funding needs, providing you with speed, ease, certainty and transparency. This includes a 'Special Situations Finance' product where our experts will structure a bespoke lending product for you, no matter how complex the project.

Having built the best property project lender in the market, we are building long-term relationships with our borrowers, changing the transactional, hidden fees, 'milk this loan' game that plagues the property project lending market. That's fundamentally why our borrowers keep returning to fund their next project with CrowdProperty - we're a true, long-term funding partner and become a valued part of their team, adding value throughout their projects with our team's hands-on, on-the-ground experience having been SME developers ourselves.

We're bringing back customer focus, changing the game of property project finance and very much here to help. Let's get talking even if you haven't got a project right now such that as opportunities arise, you've got the best of the best on your team. Together we build. 

**13 Lower Marsh Street Case Study**  
**WATCH NOW**

# HOW DO WE SET UP OUR BUSINESS FOR A SUCCESSFUL YEAR?

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**GRAZINA THOMPSON**

Investor & Partner  
Dapatchi Group

[www.dapatchi.com](http://www.dapatchi.com)



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**2020 has been a challenging year for most of us. As the New Year begins, how do we set ourselves up for a successful 2021?**

January for our business is definitely a month of reflection, evaluation and a time to set a clear direction and our goals for the coming year. In order to be successful, it is important to constantly evaluate, learn and improve, but the New Year is definitely the time to put some serious thought into what might lie ahead.

Having grown the business over the last 3-5 years, we now have nearly 150 staff. Last year we wanted to concentrate on improving our processes and procedures. This was imperative in order to achieve efficiency and profitability. Additionally, being a people-driven business, we wanted to rebrand and really concentrate on our values and vision, which would be the cornerstone of everything we do.

Also, last year we had the challenge of the Coronavirus pandemic, which obviously was extremely difficult for many businesses



including ourselves. As hard as it was to deal with the effects of it though, it taught us some valuable lessons by exposing our strengths and weaknesses to the extreme.

Our biggest strength appeared to be our unique structure of companies, which forms a one source solution for our own development projects as well as for those of our clients. Being a developer as well as having our own construction and architecture arm has allowed us to have full control over projects in tricky times. The ability to have most resources at hand meant we could make decisions swiftly, with as few interruptions as possible.

Our main weakness was the ratio of work that we did for our clients compared to our own developments. We are still heavily involved in providing consultancy and construction work for clients, which can

be very time consuming but less financially rewarding in comparison to doing our own developments, which actually require somewhat less effort and provide larger rewards in many ways.

Accordingly, our goals and direction this year are clear to us. We ought to address the balance of our businesses by growing the development side of it. It seems obvious, but as we are primarily developers, we need to make sure we concentrate on developing, with supporting arms of the business simply giving us the advantage in the best way possible.

As we enter into the New Year, it's a great time to evaluate and reflect on the past year and set a new path for the coming one. Learning and improving is the only way to continue being a successful business. **Q**



# OUT WITH THE OLD, IN WITH THE NEW (NORM).

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**PAUL OBERSCHNEIDER**

Founder  
Hilltop Credit Partners

[www.hilltopcreditpartners.com](http://www.hilltopcreditpartners.com)



HILLTOP CREDIT PARTNERS

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**The festive season has been and gone and a new year is upon us. It goes without saying, 2020 was a year quite unlike any other that, despite sideshows such as the US election and ongoing Brexit uncertainty, will be summed up in the history books by just one word: Covid, a word we'd hardly ever heard before last March.**

The C word aside, it was a fascinating year for the property sector. It came flying out of the traps following Boris's victory in the December 2019 election (how long ago does that now feel?!), to be stopped dead in its tracks for 3 months with the rest of the world, only to emerge thereafter on steroids.

The government put construction at the centre of the recovery and extended/introduced measures intended to boost

the property market; they've certainly achieved that, although it's only a matter of time before the market runs out of steam. Private equity replaced High Street Banks as a source of lending and alternative sources of capital for developers filled the gap.

But if all that wasn't enough, there are enormous question marks hanging over the office, retail and industrial sectors, and we're still to see what happens following the announcement of planning reforms.

That's plenty of action and plenty to consider, but for me the most interesting development of all is the change in attitude toward living and the role of the home in the new norm. The shift in focus from town to country, from convenience to space, from the workplace to the home office. I think this is a trend that stays. If you're like me, you've learned you don't need to be strapped to your desk five days a week. Working from

home has proven productive and enjoyable. But while work life balance is shifting in that direction, face-to-face collaboration is where the magic really happens and I suspect the demand for office space will normalise in the near future, with flexible work schedules being the course de jour.

Another thing to watch is the rental market. I note with interest that data for the rentals market is now following the same trend as out-of-town sales. Rental rates have increased an average of 5.5% in the countryside year on year, whilst they've fallen by about the same in the cities. That's a very telling disparity.

Of course, our cities will always be in demand – London is the only part of the country where prices aren't currently surging, but they are not falling either and I suspect as, if or when the market cools and artificially stimulated demand dries up, London will not fare too badly. Everyone

likes the buzz of being and working in London. I don't think that changes.

I think it's massively ridiculous that an "urban exodus" is taking place, as has been sensationalised in the press of late. Certainly, the changing appeal of the country is here to stay, and its knock-on effects will be interesting to observe.

Of course, it's a gradual process – areas seldom change overnight – but it's beginning. The levels of activity we are seeing at Hilltop from SME residential developers in areas outside of the cities have increased significantly over the last 4 or 5 months. The intention and the investment is there, and with planning regulations and zoning under the microscope, the potential for indelible change to how and where we live is considerable.

Keep powder dry into the new year. We need clarity moving forward, which I believe is just around the corner. **Q**



# MORTGAGES FOR THE SELF-EMPLOYED.

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**LEE LANGLEY**  
Principal  
OnPoint Mortgages

[www.onpointmortgages.com](http://www.onpointmortgages.com)

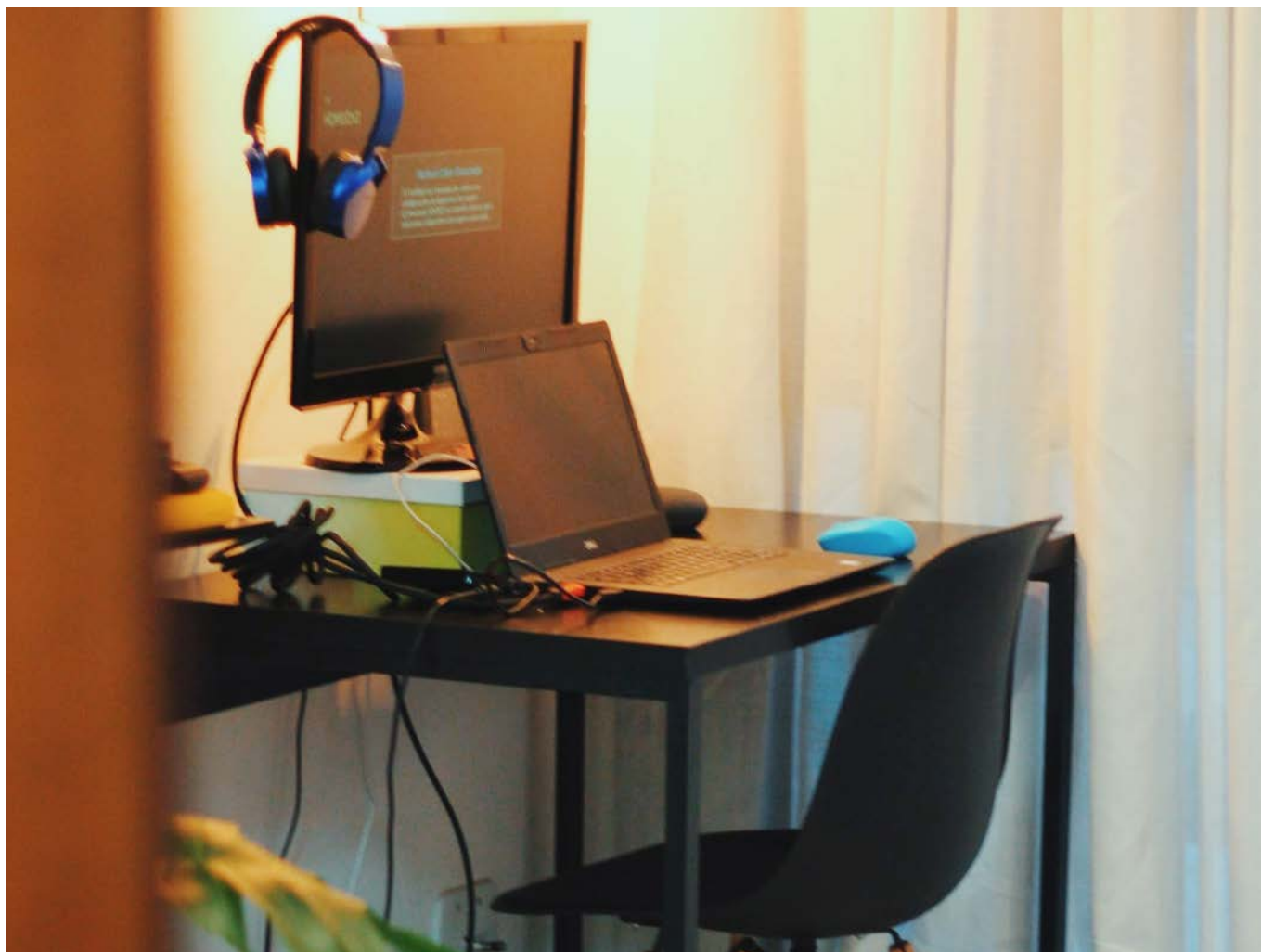


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**The perception that the self-employed have been underserved by the mortgage industry appears to be supported by recent research from Aldermore Bank. It found that around a third of business owners believe that mortgage lenders are biased against them based on their employment status. With an estimated 4.8 million self-employed people living in the UK, this could mean that there is a significant number underestimating their ability to raise funds.**

Prior to the pandemic, criteria had been improving in the preceding years, as lenders looked for strong borrowers without having to compete purely on price. Since Covid-19, banks and building societies have increased checks, factoring in the impact of lockdowns on your income and ability to trade during this period. They are looking at whether you have taken a Bounce Back (BBL) or Coronavirus Business Interruption Loan (CBIL) and in most cases asking to view your last three months business bank statements. Prior to submission of an application, you want to be prepared and provide an overview of the





above to your broker in addition to the usual personal tax returns or company accounts.

Within the self-employed and contractor category is an ever-widening array of clientele, and lenders must ensure that they do not treat all customers the same. For some clients, the impact on their income over the last few months has been negligible, and on occasion, it has increased, even in market sectors that have been heavily impacted. This is where it can be useful to provide an overview from your accountant to support your ability to sustain payments. It is important to recognise that many business owners represent a good credit risk and ensure they can access the required finance.

I often come across a belief that lenders will only average your last two years personal tax returns. There is a wide variety of policies however, whether that be providers that can use your most recent year, banks that only require one year of trading, options that use your salary and net profit instead of salary and dividends for a company director or solutions that will base lending on your day rate for contractors. As an industry, we must keep these flexible options available for the right circumstances and continue to innovate; maybe then we can overcome the notion that support is not available for the self-employed.

*Your home may be repossessed if you do not keep up repayments on your mortgage.* **Q**

# IS IT A GOOD TIME TO BUY PROPERTY IN PRIME CENTRAL LONDON?

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**ALAN WAXMAN**  
Founder and CEO  
Landmass

[www.landmass.co.uk](http://www.landmass.co.uk)



**L A N D M A S S**  
L O N D O N

**“Buy land, they’re not making it anymore” famously said Mark Twain. And so, it is to Prime Central London where, over the long-term, property owners have enjoyed consistent annual price growth with limited downside, making the area one of the world’s leading real estate markets for investment.**

“Prime Central London looks cheap,” Coutts tells its HNW clients in its latest property market report.

In South Kensington, prices are now -18.9% below peak levels, while Knightsbridge & Belgravia prices are still -16.0% off the height of the market back in 2014. Prices in Fulham & Earl’s Court have fallen hardest, down -19.2% compared to peak levels. Mayfair & St James’s has been more resilient, with prices a mere -3.8% off the height of the market. Coutts does however warn that “it should be remembered that the data set is small in this area and quarterly figures can be erratic.”

Many PCL enclaves have been hit hard by the lack of international buyers, thwarted by Covid-combatting travel restrictions. The ➡







three areas that had the largest annual fall in transaction volumes in Q3 were Pimlico, Westminster & Victoria (-64.5%), Mayfair & St James's (-46.7%) and Knightsbridge & Belgravia (-33.3%).

That's helped PCL buyers' negotiating positions: Average discounts in Marylebone, Fitzrovia & Soho in the last quarter, for example, were -12.0% off the asking price – compared to -8.1% across prime London.

My personal view is that whichever way you look at it:

- Due to travel restrictions, there are fewer international buyers;
- For foreigners, the pound looks cheap;
- We still have some months further of instability due to Covid & Brexit;
- London is still seen as the international city of the world;
- The market always goes quiet before and after Christmas;

- Now we have a vaccine coming through, this window of opportunity won't last long.

All these factors persuade me to think that if you are looking to buy, it's always better to do so when there are fewer buyers out there. There's a famous adage in property that "You make your money when you buy, rather than when you sell."

*For a free consultation, contact me at [alan@landmass.co.uk](mailto:alan@landmass.co.uk)*

**How to buy well in London  
DOWNLOAD THE PDF**

**The Finest in London Property  
WATCH THE VIDEO**





# POST-PANDEMIC PRIORITIES: DESIGNING FOR THE FUTURE.

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**LAUREN MAYLOR**

Head of Design  
LOFT Interiors

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**LOFT**

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**The COVID-19 lockdown has forced us to spend more time in our homes than ever before, and it's no surprise that people are looking at their homes through a new lens, seeing details they never noticed before and feeling a renewed sense of ambition to maximise their home's design potential.**

Six in 10 British homeowners are even planning to move this year as the lockdown has highlighted a shift in their 'dream home'

and given an increased desire to live in a space that's functional, flexible and ultimately supports our changing day-to-day emotions and needs.

With that in mind, here we explore three evolving home trends that will become central to any new-build or renovated residential space design.

## **Human-centric approach**

Throughout any given day, we transition through an array of feelings, activities and requirements. That's why flexible spaces ➤➔









that accommodate this evolution are vital in room design, and zoning interiors is key to achieving this.

With working from home now the new norm for many people, the boundaries between work and personal life have become blurred. Following the mandatory COVID-19 lockdown, 40% of people would now prioritise space for a home office if they were searching for a new property. Once designated for those who were self-employed, home offices now offer the much-needed sense of ‘disconnection’ after a working day, allowing you to close the door and gain a sense of ‘shutting off’ your working mindset until it’s next needed.

While it’s likely future builds could feature designated rooms for offices or have office areas incorporated within spare bedrooms, it isn’t a practical solution for

smaller spaces.

That’s where zoning areas comes in. For homes that are tight on space, the use of furniture will become increasingly key to effectively create designated areas assigned for a productive work life and a home life with relaxation and rejuvenation.

For example, in open-plan rooms, bookcases, furniture or the creative use of tall plants can help to divide a room into the perfect working-from-home space. This will mean occupants ‘leave’ the work area and retreat to their relaxation spaces at the end of the day.

Storage is also proving to be more important than ever, providing the ability to ‘put away’ working materials, allowing the mind to switch off and not be reminded of the earlier working hours.

---

It will no longer be the norm to work at your dining table, or at a makeshift temporary desk in the living room. Instead, at the initial concept design stage for future schemes, the purpose of every square foot in a space needs to be considered and creative designs will help determine the right scale and proportion of furniture to achieve the ideal zoned space, with adequate storage.

### **An even bigger biophilic boost**

It is now commonly known and scientifically proven that bringing the outdoors in can have a positive impact on our mental wellbeing, as well as making us feel more productive, inspired and energetic.

Biophilic design is becoming a fundamental pillar of interior design, and its importance will continue to rocket as COVID-19 has brought into focus the essential need of connecting with nature and the outdoor space around us.

In future designs, we'll likely see this design pillar manifest into more nature-inspired furniture and interiors in development schemes, made from locally-produced, natural materials. Biomimicry – or designs that mimic structures that nature itself has created – will also be incorporated into building structures and statement designs.

Just one example of a collection created to support biophilic design is LOFT's Natural Scandinavian collection. Forming part of LOFT's 2020 designs, each furniture piece incorporates natural textures, earthy tones and sculptured shapes, and the minimalistic, timeless collection aims to evoke a sense of calm and relaxation, helping aid rejuvenation and increase wellbeing.

In addition to bringing the outdoors in, we're already seeing urban developments incorporating more creative 'nature havens' within schemes too, like roof terraces and living walls. However, it's expected that the COVID-19 impact will see a greater desire from tenants to have more nature-inspired areas spaces like flourishing gardens, peaceful outdoor seating zones, and even communal allotments to allow them to feel close to nature, even in busy town and city centres.

### **Co-everything**

The COVID-19 lockdown has left many of us craving social interaction and questioning current living situations. With this in mind, it's likely the co-living trend will see a huge boom over the coming years as people increasingly want to ensure they're never in isolation alone. However, they'll want to do this safely and know they have their own space. ➡




Build-to-rent schemes are already catering for this demand, and we'll likely see them further developed to accommodate for tenants looking for their own indoor community and 'sense of place'.

Similar to a local village or town, where residents tend to know one another, designs are now geared towards an all-encompassing inside space that allows tenants to meet each other, co-live, co-work, exercise and socialise under one roof, creating smaller communities.

At LOFT, we've been working on designing and furnishing a variety of amenity and social spaces, and we're seeing more and more residential builds incorporating food and beverage establishments and convenience stores. As people crave community and connection with their local surroundings,

we would also expect future schemes to feature smaller local businesses, artisan craft stalls and local producers rather than chain establishments.

There's also an increasing desire to have a positive impact on the community and environment around us. That means sustainable and eco-friendly design, energy efficiency and supporting local communities will climb the priority list for tenants on the hunt for a new home too.

What's clear is that COVID-19 has brought our homes into focus like never before. Developers, architects and designers will need to adapt to accommodate for a new home work-life set-up, a bolstered desire for humans to connect with their surroundings and creative ways to blur the lines between indoors and outdoors. 



BESPOKE

# HOME CINEMA

INSTALLATIONS

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Artcoustic™  
**IOTM** OF THE MONTH  
OCTOBER—2020



“we’re booking projects into February 2021 and beyond, get in touch and start Living!”

Luke Crutcher - Director

## We use science to design your perfect space!

We've won yet another award for our cinema rooms! We're not blowing our own trumpet here (well, we are) but we've beaten all of the competition again! Why not experience one of our cinemas for yourself at our Essex or Dorset showrooms? Our Dolby Atmos 4K rooms will blow you away. We've started our waiting list for 2021 projects, so now is the time get your name down!

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



# THE FUNDAMENTALS OF MAKING A SMART HOME IMPROVEMENT.

---



**STEVE DETMER**

Residential Product Manager  
Lutron Electronics

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**Over the past year, we have all been forced to adapt our living and working patterns to cope with the new normal. And as our daily routines have changed, so too have our priorities. In most cases, we are spending more time in our homes, bringing increased awareness of the comfort, convenience, aesthetics and flexibility of our environment.**

As a result, we have seen more homeowners

choosing to invest their time and money into their spaces, including new TVs, headphones for all the virtual meetings, smart speakers and voice assistants. Each has the role of improving specific aspects of the home, from entertainment to productivity.

With the proliferation of smart home tech, there is an ever-growing list of products with varied settings, functions and standards for technology designed to make our lives easier. Choosing the right solution has become increasingly difficult and can be bewildering, even for those in the smart home industry.



For homeowners, independently choosing between two solutions that look almost identical can be a painstaking task. Anyone who has invested in a technology that was subsequently made redundant (built-in CD or DVD players, iPod docks, etc.) understands the dangers involved in investing on the wrong technology, which is often why homeowners will turn to their interior designer to help with these decisions.

With technology developing so quickly, looking at individual products can be unhelpful. First and foremost, it's important to focus on the non-negotiable, fundamentals of smart home technology.

Helping your client to create a list of rules to stick to and things to look out for will help them make the smart choice that will not hamper them in years to come. From how to prioritise the technology to buy to the role of

automation and wireless technology, there are some key aspects that cannot be ignored.

### **Go wireless**

Wireless technology has undoubtedly been one of the great trends across all technologies – today, in smart home tech, it is a necessity. To create an optimal environment, there needs to be a certain level of intuitive, wireless control to change the setting to suit the homeowner's needs.

Users need to be able to adapt a space based on what's required, as well as have the ability to install and upgrade simply and cost-effectively. With an increased focus on connectivity to support productivity and flexibility in the home, wireless technology provides a future-proof solution.

Solutions that offer easy-to-use setup and control also minimise the need to call ➤➔





a contractor and save on maintenance costs, while spaces can continue to adapt and evolve with the ever-evolving needs of the modern homeowner. Smart lighting solution, for example, can be installed and upgraded without the need to tear down walls.

With space at a premium, today's property owners are looking to renovate and retrofit their property to create more room. On top of control and maintenance, a wireless system has huge installation benefits – they are ideal for retrofit applications and can save costs in new construction. Technology that does not require any intrusive work means it can fit with decorations and cause minimal hassle.

### **The importance of interoperability**

Alongside wireless, the growth of inexpensive voice assistants has been one of the great technology changes of the past decade. Today,

products from Apple, Amazon or Google, each with their own unique benefits, can be found in nearly every home.

While this comes with benefits, it can make choosing the right platform intimidating for homeowners – many will ask what if the next must-have feature means I need to swap? How much extra will it cost?

Unsurprisingly, in the race to own the gargantuan sector, these brands have siloed much of their technology – forcing users to make a choice, and in most cases, stick with it for the long term.

When choosing technology, you should advise your clients about the importance of interoperability – the ability for the product to communicate with other products. Ideally, solutions should be able to integrate with all the major vendors and be free from forced loyalties which could pigeon-hole users.

At the same time, the smart home

industry is constantly seeing new players enter the market. Some are start-ups that may not be around for the lifetime of their product and may not provide the necessary support– this is why choosing brands with a solid history is a must.

### Fully flexible

While we all have the best of intentions when choosing technology, we all make mistakes. When helping homeowners make a smart home decision, it is important to factor in the inevitable changes that will take place in their lives over the years to come and ensure that the space continues to meet their needs.

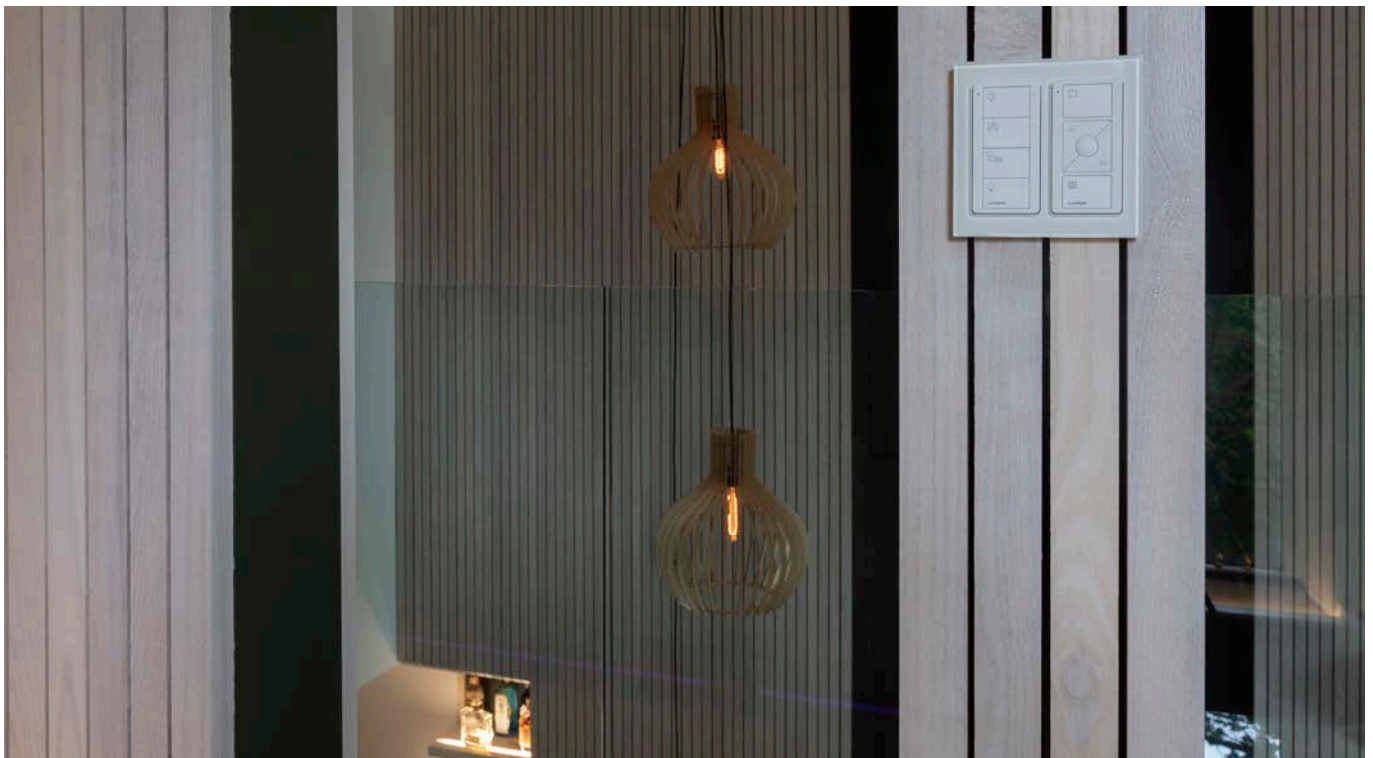
Flexible control is the best solution - adaptable systems are making a solid investment, with the knowledge that they can easily make adjustments following changes in lifestyle, season or daily schedule. By investing in flexible, discreet technology, homeowners can capture and develop style, convenience and comfort with the times. That

includes purchasing connected technology that can be wireless updated to include the latest features without having to buy new equipment.

### Prioritisation

Approaching smart home technology can seem daunting. On occasions, it can seem the deeper you dig, the more you realise you don't know. Even where to start can seem impossible – AV, heating, security – they are all important, but we all are working to a budget.

The key piece of advice whenever a client asks about smart home solutions is starting with the solutions they use most often, whether they realise it or not – those things that are working away in the background. Heating and lighting specifically should be the first port of call – these solutions will make a fundamental difference to the comfort and cost of their home for years to come and should be prioritised. **Q.**









# CASE STUDY: LIME GROVE

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**EVAN MAINDONALD**  
Founder & CEO  
Melt Property

[www.meltproperty.com](http://www.meltproperty.com)



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When we purchased this site, it had an outline planning consent for 10 new build houses and the conversion of the former school building into two large residential units, delivering a total of 12,500 sq ft of residential space.

We recognised the potential of the development for enhancement and, by putting in place a careful planning strategy, we achieved an enhancement to the site value, which valued it at almost twice the amount we had paid for it.

This has resulted in a 19-unit scheme consisting of 12 contemporary style new build houses and the conversion of the Victorian former school building into seven flats. The enhanced scheme has delivered a gross



development value of over £7m, compared to around £3.5m for the originally approved scheme, and around 25,000 sq ft of residential development.

The Victorian former school building has become a focal point for the development. The contemporary new build houses surrounding it are built in a modern style that reflects and complement its Victorian architecture.

The development is highly sustainable, incorporating ground source heating throughout the development instead of gas boilers. This delivers on a Future Homes standard that is not required to be delivered for another five years, so is significantly ahead of the curve.

**This development has now won IPAX Awards in 3 categories:**

1. Residential Development for Gloucestershire;
2. Development Marketing for The South West;
3. Quattro Design.



Additionally, Tate Harmer in association with Melt Homes has won an award in the Architecture Multiple Residence category with the project Lime Grove for The South West.

### **Challenges are part of the game**

Shortly after starting work on site, the construction company we had appointed to complete the works went into administration. It took some months to get a new contractor on site to continue the build. This created significant challenges, but also led to an opportunity.








We had no choice but to deal with the challenges and find another way of delivering the project. In order to work around the need for a new tender process and minimise the time needed to get works restarted on site, we ended up partnering on a management contracting basis with the directors of the company we had originally appointed to complete the works.

This has led to a closer partnership with the management contractor and culminated earlier this year in an agreement to bring their operation in house as MELT Property's management contracting arm.

## Lessons learned

While we had some great successes on the project, not everything has gone perfectly. We already understood the importance of detailed planning early in the development process, but the issues we experienced with project delivery served to reinforce this. It also bought home the importance of ensuring that alternative options for delivery are in place if things do not go as originally planned.

*We worked with EA Construction as the main contractor on the project:*  
[www.eaconstruct.co.uk](http://www.eaconstruct.co.uk) 





## The Numbers

Project duration	In progress
Compostion	12 new build houses and conversion of school building into 7 apartments
Size	2,323sqm
Location	Gloucester
Purchase price	£725,000
Development costs	£3,480,000
All other costs	£995,000
Total costs	£5,200,000
Valuation	£7,200,000
Paper profit	£2,000,000
Profit on cost	38.46%
Profit on GDV	27.78%





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# CASE STUDY: CATHERINE HOUSE.

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**JOHN FRIIS**  
Managing Director  
Synsera Homes

[www.synserahomes.co.uk](http://www.synserahomes.co.uk)



**This fantastic commercial-to-residential conversion project in the heart of Borough Green, Sevenoaks, is known as the ‘Doctors’ Project’, since John & Waty Friis along with Lafina Diamandis are all doctors.**

The original, rather tired office block has been converted into 5 stunning, bright, modern apartments under permitted development rights. The project was partially crowdfunded via Simple Crowdfunding. Raising the required funds was performed in just 7 minutes, a

platform record which still stands!

Catherine House is special because it is a perfect example of how a commercial-to-residential conversion development project can, through intelligent, sympathetic and radical design, completely transform a drab, old, tired office building into a desirable, residential apartment building. It also convinces sceptics of such permitted development schemes that developers who are focussed on producing high quality developments can overcome the limitations of working with an existing structure and ➤➔

















reduced space.

Catherine House is special because it offers residents incredible natural light and beautiful views over the Kent countryside with lovely large windows, has design features that make it suitable for modern living, like an easy, convenient way to charge devices with USB sockets in both the lounge and bedroom, space-saving statement vertical radiators, a green living roof to the rear of the property, and gorgeous chevron tiling detail in the shower.

It also has considerable storage, ample kitchen units and built-in wardrobes in the master bedroom, plus space for a dining table for working from home or entertaining friends. It's in a central location, close to amenities and train station, with parking for each apartment, along with a bike store for environmental and health conscious professionals. Finally, it has individual outdoor space for 2 units (1 with a private courtyard and 1 with a balcony)




I would say the biggest challenge so far is that this project has been delayed by several months through a combination of unforeseen difficulties with the structure of the building, difficulties with members of the professional team, and because of COVID-19. Subsequently, costs also rose. By working with our lenders and every member of the professional team in a collaborative, collegiate manner, we were able to bring the project through to a successful conclusion.

The most valuable lesson learned is that frequent, honest communication with your investors is critical.

Project in association with:

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# DON'T TURN YOUR SWIMMING POOL INTO A HOT TUB, AND OTHER LESSONS FROM A LUXURY PROPERTY MANAGER.

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**PHILIPPA SOMERSET**

Director  
Somerset Estates

SE | Somerset Estates

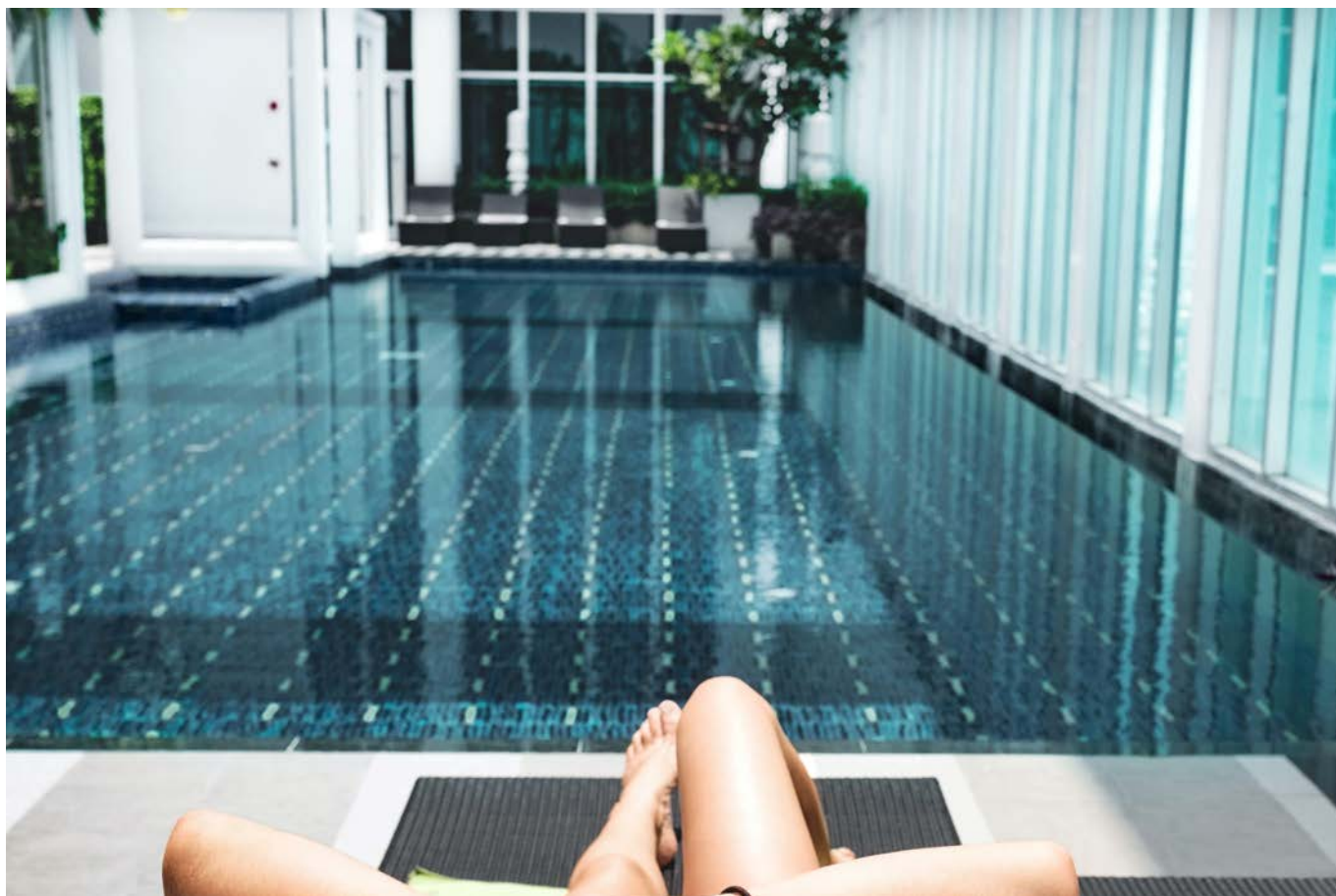
[www.somersetestates.com](http://www.somersetestates.com)

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Quite often we're asked how we came to work in the luxury property management space. Our background in high-end property management and working with private clients has been an interesting journey that started

some years ago. I'm a big believer that sometimes events happen in life by chance rather than by design.

In 2007, my father David Somerset set up Somerset Consult, a firm of Chartered Surveyors and mechanical and electrical



experts. In 2011, we were instructed by a firm of Solicitors to review, as a one-off exercise, a few cost issues with a very high-end fit-out of a penthouse, spanning 15,000 sq ft.

After completion of the project, we were asked to set up and manage the various maintenance contracts. Following this, we attended to all issues at the property, from negotiating the level of service charges to everything you can imagine – for example, a client who only lived in the penthouse on a part-time basis, but required everything to be perfect when they flew into London at the drop of a hat.

From then, we have been asked on numerous occasions to assist, normally overseas clients, to manage their London homes and property affairs. Over the years, we have mastered and tailored the service accordingly and have established Somerset Estates Property Management.

For us, it is essential to understand the

complexities of managing luxury projects whilst providing honest and transparent advice to the client. As technology has evolved, there are now more things that can go wrong within a property, such as building management, air-con, heating, humidification, swimming pools– to name but a few!

Part of our advantage is that we work in unison with our sister company, Somerset Consult, which gives us extensive knowledge of resolving these types of issues. Over the years, we've encountered a number of property problems.

On one occasion, we were called to a client's property after they'd had a new 20m indoor swimming pool installed at their home. The swimming pool was full of green algae which was growing and collecting in the pool, making it unusable and very unwelcoming to the client and their young family.

After an investigative survey, we quickly determined that the pool was originally ➤



designed and installed as a standard indoor swimming pool, but was being used by the client as a hot tub. It turned out that following the installation, our client had been advised by a third party that the temperature could be adjusted as they wished.

The problem arose due to the increase in water temperature to 30 degrees centigrade, exposure to sunlight and a lack of ventilation to control the humidity. Without remedial action, dangerous levels of water bacteria may well have developed.

It is worth mentioning that if designed correctly, the pool could indeed have served as a hot tub. This problem was not attributed to a design failure, but a lack of sound and professional advice from the appointed adviser.

We advised the client that they could change the design and function of the pool area, but it would be an extremely costly exercise. We suggested converting a smaller and separate space to be used as a hot tub and spa area if they wished.

This situation was relatively straightforward to resolve. We reset the operating temperatures, thoroughly cleaned the pool and carried out various water and hygiene tests to ensure it was safe and fit for use. We advised the client of the necessity of continual cleaning to prevent algae and bacteria breeding which could result in health issues.

Regular specialist maintenance was also required to test and top up water chemicals and check the equipment was operating correctly. Maintenance can save expensive repairs and replacements and keep pools and water in good condition.

Other situations we have encountered have included a disastrous electrical surge

which caused a significant amount of damage to various electrical appliances within a property. These included numerous audio-visual items, fan coil units, lighting equipment and white goods.

In our experience, due to the nature of high-end residential properties, they tend to suffer higher than average levels of delay in construction processes, cost overruns and defects.

However, it's important to show that risks can be managed and that problems can be resolved in a timely manner. Of absolute importance is the relationship with the client and their advisors, managing their expectations, keeping all parties updated, and providing them with reassurance and peace of mind.

This is a reason why we dedicate a single point of contact to each client so they speak to the same person, which is pivotal to successful management of luxury homes, properties and clients.

It's fair to say that a day in the life of a luxury property manager is never dull. Our mantra is: never underestimate the value of personal service, trust and transparency. **Q.**





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# PROPERTY OF THE MONTH.









# SUNBATHE IN THE PENTHOUSE.

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**GARY HERSHAM**  
Founder  
Beauchamp Estates

[www.beauchamp.com](http://www.beauchamp.com)



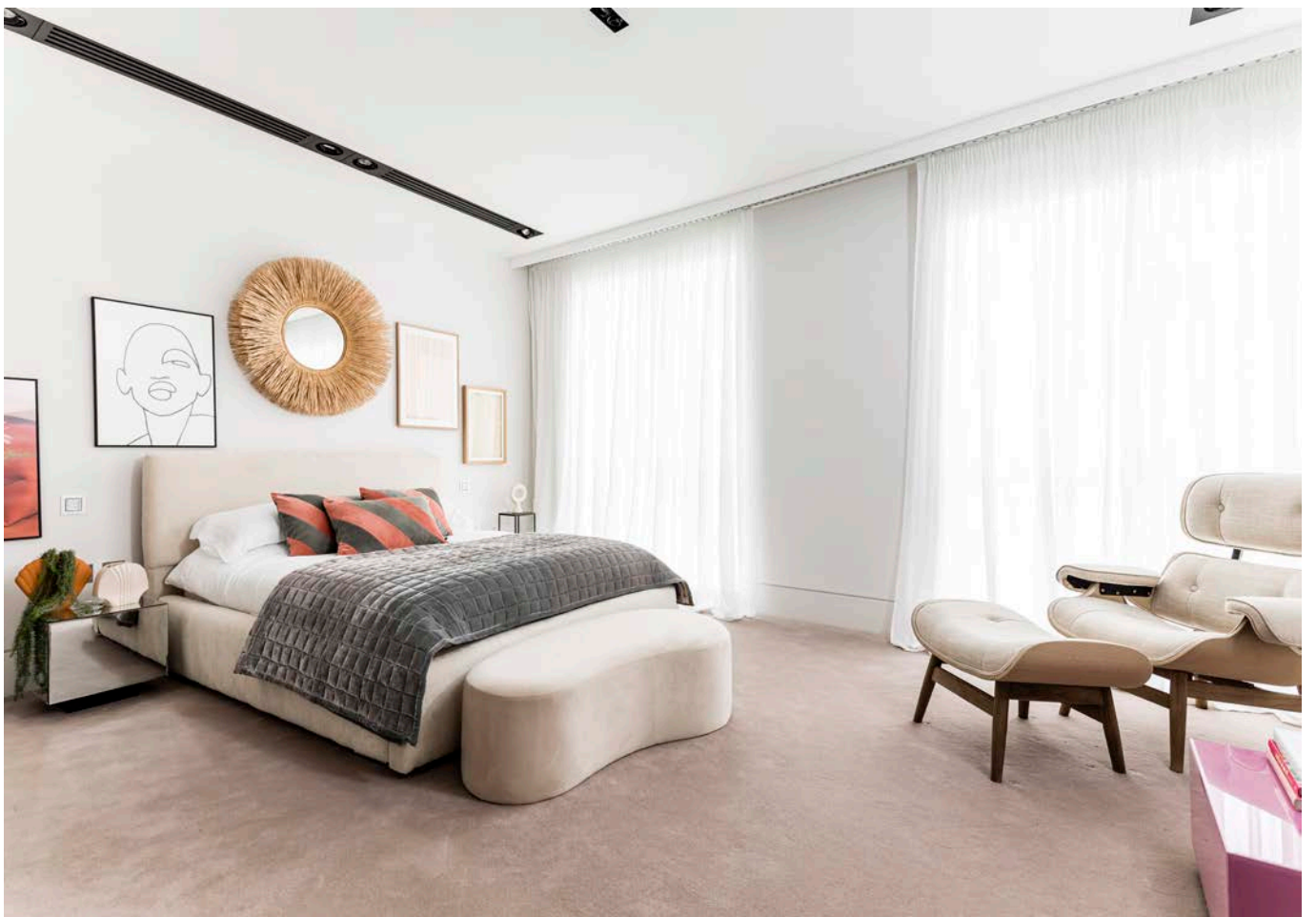
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**The penthouses at 8 & 11 Esther Anne Place are 3-bedroom lateral & duplex apartments that come with Valcucine island kitchens with clean sleek lines, which are further enhanced by matt black glass worktops and an illuminated back wall panel.**

The hallways, living room/open plan kitchen areas have timber engineered floor laid over an acoustic separation layer, with black timber frame glazed doors leading into the living room.

The coordinated bathrooms and shower rooms have ceramic floor and full height wall tiling with double ended bath with floor mounted mixer tap and handheld shower. There's also a WC cubicle with glazed door and wall hung ceramic. The steam shower has integrated tiled shower bench and floors with linear shower waste.

Heating and hot water from a communal system utilises ground sourced water and heat pump to provide a modern sustainable energy solution. Coordinated lighting scheme includes feature ceiling coffers in selected locations, ➤➔





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recessed wall-washers in corridor and master bedroom and dimmer light controls where applicable (rocker switches where energy efficient lights are used).

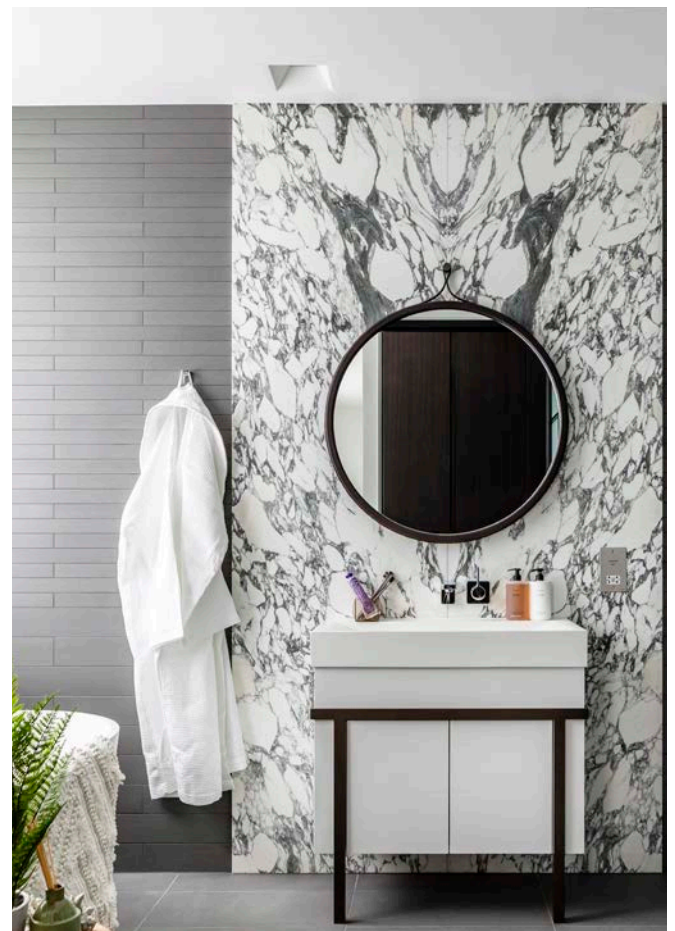
Each superlative penthouse has a spectacular roof garden with an infinity style swimming pool. The majority offer in excess of 2,200 sq ft of private decked and landscaped space, providing breath taking panoramic views across London's skyline. ➤➤







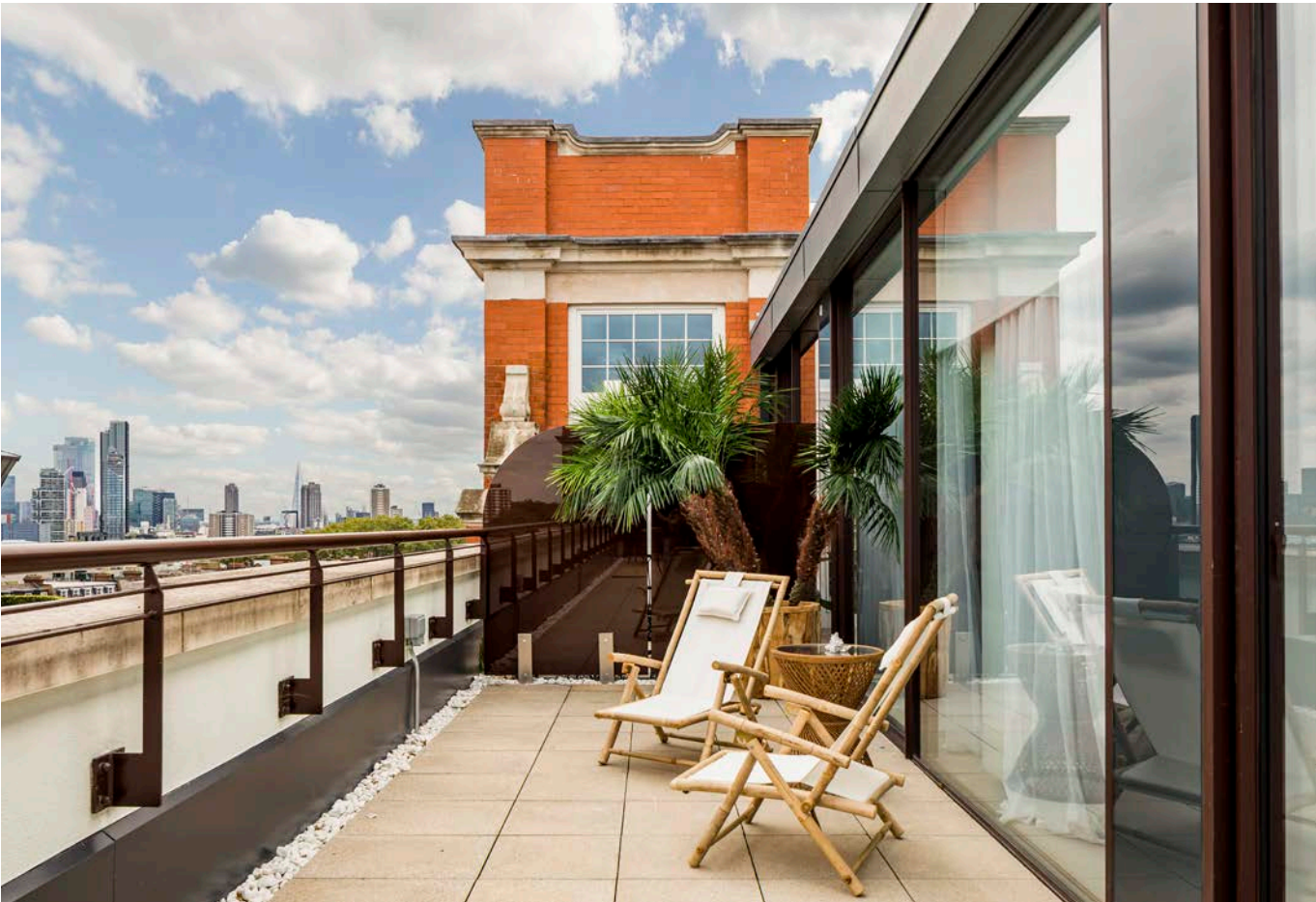




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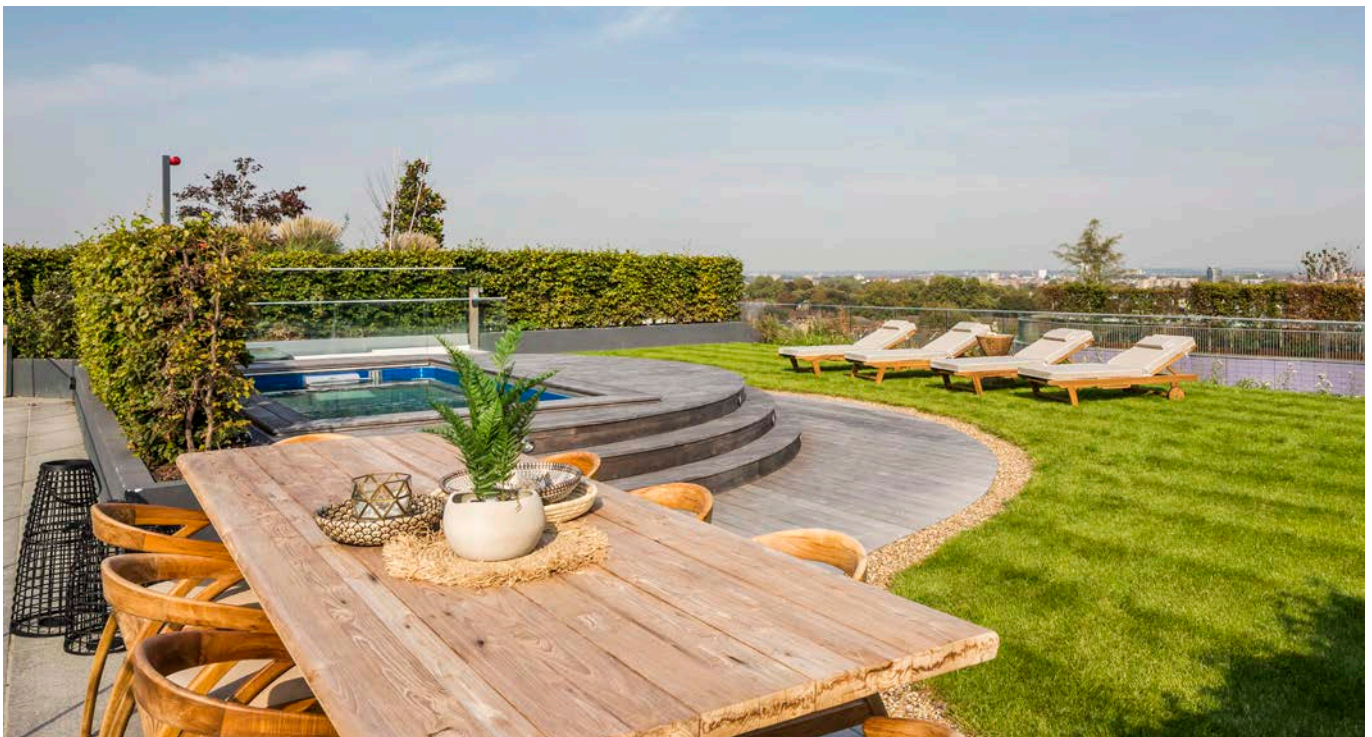
The penthouses are located in Islington Square, London - a major new landmark development located in the very heart of the districts dynamic cultural centre. Residents will be moments and minutes from the neighbourhood's fabulous array of restaurants, bars, bustling markets, Zone 1 connectivity and the tranquillity of Regent's Canal. ➤➤







Both Angel and Highbury & Islington stations will be within 10 minutes' walk, offering Northern Line, Victoria line and Overground services across the Capital. The lifestyle starts within the development itself with a 5-screen cinema, health club, alfresco eateries and quality retail. Islington is also a mecca for theatre, performing arts, clubs and vibrant nightlife. **Q**



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**rachel.geddes@mab.org.uk**



# WHAT DOES THE NUMBER 9 SMELL LIKE?

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**JAMIL QURESHI**  
Entrepreneur, Speaker,  
Facilitator

[www.jamilqureshi.com](http://www.jamilqureshi.com)

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**I was once asked the question about what the number 9 smells like by a six-year-old boy. It remains to this day one of the best questions I have ever been asked. I've sat in a few board rooms with some very senior people, but no CEO has ever asked me that question... Maybe you have a different experience.**

Kids are great at divergent thinking. Making the connection between two things previously unconnected. Now, the fact that we were all kids at some stage, some longer ago than others, means that we all started as divergent thinkers.

We start off by making weird connections about our perspective of the world. Then, through education and

socialisation, we become convergent thinkers. Making simpler connections which are perceived as being right and accepted truths. Our careers and businesses grow as a result of our ability to make sense of things. “Margin is down, we need to do this”. “Revenues are down, we need to do that”.

However, who are the most successful people in today's society? The divergent thinkers. This is where Airbnb and Uber and all those disruptive business models come from. People who can make the connection between two things previously unconnected.

What has this got to do with you in 2021, I hear you cry, or perhaps mumble disinterestedly if you're a little hungover.

The assumptions our world has been based upon have been roundly challenged. The assumptions our businesses have been



based upon have been roundly challenged. So how do we look for success by replicating what we did previously? The companies and teams I've worked with last year who struggled the most were the ones who tried to get back to normal. The ones who flourished were the ones who saw the beauty in the chaos. The ones who thought this is an opportunity to reimagine, reinvent, repurpose and create something more sustainable and worthwhile than what we had previously.

The immigrant will always see things that the citizen is blind to. For us to come up with reinventing what we do in a future literate way, we have to think like an outsider. The curse of incumbency has left many an entrepreneur or business superseded by something outside of the sector. I will often advise companies that the pace of change inside must match the pace of change outside and, as many businesses have found last year, it is better to be disrupted from the inside than from the outside.

Maybe a question that many of us fail to ask ourselves, let alone answer is: Are we changing as fast as the world around us?

So if 2020 brought us all sorts of dreadfulness, from a pandemic to the equally horrific reformation of The Spice Girls, how do we ensure we are as successful as a Tory donor seeking to secure a large PPE contract?

The first thing is that we need to be open minded. Really open minded. The sort of open mindedness you only find in a swingers' club in Berlin. The future demands us to be different, and part of that is to be more agile in our thinking and doing. We need to challenge our preconceptions more than ever.

We live by a belief system and we always find the evidence to fit. You see, the world is not how it is, it's how we are. It reflects back. It treats us like we treat it. The hardest thing I do in business and in sport is to try and convince people that the world they are experiencing is merely a reflection of their attitude towards it. ➤➤



The truth is, because of this, there has never been a harder time to challenge what we believe to be true. But the stakes are higher than ever before. It is only by creating new perspectives that we create new opportunities and possibilities.

Open minded, versatile and agile thinking is needed. Our ability to deploy resource to opportunity is key.

Here's some things which I hope will be useful to you as you create a mindset for success this year.

### **Get motivated by what you wish to achieve rather than what you wish to avoid.**

What you wish to avoid is important, but it should be treated only as a consideration, never a motivation. I understand why 2020 was about protectionism. Stay safe. Maintain what we've got. But how do we create a growth mindset by simply committing to neutrality? How do we outperform the markets and create a clear blue water between ourselves and the competition if we are in defend mode?

Let's think about what we can create and achieve rather than the risk we need to mitigate. Being motivated by what we wish to avoid is transactional. We'll do things to stay safe. Being motivated by what we want to achieve takes us from transactional change to a sustainable culture of transformation. No pessimist ever found new possibilities. This year should be about what we want to happen, not what we don't.

**Leaders and businesses go wrong when they focus on what they can have rather than what they can be.** Don't define yourself by what you sell, but

by what your customers value. There's a big difference between what we sell and what our customers buy. There's an even bigger difference between what we sell and what our customer's value.

The only way we remain 'future relevant' is to constantly understand our value point; where a customer desire meets our organisation or business idea. Let's try and decide upon where we add value. How we can express our natural talent to make the world better? How do we enable others to be better through our business?

### **Get connected!**

I'm not sure about you guys, but the more we've been asked to stay apart, the more I've realised how much we need to be together. Our only sustainable competitive advantage is to learn faster and better than our competitors. We can't learn without sharing, arguing or debating.

If you ask a question, you learn something. If you make a statement, you learn nothing. Get together with people, the more diverse the better. Ask questions and explore truths. Let's believe in cooperation more than competition. Shared knowledge rather than fiefdoms of knowledge. It will be easier to spot opportunity together.

### **Gamify**

Play the game of 'what if...'. We live by what we believe to be true, so let's start playing with the parameters. If it ain't broke, break it. Innovation and new ideas happen when we think outside of things that we believe hold us in place. Spend some time coming up with ideas which break free of the constraints.

"If we had an unlimited marketing budget for this, what would we do?" or "If we ➤➤➤





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had no marketing budget for this, what would we do?” “If we had two days to do this rather than two months, how would we do it?”

The key with this is to explore some thinking outside of the current constraints of reality. From exploration, we can step into experimentation. The world has lent itself to support experimentation... It's a great time to try some stuff. Put some ideas out there and adjust them in accordance to what we're hearing and seeing in return.

### **Reframe failure**

For us to achieve success in a changing environment, we have to experience failure. No one has ever wandered around the bottom of a mountain and simply found themselves at the top. Failure is part payment to success. The price of success is always paid in full and in advance.

You can make mistakes; it doesn't make you a mistake. You can fail; it doesn't make you a failure. And by detaching the action from the person, it gives us the best learning opportunity. Like the DJ at my brother's wedding who played 'You've lost that loving feeling' as the first dance for the happy new couple, or the Huddersfield based holiday bus driver who stopped at a tea shop with a bus load of Italian tourists and told them not to drink the espresso because it's nasty strong

foreign muck... We all make mistakes.

Success and failure have to just be seen as necessary points on the journey, and not become attitudes. We have to choose bravery over routine.

### **Celebrate success**

We don't do it anywhere near enough. Business is a game of continual adjustment. We have ups and downs. Our motivation can be more on and off than the light in Gemma Collin's fridge. We will win and we will lose. (Unless we are Derby County, then we will just lose). So when we do have a win, no matter how small, we should celebrate it, roll around naked in bed with it. Enjoy and savour. Nothing can be achieved without energy and enthusiasm, and seeing the good stuff can really contribute to that.

Your past does not equal your future. We all have the chance to do more and be more, if we see the adversity as opportunity. Attitude will be more important than intelligence or facts in driving success this year. I will is always more important than IQ. We need to understand that what we know is no longer as important as how we think about what we know.

I wish you all the best for the New Year and hope that your ambitions are so big, you're a little embarrassed telling small minded people about them. **Q.**



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# LESSONS LEARNED FROM 2020 – HOW TO GROW AND DEVELOP YOUR BUSINESS.

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**RACHEL GEDDES**  
Business Principal  
Mortgage Advice Bureau

[www.mab.co.uk](http://www.mab.co.uk)



**It's safe to say 2020 was a year nobody could have predicted. The Coronavirus pandemic has shaken the global economy on seismic levels but rather than focusing on the negatives, I'd like to use this opportunity to share what I've learnt from the challenges I had last year, both as an individual and as a business owner.**

As business leaders, we've always found ways to adapt, innovate and create, no matter what's

been thrown at us. However, 2020 brought challenges we could never have predicted, and I'm under no illusions 2021 won't bring its own new challenges. COVID-19 won't just disappear, so as business leaders, we need to stand up and lead by example.

## **Future proofing your business**

A key question I've asked over the past year is: in the height of a global pandemic, how do you maintain momentum and stabilise your business whilst still planning for a future unknown?



For me, it's all about how you treat people and maximising every business relationship, whether that's employees, clients, suppliers, investors or business partners. I look after a team of mortgage advisers and we haven't physically seen each other since February. So, we've had to pivot and find new ways to motivate each other, which in a virtual world can be difficult but, nevertheless, we've proven it can be done.

2020 has forced us to utilise new technologies and streamline processes and there are lots of positives to take from that. It's brought a whole new approach to recruitment, with interviews taking place remotely – meaning we've all had to think differently about our interview techniques as well as what we are looking for in new employees. It has also made us look at our business and which departments we need to recruit in even more so than before.

However, I believe there's something even more valuable which all good business leaders should be taking from this pandemic and that's genuinely looking after staff health and wellbeing, which in turn improves morale and business results. Thus, future proofing your business because you're all being the very best you can be and performing at an optimum level whilst feeling good about yourself at the same time.

### **Look after your staff and they will look after your business**

So, for a small mortgage advice firm, when life changed back in March 2020, I made it a priority to holistically look at each of my staff's individual circumstances simply by having regular conversations with them. This wasn't about the numbers they were producing or anything necessarily work-related; it was about understanding what's ➤➔



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affecting them at the moment and if you as a manager can do anything at all to help them.

Understating what is impacting them and what state of mind they are in will enable you to help them be more productive. We are all human beings and just need a general check in on life rather than being quizzed on performance.

I'm not talking about anything complicated here either. It really is as simple as checking in with your employees to see how they're feeling at the moment. Praise them when they've performed well and if they haven't, don't come down on them like a tonne of bricks but instead find ways to support them and overcome the challenges together. You don't know what's going on behind the scenes until you open up those lines of communication and start to form a level of trust.

For example, they might have young children who are going through a tough time due to the pandemic, or perhaps their home working environment isn't allowing them to do their job properly. I've found that being a more personable business leader has definitely helped my business to thrive during these times.

Whilst an individual might be fine one day, they may not be the next, so you

really do have to take each day as it comes, and I think that's something COVID-19 has triggered as a mindset across society. It's been extremely difficult to plan anything too far in advance, given none of us truly know what's around the corner, so it's ultimately about dealing with the here and now, to put your business and your team in the best possible position and plan for what is happening at the moment so you make the most out of today rather than waiting until tomorrow.

In terms of checking in with key contracts, suppliers and clients, you should place the same emphasis on staying in close contact with them. If they're doing well, so are you. It's that simple. Carry out an audit of all the businesses you currently work with and do a temperature check – all it takes is one part of the chain to fall and that could impact the service you provide and business levels.

Finally, trying to stay upbeat and take on the positives from what 2020 has taught us and we have achieved is paramount. Certainly, for our industry, it's been nonstop since the housing market reopened last May, which I know unfortunately cannot be said for every sector. Celebrate the wins no matter how small or large and share success with the team; they will be driven on other's success. **Q.**





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# IS 'HELP TO BUY' HELPING?

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**DENIS GLEESON**  
Director  
Gleeson Build & Develop



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**This week, Gleeson Build and Develop will be applying to join the new government 'Help to Buy' scheme. It seems a good time to reflect on the scheme and how it has assisted SME developers and buyers.**

The 'Help to Buy' Equity Loan, introduced in 2013, allows the government to lend buyers up to 20% (40% in London) of the cost of a new-build home. Homebuyers are then required to pay a deposit of 5%

and secure a mortgage for the difference. Buyers can apply for the new scheme from 16 December 2020, which will only be available to first time buyers and will introduce regional pricing caps.

The current 'Help to Buy' scheme was relatively easy to register for and the contract with the Homes and Communities Agency (HCA) was in no way onerous. The contract did, however, stipulate conditions pertaining to sales, such as a maximum £500 reservation fee and an obligation to return the fee should the buyer fail to secure a mortgage. The



HCA were kept informed by the submission of monthly forecasts from the developer, which detailed potential buyers, funding requirements and completion dates.

I understand that the new 'Help to Buy' contract does enforce more stringent obligations, which include following the Consumer Code for homebuilders (most warranty providers will seek this also), the New Homes Ombudsman and the Building Safety Charter, and developers must display their Home Builders Federation ratings when advertising the properties. The new scheme will also only allow for peppercorn ground rents, which will see reduced profits for some developers. These increased obligations are undoubtedly a reaction to the larger developers' increased profits and the reported

decline in build quality.

While the setup and forecasting of the departing 'Help to Buy' scheme may have been straightforward, we have found that the sales process could be time consuming and frustrating for solicitors. For the buyer to secure their 'Help to Buy' funding, they must first acquire from the HCA an Authority to Proceed (ATP), an Authority to Exchange (ATE) and finally an Authority to Complete (ATC).

Though the HCA has KPIs that they try to hit, these forms can take time to filter through and the sales process, in our experience, can only move as quickly as the HCA will allow. Many solicitors have at times been exasperated by the process. This issue has been exacerbated by the large number ➡➡➡



of buyers using industrial scale conveyancing services, who have little understanding of the process and even less input from a legal professional. We have advised agents which conveyancing services should be avoided. These large-scale operations have jeopardised several potential sales and often failed to update and advise their clients.

In terms of the increased construction of new homes in the UK, the 'Help to Buy' scheme does appear to be helping. With the backdrop of government-backed lending and huge demand, developers (Gleeson Build & Develop included) are more comfortable that there will be a market for our completed products and will therefore forge ahead with new acquisitions, at least in the short term. Improvements in the planning system and the 'small sites for small builders' scheme would hopefully see the number of homes produced by SME's increase further.

Though we try to be open-minded when reviewing potential sites, 'Help to Buy' eligibility is very high on our list of criteria. Sites with several units over the 'Help to Buy' threshold of £600,000 would be a red flag when appraising sites. 95% of our units sold in the last two years have been through 'Help to Buy' and, nationally, almost 300,000 buyers have availed themselves of the government-backed scheme.

It would appear, through discussions with agents, that buyers are happy to broaden their search locale to secure a 'Help to Buy' property. Buyers who may have been looking in North or West London appear to be motivated to move East in order to secure



a 'Help to Buy' property. This suggests that, for many, 'Help to Buy' is the only way to get onto the property ladder.

The new 'Help to Buy' scheme will end in December 2023, which is not too far down the road. Certainly, if we are buying sites with planning and factoring in time to produce working drawings and discharge pre-commencement planning conditions, the comfort blanket of 'Help to Buy' is not far from being yanked away. As an SME developer, this is an obvious cause for concern, given that our target market is currently first-time buyers who make use of the 'Help to Buy' scheme.

The government appear to be ready to take further steps to turn 'Generation Rent' into 'Generation Buy', as indicated by the proposed government scheme, guaranteeing 95% mortgages for first-time buyers. We await further detail of this scheme as continuing help would appear to be required.

Q1 2021 will be an interesting time for house builders in the UK. With the Stamp Duty Holiday set to end in March and the switch over in 'Help to Buy' schemes, there will be a number of developments rushing to complete both in build and legal terms. **Q**

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# HOW TO DEVELOP IN A TURBULENT MARKET.



**NAMAN PATHAK**  
Managing Director  
Mountbatten Homes

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**Brexit. Covid. Councils going bust. What next? The past few years have been tricky as a property developer. Changes to interest treatment for landlords, the removal of lettings relief and stamp duty surcharges are just a handful of recent changes that have adversely affected the market.**

But it isn't all doom and gloom – the extension of the Help to Buy scheme, changes to planning policy and record low interest rates have ensured that the UK property market has survived through the toughest environment since the financial crisis. With the true effects of Covid on business still unknown, here are a few pointers to help you navigate a turbulent 2021 in the property market.

## **Raise sensible debt from sensible lenders**

Delays on site and increased costs are all part and parcel of a developer's life, only that in this market it can really harm you if you are levered too highly. Try to avoid mezzanine finance wherever possible and raise enough equity in the deal to ensure that you do not put yourself under undue pressure from nervous lenders.

Research the market and work with lenders who have a long track record of development finance. These are the lenders who have seen it all before and won't be the first to start pulling the plug if things get tough.

## **Spread your risk**

From the number of sites you have to the



6 luxury family homes in Coulsdon completing Q4 2021

number of lenders, architects, contractors, (basically everyone) you work with, do not put all your eggs in one basket. Try to have 3 or so good firms or individuals at your disposal at any time. There will be a vaccine for Covid but not for poor financial decisions so protect yourself from the offset by spreading the responsibility.

### **Look at more ways to add value**

At Mountbatten Homes, we add value throughout the supply chain, from planning through to construction. Even if you acquire consented sites, try and see how to optimise the scheme through intelligent space

planning, reconfiguration or even adding a floor or extension. This will allow you to bolster your IRRs but also provide you with a bigger buffer if the market suddenly turns sour and values drop.

### **Stress test harder**

This applies to your sales values as well as your construction cost estimates. Stress test up to 7% (even higher in high end residential) and increase your build by up to 10% - if you're still making a good ROC then go for it!

### **Be lean**

As most businesses have done during this ➡➡➡





9 chic apartments in Acton completing Q2 2021

period, property developers also need to be lean during this time of uncertainty. High overheads put unwarranted pressure on developers to push their margins higher, resulting in corner-cutting in the construction to save cost and overvaluing stock. The result is a badly built property which probably has an even worse GDV than was originally envisaged.

### **Research the area for today's market, not yesterday's**

Usually developers try to cram in as many units as possible within a certain footprint to maximise their sale price. Research the area thoroughly and notice the current trend – is it for larger family units or smaller studios? Covid has really shifted the pendulum from small city apartments to larger family homes with outdoor space and even an office. These units are attracting a premium in

some areas so one would be better off with a large 3-bedroom unit as opposed to 2 one-bedroom units.

### **Be Patient**

The recent resurgence in the market has got some developers rather too excited. Buying at 15% ROC with the hope of GDVs going up is quite frankly not the way to go. The temptation is always there when you see a deal and have spare capital but be patient, be sensible and moreover be selective with what you are buying.

If the market dips again next year, it may be a buyer's market where cash will be King (King Kong? Bad joke). Property developers live a charmed life where you need to be at the right place at the right time for a deal to work, so be patient and you will know when the right one comes your way. **Q**



"As a practising doctor, I know that the best relationships are built on mutual trust. With each person inspiring, supporting, challenging, teaching and uplifting the other, we are both better off for having worked together. How can I support you?  
What can we learn from each other?  
Let's connect and find out."

John Friis  
MD of [synserahomes.co.uk](http://synserahomes.co.uk)

*Synsera*  
**HOMES**



# ADVICE WHEN DEALING WITH NON-DESIGNATED HERITAGE ASSETS.

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**GARY ELLERD-ELLIOTT**

Founder & CEO  
3e Asset Management

[www.3ehub.co.uk](http://www.3ehub.co.uk)



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**When we purchased the Wheatsheaf Coaching Inn back in September 2017, we never envisaged the roller coaster journey it would take us on. That said, the lessons it has taught us, we could never have got from any classroom or training guru.**

We purchased the building knowing it was in a conservation area, however it wasn't listed so we weren't too concerned with what we had been advised we could develop on the site; how wrong we were.

Our first application in January 2018 was met with fierce opposition: 26 letters within the first 24 hours of being online. The

locals were not happy with our proposal. It transpired that the advisors we had instructed to put together the application had not engaged with the local residents, parish council or the planners and had just submitted the application. This was like a red rag to a bull as we later found out. We chose to withdraw and regroup.

Once we got over the shock, we took the decision to let go of the advisors and take a more hands-on approach. We engaged with the locals and the parish council and discovered that the site had been a battleground for the locals for a number of years, with previous owners closing it as a public house a number of years earlier. Having engaged with them, we put together a new

plan and application, one which they fully supported.

We then met with the local planners to find out that the conservation officer deemed the Wheatsheaf a non-designated heritage asset, which in layman terms means: any building that the local planning authority deem to have a degree of heritage significance but that does not meet the criteria for designated heritage asset status.

Now the real learning began.

With the meeting with the conservation officer and case officer concluded and the agreement that the Wheatsheaf Coaching Inn was the non-designated heritage asset, we submitted our new application and later received approval, albeit with the normal pre-conditions in January 2019.

We began discharging the conditions and were ready to start construction in August 2019. We thought, “now we can crack on and



build”, but again our naivety came back to haunt us.

Building control and the warranty provider identified an issue with the roof structure on one of the barns that we were converting, which would mean we would have to replace the whole roof. As this was outside the agreed planning approval, we engaged with the case officer to check what we needed to do.

Upon conducting a site visit with the case officer and the conservation officer, they identified that the barn roof had Collyweston slate on it and therefore wanted any new roof to have Collyweston reinstated. Given the cost and limited availability of Collyweston slate, we asked if we could use a replica slate such as Siga Heritage, as the barn was not the non-designated heritage asset the Coach Inn was.

This is when our naïve approach and understanding of planning really kicked in, as well as us believing and trusting that people stick to what they say. ➤➤





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It became apparent that the conservation officer was determined with his opinion that we needed to replace the Collyweston like for like. It didn't matter what we presented to them to mitigate that this would be near impossible with the cost involved and the limited supply; they were not budging from their stance.

After much to and froing between all parties, we held a zoom meeting with our planning consultant, our heritage consultant, the conservation officer and case officer whereby we believed we had agreed a temporary measure to reroof the barn in Siga Heritage whilst we went to appeal on the matter, only to receive refusal for this four days later.

What was going on? We couldn't get our heads around what was happening. They had verbally agreed to the temporary measure and now we had a refusal in hand.

It transpired that the case officer and conservation officer believed that no agreement had been made on their part.

As we had not recorded or provided minutes to our original meeting with the case officer or conservation officer, we had no record of them stating that only the Wheatsheaf Coaching Inn was the non-designated heritage asset and that the barns were of no interest to them, and we had no recording of the zoom meeting as it had been set up by the case officer.

We had spent 10 months arguing this point and still had no resolution apart from: take it to appeal or give them what they wanted.

We were advised that the appeal process

could take up to 12 months and there was no guarantee that we would get the result we wanted. As the rest of the build was reaching its conclusion, we took the decision to reroof the barn in Collyweston, as we now had a supplier who could undertake the work.

So, what did this teach us?

Make sure that all meetings with planning and conservation officers are recorded and minutes taken to refer back to if required. It could save you tens of thousands of pounds.


Not all advisors have your interests in mind. Be careful who you align with and make sure they have a proven track record of delivering what you want.

When dealing with non-designated heritage assets, make sure you clarify and have written record of what is and isn't the asset.

Although conservation officers are only consultees, in most cases -ours included-, a case officer will rarely if ever go against them.

And finally: if you are going to do a conversion of a building with a Collyweston roof, make sure you know the cost of replacing it and factor it into your budget, otherwise you could be in for a nasty shock.

To conclude, this project has been extremely challenging and has had us scratching our heads at many times throughout 3 years. However, now that it is finally coming to an end, the final properties are amazing. To know that these buildings will be around for another 150 years and stand the test of time makes all the hard work worthwhile.

*If you want to know more about this project, then feel free to contact me on: [gary@3eassets.co.uk](mailto:gary@3eassets.co.uk) *

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# DESIGN, FEELING AND FLEXIBILITY.

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**WILLIAM STOKES**  
Joint Founder & CEO  
[www.co-space.co.uk](http://www.co-space.co.uk)



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**Change will be led by how we choose to live and work.**

**At first, we were told to stay at home and then we were told to go back to the office only to be promptly told to go and stay at home again. At some point, we'll be told to go back. Confused? Me too.**

The division between our home and work environment is becoming ever more

blurred and when the time comes for us to return to the office again, what are we returning to? There may well be a shock in store; never will the garish carpets, whitewash walls and flickering florescent lights feel further away from the comfort of home.

Is the answer therefore to bring the comforts and feelings of home to the office? Perhaps not the pink fluffy slippers but interior home design? I think so.

The challenge, then, might be designing an office that people want to come back to and want to spend time in. A sound logic,



therefore, would be to start where people enjoy spending most of their time and where they feel most comfortable... the home.

Sure, office design can't cater for everyone's individual tastes (I can't say I'm one for having a 'Live, Laugh, Love' sign hung above my bed), but if you asked the average person if they fancied suspended ceilings and green carpet tiles in their front room, I think the likely answer would be a stern 'no'.

Is there a place then for aspirational design to find its way into our offices? For office space to look and feel like not just the homes people live in, but the homes people wish they lived in; inspiration needs to be taken from leading residential design trends – making spaces people talk about at dinner parties.

Office design has to be more than wowing an incoming guest with a fancy lobby and chandelier; it has to dissipate throughout the entire space to ensure that the everyday employee feels front and centre.

One trend that is finding its roots (excuse the pun) in office design is Biophilia. Not only are plants aesthetically pleasing, but scientists tell us they increase productivity and happiness and lift our energy levels, all whilst piling life dependant oxygen into our environment.

In a study by the Agricultural University of Norway, sickness rates fell by more than 60% in offices with plants, making the need for biophilia more important now than ever. Research also shows that the right amount of plants in offices can ➤➤➤





reduce sound transmission by 5db; far more environmentally friendly and no doubt cost-effective than modern sound dampening tech solutions.

Quality design not only pleases the eyes, it heightens the senses. With the right architectural and interior design, those senses can direct feelings of happiness, productivity, calm and safety. Three of these adjectives you might fully expect workplace creators to strive to cultivate, but the latter comes as a more recent addition and almost entirely thanks to COVID-19.

Even as social distancing measures relax, the safety of space will likely remain at the forefront of everything we do. This will no doubt continue to be the norm for the foreseeable future. Effective design and space planning, however, is key to an effective and happy work environment, whether virus-related or not.

This is not an argument for form over function, but what if our workplace's updated function is augmented through a greater focus on form? Wellbeing and productivity would surely be higher, after all, in a well-designed, biophilic, aspirational space with plentiful soft furnishings and social areas, than in a cold, sterile office floor.


The offices we return to cannot, however, just look good. Their function has changed and so has the way we want to access such space. Freedom and choice are the new indices of the worker contentment matrix. This brings us to the last of our trio, Flexibility. What will the work habits and patterns of the general workforce look like in the years to come?

This is harder to pin down but perhaps, at least in the short term, a more hybrid lifestyle is one that is looking more favourable. Given how hard it is to know exactly what's coming next and how best to prepare, flexibility will be the key.

Giving office users access to space when they want it, where they want it and how they want will be essential. Whilst the first two will receive the bulk of the focus from providers, the latter is where design will play its part.

No matter what designs we install, flexible workspaces make a company more adaptable to the challenges it will inevitably face. A flexible workspace is whatever it needs to be for its users and, designed right, it becomes an asset.

I am, of course, bullish on the market for flexible office space providers. But with so much change ahead of us, I'd be a brave man to say I know what the perfect office will be post-COVID. I am willing to bet the house, however, that design, flexibility and the feelings they cultivate will be big parts of the picture.

*To get in touch with Co-Space go to [www.co-space.co.uk](http://www.co-space.co.uk) or contact the team via email at [hello@co-space.co.uk](mailto:hello@co-space.co.uk) or call on 0800 689 1790. *



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# THE DO'S AND DON'TS WHEN BUYING A HERITAGE PROPERTY.

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**EMMA MORBY**

Director of Land Acquisition  
Heritage England

[www.heritageengland.co.uk](http://www.heritageengland.co.uk)



**Buying a listed property in need of restoration is not for the faint of heart! But the sense of achievement is monumental and you will forever be a part of history.**

The refurbishment of Buckingham Palace was put before MPs in 2017 and details emerged of the work that was needed to avoid ‘catastrophic building failure’. Amongst the many things that needed doing was the replacement of 100 miles of 1950s electrical cabling and 20 miles of heating pipework and

the total bill was estimated at £369 million!

Now, most of us will never purchase a building such as “Buckingham Palace”, so the repair and maintenance bills will be much lower, but the processes are exactly the same.

Listed buildings account for approximately 2% of England’s built heritage:

- 92% are Grade II,
- 5.5% are Grade II\*
- 2.5% are Grade I

What does this mean for the developer? Often a developer can find



a historic property/site at a heavily discounted price, but you must understand the challenges and limitations you will face.

There are upsides to developing a heritage property which many developers never utilise, such as grant funding and tax reliefs, which will often be used to offset the higher construction costs.

There is also a high chance of getting an enabling development to support the restoration costs, which will increase your GDV.

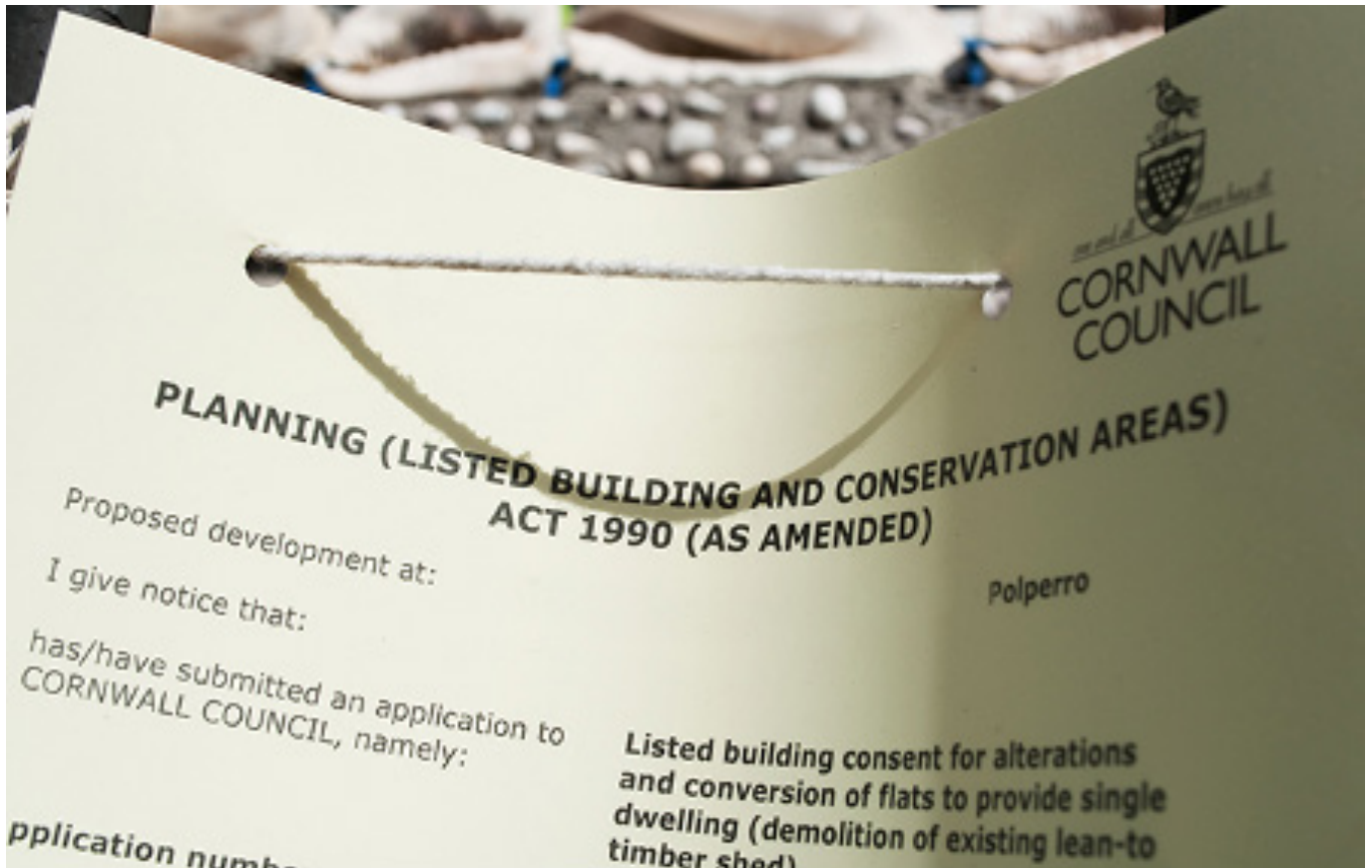
Over the years I have created a list of do's and don'ts for those developers who may wish venture into the world of historic property development.

This list is for guidance only.

### **Do...**

- Engage with heritage professionals to consult on and design the changes to your property. These include professionals with BSc (Hons) MCIAT, IHBC and CIAT Accredited Conservationist after their name. They will also have a great relationship with the LBC officer.
- Obtain Listed Building Consent (LBC) prior to undertaking works or ensure the property you are purchasing has LBC in place.
- Appoint contractors who are knowledgeable and experienced in conservation and heritage works. Their insurance must cover historic buildings, so check. ➤➤➤





- Depending on the building condition, size and situation, insurance could range from £300 - £200,000 a year, so get quotes and be mindful most high street insurers won't insure a large historic building such as a Castle or Grade I listed building.
- Stories of projects overshooting their budgets are all too common. If you have a budget, then add at least 25% to it for the "unforeseeable"; materials and labour costs are often higher for heritage projects.
- Local Authority – Every planning department has a process they have to follow when an application for a listed building is submitted. Understand that process and find out if the property you're buying has had any alterations which haven't been proved. Some Local Authorities are willing to have an informal discussion about what they would like done with the property, which will help you in planning stage.
- These days it is important to focus on the tech; installing super-fast broadband in a 16th- or 17th-century farmhouse is a great sales feature, so make sure you build the modern vision into the plans. Even drilling a whole through the wall for cable TV needs to be approved by LBC.
- Parks and gardens are also protected under the curtilage of the building and you will often find TPO's in place, so check before you start any work in the gardens.
- Know your rights on VAT! Energy performance improvement work

within a renovation project triggers only 5% VAT. It's always worth checking before you pay any bills as there is no function to reclaim VAT once it's paid and, depending on the project, you may be entitled to a refund on SDLT or a reduction in VAT for construction and materials.

- Stay organised. Keep all permissions and plans after work is completed – you will need these if you sell your home in the future.
- Be prepared to have an Ecology survey for Bats, Newts, Slow worms and other protected creatures. These surveys can last anything from 3 months to 24 months depending on the species and the size of the property.
- If you are planning on retaining the freeholder of the site, make sure your residential leases have protected covenants for things such as “no drilling into the fabric of the build”. You will be amazed how many leaseholders will put hanging basket brackets or wall plaques up, and this could result in a fine for the freeholder.

### **Do not...**

- Think that because works were done by the previous owner, the law does not apply. Responsibility for any works on a listed building without consent lies with the current owner. Ensure you have obtained the relevant details of any consents when purchasing a property so that you can assess your own liability.
- Forget that any works, inside and out, including those that seem relatively minor, may require consent. Every listing is unique.

**“There are upsides to developing a heritage property which many developers never utilise, such as grant funding and tax reliefs, which will often be used to offset the higher construction costs.”**

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- Cutting corners is a definite NO NO. Follow the process and ensure you are using the correct materials and have appointed the right team, as correcting mistakes can be time consuming and costly.
- Neighbours are important to any project being passed through planning, but it's vital you don't upset them early on in a heritage project. Remember the building you're buying is part of their history, maybe even part of their childhood memories, so it the local community will always have an emotional connection with it.
- Don't combine modern repair methods with traditional methods. The property ➡➔






will most likely be built with Lime Mortar and using cement in older buildings can cause irreparable damage.

- Never remove or alter original architectural features such as doors, decorative stonework, fireplaces or windows. They are often integral to the buildings' listed status and it carries a heavy penalty if you do.
- Don't paint or render stonework and stone clean buildings lower or demolish chimneystacks or pots, or add new pipework, flues or alarm boxes on principal elevations of the property. This will all need permission.
- Allow yourself enough time - historic projects take longer to complete, as there are more elements to them. If

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you're applying for relatively small works, then local authorities have a target of 8 weeks, which most overrun. Bear in mind that if the project is of a grander scale, then this could take up to 2 years. But by far the greatest point to make is: don't rush!

- Consider any changes you wish to make, take advice from professionals and always speak to either the Conservation office, Historic England or both. Spend some time in the property; it has stood for hundreds of years, so a couple of months consideration time will be well spent. Those who rush often make mistakes, which on a heritage project could be very costly. 

### **Contacts that you may find useful below (click for website):**

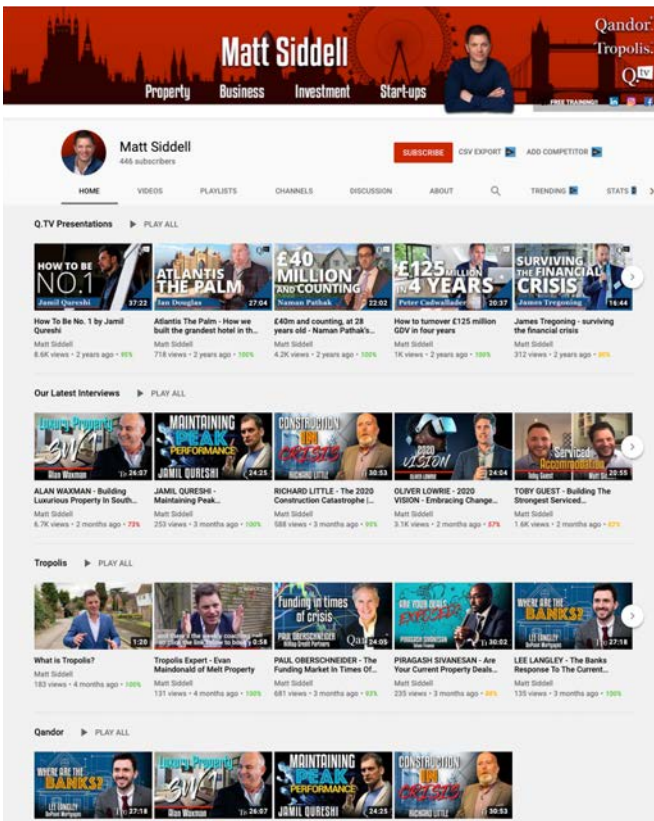
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- [Historic England \(English Heritage\)](#)

# WATCH MORE ON YOUTUBE.



As Qandor and Tropolis prepare for a busy post-summer period, Matt and the team are increasing their presence on YouTube, with a wide variety of content from past Q.TV presentations to interviews with fascinating entrepreneurs and thought leaders. We are also soon going to be launching several new videos as part of an educational series to help

people in property identify the best strategies they can adapt and harness to build their businesses. In doing so, we are ambitious in our belief that we will attract a high calibre of entrepreneurs and business owners looking to join either Qandor or Tropolis... or both! Click the link below to find out more.





# DON'T CALL IT THAT! NAMING AND WHY IT MATTERS.

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Parent®

**Always judge a book by its cover. How many times are we told not to judge a book by its cover? Seems good advice, right? But the truth is that we all do. No matter how much we try not to, we're all guilty of it at some level. It's in our nature. It's why we're attracted to someone in a bar or stop to look in a shop. It's the cover that draws us in — whatever format that takes.**

The psychology behind it is pretty basic: we're constantly bombarded with advertising messages to the point where we're not mentally equipped to take in everything that appears in

front of us, vying for our attention. Estimates say we're shown the equivalent of 174 entire broadsheets worth of data every single day — Not to mention probably 10 times that on Black Friday alone if my inbox was anything to go by!

If you had to assess, review and catalogue every brand you came across each and every day, it would amount to a mammoth, all-consuming task. The world is saturated with brands and, as a result, marketers get excited when more than a couple of percent of the audience respond to something with a click, a swipe, or a like. The result is some sort of mental triage; we subconsciously absorb surface level information about a brand and almost instantaneously conclude whether it's



worth paying attention to. If we didn't do this quickly, we'd spend weeks deciding which toothpaste to buy.

With such a minute window to grasp someone's attention, your brand plays a vital role. In branding terms, the metaphorical cover could be a different touchpoint for each potential customer. It's whatever they interact with first, the cover they see. That might be your website, it could be the way Karen answers the phone, your business card, or the secret blend of 11 herbs and spices coating your chicken. Every element of your brand is important — it sets expectations and aligns the viewers opinions of you instantly, rightly or wrongly. Your brand is not your logo or your business card, it is the sum of all parts and each part alone, at the same time.

Central to it all is your name. I will always be a fan of shop name puns; something in their naive nature makes me smile, and few things perk up my day as much as discovering a new one. Some of my favourites include a Thai restaurant called 'Thai Tanic', the barbers 'Jack of all Fades' and chip shop 'Lord of the Flies'.

Some, on the other hand, are just thoughtless, or even careless — I'm not sure I'd trust Isle of Wight solicitors 'A J Careless' with my property transaction or my liberty. And would you want to buy a house on 'Bell End', or even 'Butts Road'?

Names are an important part of the branding process, they set the tone of things to come— whether that's a book, a shop, a baby, or a development—it counts and it's worth bringing in the experts for. **Q**



# CHOOSING THE RIGHT SOLUTION.

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Founder, Co-Owner and CEO  
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[www.fonn.io](http://www.fonn.io)



**DAVID LAWRENCE**  
Vice President  
Fonn Construction

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**So you are in construction, and you have decided to give tech a go. Welcome to the minority - but you are my hero ;-)**

Choosing the right solution is the next big decision. If you search for 'project management software', you will see a huge 1.9 billion results. Try 'construction project management software' and that list becomes a much more manageable 653 million.... but seriously, where do you start?

## **The generic solutions**

Don't be tempted by the ads at the top. These are usually very broad. They spend millions

on marketing to ensure they seem relevant to you and your needs - Monday.com is one of the world's most popular team management systems there is. And I am not denying that they offer some truly awesome software starting at just £7 per month per user.

But it's not designed for construction. It doesn't offer revision control of your documents, doesn't have a great RFI solution and doesn't work offline. As your business scales, those £7 per month fees soon mount up, unless you decide to keep the platform entirely internal, but then that defeats the point of collaboration software.

The next most popular choice is Dropbox - which is fine for internal sharing of

documents, but not much else. As soon as you need to invite external parties to the platform, the permission system and audit history seem to be severely lacking. Even then, Dropbox will require other apps to offer a full project management system.

### A real construction-focused project management system

If you decide that a dedicated construction system is the best solution (and it is), you need to make sure it offers all the functionality you need and has the support and extra features you need to make the most of it.

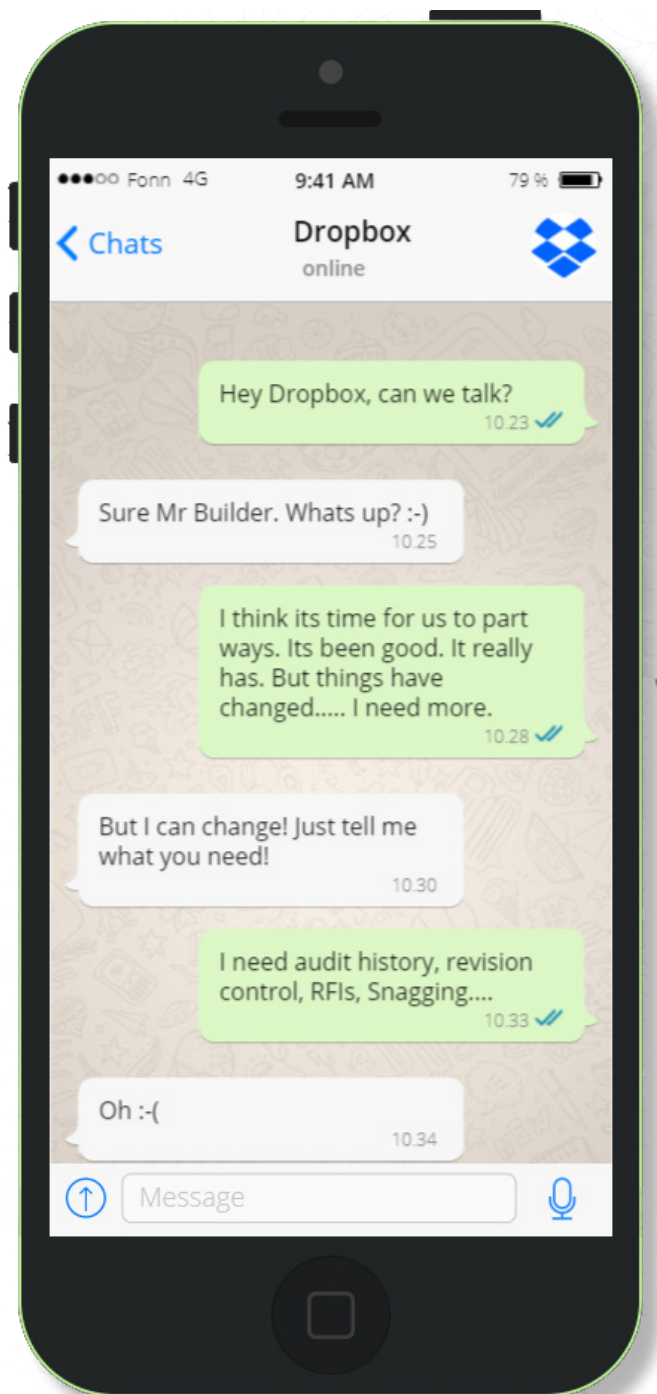
Older platforms didn't stay competitive, and they know that once you sign a client up, it's hard to move, and some have taken the foot off the pedal and coasted along on the tails of the early adopters. But this has led to an influx of disruptors looking to shake up the market and offer some impressive competition.

Older pricing was based on 'seats' or users and scaled dramatically. This led to entire teams sharing a single login so the company could save on costs. They were often aimed at just the back-office side of construction and rarely had an app, and if they did, it was shocking.

Luckily, things have changed. There are now a number of solutions on the market place, with huge feature sets, ergonomic interfaces, sleek apps that work offline and one price for the organisation, regardless of the number of users needed - even including external companies for a TRUE collaboration experience.

### The Fonn way

It's probably not a surprise then that Fonn includes all of the above, and a shed load



more. Fonn recently raised \$3m in funding to help with the growth plans for the UK and US markets and the adoption of the software sees no signs of slowing down despite the ongoing global pandemic. Many companies are now looking at better ways to manage lone and distanced working, or ways to improve efficiency with a reduced workforce. If this sounds like something that can benefit your company, we would love to hear from you.



# Qandor Affiliates



Catax  
Capital allowances



CrowdProperty  
Crowdfunding



David Phillips  
Interiors



Hilltop Credit Partners  
Stretch senior funding



Keystone Law  
Legal services



Landinsight  
Plot finding technology



LOFT  
Interiors



Lutron  
Lighting & automation



Mortgage Advice Bureau  
Mortgages & funding



Nimbus Maps  
Property Software



Ocean Bathrooms  
Bathrooms



OnPoint Mortgages  
Mortgage brokerage