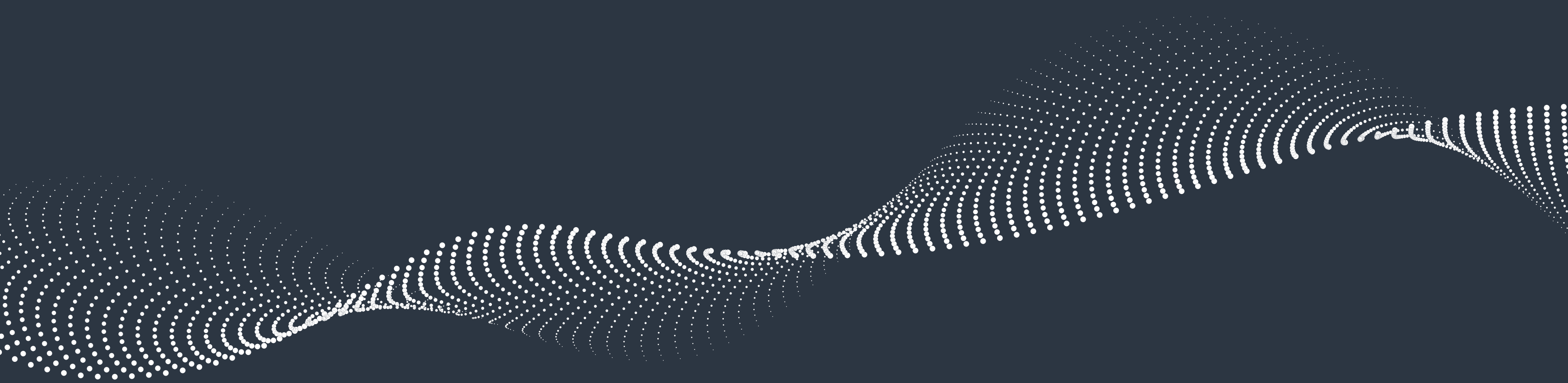




# 2023 BUILD TO RENT REPORT

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IN PARTNERSHIP WITH **rightmove** 



**MARCH 2023**

# INTRODUCTION FROM HOMEVIEWS

Build to Rent (BTR) remains the most exciting sector in UK property. Over £4bn was invested in 2022, and data from report partner Rightmove reveals a 323% increase in tenant demand for BTR since 2019. Despite an unprecedented dip in ratings last year, reviewers on HomeViews continue to rate it higher than any other form of new build housing.

As the BTR sector expands it diversifies, and HomeViews has adapted in response. Our data already provides the most comprehensive, detailed insights available into the BTR resident experience, covering 89% of completed developments. But for the first time, this year's report segments our data into BTR Apartments, Single Family Housing and Institutionally Owned and Managed.

This brings greater detail to our insights and also illustrates the extensive segmentation of data that HomeViews will soon be making available to the industry in the form of HomeViews Pro – our new data dashboard and content subscription. HomeViews Pro has been created in response to increased demand for the verified resident feedback needed for data-led decision making across the industry.

Whether you are a house builder, developer, investor, supplier, sales/lettings team, consultant, marketing agency or government department, the HomeViews Pro dashboard lets you easily create reports just like this one, but tailored to your areas of operation. A range of content packages also give marketing rights to our 36,000 resident reviews and access to expanded HomeViews report content.

An extended, in-depth BTR sector analysis will be available to subscribers, further demonstrating the kind of reporting possible with HomeViews Pro.

We also continue to seek out content partners whose data complements our own. For the first time, Rightmove brings insights drawn from its definitive data on demand and property searches for BTR homes. Yardi, Quadient and LOFT bring fascinating views on specific BTR services that can make or break the resident experience, while the UKAA and CBRE add their own unique take on the BTR market.



**HANNAH MARSH**

Co-founder and  
Chief Partnership Officer  
HomeViews

**“THE RATINGS WEBSITE THAT’S  
CHANGING HOUSING”**

**THE  TIMES**

# ACCESS THE UK'S ONLY RESIDENT EXPERIENCE DATABASE

PLUS CONTENT PACKAGES INCLUDING THE EXTENDED 2023 BUILD TO RENT REPORT

## HOMEVIEWS PRO GIVES YOU:



**DASHBOARD ACCESS TO 36,000+ RESIDENT REVIEWS, COVERING 89% OF THE BTR MARKET**



**UNMATCHED RESIDENT INSIGHTS FROM 2,500+ BTR, BTS, HA AND HOUSING SCHEMES**



**PERFORMANCE BENCHMARKS BY SECTOR, LOCATION, COMPANY, BUILDING AND RESIDENT TYPE**



**SEARCHABLE RESIDENT SENTIMENT TRACKING BY KEYWORD, REGION, COMPANY, BUILDING, ETC.**



**RESIDENT RATING COMPARISONS BY LOCATION, PRICING, FACILITIES, BUILDING SIZE AND MORE**



**CLICK HERE TO FIND OUT MORE**

# WITH THANKS TO OUR PARTNERS:

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## HEADLINE PARTNER

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## CONTENT PARTNERS

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# INTRODUCTION FROM RIGHTMOVE

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We're in a pretty unique position at Rightmove as we're able to see how millions of tenants are searching for their next home. We've been tracking how their behaviour has changed in recent years as we've all navigated the pandemic and the rising cost of living.

We've introduced a unique 'Built for Renters' listing on Rightmove, to help Build to Rent operators to differentiate their listings from the wider rental sector. It allows operators to highlight the specific amenities that a home offers, and helps to educate consumers about what the term means, and what makes a home built specifically with renters in mind different.

How do tenants first discover Build to Rent properties? What type of home are they looking for and where? What are the amenities that tenants really care about that drive them to enquire about a viewing? We've looked to answer all of these questions using our real-time datasets, to try and help operators when marketing their properties and considering the amenities to offer.

Last year home-hunters spent more than 16 billion minutes on Rightmove, and our contribution to HomeViews' 2023 Build to Rent report utilises the millions of data points that we are able to see every day.

We hope you find it useful.



**TIMOTHY BANNISTER**

Director of Property  
Science Innovation  
Rightmove

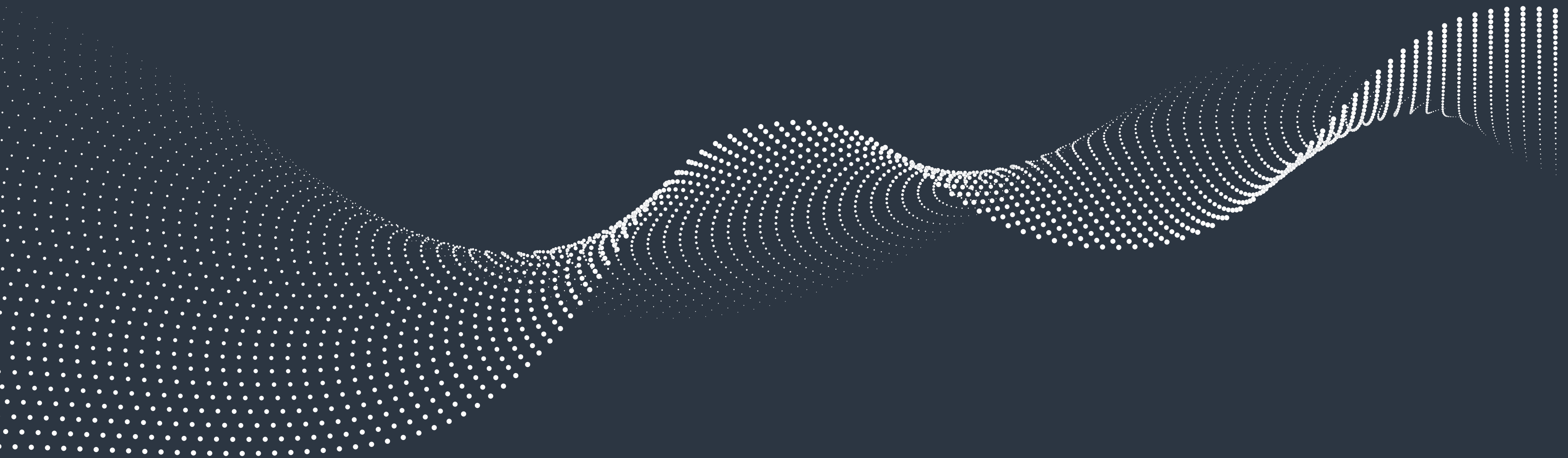
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# HOMEVIEWS 2023 BUILD TO RENT REPORT KEY FINDINGS

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## BTR OVERVIEW

- Build to Rent is still achieving the highest ratings of all new build homes, despite a challenging 2022 seeing the first ever dip in BTR resident ratings on HomeViews
- The biggest drops in ratings year-on-year were seen in service-focused categories around management and customer service
- Rapid expansion of portfolios, tough economic conditions, labour shortages and diversification into rental housing were seen as key factors in the ratings drop
- Value was the only review category not to dip below ratings seen in the 2021 BTR report

## BEST/WORST PERFORMERS

- 18 BTR communities were rated above the HomeViews industry benchmark average for every category in 2022
- 12 BTR communities featured in our Top Performers lists for at least three of the past four years
- The Trilogy, managed by Allsop Letting & Management, achieved the highest positive ratings change in the past three years
- Value and Management ratings were seen to drive ratings drops for those BTR communities seeing the most significantly reduced scores over the past three years

## FACILITIES/ DESIGN

- The four facilities advertised by all 10 of the highest-rated BTR developments were a gym, concierge, resident events and pet-friendly
- Nine of the 10 top-rated BTR communities for Facilities also offered 24hr on-site management, communal lounges, bike storage, WiFi included and on-site maintenance team
- Office-to-resi BTR buildings were seen to perform on a par with Purpose Built schemes, even just winning out on Design ratings

## RENTAL ONLY SUB-GROUPS

- BTR Apartments achieved higher ratings across the board than Single Family Housing or Institutionally Owned and Managed homes
- For three years running, BTR Apartment resident ratings have been higher than tenant ratings for comparable BTS apartments
- The biggest difference between BTR and BTS tenant ratings is seen in the Management category
- BTR resident age has increased slightly over the past year, reflecting a greater focus on retirees, families and Single Family Housing





- At the start of 2023, demand in the PRS was 44% higher than four years ago, while tenant demand in BTR has more than quadrupled since February 2019 (+323%)
- Tenants are willing to move from further away to find a BTR home, compared with a home in the PRS
- Demand for one bedroom BTR homes outweighs supply, whereas there is a better balance between demand and supply for studio and two bedroom BTR apartments
- Service features such as professional management, being fully managed, and having good transport links are the most common features that BTR operators highlighted in their listings last year
- A focus on service features in listings appears to match the features which most attract a tenant to enquire; good transport links, and being well connected and professionally managed generate the most interest from prospective tenants
- Although less than half of listings mention a balcony, those that do generate the fourth highest enquiries from tenants per listing
- Facilities preferences vary by region. For example, listings in Manchester that highlight a gym receive a higher than average response from tenants, whereas this appears to be a lower priority for tenants in London and Birmingham

## CBRE

- Schemes with higher rents generally reported a higher level of satisfaction and had higher resident ratings
- The strongest correlation between rent and satisfaction was seen in the Design category
- The top three developments for achieved rents averaged a Design rating of 4.8, compared with an average of 4.3 for the three lowest placed
- There was also a strong correlation between achieved rents and the satisfaction scores for both Facilities and Location
- Those schemes with the highest rents averaged a Facilities and Location rating of 4.7 and 4.9 respectively. Conversely, those with the lowest rents averaged 4.0 and 4.3 respectively

# THE LARGEST DATASET OF RESIDENT INSIGHTS ON THE BUILD TO RENT EXPERIENCE

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**10,994** TOTAL BTR RESIDENT REVIEWS ON HOMEVIEWS



**363** RENTAL ONLY COMMUNITIES



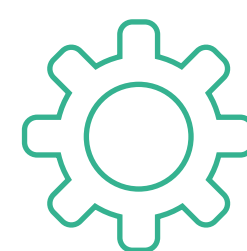
**3,365** VERIFIED BTR REVIEWS IN THIS REPORTING PERIOD



**68** SINGLE FAMILY HOUSING COMMUNITIES = **80%** COVERAGE



**89%** COVERAGE OF ALL RENTAL ONLY DEVELOPMENTS\*



**108** OPERATORS

# 2023 BUILD TO RENT REPORT DATA

This report data period aligns with our annual awards with the UKAA, covering 16<sup>th</sup> October 2021 - 16<sup>th</sup> October 2022.



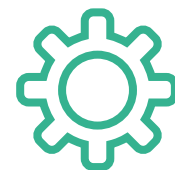
**REVIEWS:**  
**3,365 VERIFIED BTR  
RESIDENT REVIEWS**



**MOST COVERAGE:**  
**LONDON 45%,  
NORTH WEST 23%**



**BTR COMMUNITIES:**  
**295**



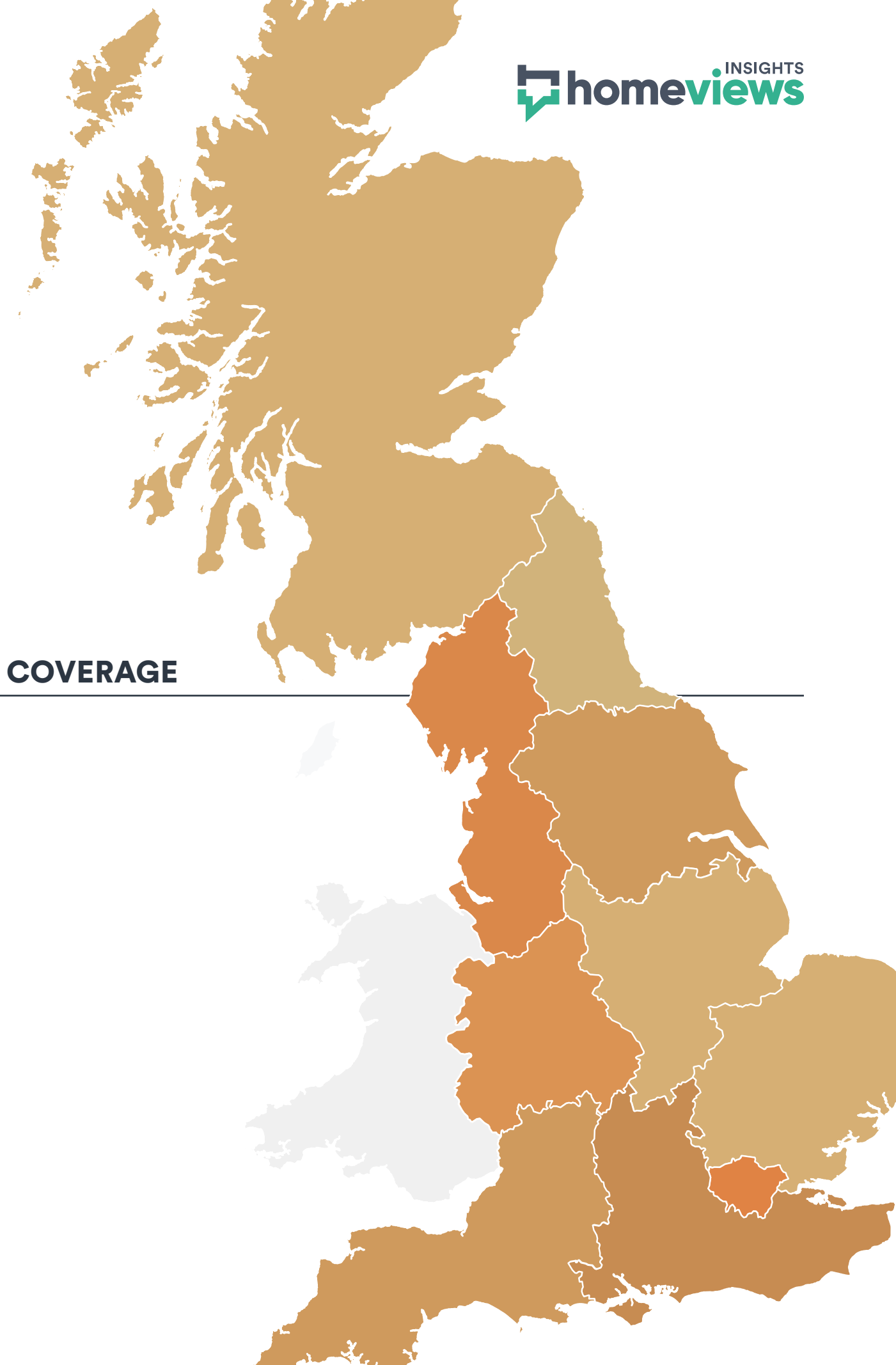
**OPERATORS:**  
**77**

**THE  
RESIDENT  
CHOICE AWARDS**



In January 2024 we will be launching our own Resident Choice Awards, covering all residential sectors.

## 2023 DATA COVERAGE



# DEFINITIONS WITHIN RENTAL ONLY

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HomeViews launched four years ago and started inviting residents in new build developments to write reviews of their homes.

We classified all developments that were solely managed and looked after by one operator/landlord as Rental Only and included all of these developments within our Build to Rent reporting. To be listed on HomeViews, a development needs a minimum of 50 units. Based on the BPF/Savills data set, we have 89% coverage of completed Rental Only developments of at least 50 units.

With the agreement of The UKAA and BPF, and with the aim of providing better benchmarks and insights into the industry, HomeViews has created some sub-categories within Rental Only that we will refer to within this report.

## RENTAL ONLY

We have defined rental only as any development that is solely managed and looked after by one operator or landlord. This does not include distributed portfolios with a few units within a building.

### WITHIN THIS DEFINITION WE HAVE THREE SUB-GROUPS:

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#### BUILD TO RENT APARTMENTS



Rental apartment communities, typically in city centre locations and offering a wide range of facilities and on-site management.



#### SINGLE FAMILY HOUSING

Rental communities made up of housing rather than apartments, often in suburban locations.

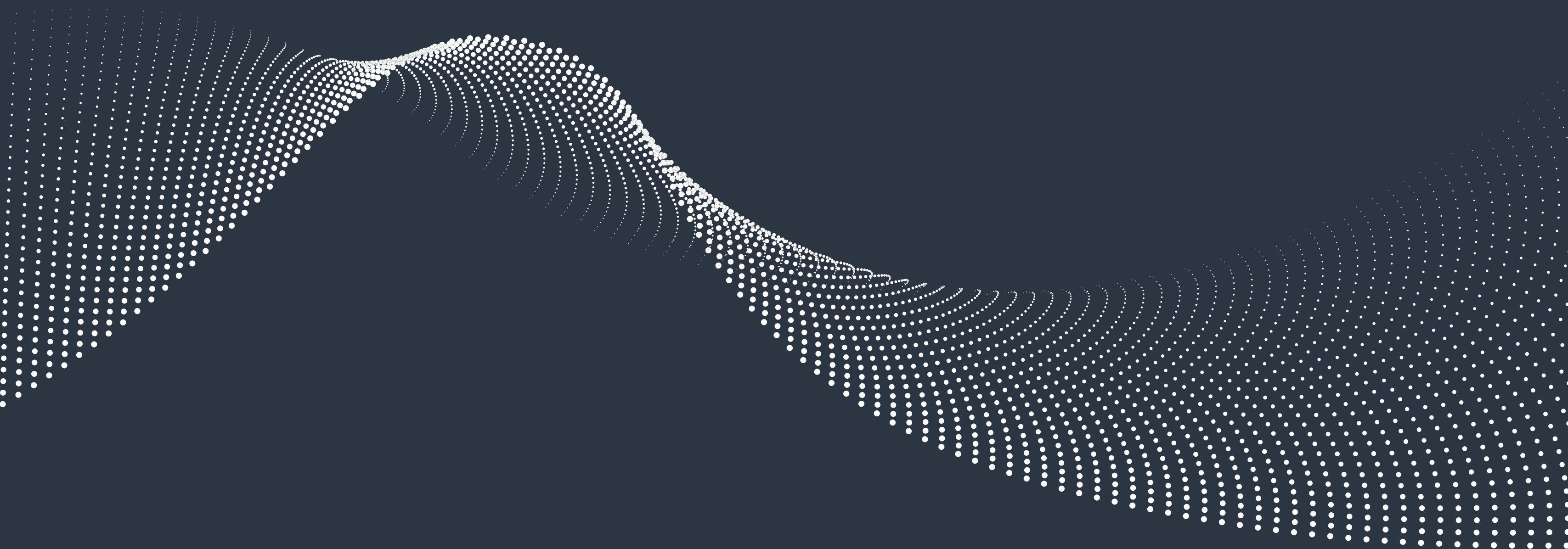


#### INSTITUTIONALLY OWNED AND MANAGED DEVELOPMENTS

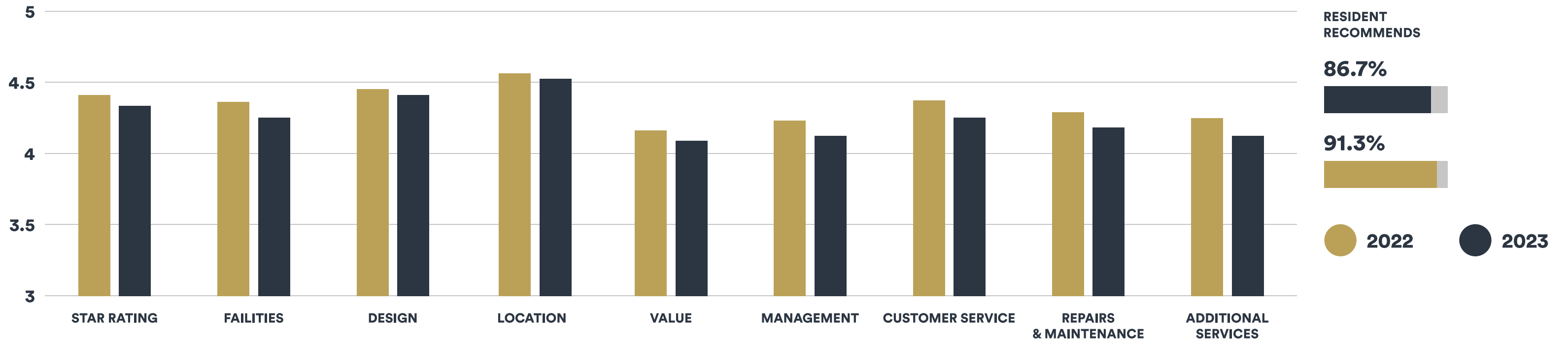
Housing or apartments owned and managed by Housing Associations and councils, typically providing a more affordable option.

# BUILD TO RENT OVERVIEW

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# RENTAL-ONLY SEES ALL RATINGS DROP YEAR-ON-YEAR



EVERY CATEGORY HAS DROPPED, BUT THE BIGGEST RATINGS DIPS ARE FOR FACILITIES AND THE FOUR SERVICE-RELATED CATEGORIES: MANAGEMENT, CUSTOMER SERVICE, REPAIRS & MAINTENANCE AND ADDITIONAL SERVICES.



## MORE INSIGHTS

HOW DO RATINGS VARY ACCORDING TO LONDON/UK, URBAN/SUBURBAN, DEVELOPMENT SIZE OR DEVELOPER SIZE? FIND OUT MORE IN OUR EXPANDED 2023 BUILD TO RENT REPORT.

[LEARN MORE](#)

# ONLY VALUE STAYED ABOVE 2021 RATING

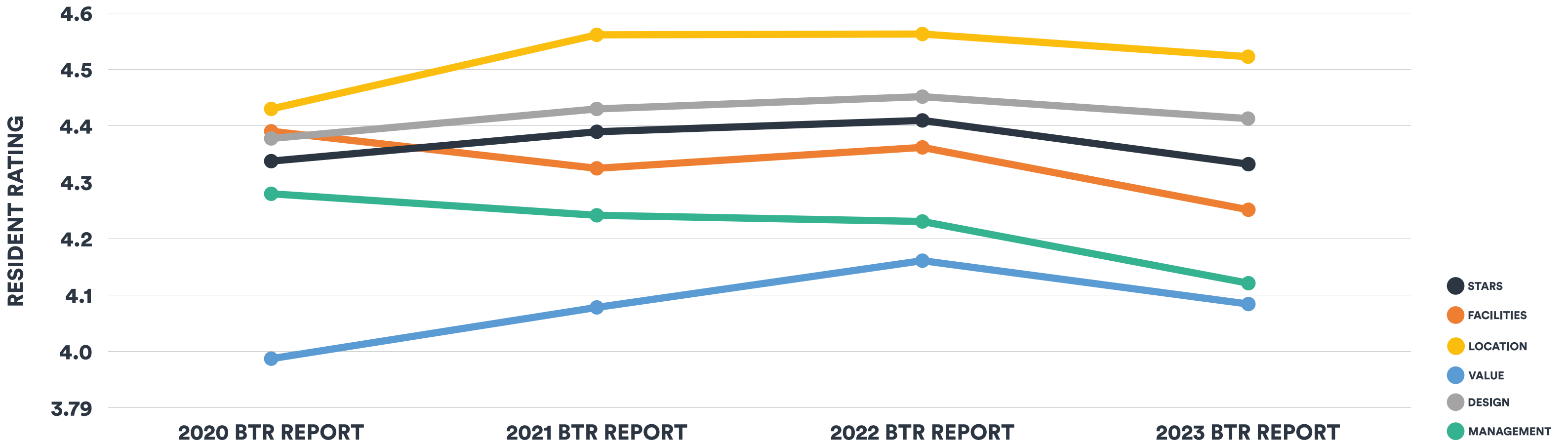
In the past year we have seen high inflation, significant rent and fuel increases and the introduction of rent controls in Scotland. It reflects well on a sector normally perceived as highly priced that the value perception has dropped by only 0.07/5 from last year.



## MORE INSIGHTS

VIEW RESIDENT VALUE RATINGS BY AREA, DEVELOPER OR DEVELOPMENTS, TRENDS OVER TIME AND HOW THIS CORRELATES WITH RENTAL PRICING ON HOMEVIEWS PRO. [LEARN MORE](#)

## CATEGORY SCORES BY REPORTING YEAR



VALUE PERCEPTION WAS RAPIDLY IMPROVING IN RECENT YEARS, AND IS THE ONLY CATEGORY NOT TO HAVE DROPPED BELOW ITS 2021 LEVEL.

# WHY THE DROP IN RATINGS?

**WHILE BTR REMAINS THE HIGHEST-RATED NEW BUILD HOUSING ON HOMEVIEWS, THIS REPORT PERIOD SHOWS A DROP IN RATINGS ACROSS EVERY METRIC FOR THE FIRST TIME SINCE HOMEVIEWS STARTED COLLECTING REVIEWS IN 2018. SO, WHY THE DROP?**



## EXPANDING BTR SECTOR

Four straight years of record-breaking investment in Build to Rent have seen operator portfolios expand. Managing multiple communities with thousands of residents is a new challenge for the industry and growing pains are inevitable as the sector aims to maintain the same exemplary levels of service and resident experience.

We hear from our partners that staff shortages are a particularly common issue, with Brexit and the increased cost of living pushing service workers out of urban areas.

<sup>1</sup>ONS, Dec 2022

<sup>2</sup>Knight Frank, Dec 2022

<sup>3</sup>Savills, Sept 2022



## COST OF LIVING

Post-pandemic recovery, Brexit and the war in Ukraine all combined to make 2022 one of the toughest financial years in recent memory. Inflation hit 11.1% in October 2022 – the highest seen in 41 years, but still well below the real-world price increases faced by consumers, who were consequently less likely to give generous ratings for their homes.

Private rental prices paid by UK tenants rose by 4.2% in the 12 months to December 2022.<sup>1</sup> Limited supply and soaring demand for rental properties (shown later in this report by Rightmove) meant rental growth of over 12% for new BTR leases in 2022,<sup>2</sup> with urban BTR communities regaining their appeal as workers returned to offices post-pandemic.



## SINGLE FAMILY HOUSING

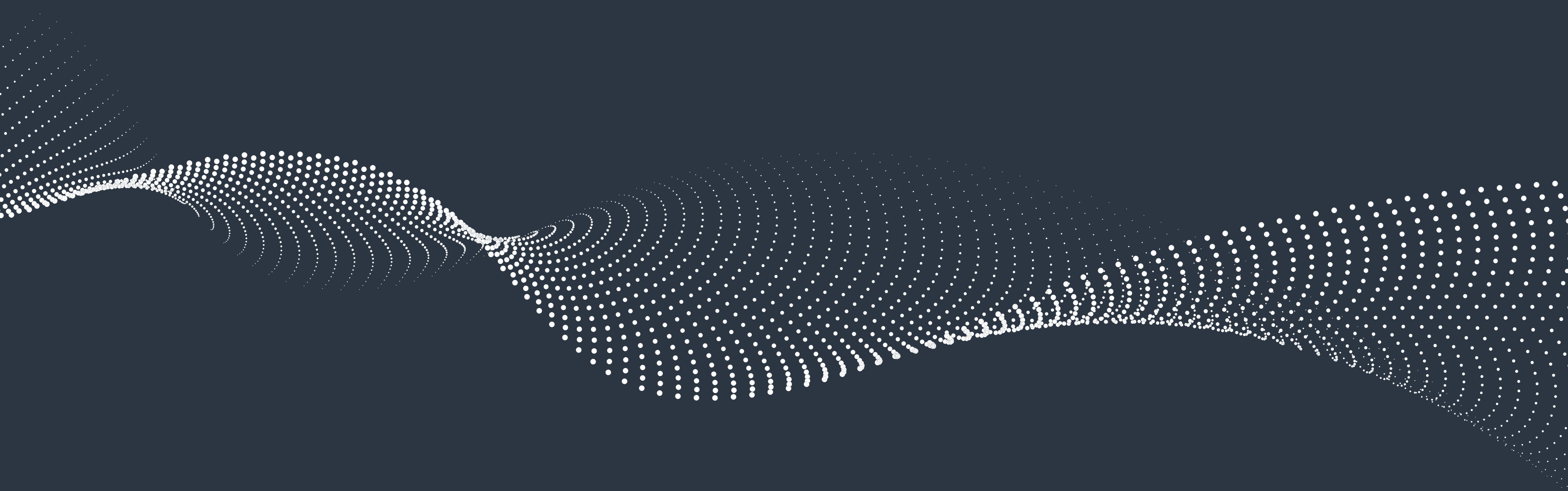
2022 also saw BTR further diversify away from its initial focus on urban apartment schemes. 31 new Single Family Housing (SFH) schemes became operational in the year until September 2022, with 15,000 SFH units in the planning pipeline during that time – double the number in the previous year.<sup>3</sup>

HomeViews' overall Rental Only data reflects this shift, with this report's data set including reviews from 68 SFH communities, representing 80% coverage of this sub-group. While SFH ratings compare favourably with those from tenants in private new build rentals, they are lower than ratings for BTR apartments that usually offer generous amenities and on-site management teams. This influx of SFH reviews has brought average ratings down for Rental Only.



# BEST/WORST PERFORMERS

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# 18 COMMUNITIES SCORED ABOVE AVERAGE IN EVERY CATEGORY ON HOMEVIEWS IN 2022

OPERATOR	BTR COMMUNITY
ALLSOP LETTINGS & MANAGEMENT	THE KEEL, L3
	THE TRILOGY, M15
	VOX, M15
AMRO LIVING	THE GREEN ROOMS MEDIACITYUK, M50
DANDARA LIVING	ASTON PLACE, B1
	CHAPEL WHARF, M3
	THE POINT, AB10
ESSENTAIL LIVING	UNION WHARF, SE8
MODA	THE MCEWAN, EH3
THE JAMES	THE JAMES LIVERPOOL, L2
THE QUARTERS BY BRAVO	THE QUARTERS KILBURN, NW6
	THE QUARTERS CROYDON, CR0
TOUCHSTONE	THE FORUM, B5
URBANBUBBLE AND LEGAL & GENERAL	THE RESIDENCES MANCHESTER, M15
	THE WHITMORE COLLECTION, B3
WAY OF LIFE	THE GESSNER, N17
	THE WULLCOMB, LE1
	THE LANSDOWNE, B16



# ...BUT 12 COMMUNITIES HAVE BEEN CONSISTENT TOP PERFORMERS OVER THE LAST 4 YEARS

THESE BUILD TO RENT COMMUNITIES HAVE FEATURED IN THE TOP PERFORMER LISTS IN OUR BUILD TO RENT REPORTS FOR AT LEAST 3 OF THE LAST 4 YEARS.

THIS MEANS THAT THEY HAVE CONSISTENTLY PERFORMED ABOVE THE INDUSTRY AVERAGE.

OPERATOR	BTR COMMUNITY
DANDARA LIVING	ASTON PLACE, B1
GET LIVING	ELEPHANT CENTRAL, SE1
GREYSTAR	SAILMAKERS, E14
AMRO LIVING	THE GREEN ROOMS MEDIACITYUK, M50
WAY OF LIFE	THE LANSDOWNE, B16
THE QUARTERS BY BRAVO	THE QUARTERS CROYDON, CR0
THE QUARTERS BY BRAVO	THE QUARTERS KILBURN, NW6
URBANBUBBLE AND LEGAL & GENERAL	THE RESIDENCES MANCHESTER, M15
URBANBUBBLE AND LEGAL & GENERAL	THE SLATE YARD, M3
ALLSOP LETTINGS & MANAGEMENT	THE TRILOGY, M15
URBANBUBBLE AND LEGAL & GENERAL	THE WHITMORE COLLECTION, B3
WAY OF LIFE	THE WULLCOMB, LE1



### MORE INSIGHTS

BENCHMARK THE PERFORMANCE OF DEVELOPMENTS, COMPANIES, AREAS AND SECTORS, AND LEARN FROM REVIEWS OF THE BEST (AND WORST) PERFORMERS.

[LEARN MORE](#)

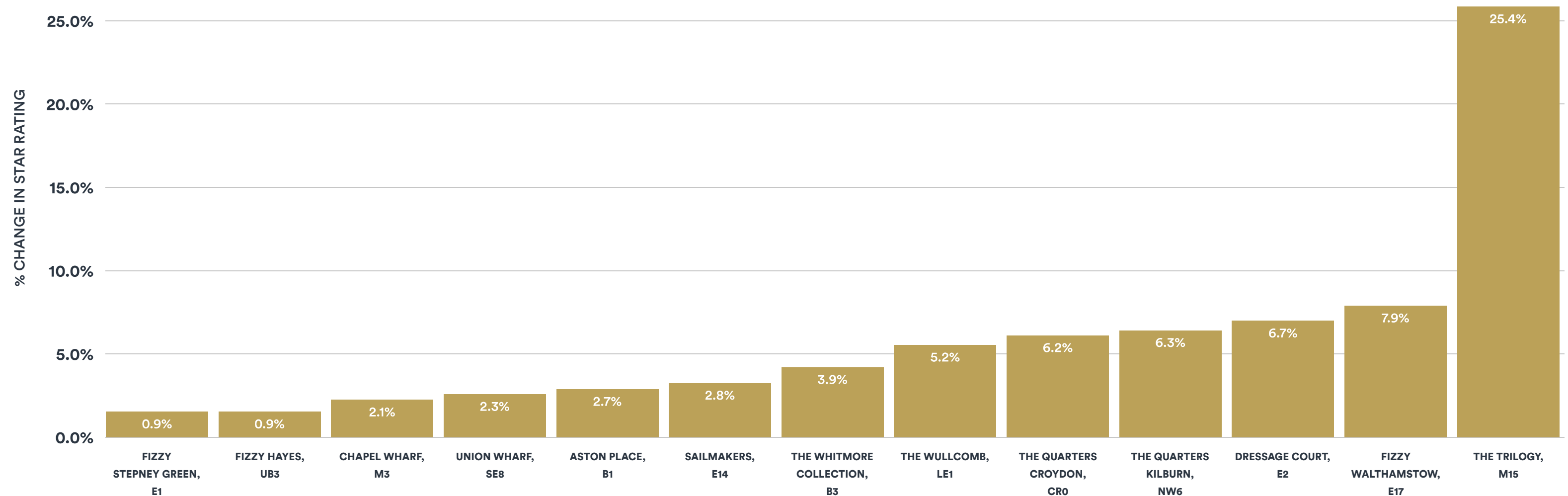
# COMMUNITIES WITH HIGHEST POSITIVE CHANGE IN OVER THREE YEARS

The Trilogy received near-perfect scores in 2022 across all HomeViews categories. The most common themes mentioned by residents were that they loved the gym, location and the friendly staff. They also said that the building had a great sense of community and atmosphere. 100% of residents rated community at 5/5.

**“I HAVE BEEN RENTING FOR 9 YEARS AND THIS IS BY FAR THE BEST PLACE I HAVE EVER RENTED IN.”**

Grazyna  
Verified resident on HomeViews  
The Trilogy managed by  
Allsop Letting and Management  
Sept 2022

Devs required 100+ verified reviews across the last 3 reports and 20+ in each report to qualify



# VALUE AND MANAGEMENT DRIVE THE MOST SIGNIFICANT RATINGS DROPS

WE ALSO ANALYSED RATINGS FOR THOSE BTR COMMUNITIES THAT SAW SCORES DROP THE MOST OVER THE PAST 3 YEARS

## KEY DRIVERS FOR REDUCED OVERALL RATINGS

- **3.5% FOR MANAGEMENT**
- **2.4% FOR VALUE**
- **1.6% FOR FACILITIES**
- **1.2% FOR DESIGN**
- **1.0% FOR LOCATION**

Location and design are factors that change little, and ratings are least impacted. Meanwhile, scores attributed to perception of service and value have fallen the most.

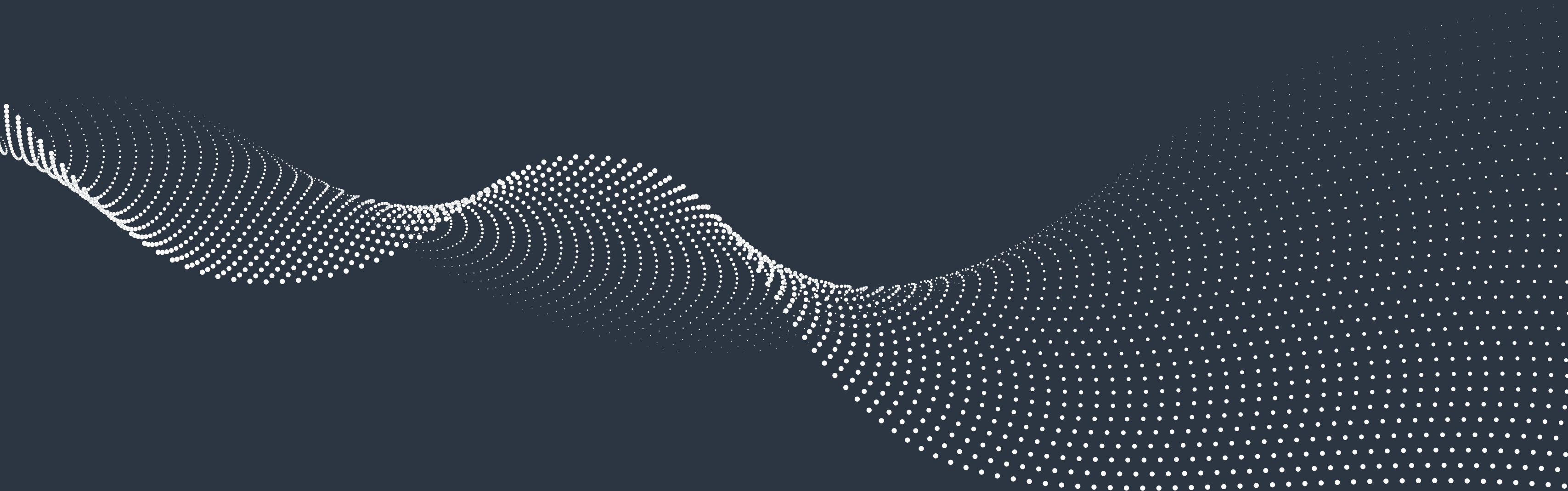
**“DEALING WITH MANAGEMENT IS AWFUL. EVERY REPLY TO A COMPLAINT IS A DIPLOMATIC REPLY THAT RESOLVES NOTHING.”**

**“THEIR RENTS HAVE GONE UP BY ABOUT 25% OVER THE LAST 3 YEARS. DEFINITELY NOT GOOD VALUE FOR MONEY, YOU ARE BETTER OFF WITH A DIFFERENT LANDLORD.”**

Verified BTR Residents on HomeViews

# FACILITIES

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# FACILITIES RATINGS: TOP 10 DEVELOPMENTS

TOP 10 BY FACILITIES SCORE	
THE TRILOGY, M15	5.00
THE KEEL, L3	4.98
VOX, M15	4.97
THE POINT, AB10	4.97
BLACKHORSE MILLS, E17	4.95
THE WHITMORE COLLECTION, B3	4.94
ASTON PLACE, B1	4.91
THE GESSNER, N17	4.88
THE MCEWAN, EH3	4.88
THE RESIDENCES MANCHESTER, M15	4.86

20+ verified reviews required in the 2023 report period

## ALL 10 TOP-RATED DEVELOPMENTS FOR FACILITIES OFFER:



**PET FRIENDLY**



**GYM**



**CONCIERGE**



**EVENTS**

**9 OF THE TOP-RATED DEVELOPMENTS OFFER 24HR ON-SITE MANAGEMENT, COMMUNAL LOUNGES, BIKE STORAGE, WIFI INCLUDED AND AN ON-SITE MAINTENANCE TEAM.**

The top 10 developments by Facilities rating are all apartments advertising an array of first class facilities for their residents. When reading the reviews, what is immediately apparent is not just the array of exceptional facilities on offer but the cleanliness and maintenance of them. In addition, the on-site teams are frequently mentioned in relation to the events and community they help to create. Residents enjoy spending time in the communal areas and engaging with other residents.



### MORE INSIGHTS

VIEW FACILITIES DATA FOR EVERY COMPLETED BTR DEVELOPMENT IN THE UK VIA THE HOMEVIEWS PRO DASHBOARD.

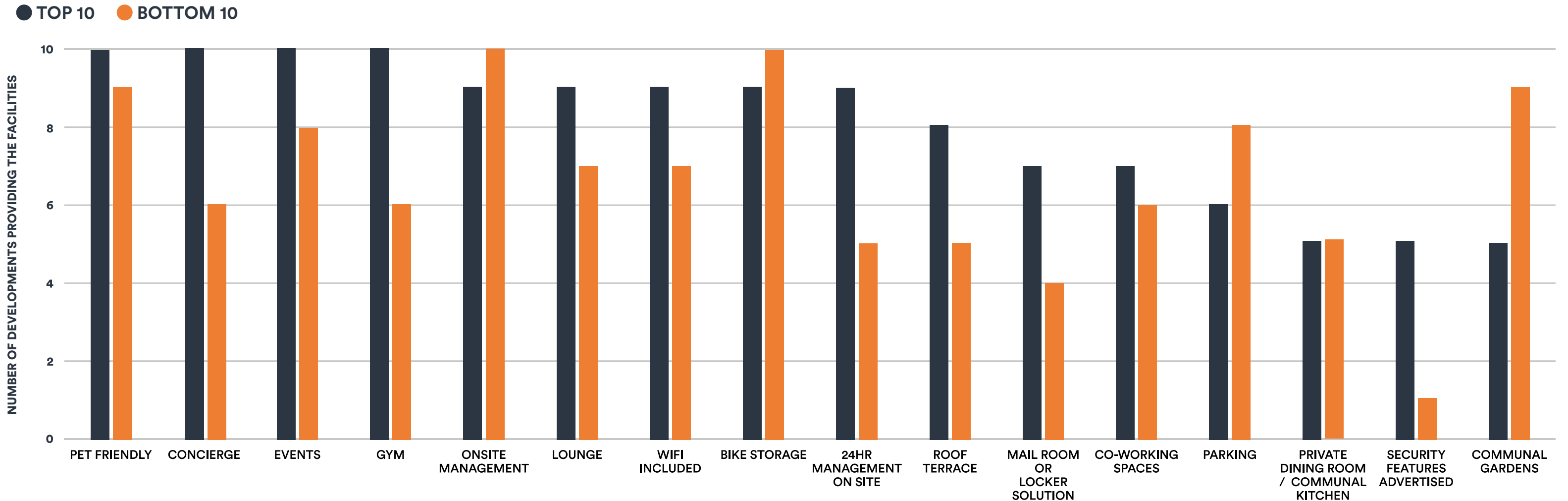
COMPARE FACILITIES INCLUDED WITH HOMEVIEWS FACILITIES RATINGS FOR SPECIFIC BUILDINGS.

ACCESS OUR IN-DEPTH REPORT ON FACILITIES LATER THIS YEAR, AS PART OF YOUR HOMEVIEWS CONTENT SUBSCRIPTION.

**LEARN MORE**

# WHICH FACILITIES DO RESIDENTS VALUE?

## COMPARISON OF FACILITIES ADVERTISED BY TOP 10 / BOTTOM 10 BTR DEVELOPMENTS BY FACILITIES RATING

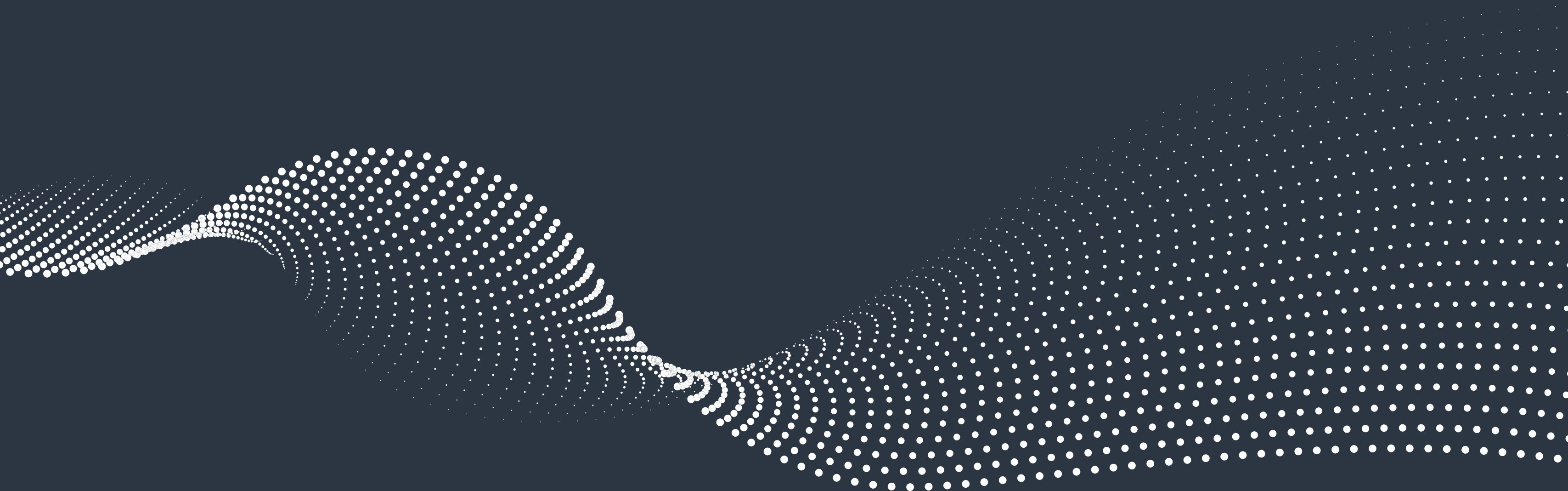


A wider range of facilities are offered – from running tracks to games rooms. Here we include facilities where a minimum of five developments have advertised it.



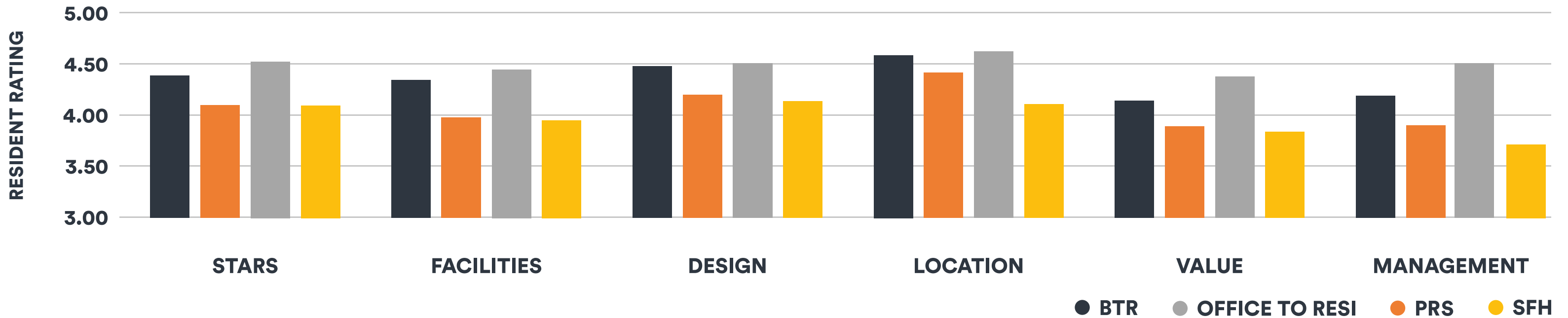
# DESIGN

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# DESIGN: IS OFFICE TO RESI A SUCCESS STORY?

## BUILDING DESIGN TYPE



HomeViews categorises each development as Purpose Built BTR, PRS, Office to Resi or Single Family Housing.

Permitted Development may have given Office to Resi a bad name, particularly for Build to Sell schemes. However, Office to Resi is leading the way alongside purpose-built BTR schemes – even just winning out on the Design score.

Repurposed schemes are often located in central locations with easy access to local amenities. Proactive management and responsive maintenance are also frequently mentioned in reviews, which is reflected in the high management scores.



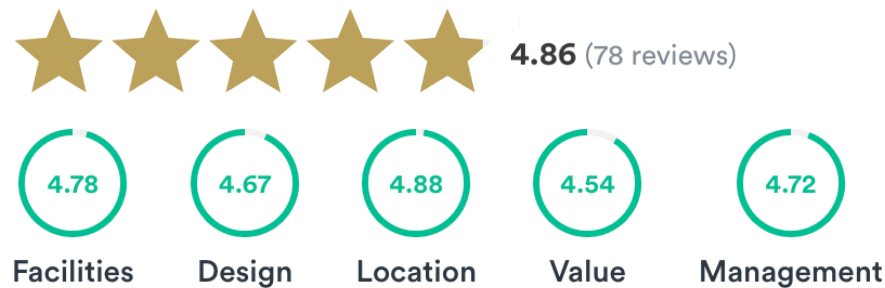
### MORE INSIGHTS

MEASURE RESIDENT SENTIMENT FOR BUILDINGS VIA KEYWORD SEARCH OR POPULAR MENTIONS TOOLS. USE SEARCHES LIKE HEAT, NOISE OR LIGHT AND COMPARE AGAINST DESIGN RATINGS TO IDENTIFY KEY SELLING POINTS OR ISSUES.

[LEARN MORE](#)

# OFFICE TO RESI CASE STUDY

THE KEEL, LIVERPOOL,  
MANAGED BY ALLSOP LETTINGS AND MANAGEMENT



Scores from the 2023 reporting period.

Previously an HMRC tax office, The Keel overlooks the Queen’s Dock in Liverpool. Comprising 240 apartments overlooking the River Mersey, The Keel’s residents benefit from waterside views, onsite concierge and a private residents’ gym.

It was renovated in 2015 by investors Moorfield Group and developers Glenbrook Properties. Currently the second highest rated development in Liverpool, residents praise how the character of the building has been maintained, with home working spaces and high ceilings offering plenty of light.

**“IT’S TALL, AND WINDOWS ARE ABSOLUTELY MASSIVE WHICH ALLOWS A LOT OF LIGHT IN. I GET QUITE DEPRESSED IF THE APARTMENT IS DARK AND EVEN THROUGH THE WINTER I HAVE HAD LIGHT MOST DAYS. I RARELY HEAR PEOPLE AND IT’S ONLY DURING EVENTS LIKE HALLOWEEN WHERE IT GETS LOUD SO APARTMENTS ARE WELL INSULATED.”**

Manoj

Verified resident on HomeViews at The Keel by Allsop Lettings and Management

Oct 2022

**“THE BUILDING WAS ORIGINALLY AN OFFICE BUILDING HOWEVER THE DESIGN WORK PUT IN TO CREATING THESE BEAUTIFUL APARTMENTS IS ASTONISHING. THE LEVEL OF HARD WORK GOING IN TO THE MAINTENANCE IS FANTASTIC. THE KEEL COMMUNITY APP HAS HELPED WITH HIGHLIGHTING ANY ISSUES AND WORK TO MITIGATE FUTURE ISSUES HAS BEEN FAST AND EFFICIENT.”**

Becca W

Verified resident on HomeViews at The Keel by Allsop Lettings and Management

Oct 2022

**“THE FACILITIES AND DEVELOPMENT ARE AMAZING. ALL OF THE ROOMS ARE LARGE AND SPACIOUS, WITH HIGH CEILINGS, THE ONSITE GYM IS MODERN, THE RECEPTION AREA MAKES A WELCOME IMPRESSION, AND THE COWORKING ROOMS ARE A NICE ADDED TOUCH! IT HAS A UNIQUE CHARACTERISTIC TO IT WHICH HAS EMBODIED PARTS OF THE OLD HMRC BUILDING, WHILST ADDING A MODERN TWIST.”**

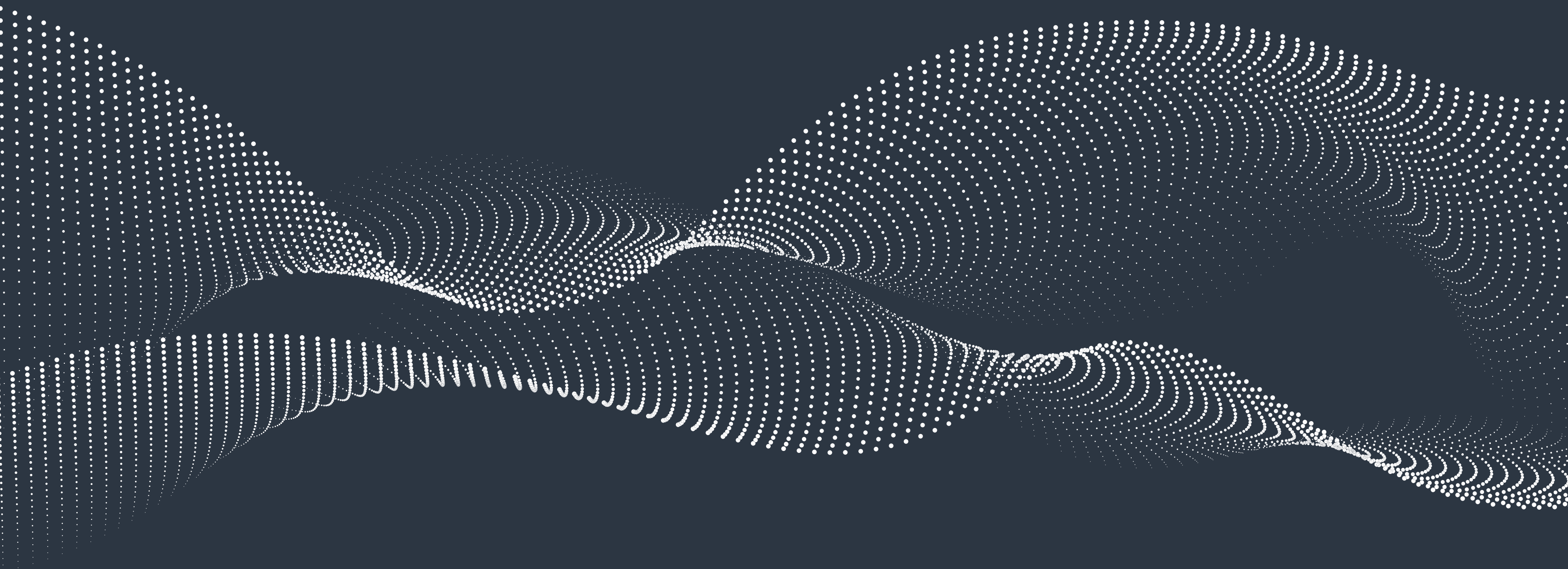
Jamie Woods

Verified resident on HomeViews at The Keel by Allsop Lettings and Management

Oct 2022

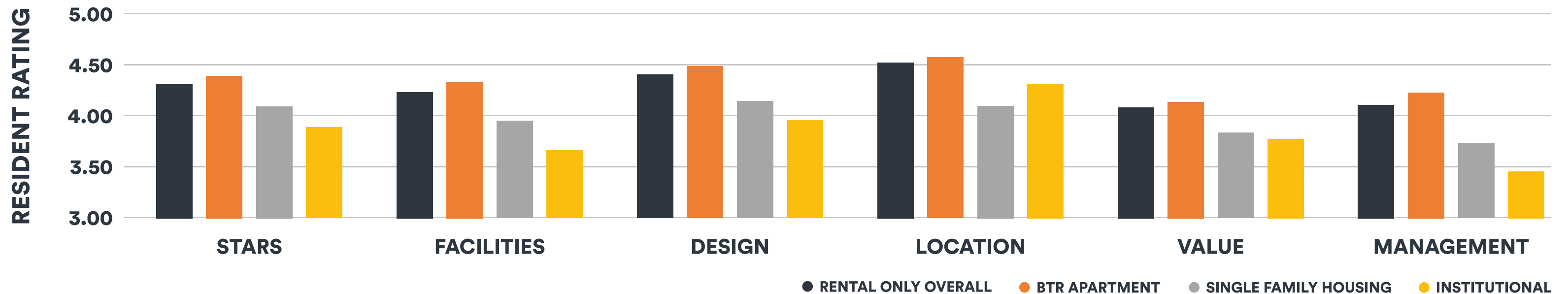
# RENTAL ONLY SUB-GROUPS

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# BTR APARTMENTS LEAD THE WAY IN RESIDENT SATISFACTION

## SUB-GROUP BENCHMARKS FOR RENTAL ONLY DEVELOPMENTS



**BTR APARTMENTS ARE TYPICALLY IN CITY CENTRES AND ARE OFTEN CHARACTERIZED BY A WEALTH OF FACILITIES. AS A RESULT THEY ARE RATED HIGHER THAN SINGLE FAMILY HOUSING AND INSTITUTIONALLY OWNED AND MANAGED DEVELOPMENTS.**

BTR Report period: Verified tenants 16/10/2021 – 16/10/2022 only  
 Sub-Benchmarks are bespoke to this report only

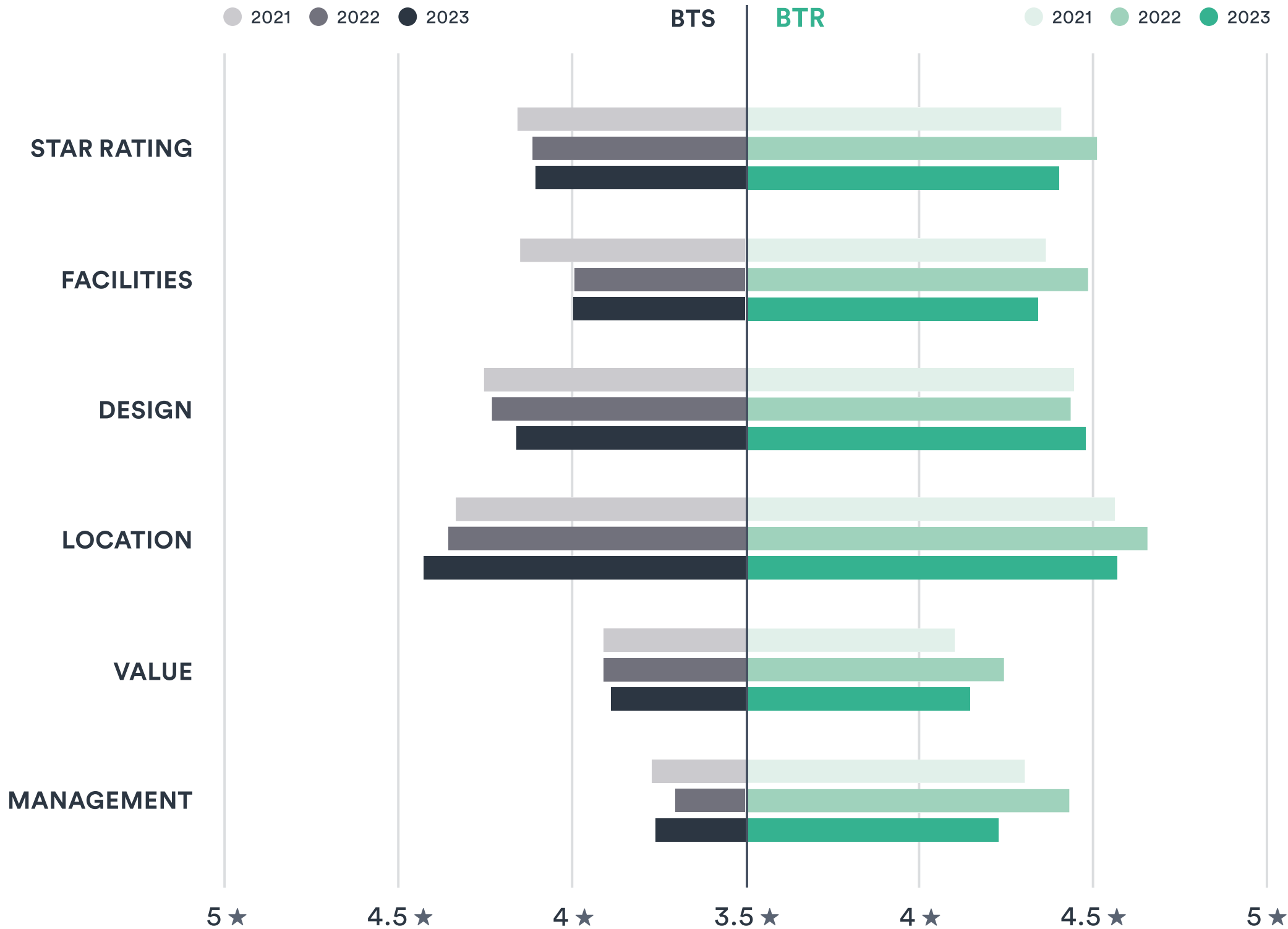


### MORE INSIGHTS

FIND OUT MORE ABOUT HOW SINGLE FAMILY HOUSING IS PERFORMING COMPARED WITH NEW BUILD OWNERSHIP AND THE REST OF THE RENTAL-ONLY SECTOR IN THE EXPANDED *2023 BUILD TO RENT REPORT*.

[LEARN MORE](#)

# BTR APARTMENT VS. BTS APARTMENT TENANT RATINGS



**FOR THE LAST THREE YEARS, BTR APARTMENT TENANT RATINGS HAVE OUTPERFORMED TENANT RATINGS IN COMPARABLE BTS APARTMENTS.**

**homeviews** PRO

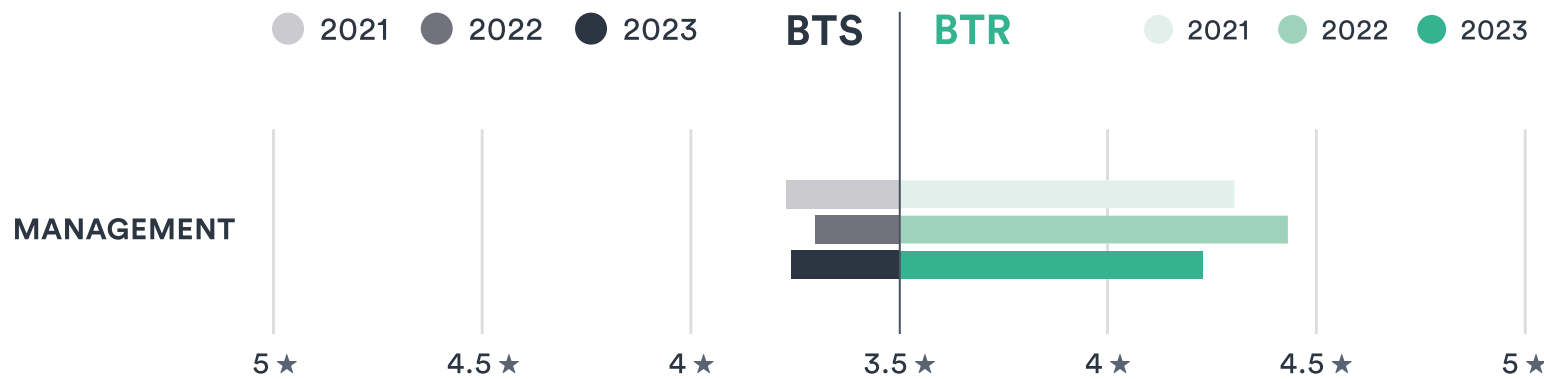
**MORE INSIGHTS**  
 QUANTIFY RESIDENT TRENDS ACROSS THE UK AND SEGMENT BY AREA, SECTOR, DEVELOPMENTS AND COMPANIES OVER TIME.

**LEARN MORE**

# MANAGEMENT CRUCIAL TO BTR SUCCESS

Of all the review categories, Management remains the biggest differential between BTR and tenants in BTS.

However, whereas the other categories have returned to the ratings of two years ago for BTR, Management has dropped lower than it was in our 2021 report.



**“I FEEL AS THOUGH THE MANAGEMENT IS STRETCHED THIN WHICH CONTRIBUTES TO A LACK OF SERVICE AT TIMES.”**

**“I UNFORTUNATELY HAVE TO REMOVE MY POSITIVE REVIEW AND GOOD PRAISE I’VE BEEN SPREADING ABOUT THE BUILDING AFTER MONTHS OF DIFFICULT MANAGEMENT FOR MANY RESIDENTS.”**

**“THE PROPERTY MANAGEMENT HAS IMPROVED BECAUSE OF THE APP HOWEVER, THERE IS STILL A LAG TIME IN GETTING BASIC REQUESTS DONE.”**

Verified Residents on HomeViews

**“WE HEAR FROM OUR PARTNERS THE CHALLENGES OF PORTFOLIOS SCALING, ECONOMIC CLIMATE PRESSURES AND STAFF SHORTAGES.**

**“IN OUR EXTENDED BUILD TO RENT REPORT (LAUNCHING IN MAY) WE WILL EXPLORE THE FACTORS AND REGIONS THAT ARE DRIVING THIS DROP AND HOW THE WEIGHTING OF RESIDENT REVIEWS HAVE CHANGED IN THE PAST YEAR.”**



Hannah Marsh  
Co-founder of HomeViews



### MORE INSIGHTS

SEE HOW RATINGS CHANGE ACCORDING TO RESIDENT TYPE, INCLUDING OWNERS, TENANTS, BTR TENANTS AND SHARED OWNERS ON HOMEVIEWS PRO.

[LEARN MORE](#)

# RESIDENT DEMOGRAPHICS

## BTR RESIDENT AGE HAS SLIGHTLY INCREASED COMPARED WITH THE PREVIOUS YEAR

In our 2022 report, 77% of our data sample reviews were from residents aged 18-34 yrs. This year that number dropped to 73%.

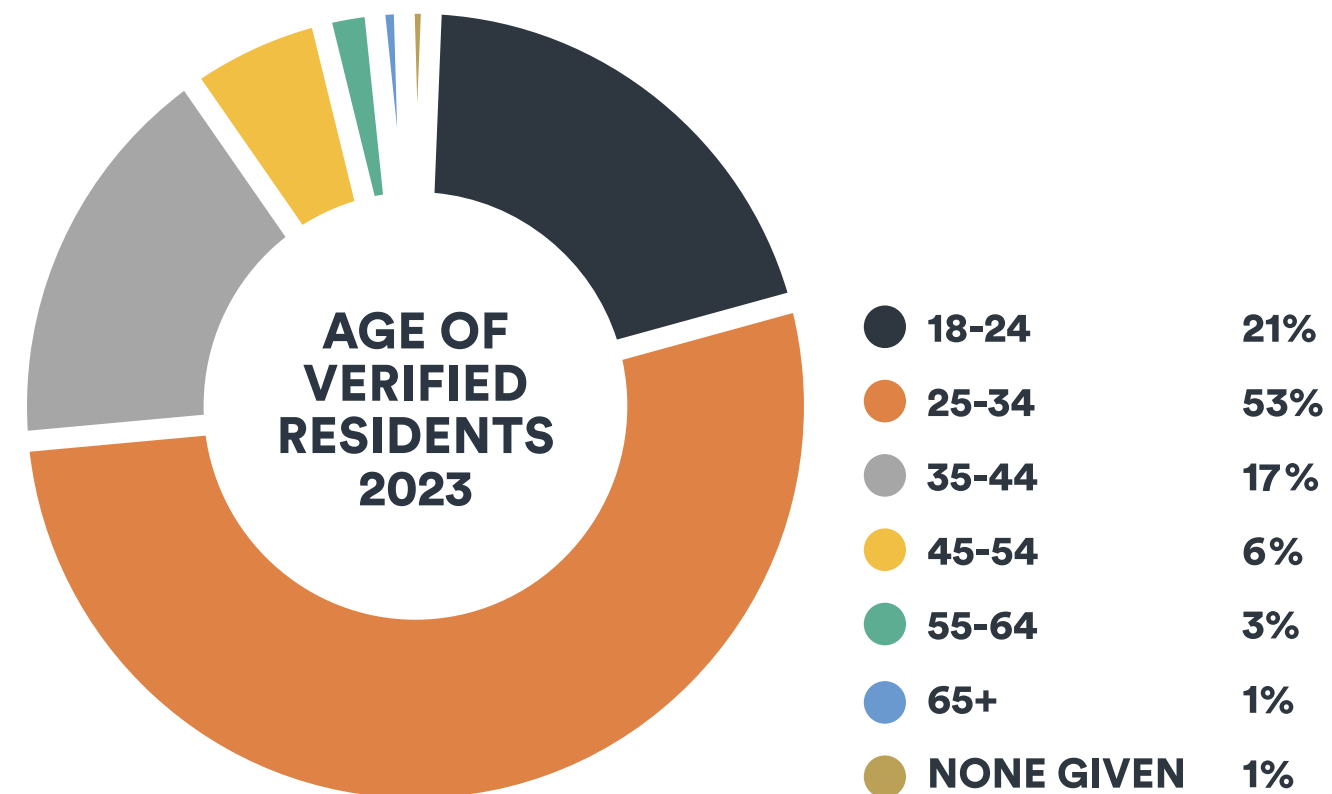
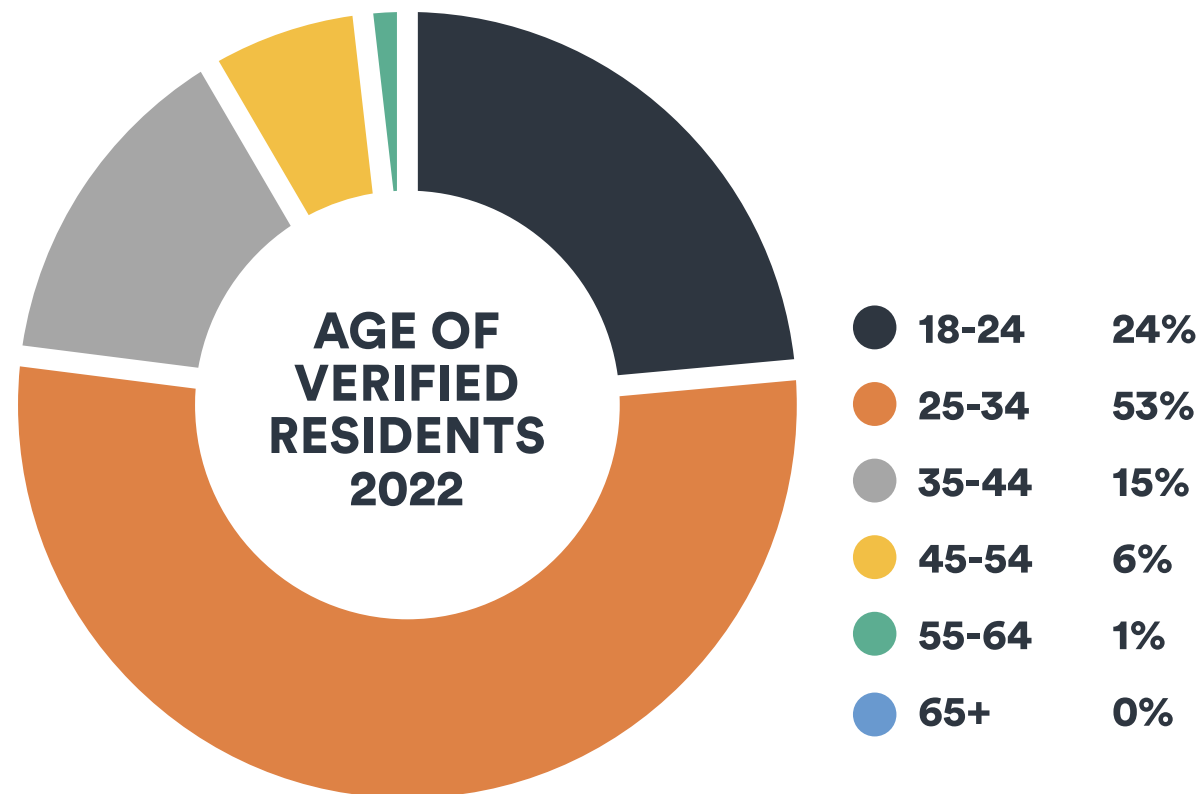
The BTR age range is consistent with other data sources, such as the recent BPF report *Who Lives in Build to Rent?* and reflects a greater focus on retirees, families and Single Family Housing for the Build to Rent sector.



### MORE INSIGHTS

HOW ARE AGE DEMOGRAPHICS AFFECTING THE WAY RESIDENTS RATE THEIR HOMES? FIND OUT MORE IN OUR EXTENDED *2023 BUILD TO RENT REPORT*.

[LEARN MORE](#)





# GET YOUR EXTENDED 2023 BUILD TO RENT REPORT TO LEARN:

HOW DOES SINGLE FAMILY HOUSING COMPARE WITH THE WIDER RENTAL-ONLY SECTOR?

HOW DOES SINGLE FAMILY HOUSING COMPARE WITH NEW BUILD OWNERSHIP?

HOW DO RATINGS VARY BETWEEN URBAN AND SUBURBAN AREAS?

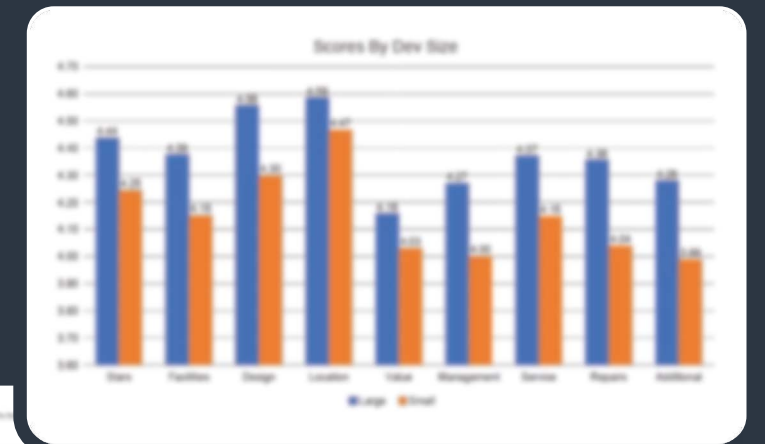
HOW DOES LONDON COMPARE WITH THE REST OF THE UK?

HOW DOES THE SIZE OF A DEVELOPMENT AFFECT ITS PERFORMANCE?

HOW DOES THE SIZE OF AN OPERATOR AFFECT ITS PERFORMANCE?

HOW ARE AGE DEMOGRAPHICS AFFECTING THE WAY RESIDENTS RATE THEIR HOMES?

## EXCLUSIVE TO HOMEVIEWS PRO SUBSCRIBERS



FIND OUT MORE ABOUT HOMEVIEWS DATA AND CONTENT PACKAGES

# WHAT CAN TENANT BEHAVIOUR ON RIGHTMOVE TELL US ABOUT BUILD TO RENT?

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REPORT PARTNER **rightmove** 

# WHERE ARE PROSPECTIVE TENANTS COMING FROM?

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rightmove 

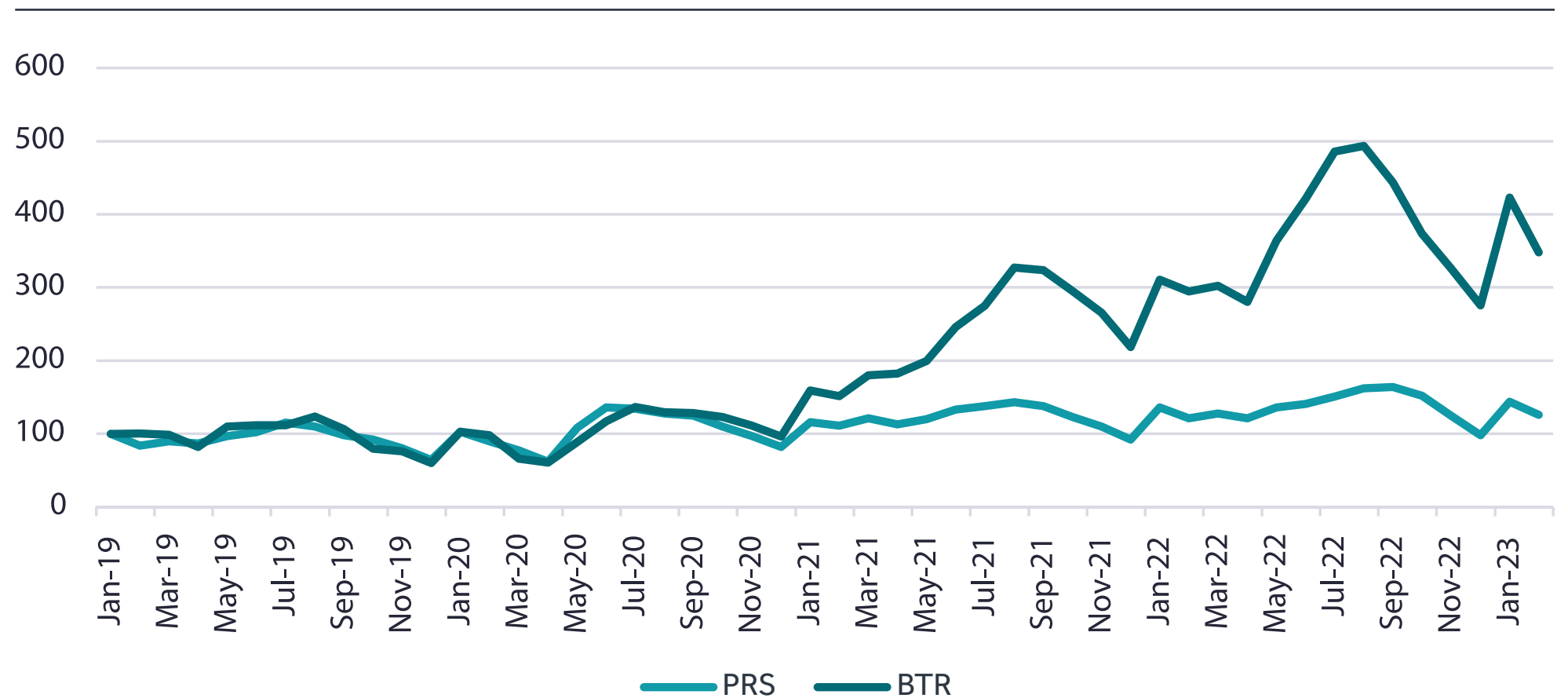
# DEMAND HAS RAPIDLY INCREASED IN BOTH THE PRS AND BTR

The number of tenants looking for a home, or ‘tenant demand’, has risen rapidly across both the PRS and BTR sectors since the pandemic began. At the start of this year, demand in the PRS was 44% higher than four years ago, however it was 323% higher in BTR over the same period.

The unique ‘Built for Renters’ listing on Rightmove has helped to increase awareness and education of the sector, making BTR homes stand out.

Enquirers to the BTR sector still make up a small proportion of those looking in the rental market, and it should be noted that we have seen strong growth in the number of BTR homes being advertised. However, this data does demonstrate that as more BTR homes become available, tenants are actively responding to the offering and interest in the sector is growing significantly.

**INDEXED TENANT ENQUIRERS TO PRS & BTR**



# TENANTS ARE MOVING FROM FURTHER AWAY TO FIND A BTR HOME

Our latest data shows that tenants are willing to move further away from where they currently live in order to move to a BTR home, compared with a home in the PRS. At the beginning of 2023, nearly one in five leads (19%) into BTR operators came from a tenant living more than 50km away, compared with 14% in the PRS.

Rightmove research also shows that the majority of renters (77%) search in more than one area when looking for their next home, meaning that operators need to ensure their marketing is visible in several areas outside of where their development is located.

**PROPORTION OF DEMAND THAT COMES FROM OVER 50KM AWAY**

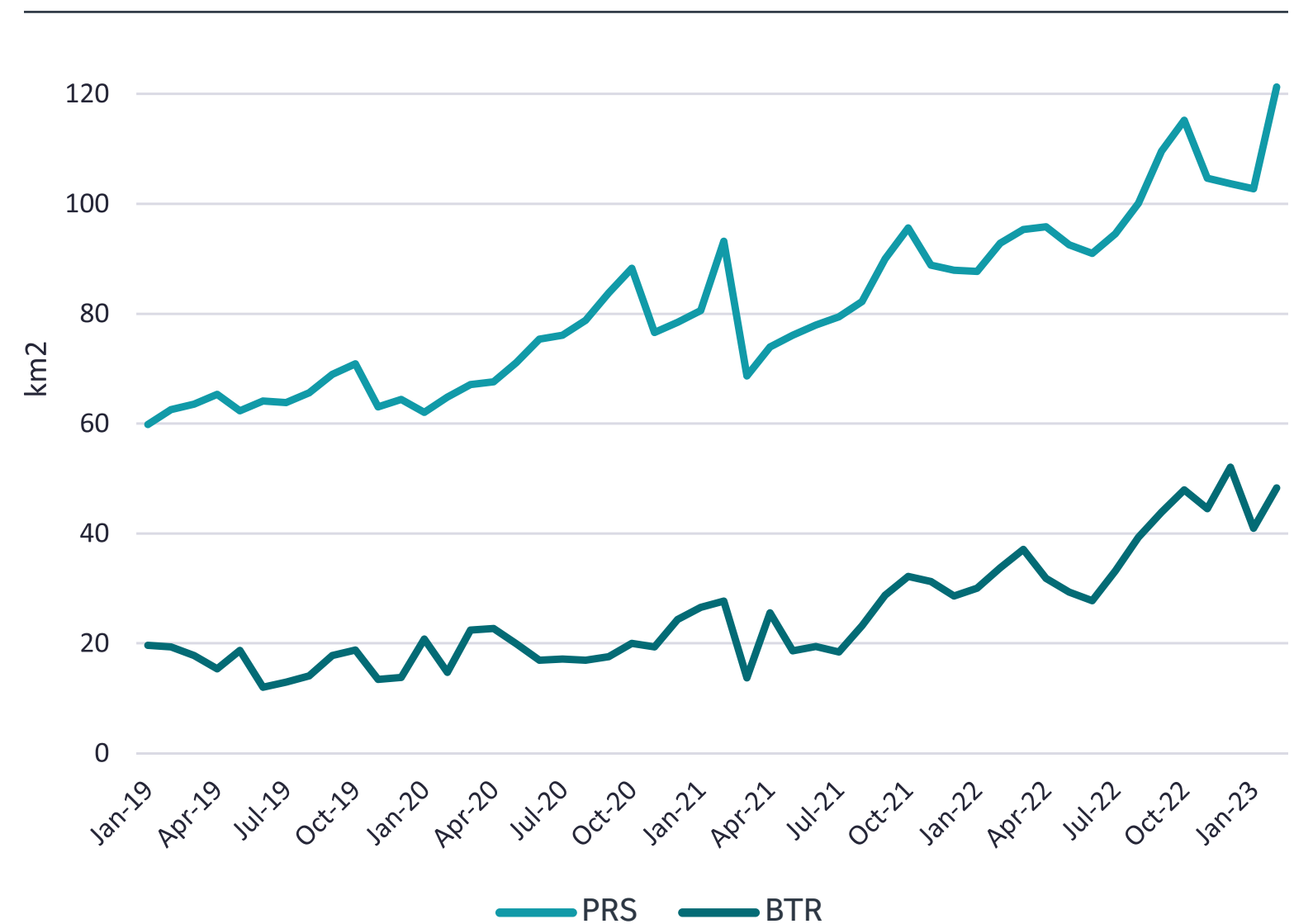


# HOWEVER, THEY HAVE A MORE FOCUSED SEARCH AREA

The data shows the spread of areas someone only looking for a BTR home considers is more focused than tenants looking in the PRS. While it has increased over time, the average search area for a tenant looking in the PRS is 121km<sup>2</sup>, compared with 48km<sup>2</sup> for BTR.

This reflects the more concentrated location of BTR developments in city centres, but also suggests tenants who are looking specifically for a BTR home are more likely focus their search on similar properties across a smaller area even if they need to travel further to get there.

## AVERAGE SEARCH AREA OF ENQUIRIES



# WHAT TYPE OF HOMES ARE TENANTS LOOKING FOR - HOW DOES THIS AFFECT PRICE?

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rightmove 

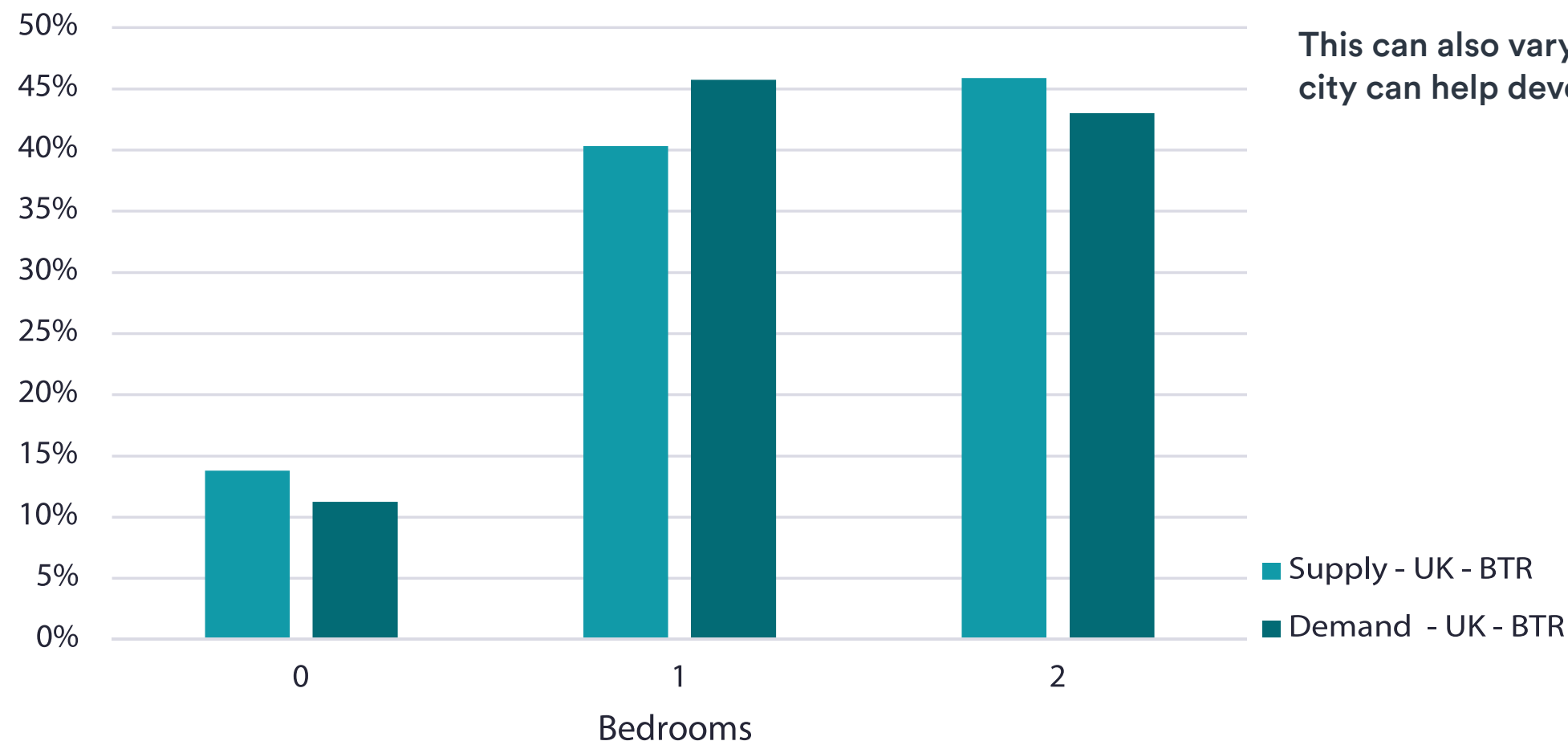
SOURCE: RIGHTMOVE DATA SERVICES

HOMEVIEWS 2023 BUILD TO RENT REPORT IN PARTNERSHIP WITH  rightmove

 **homeviews** INSIGHTS

# UNDERSTANDING DEMAND AND SUPPLY CAN HELP DEVELOPERS TO PLAN

## HOW DOES SUPPLY COMPARE WITH TENANT DEMAND ACROSS THE UK?

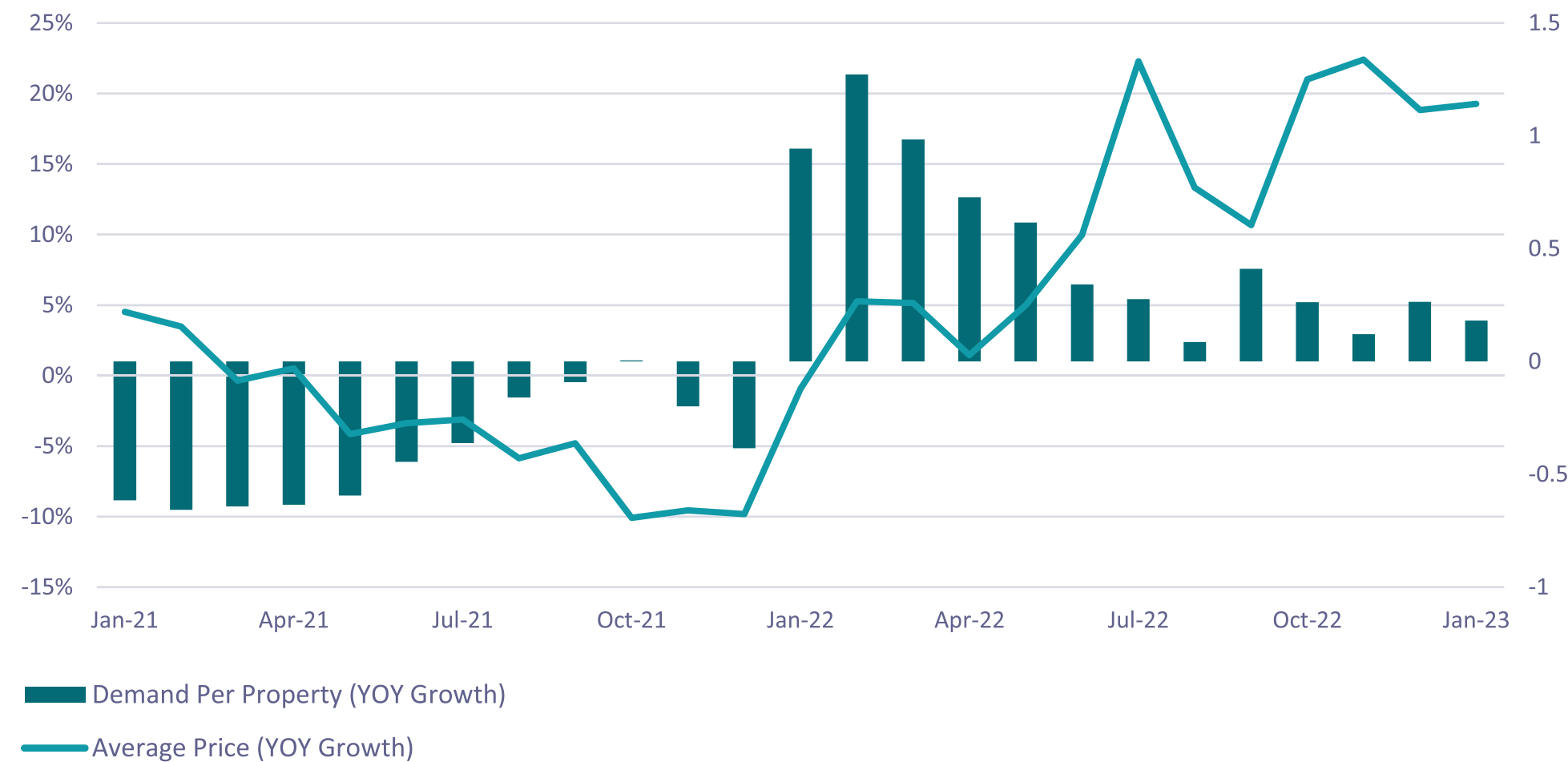


Data from the beginning of the year shows demand for one bedroom homes outweighs supply, whereas there is a better balance between demand and supply for studio and two bedroom apartments.

This can also vary from area to area, and understanding tenant priorities in a city can help developers to plan ahead.



# SUPPLY AND DEMAND CAN BE A LEAD INDICATOR OF PRICE



The relationship between supply and demand, or ‘demand per property’ is one of our key lead indicators to help predict where prices may go. The more out of kilter demand and supply get, or in other words, the higher demand per property gets, the more likely it is that we’ll see increased rents.

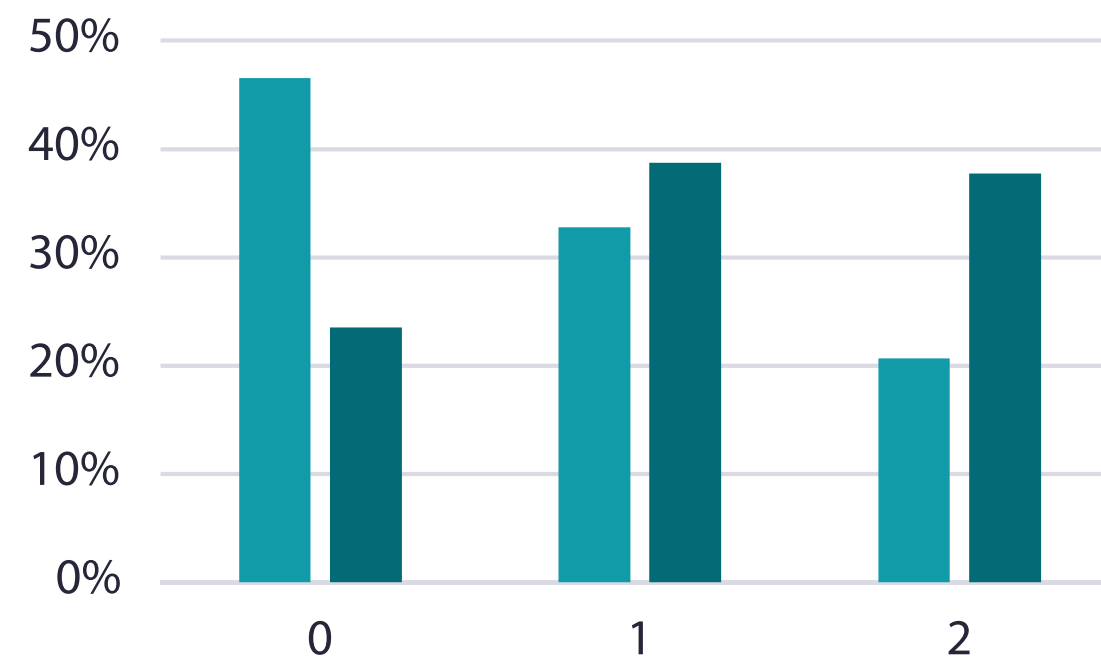
In this chart, as demand per property increases, average asking rents soon follow a few months later. After a leap in demand per property this time last year, and the subsequent pressure on prices in the summer, the trend looks to be stabilising.

# SUPPLY AND DEMAND CAN VARY BY CITY, AND CHANGE OVER TIME

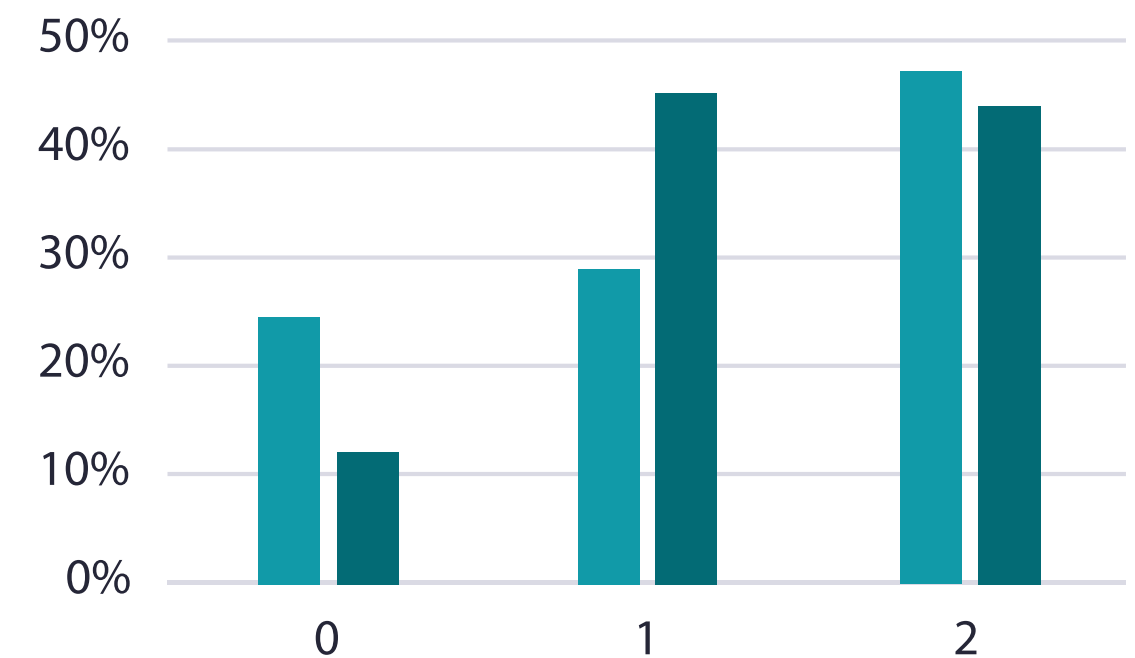
Let's look at Leeds as an example. At the beginning of 2022, there was an undersupply of two bedroom properties compared with tenant demand, while there was a better balance for one bedrooms.

Now, that has changed. There is a better balance between supply and demand for two bedroom apartments in Leeds, while a bigger proportion of demand is going towards one bedroom homes, meaning it is likely to feel more difficult for someone to secure this type of property... (continued)

**SUPPLY AND DEMAND DISTRIBUTION - LEEDS CITY CENTRE – JAN 22**



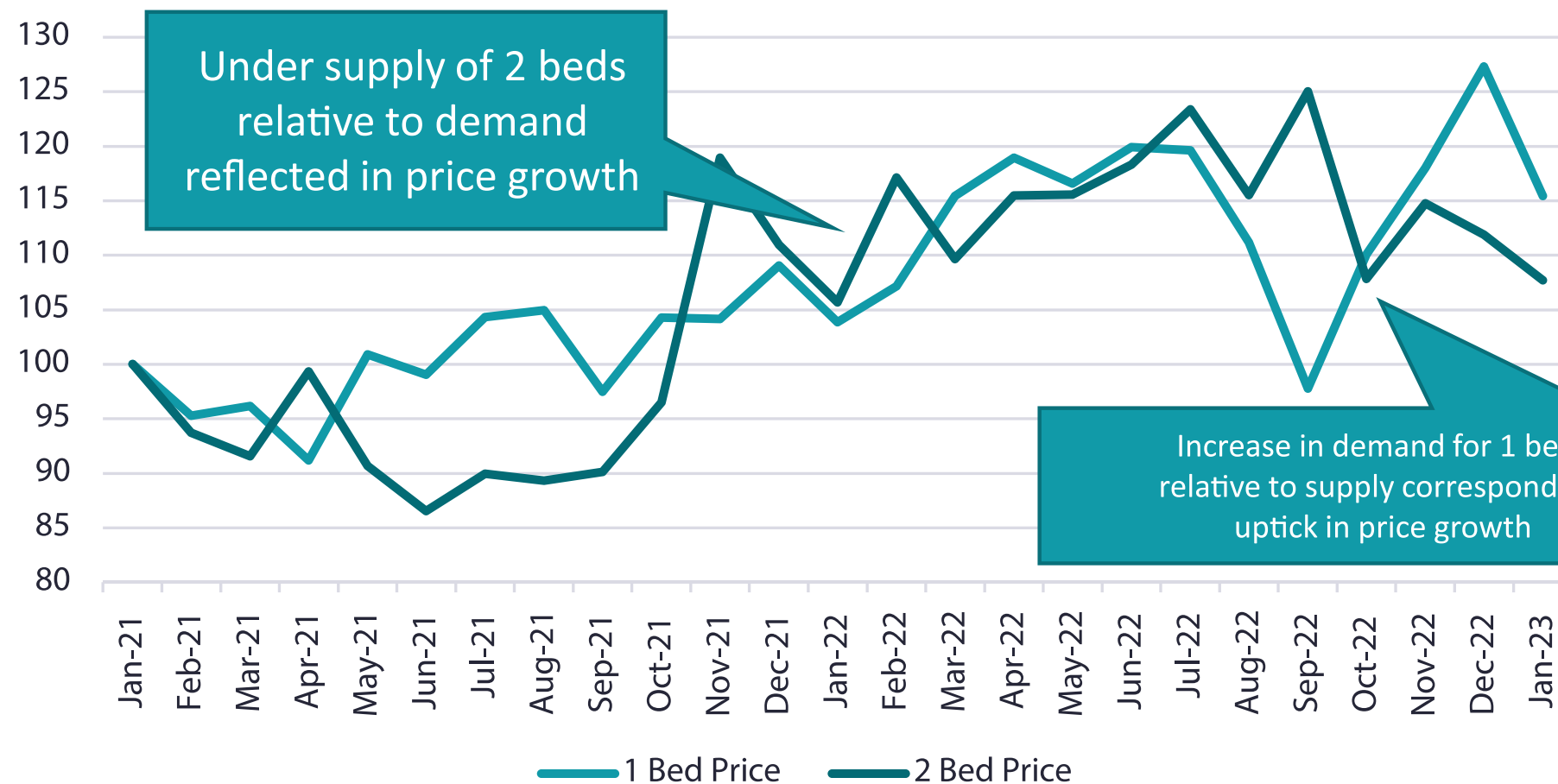
**SUPPLY AND DEMAND DISTRIBUTION - LEEDS CITY CENTRE – JAN 23**



- Supply - Leeds City Centre - BTR
- Demand - Leeds City Centre - BTR

# ...AND THE DYNAMIC OF SUPPLY AND DEMAND CAN IMPACT PRICES

## INDEXED AVERAGE ASKING PRICE CHANGE FOR BTR 1 & 2 BED HOMES IN LEEDS



...and this has an impact on rents. You can see on this chart that, where demand for one bedroom homes has outweighed supply in Leeds, this has been reflected in increased rents. Whereas a better balance of supply and demand in two bedroom homes has led to a flatter price trend.

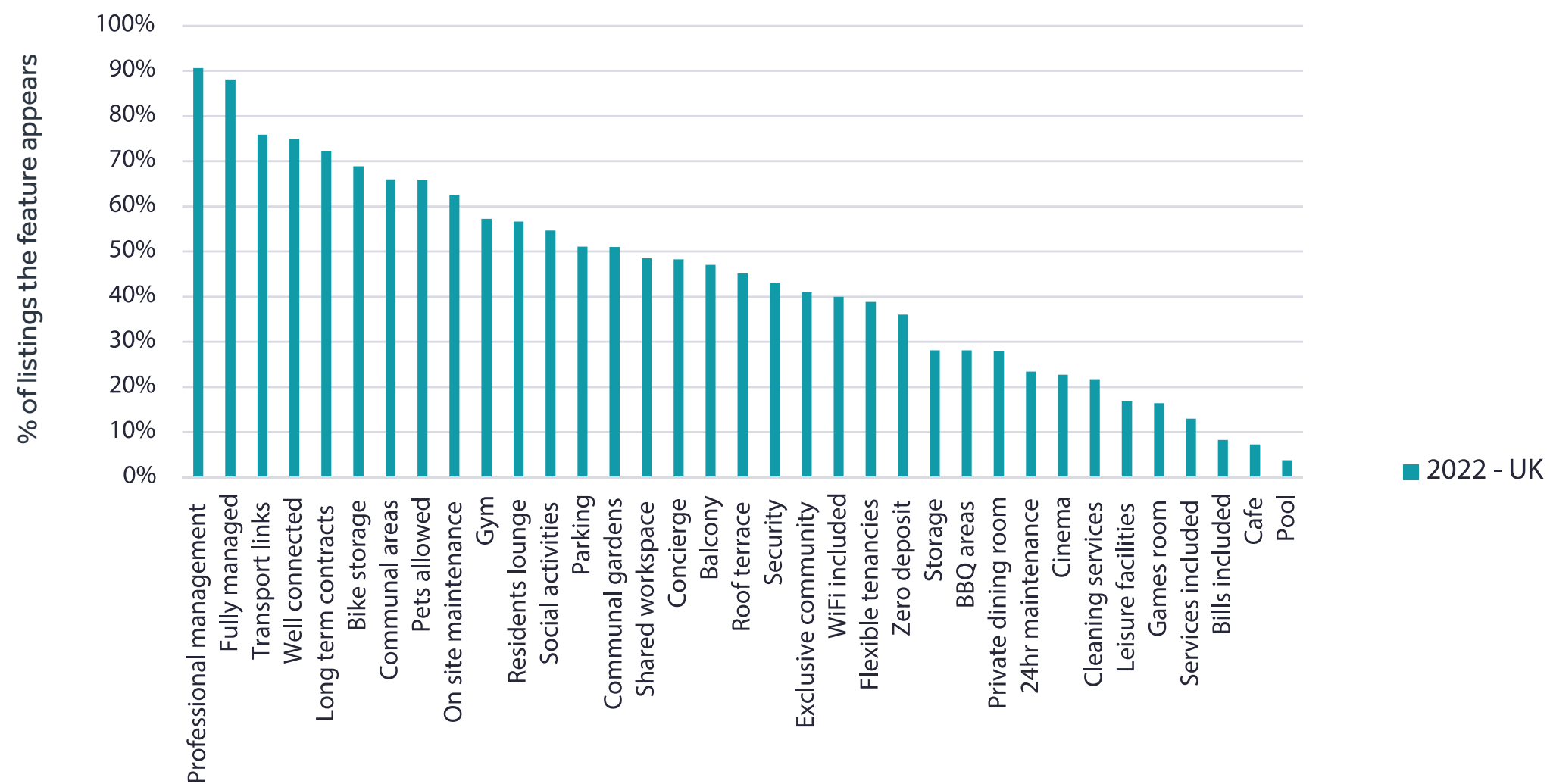
# WHAT FEATURES ARE MOST IMPORTANT TO TENANTS?

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rightmove 

# WHAT FEATURES MOST COMMONLY APPEAR IN BTR LISTINGS?

## MOST COMMON FEATURES IN DEVELOPER LISTINGS IN 2022

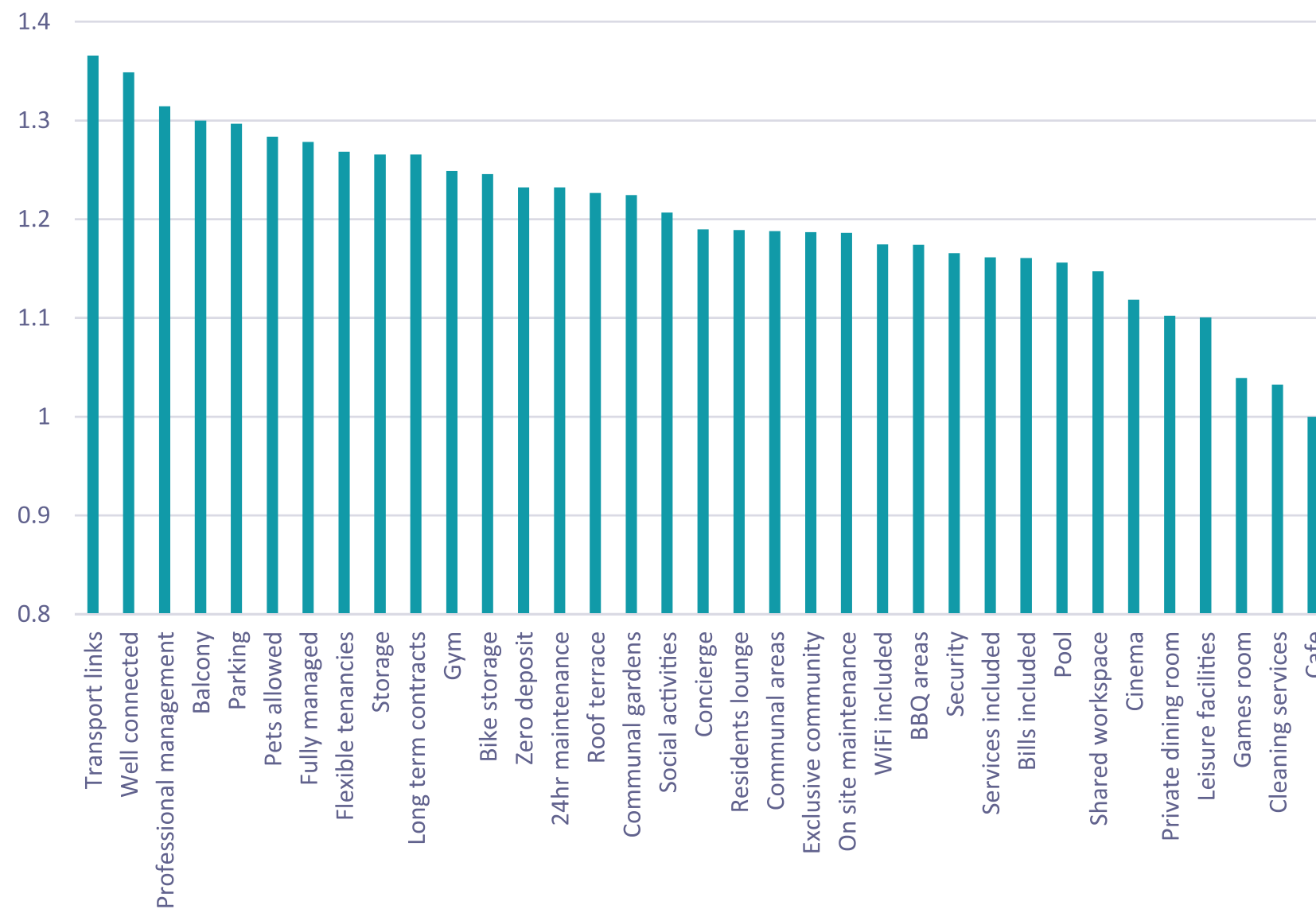


Our data shows that service features such as professional management, being fully managed, and having good transport links are the most common features that operators highlighted in their listings last year.

By contrast, physical features which can be part of a development, such as a cinema, games room and pool appear less frequently.

# DOES THIS MATCH WITH THE FEATURES THAT ATTRACT TENANTS TO ENQUIRE?

## TENANT ENQUIRIES TO EACH LISTING PER DAY, INDEXED



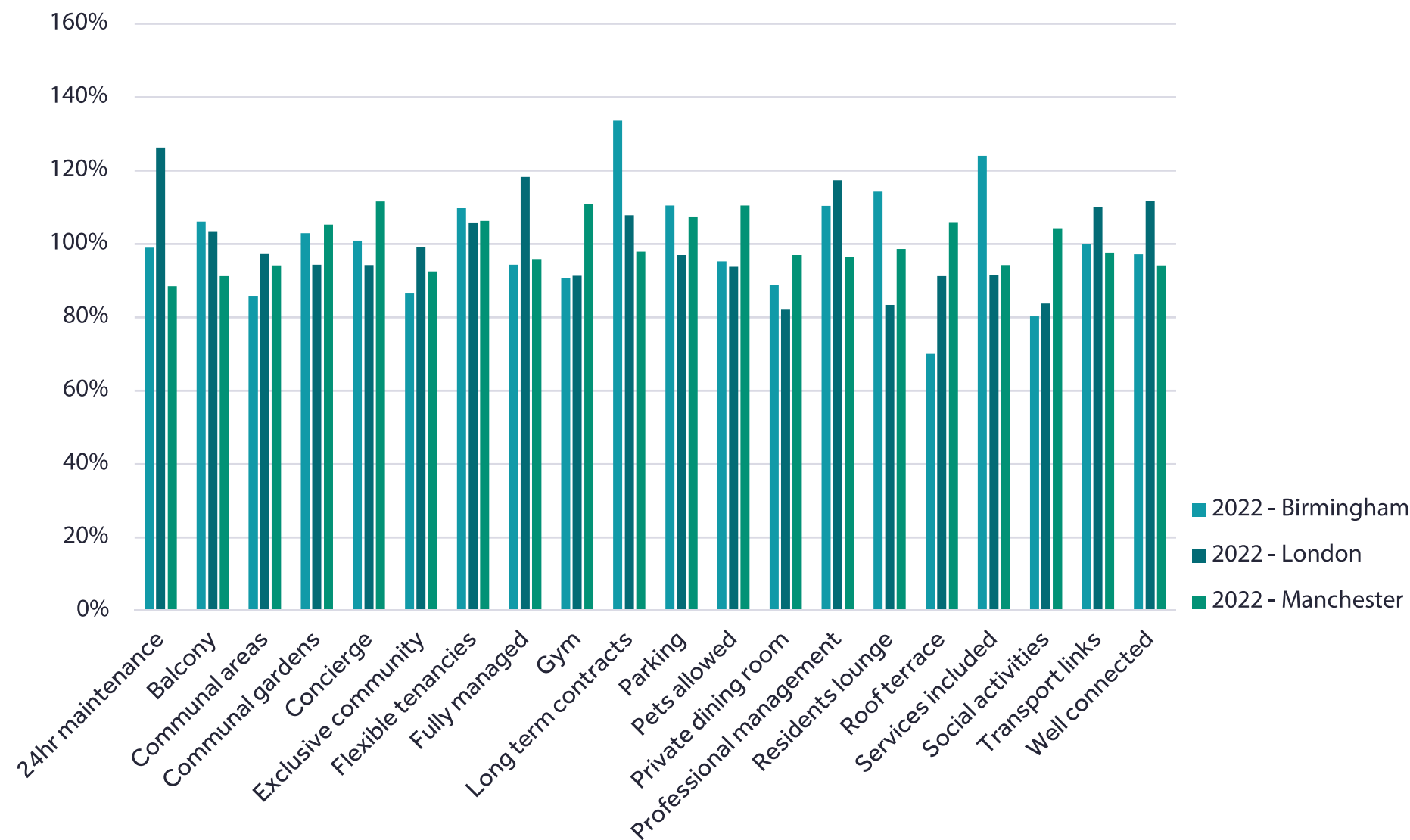
This appears to match the features which attract a tenant to enquire. Listings that highlight good transport links, that are well connected, and are professionally managed, generate the most interest from prospective tenants each day.

Listings with rarer features such as a pool, cinema or cafe do not receive as many enquiries per day. However, they are likely to appeal to the smaller group of tenants for whom these features may be higher up the priority list.

This identifies some opportunities to consider. For example, although less than half of listings mention a balcony, those that do, generate the fourth highest enquiries from tenants per listing.

# HOW DOES THIS VARY BY AREA?

## ENQUIRIES TO BTR LISTINGS BY AMENITIES, COMPARED WITH THE AVERAGE LISTING IN THAT AREA

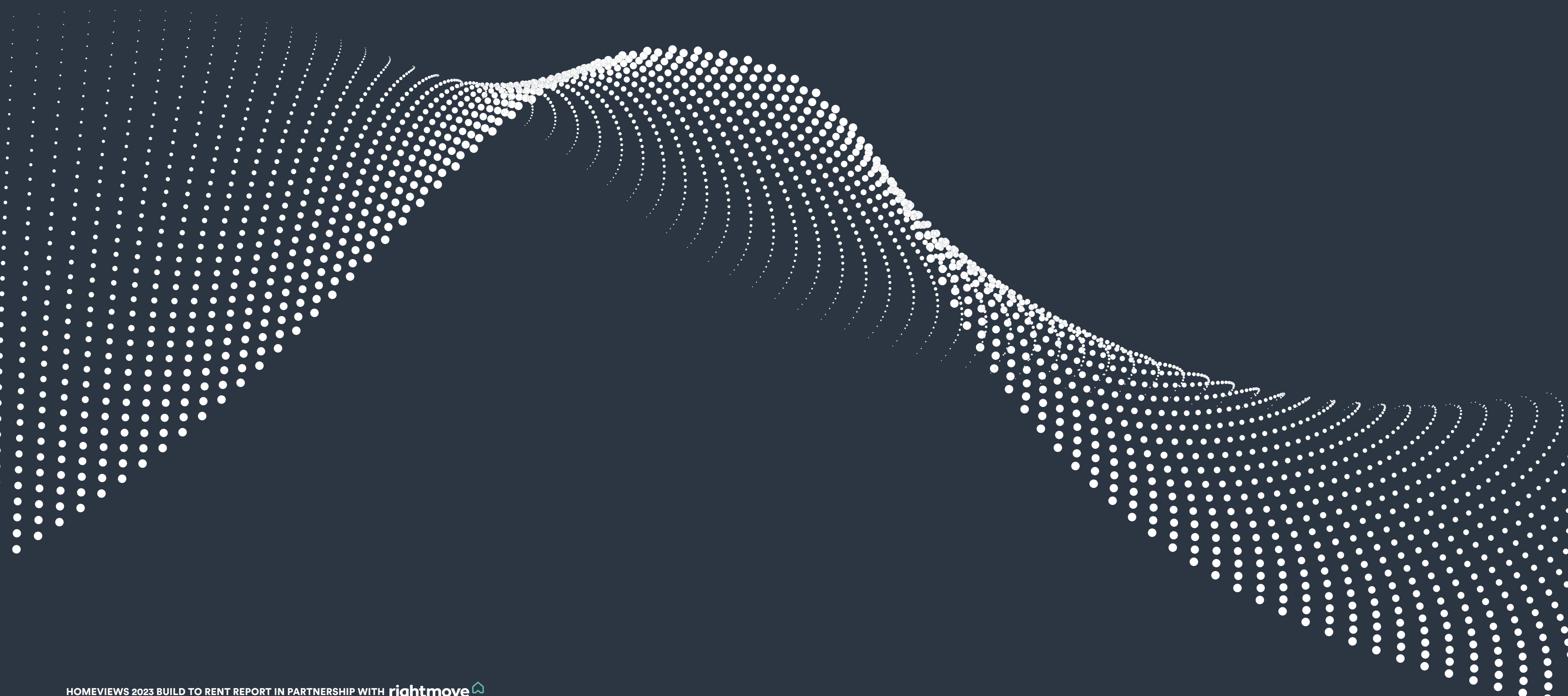


What tenants value most can understandably vary between areas. This chart compares enquiries from tenants to properties in London, Birmingham and Manchester, split by amenities, and compared to the average response to a BTR listing in that area. This accounts for the fact that there is more availability in some cities.

If we use the gym as an example, listings in Manchester that highlight a gym receive a higher than average response from tenants, whereas a gym appears to be lower on the priority list for tenants in London and Birmingham.

# CONTENT PARTNERS

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## IS THERE A LINK BETWEEN RENTS AND RESIDENT SATISFACTION IN THE BUILD TO RENT SECTOR?

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Previous CBRE research highlighted that Build to Rent (BTR) schemes attract premium rents compared with the wider market. We expand on this here, as we, in partnership with HomeViews, look at the drivers of those premiums by focussing on resident satisfaction within the sector. This article gives some insight into the potential link between BTR rents and resident satisfaction ratings.



# IS THERE A LINK BETWEEN RENTS AND RESIDENT SATISFACTION IN THE BUILD TO RENT SECTOR?

We compared rents from 16 operational BTR schemes across London with their resident satisfaction scores as generated by HomeViews verified reviews. For each scheme we considered both the actual rent, and the premium to the embedded rents in the respective borough.

Along with the overall score, we also analysed resident ratings across different categories as defined by HomeViews. These are facilities, design, location, value, and management.

**“THE PROPERTY IS QUITE EXPENSIVE BUT FOR THE SAME PRICE IN CENTRAL LONDON YOU’LL GET SOMETHING THAT’S SO MUCH WORSE IN TERMS OF QUALITY.”**

Verified resident  
review on HomeViews  
10 George Street  
by Vertus  
Sept 2021  
(Top 3 for achieved rents)

## RENTS VS. RATINGS

**THE RESULTS SHOW THAT THERE IS A POSITIVE CORRELATION; SCHEMES WITH HIGHER RENTS GENERALLY REPORTED A HIGHER LEVEL OF SATISFACTION AND HAD HIGHER RESIDENT RATINGS.**

This may be partly self-selecting, with higher rents reflecting a higher level of amenity for example. The top three developments for achieved rent averaged a facilities rating of 4.7 compared to a rating of 4.0 for the three lowest-placed.

AVERAGE PREMIUM	AVERAGE RATING ON HOMEVIEWS
UP TO 25%	4.3
25-50%	4.5
50-75%	4.8
MORE THAN 75%	4.8

## DESIGN THE KEY FACTOR

When broken down by category, the strongest correlation between rent and satisfaction was with ‘design’. This may reflect changing lifestyles since the COVID-19 pandemic, as tenants increasingly value well-designed homes.

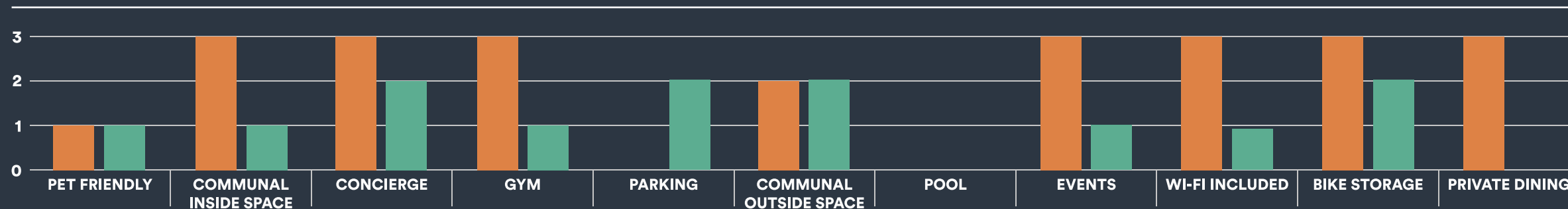
Our Global Live-Work-Shop Report, for example, highlighted that high-quality homes with dedicated space for working from home, are among the most important factors when selecting a property.

The top three developments for achieved rents averaged a design rating of 4.8, compared with an average of 4.3 for the three lowest placed. The top three were all located in Canary Wharf.

There was also a strong correlation between achieved rents and the satisfaction scores for both facilities and location. This is perhaps unsurprising, with better located schemes providing good facilities able to charge higher rents.

Those schemes with the highest rents averaged a facilities and location rating of 4.7 and 4.9 respectively. Conversely, those with the lowest rents averaged 4.0 and 4.3 for the same respective categories. The chart below shows the different facilities offered across the schemes charging the highest and lowest rents in our sample.

## COMPARISON OF FACILITIES PROVIDED



## CONSISTENT BTR MANAGEMENT

In contrast, there was almost no correlation with the ratings for ‘management’. This category generally scored highly across all schemes, indicating that all BTR developments are performing well in this area, regardless of rental level. And, of course, the professionalised management of BTR is a huge driver of residents into the sector.

These results were mirrored when looking at the premium to the embedded rents in the respective boroughs. **Overall, the schemes attracting the highest resident ratings were generally positioned at a higher premium to the local market.**

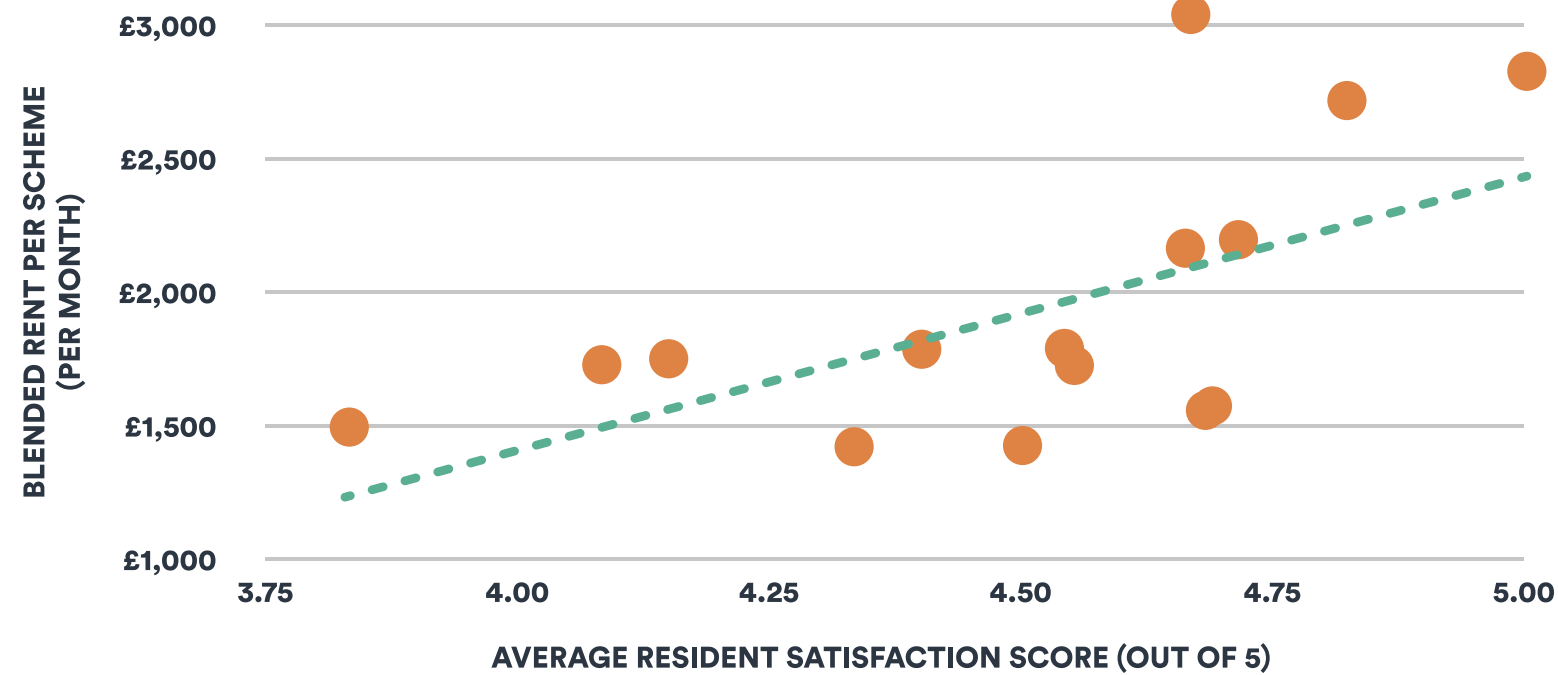
Here, the strongest correlation was again in the ‘design’ category, indicating that high-quality design is a key determinant of achieving a high rental premium.

**“ALL OF THE STAFF ARE SO PERSONABLE, PROFESSIONAL, AND ATTENTIVE TO RESIDENTS’ NEEDS THAT IT FEELS LIKE YOU ARE LIVING IN A MUCH MORE EXPENSIVE ULTRA-LUXURY DEVELOPMENT. YOU CAN PAY AS LITTLE AS £2000-SOMETHING MONTHLY RENT AND GET TREATED LIKE YOU’RE A BILLIONAIRE.”**

Verified resident review on HomeViews  
Newfoundland by Vertus  
Sept 2021  
(Top 3 for achieved rents)

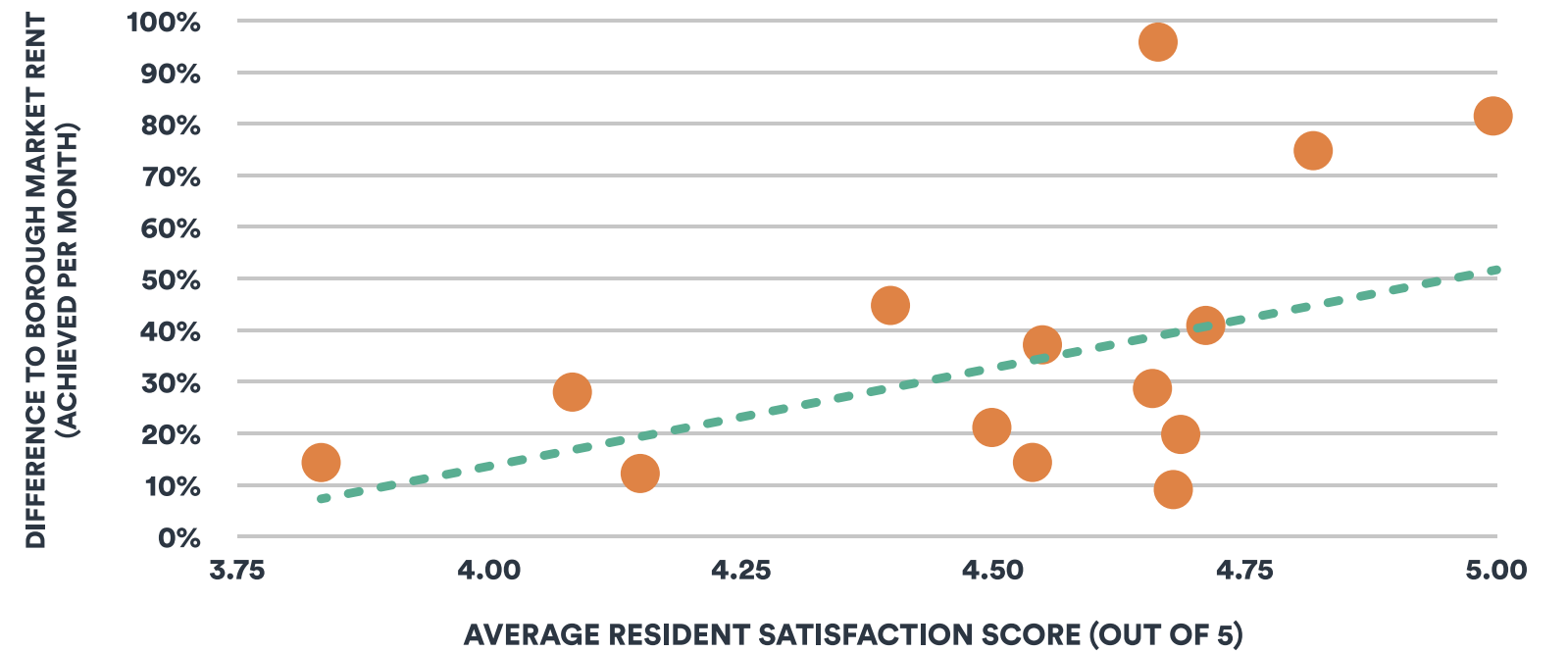
● TOP 3 FOR ACHIEVED RENT  
● BOTTOM 3 FOR ACHIEVED RENT

## BLENDED RENT AND RESIDENT SATISFACTION SCORE



Source: CBRE, HomeViews

## DIFFERENCE IN BTR AND AVERAGE BOROUGH RENTS AND RESIDENT RATING



Source: CBRE, HomeViews

## GREAT DESIGN BOOSTS ALL RESIDENT RATINGS

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Interior design impacts our mental health, how we experience a space, and can enhance our overall experience of a home. From lighting and furnishing to the use of colour and space, designers will recommend that interiors are one of the earliest considerations for a new building, alongside its overall design.

## GREAT DESIGN BOOSTS ALL RESIDENT RATINGS

LOFT has over 20 years in residential furniture and interiors, bringing a focus on quality and sustainability to all its projects. Feedback from clients is overwhelmingly positive, but the LOFT team wanted to know what residents – their end users – were saying.

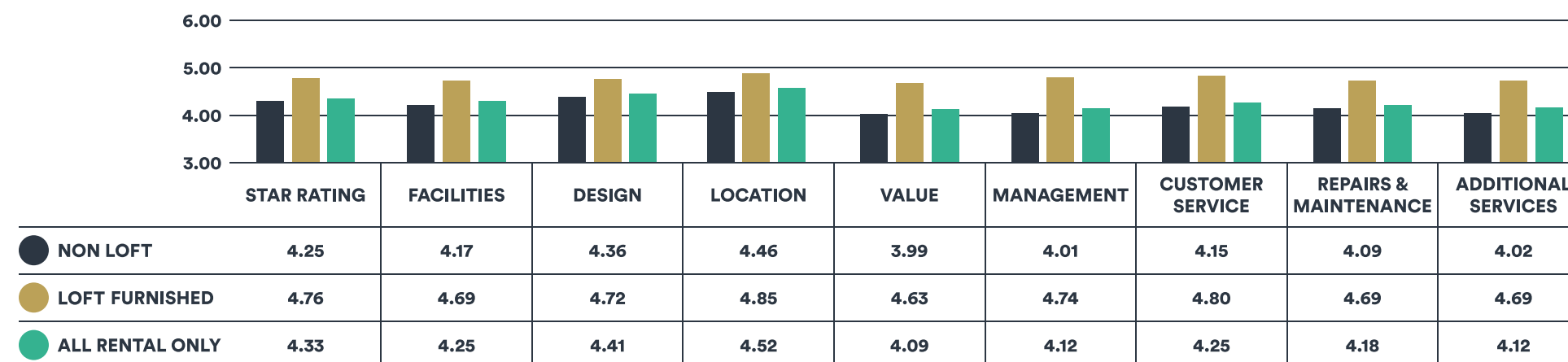
Developments furnished by LOFT scored highly for Design, averaging 4.72 out of 5, compared with the BTR benchmark of 4.36 for the sample period. This was consistent across every HomeViews review category with an impressive average score for Value at 0.64 above the average.

**The data was clear. Developments furnished by LOFT were rated higher by residents on every HomeViews review category.**

**“WHEN CHOOSING SUPPLIERS, OPERATORS MUST BE LOOKING AT PROVEN RESULTS WHILE ALSO MAKING SURE THAT SUPPLIERS’ VALUES ARE ALIGNED. FOR EXAMPLE, OUR RESIDENT DATA SHOWS THAT THE MOST IMPORTANT SUSTAINABLE BUILDING FEATURE TO RESIDENTS IN BTR IS RECYCLING, AND THIS IS A SERVICE LOFT OFFERS AND COMMITS TO THROUGH ITS SUPPLY CHAIN.”**

Hannah Marsh,  
Co-founder of HomeViews

### COMPARISON OF DEVELOPMENTS USING LOFT FURNISHINGS



# LOFT INTERIORS A HIT WITH DANDARA LIVING RESIDENTS

NUMBER OF DEVELOPMENTS

4

★ ★ ★ ★ ★ 4.89 Rating

Rating (based on 1004 reviews)



## THE CHALLENGE

Dandara Living required furnishings for its entire portfolio – more than 2,000 units – to be delivered over the course of 12 months.

The challenging brief required a large-scale, cost-effective but high quality furnishing package to align with the design-led brand and help define its market positioning.



## THE SOLUTION

LOFT specialises in projects requiring a combination of high quality design and specification with the need to deliver a package at scale – and on time.

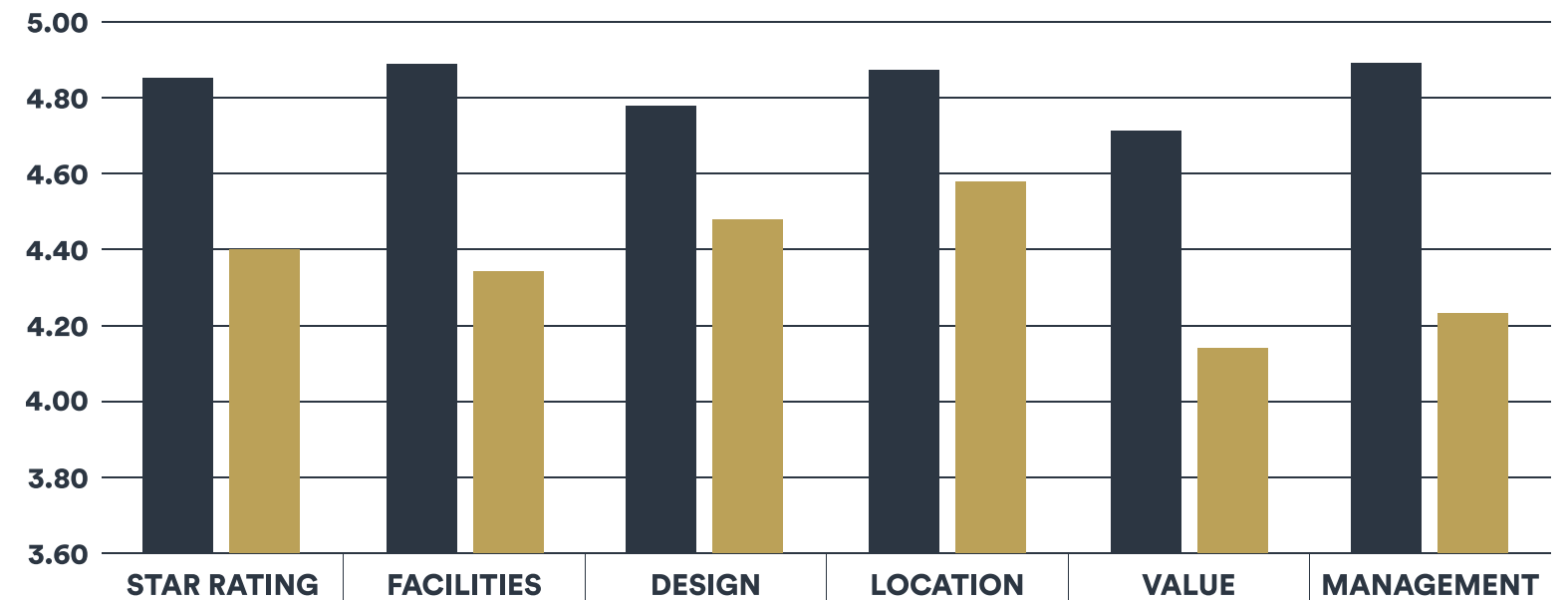
Thanks to a worldwide supply chain, LOFT was able to source cost-effective furnishings that also delivered a uniformity of design to help establish the Dandara Living brand. LOFT designers blended warmth with modernity by combining woodgrain textures with homely materials.



## THE RESULT

Dandara Living outperforms the HomeViews BTR Apartments benchmarks across every review category.

## DANDARA LIVING HOMES OUTPERFORM BTR APARTMENT AVG



● DANDARA LIVING AVERAGE ● BTR APARTMENT AVERAGE

Building design and interiors are mentioned in almost all Dandara Living reviews. Reviewers comment on how the overall perception and feel of the buildings contributes to their love of the development and their homes.

Furnishings and furniture packages are mentioned in 13% of the company’s reviews, with all mentions being positive and often mentioning high quality and thoughtful design.

# LOFT<sup>®</sup>

## WHAT ARE DANDARA LIVING RESIDENTS SAYING?

***“THE DESIGN AND FURNITURE MADE MY MOVE MUCH EASIER AS WELL AS PROVIDE ME WITH BRAND NEW THINGS AROUND MY FLAT THAT ARE IN TIP TOP SHAPE. THE COLOUR SCHEME HELPED INSPIRE WHAT TO BUY/BRING OF MY OWN.”***

Joe M

Verified resident on HomeViews at Chapel Wharf  
January 2022

***“COSY ROOMS DESIGNED, GREAT QUALITY FURNITURE AND HELPFUL STAFF AROUND SOLVING ANY PROBLEMS EFFICIENTLY. LAYOUT OF THE ROOM IS VERY FUNCTIONAL AND THE STYLE OF DECORATION IS MODERN AND FULL OF ENERGY.”***

Eliza B

Verified resident on HomeViews at Aston Place  
October 2022

***“APARTMENT IS CONSCIOUSLY DESIGNED WITH THOUGHT GONE INTO USE OF SPACE AND FURNITURE IS PERFECT.”***

Hegesh

Verified resident on HomeViews at Chapel Wharf  
November 2021



***“THE DESIGN OF THE PROPERTY IS SLICK AND SO FUNCTIONAL. THE AMENITY SPACE IS GREAT TOO. WE RECENTLY BOOKED THE PRIVATE CLUB ROOM OUT AND THE SPACE IS GREAT. SO CLEAN AND A RELAXING SPACE TO ENJOY WITH FRIENDS AND FAMILY.”***

Barney

Verified resident on HomeViews at Leodis Square  
Feb 2022



## SUMPTUOUS SINGLE FAMILY HOUSING WITH SIMPLE LIFE



### THE CHALLENGE

Sigma Capital Group plc required design-led, luxurious furnishings for its 298-units Empyrean development, but at an affordable price point. Due to its location as a perfect commuting spot into Manchester, homes were targeted at professionals, couples and families.



### THE SOLUTION

LOFT delivered furnishings for all units that fulfilled the brief, bringing opulence and luxury without the prestige price tag. Sumptuous velvet, marble and dark woods were complemented with fresh shades of green and teal to blend timeless elegance with a contemporary feel.

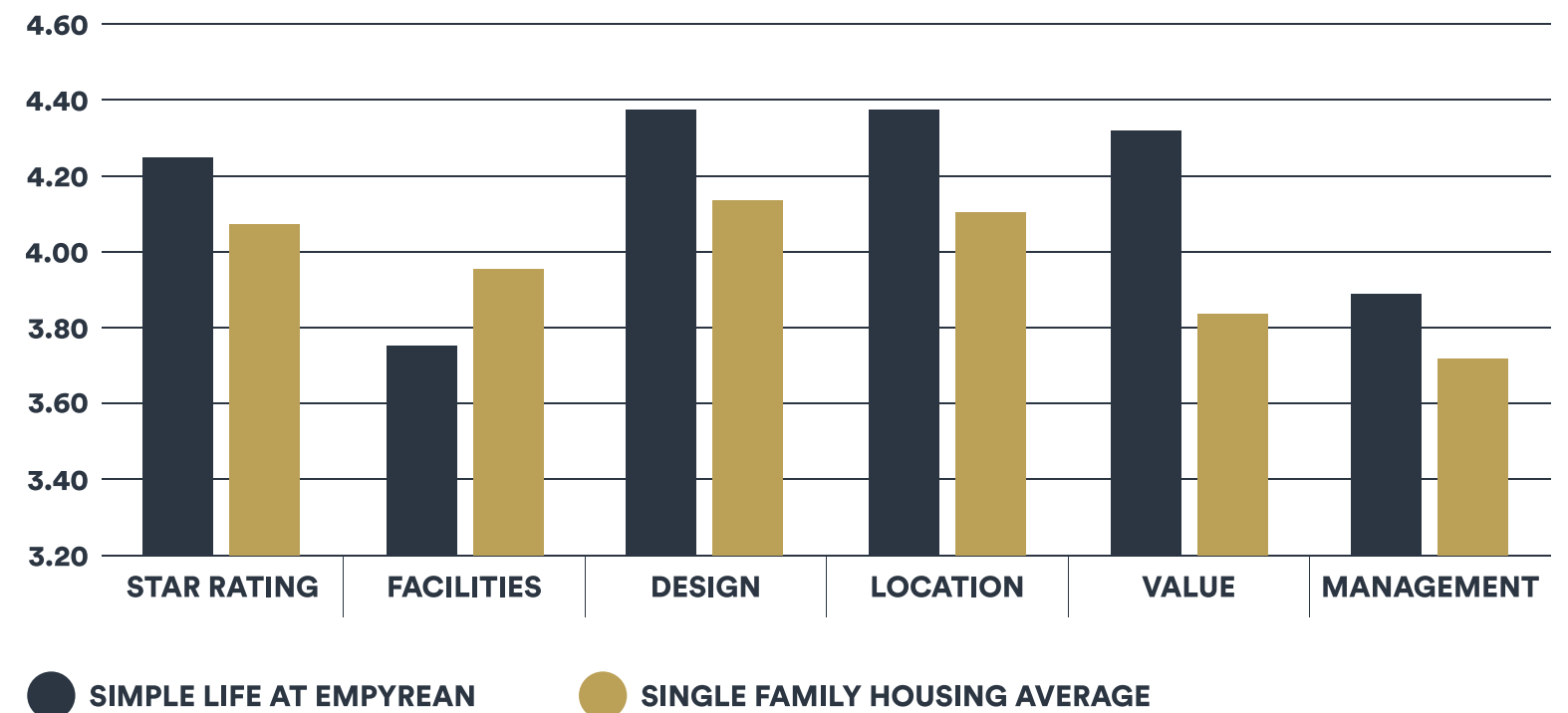
Artificial greenery created a connection between property interiors and the park overlooked by the scheme. Grasses, succulents and flowers added a uniquely modern touch of colour and life while maintaining the low price point.



### THE RESULT

Empyrean by Simple Life outperforms the HomeViews benchmark for Single Family Housing by quite some margin, across four of our five review categories, plus the overall Star Rating.

### EMPYREAN - A HIGHLY RATED SFH DEVELOPMENT



Most residents talk about the design of the buildings and furnishings at Empyrean in their reviews. Many mention the high quality, modern style of their interiors, or simply talk about the design of the scheme in general, indicating a harmonious overall effect achieved between the architecture and interiors.

# LOFT<sup>®</sup>

## WHAT ARE EMPYREAN RESIDENTS SAYING?

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HOMEVIEWS 2023 BUILD TO RENT REPORT IN PARTNERSHIP WITH RIGHTMOVE

***“MY FRIENDS ARE ALWAYS IMPRESSED WHEN I TELL THEM MY RENT BECAUSE FOR THE DESIGN QUALITY, FURNITURE QUALITY AND SPECIAL FEATURES [...] ONE WOULD EXPECT TO PAY SO MUCH MORE.”***

Charlie C

Verified resident on HomeViews at Empyrean by Simple Life  
August 2022

***“BEAUTIFUL APARTMENTS, WELL LAID OUT AND WELL FURNISHED; ALL BEAUTIFUL FURNITURE”***

Amy

Verified resident on HomeViews at Empyrean by Simple Life  
August 2022

***“THE APARTMENTS ARE BEAUTIFUL AND THE COLOUR AND FURNITURE CHOICES ARE VERY WELL PUT TOGETHER.”***

Alex Y

Verified resident on HomeViews at Empyrean by Simple Life  
July 2022

***“THE FURNITURE PROVIDED IS VERY HIGH QUALITY AND ADDS GREATLY TO THE APARTMENT.”***

Emily

Verified resident on HomeViews at Empyrean by Simple Life  
August 2022

## DUET INTERIORS A KEY FACTOR IN NEAR-PERFECT RATINGS



### THE CHALLENGE

Now run by JLL, the multi-award-winning Duet development in Salford Quays was developed by Moorfields, who tasked LOFT with providing interiors that reflected aspirational living through dynamic design.

LOFT also designed the outdoor social space for the scheme, and all design elements needed to reflect its vibrant surroundings on the waterside in Salford.

### THE SOLUTION

LOFT created a deep blue and a green colour palette paired with black grain furniture to form a contemporary and sophisticated concept. While the main pieces were muted, contrasting accessories were added to ensure the interiors stood out.

The outdoor space was carefully zoned to give residents a range of zones for relaxing and socialising. The experienced LOFT team worked closely with the developer to deliver the phased project, with final stages completed safely and on time during lockdown.

### THE RESULT

Now managed by JLL, Duet ratings are as close to perfect as we see on HomeViews. The development has won six HomeViews awards, spending a number of years as the UK's highest-rated new homes development of any kind.

Residents love the focus on design at Duet, with many reviews mentioning the quality of the furniture and the evident thought that has gone into furnishings in both the apartments and communal spaces.



# LOFT<sup>®</sup>

## WHAT ARE DUET RESIDENTS SAYING?

***“INTERIORS OF APARTMENTS ARE DESIGNED TO A VERY HIGH STANDARD, INCLUDING LOTS OF SPACE FOR STORAGE AND EXCELLENT FURNITURE.”***

Verified Resident on HomeViews at Duet by JLL  
October 2021

***“ALL OF THE FURNITURE PROVIDED IS HIGH QUALITY AND STILL FEELS LIKE NEW A YEAR LATER.”***

Verified Resident on HomeViews at Duet by JLL  
October 2021

***“FROM THE MOMENT I WALKED IN IT I WAS WOWED. IT IS AMAZING. WITH BEAUTIFUL FURNITURE, BEAUTIFUL VIEWS – WHAT MORE COULD YOU WANT.”***

Verified Resident on HomeViews at Duet by JLL  
September 2021



***“LOFT UNDERSTANDS THE IMPACT OF INTERIOR DESIGN UPON HUMAN BEHAVIOUR - OUR PURPOSE IS TO CREATE HOMES SUSTAINABLY, DESIGNED FOR THE WELL-BEING OF MODERN RESIDENTS.”***

Benjamin Hall  
Founder

**FOR MORE INFORMATION  
CONTACT:**

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Founder

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LOFT.co.uk



# YARDI DEVELOPMENTS RATED HIGHER BY RESIDENTS ON HOMEVIEWS FOR A SECOND YEAR IN A ROW

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Yardi is one of the leading global providers of property and resident management solutions. We talk to Regional Director Justin Harley on the challenges facing BTR operators and investors and how the right systems can help the industry to increase efficiency and scale.



# YARDI DEVELOPMENTS WERE RATED HIGHER BY RESIDENTS ON HOMEVIEWS FOR A SECOND YEAR IN A ROW



Managing 13 million rental units globally, and with 500,000 daily views of their resident app, Yardi provides an end-to-end solution with built-in property management, including resident focused services. We compared ratings from BTR developments that used Yardi solutions with the rest of our Rental Only sample from the past two years.

For a second year in a row, Yardi clients scored higher than the rest of the Rental Only market. Of particular relevance are the high scores for Management, Customer Service, Repairs & Maintenance, and Additional Services.

We sat down with Justin Harley, Regional Director at Yardi, to get his take on the challenges facing BTR operators and investors and how the right systems can help the industry to increase efficiency and scale.

## COMPARISON OF DEVELOPMENTS USING YARDI SOLUTIONS





## INTERVIEW: JUSTIN HARLEY, YARDI

### WHAT DO YOU SEE AS THE MAJOR CHALLENGES FACING BTR INVESTORS?

“Demand is strong, but supply is a challenge. Interest rates are high, cap rates are increasing and therefore investors are slightly nervous and reluctant to go in as hard as perhaps they were. That’s just a macroeconomic challenge the industry is facing.

“New entrants in the BTR market are asking, ‘How do we operate Build to Rent? Do we give it to a third party, or do we run it ourselves?’ We see a mixture of both.”

### CHOOSING A PROPERTY MANAGER

“If you use a property manager, your first challenge as an investor is getting reliable, accurate data about what’s really happening in your development. Granular data, including things like HomeViews – what are residents saying? What are they doing? What are my resident demographics?

“Then you know what works. You understand trends around your customer and your building.”

**“QUICK RESPONSE, ALSO THRU THE RESIDENCE APP THAT  
GIVES YOU EASY ACCESS TO ALL SERVICES”**

Verified resident on HomeViews  
Yardi client development

### A COMMON MISTAKE

“People starting out try to keep things simple and quickly put in various software systems that link together. But if your aspiration is to go to a high volume of units, you’ll soon find shortcomings with this.

“You can do integrations. HubSpot is fantastic but it doesn’t do property. And the more systems you have the more data sources you have.”

### EVERYTHING IN ONE PLACE

“In contrast, our Building Performance Report is a complete analysis of your building from inquiries, demographics, and the average life of tenants to the balance sheet, debtors and payables. You see everything in one place.

“Similarly, a resident’s maintenance profile, their payment profile, and their leasing history are all in one place, along with the results of all their surveys. That’s because residents do absolutely everything in one app, whether it’s booking the kitchen, paying a bill, doing a renewal, resolving a problem, etc.”



## YARDI SOFTWARE COVERS MUCH OF THE US MULTIFAMILY MARKET –

### WHAT CAN THEY TEACH US IN THE UK?

“When American entrants come into the UK marketplace, the very first thing they do is put in a software system. Their experience of running large, customer-centric multifamily Build to Rent developments means that they don’t compromise on this.

“They know that marginal gains in every process is the way they make profit. As they make more profit than the next, they become more attractive to investors, and they expand.”

### THE NEED FOR SCALE

“Scale is important for BTR because it brings economies of scale and a higher Net Operating Income. You can then provide a better return to whoever you raise capital from, and the cycle repeats.

“It’s a volume game. It’s about margins. It’s about streamlining transactions, so your occupancy is efficient, your unit turn is low and you’re more profitable.”

**“THEY ARE VERY QUICK TO SHOW UP IF YOU FLAG A MAINTENANCE ISSUE VIA THE APP”**

Verified resident on HomeViews  
Yardi client development

## WHAT DO YOU SEE AS THE MAIN BARRIERS TO SUCCESSFUL SCALING WITHIN BTR?

“As HomeViews data has shown, larger BTR developments are achieving higher average ratings than the smaller ones.

“Why? Because larger developments have invariably invested in the right systems. Residents get what they need faster, and the business is set up to respond faster.”

### AUTOMATION LETS YOU FOCUS ON RESIDENTS

“In residential, the volume of work is generated by things that happen repeatedly. For example, for 10,000 units, you potentially have 10,000 payments to reconcile every month. To streamline that, you need to focus time managing the exceptions – the failures – and not the ‘paid as normal’ rule.

“As you scale, transaction volumes increase and will erode your margins unless you have automation in place. This draws capital away from more profitable activity around resident lifecycle, length of lease, extending that, etc. Maintenance, Unit Turn, Payable Invoices – all these can and should be automated.”

### PLANNING FOR GROWTH

“You can’t just add another X number of staff every time you add X number of units. You need to make the existing team more efficient so that any additions are incremental.

“Many operators are too focused on let-up. The real profitability comes from operational efficiency down the line.”



## SO, INSTALLING THE RIGHT SYSTEMS EARLY IS IMPORTANT – BUT HOW CAN YOU MAKE SURE THEY ARE FUTURE-PROOF?

“Yardi invests 15% of its turnover into R&D – an extraordinary number. The main things we look at are key trends within real estate, customer service, and technology. Then we see how we can incorporate those into the vertical markets we cover.

“Energy conservation is a big area of investment for us right now, as well as artificial intelligence. We spend a lot of time planning where we see the industry going, and run big user groups so our customers can tell us where they’re heading.”

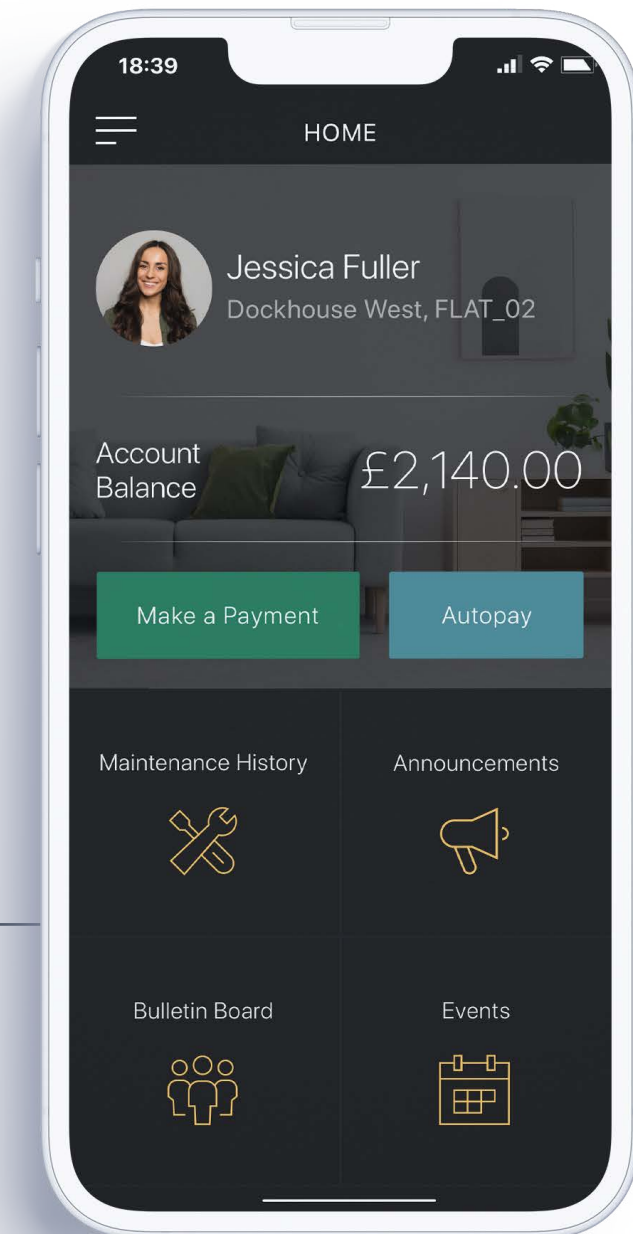
### TAILORING YOUR SYSTEMS

“Generally, when it comes to things like maintenance and collection of payments, there’s a lot of similarity between residential sectors. We understand the key processes within the various sub sectors within Build to Rent, and tailor software functionality to manage those processes.

“We support different leasing journeys for different types of residential real estate across Europe. We adapt to, and invest in, a product that accommodates markets like BTR that we believe are ripe for technology innovation.”

### FOR MORE INFORMATION ON YARDI BTR SOLUTIONS, VISIT

[www.yardi.co.uk/build-to-rent-software](http://www.yardi.co.uk/build-to-rent-software)  
or contact  
[justin.harley@yardi.com](mailto:justin.harley@yardi.com)



Averaging

**4.8**

out of 5



with over  
370,000 ratings  
on App Store

# PARCEL LOCKERS: SAFER, EASIER, QUICKER AND MORE SUSTAINABLE

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We take a look at Parcel Pending by Quadient and find out what residents are saying about the importance of getting parcel deliveries right for BTR operators.

# PARCEL LOCKERS: SAFER, EASIER, QUICKER AND MORE SUSTAINABLE

## THE PROBLEM

**74**  
parcels received per person  
in the UK in 2021 as delivery  
numbers continue to rise<sup>1</sup>

**20 MILLION**  
people missed deliveries in  
the past year – 38% of all UK  
adults<sup>2</sup>

**24+ HOURS**  
spent by building managers  
every week on parcel  
handling<sup>3</sup>

**32%**  
increase in carbon emissions  
from delivery traffic by 2030  
without intervention<sup>4</sup>

**300%**  
increase in parcel theft over  
the past 3 years – 10 people  
have parcels lost or stolen  
every minute<sup>2</sup>

<sup>1</sup>Shiplly, 2021

<sup>2</sup>Citizens Advice, 2021

<sup>3</sup>Parcel Pending by Quadient, 2022

<sup>4</sup>(For the world's top 100 cities) World Economic Forum, 2020

## THE SOLUTION

Parcel Pending by Quadient – a smart package locker system

Securely receives and stores parcels for collection, eliminating missed or stolen deliveries

Parcel recipients are automatically notified and self-serve from the lockers

## THE RESULT

Building managers and concierge teams spend more time on residents, boosting satisfaction and profitability

Residents enjoy a sense of greater convenience and security for their deliveries

Deliveries are successful on the first attempt, reducing neighbourhood congestion and pollution from delivery vans

Home deliveries in the UK have been increasing year on year. Lockdowns further accelerated this trend, with the delivery industry processing 4.2 billion parcels in 2021 – up from 1.7 billion in 2013.<sup>8</sup>

Currently 13% of reviews on HomeViews mention parcel delivery or post rooms, with residents' experiences in this area contributing significantly to their overall satisfaction. However, manually sorting deliveries can be a huge drain on time and resources for property management teams.

We take a look at Parcel Pending by Quadient for a smart parcel management solution in use at some of the UK's top BTR communities.



## THE PROBLEM

Parcel theft is a growing problem in the UK, increasing by 300% in the past three years according to UK Police data. 5.5 million people now have deliveries stolen every year<sup>5</sup>, with a peak around Christmas.

Missed deliveries are also a major inconvenience. As many as 20 million people – 38% of all UK adults – missed a delivery last year despite being at home at the time<sup>6</sup>. The scale of missed deliveries for those not at home is therefore even more significant.

A knock-on effect of missed deliveries is the environmental impact of increased emissions since more trips are needed to attempt redeliveries. A recent study by the World Economic Forum on the world's 100 biggest cities found that, without intervention, carbon emissions from delivery traffic will increase by 32% and congestion by 21% by 2030<sup>7</sup>.

The negative effect on traffic and air quality is even greater for housing estates such as Single Family Homes, where vans must travel around the estate to attempt redelivery.

In properties where deliveries are sorted by property management teams, the time drain pulls staff away from other crucial resident-facing tasks. As this report shows, high quality property management is the single biggest differentiator between Build to Rent and other types of rental or new build housing.

It takes around four minutes to receive, log, and store a parcel, inform the recipient, and finally distribute it. Multiply this by the number of parcels received per person within a development, then the often excessive amount of time spent managing parcels can be realised. On a 200 unit building that could be five hours per day processing parcels.

<sup>5</sup>Parcel Pending by Quadient, 2022  
<sup>6</sup>Citizens Advice, 2021  
<sup>7</sup>World Economic Forum, 2020  
<sup>8</sup>Shiply, 2022



## THE SOLUTION

Parcel Pending by Quadient is a smart parcel locker solution that provides a fast, secure and convenient way for buildings to receive and distribute deliveries.

The smart lockers can be retrofitted, but are ideally worked into a building's design from early stages and tailored to its size, resident demographics and other factors. The modular design also allows for the system to be expanded as its use increases.

Parcel Pending by Quadient works directly with property managers, couriers and residents to educate them on the system. Property management can monitor locker usage from their own dashboard, giving them visibility on locker occupancy.

Delivery agents can ensure a secure and successful delivery on the first attempt, saving them time and hassle. Residents self-serve, collecting parcels in their own time without the need for staff intervention.

**“...HAPPY WITH THE PACKAGE LOCKERS SO YOU DON'T EVER HAVE TO MISS YOUR DELIVERY.”**

Verified resident on HomeViews



## THE RESULT

Residents enjoy the most convenient and secure parcel delivery experience. Those working from home are not disturbed during important calls and can collect parcels 24 hours a day.

Parcel theft is eliminated and building management teams are freed up to focus on providing the outstanding service BTR residents expect.

Local congestion is reduced – especially within communities such as Single Family Homes, where lockers can be located at the entrance of the development. The environmental impact of deliveries is minimised.

**“THE LOCKERS ARE DEFINITELY A VALUE-ADD WHEN PEOPLE COME TO VIEW THE APARTMENTS. PROSPECTIVE RESIDENTS ARE GENERALLY AWARE OF LOCKERS, AND HOW THEY WORK, SO WHEN THEY FIND OUT WE HAVE THEM ONSITE, THEY'RE REALLY PLEASED.”**

Joe Cooper  
Assistant General Manager  
The Keel by Allsop Lettings and Management

## WHAT ARE RESIDENTS SAYING ABOUT DELIVERIES?

Theft of deliveries can be the most negative experience a resident has, creating a sense of poor security, while poorly-managed delivery services are a major inconvenience.

**“I ONCE LOST A £100 DELIVERY [...] 3 STAFF MEMBERS WERE INVOLVED BUT NO ONE SORTED IT OUT AND I ENDED UP HAVING TO BUY IT AGAIN, IT WAS THE MOST UNHAPPY MOMENT OF MY 1 YEAR LIVING HERE [...] PLEASE IMPROVE THE COURIER COLLECTION AND DELIVERY SYSTEM, URGENT!”**

**“I CAN’T IN GOOD FAITH ALLOW PROSPECTIVE TENANTS TO MOVE IN WITHOUT KNOWING HOW DIFFICULT IT IS TO LIVE HERE. SECURITY IS THE PRIMARY ISSUE. PARCELS ARE FREQUENTLY STOLEN...”**

Verified residents on HomeViews

**TO FIND OUT MORE, GO TO  
PARCELPENDING.COM/UK**

Meanwhile, positive experiences around deliveries and parcel collections greatly add to reviewers’ sense of convenience and security.

**“...GOOD IN SAFEKEEPING SOME DELIVERIES WHEN WE ARE NOT AROUND BY USING THE LOCKERS.”**

**“I LOVE THE CONCIERGE AND LOCKER SERVICE - VERY CONVENIENT AND THE STAFF ARE FRIENDLY.”**

**“ONSITE SECURITY AND OTHER USEFUL THINGS LIKE LOCKERS FOR DELIVERIES AND OTHER FACILITIES, THAT YOU CAN USE FOR COMFORTABLE LIVING.”**

**“...NEW LOBBY IS REALLY COOL, WITH ITS CONVENIENT NEW PACKAGE LOCKER FACILITY.”**

**“THE ELECTRONIC CONCIERGE LOCKERS ARE BRILLIANT.”**

Verified residents on HomeViews

# THE UKAA

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The UKAA has established itself as the leading presence within the rapidly growing UK Build to Rent (BTR) industry, with a membership covering a broad range of organisations, from investors through to suppliers.



The UKAA has established itself as the leading presence within the rapidly growing UK Build to Rent (BTR) industry, with a membership covering a broad range of organisations, from investors through to suppliers. Membership currently stands at 320 organisations reaching 3,500 professionals operating in BTR and beyond. The UKAA also is a member of the global alliance of the NAA (National Apartment Association of USA), which represents over 82,000 members with more than 10 million rental housing units globally.

The BTR industry is growing quickly and, in line with that, the UKAA is embarking upon a clear strategy for growth and delivery. Our corporate aims for 2023 include establishing recognition within the real estate sector of BTR as a valuable, growing residential sector, meeting housing need with professionally managed, high-quality homes; establishing BTR as an industry that is attractive to invest in, attractive to work in, attractive as a solution to meet housing demand and attractive to customers to live in – whatever their life stage; advancing ESG literacy by creating environmental, economic, and social value; being recognised as the body representing BTR in the UK recognised by government (in conjunction with the BPF), media, the property industry, and the public and raising standards in BTR.

We strive to become a strong voice for urban (multifamily) and suburban (single family) BTR in the UK, collaborating with stakeholders across related residential tenures including, but not limited to, buy-to-let, co-living, PBSA, affordable and social housing and the hotel and serviced apartment sectors, working together with industry and partner bodies.

We are committed to growing BTR nationwide and our members' businesses faster than would happen otherwise through sharing high quality knowledge, promoting best practice and raising standards to benefit customers. UKAA activities, including Member Only Events, Monthly Forums, Innovation, Research & Guides, Marketing, Networking and Recruitment, helping reduce risks for investors, developers and operators and assist providers of services and products to enter and operate successfully in the BTR market.

Our members are creating the rental communities of today and tomorrow. Join us in shaping the future of BTR.

Get in touch today to find out more about our work or to join our multidisciplinary membership:  
[info@ukaa.org.uk](mailto:info@ukaa.org.uk)  
or visit [www.ukaa.org.uk](http://www.ukaa.org.uk)



**BRENDAN GERAGHTY**  
CEO, UKAA

***“I AM DELIGHTED TO SEE THE UKAA FLOURISH, WE NEED A BODY THAT IS DEDICATED TO ADVANCING THE SECTOR AND ALL THE PLAYERS WITHIN. THE COLLABORATION BETWEEN MEMBERS HAS BEEN FANTASTIC AND THE EVENTS PROGRAMME GOES FROM STRENGTH TO STRENGTH.”***

Michael Howard  
Managing Director  
Urbanbubble

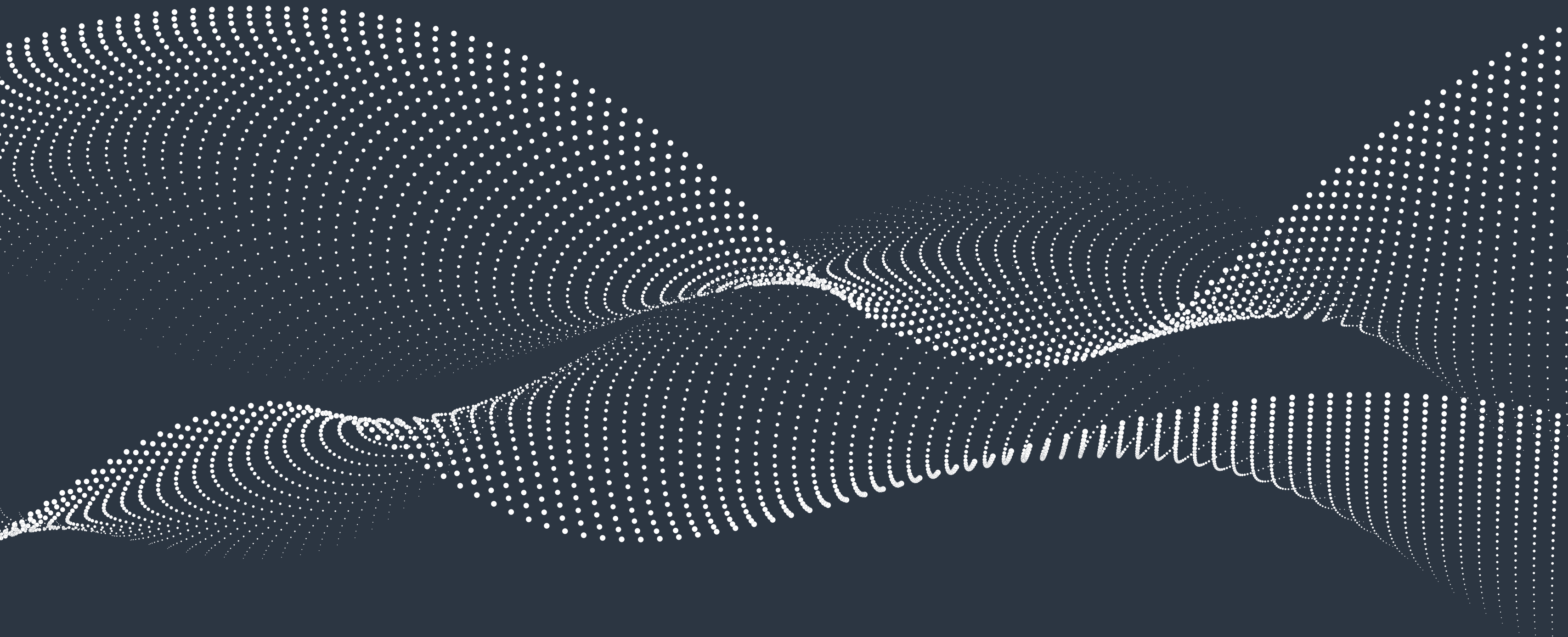
***“WE’RE EXTREMELY EXCITED TO SEE THE GROWTH IN UKAA MEMBERSHIP AS THE ORGANISATION CONTINUES TO CHAMPION KNOWLEDGE SHARING AND THE VISION OF BEST PRACTICE FOR BUILD TO RENT. AT YARDI WE SHARE LIKE-MINDED VALUES AND ARE EXTREMELY PLEASED TO SUPPORT THE UKAA IN THEIR ENDEAVOURS IN WHAT IS ONE OF THE FASTEST GROWING, MOST EXCITING ASSET CLASSES IN REAL ESTATE TODAY.”***

Martin Gedny  
Senior Manager  
Yardi



# WORKING WITH HOMEVIEWS

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**HOMEVIEWS PARTNERS WITH OVER 40 LEADING DEVELOPERS, HOUSE BUILDERS, HOUSING ASSOCIATIONS AND BTR OPERATORS.**

**WE PROVIDE DATA-DRIVEN INTELLIGENCE, ONLINE REPUTATION MANAGEMENT AND POWERFUL SOCIAL PROOF MARKETING CONTENT FOR THE PROPERTY INDUSTRY THROUGH HOMEVIEWS PARTNERSHIP AND HOMEVIEWS PRO.**

## **HOMEVIEWS PARTNERSHIPS**

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If you're a company with reviews on HomeViews, we'll help you build your brand, market to your target audience and better understand your buildings and residents.

## **HOMEVIEWS PRO**

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For the first time ever, the UK's only resident experience database is available to the wider property industry, including investors, researchers, developers and more.

***“A FANTASTIC SOURCE OF TRUSTED AND TRANSPARENT INFORMATION FOR OUR PROSPECTIVE RESIDENTS.”***

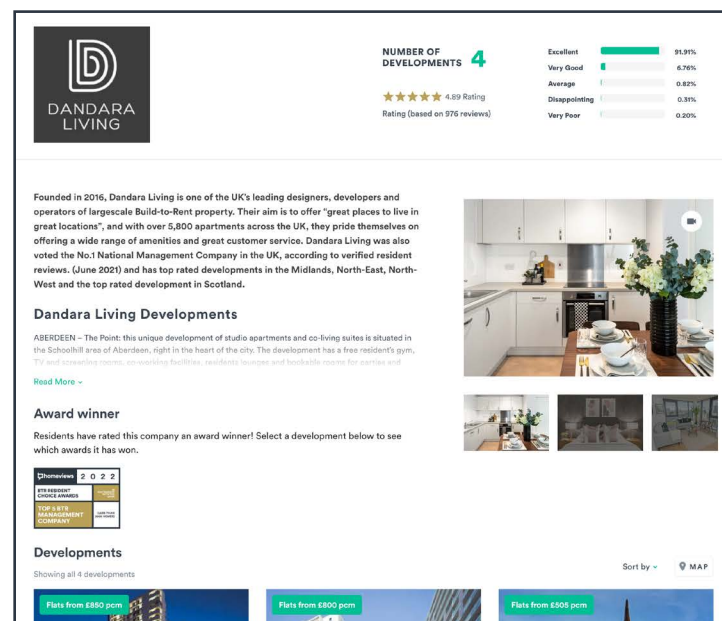
Juliet Self  
Director of Customer Brand and Experience  
Dandara Living

***“AS A PRIVILEGED EARLY PARTNER OF HOMEVIEWS PRO WE HAVE FOUND THE PLATFORM TO BE INVALUABLE, WITH THE QUALITY OF INFORMATION EXCEPTIONAL.”***

Iain Murray  
Senior Director BTR Consultancy (Europe) Cortland Consult

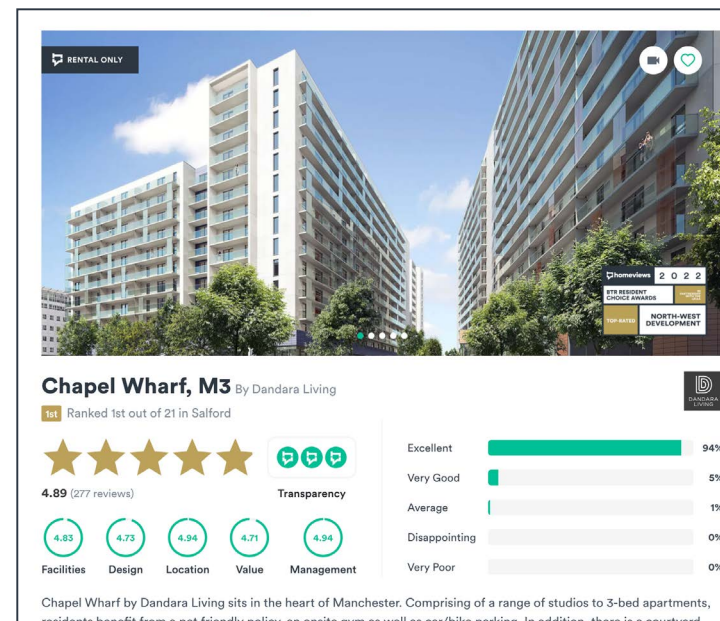
# HOMEVIEWS PARTNERSHIP

FOR DEVELOPERS, OPERATORS, HOUSE BUILDERS AND HOUSING ASSOCIATIONS WITH REVIEWS ON HOMEVIEWS.



## BRAND

Use our verified reviews to manage and improve your brand reputation.



## MARKETING

Amplify positive ratings for powerful social proof marketing.



## INSIGHTS

Use our 40,000+ reviews to make data-driven decisions that take your business forward.

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PLUS CONTENT PACKAGES INCLUDING THE EXTENDED 2023 BUILD TO RENT REPORT



## HOMEVIEWS PRO GIVES YOU:



**DASHBOARD ACCESS TO 36,000+ RESIDENT REVIEWS, COVERING 89% OF THE BTR MARKET**



**PERFORMANCE BENCHMARKS BY SECTOR, LOCATION, COMPANY, BUILDING AND RESIDENT TYPE**



**UNMATCHED RESIDENT INSIGHTS FROM 2,500+ BTR, BTS, HA AND HOUSING SCHEMES**



**SEARCHABLE RESIDENT SENTIMENT TRACKING BY KEYWORD, REGION, COMPANY, BUILDING, ETC.**

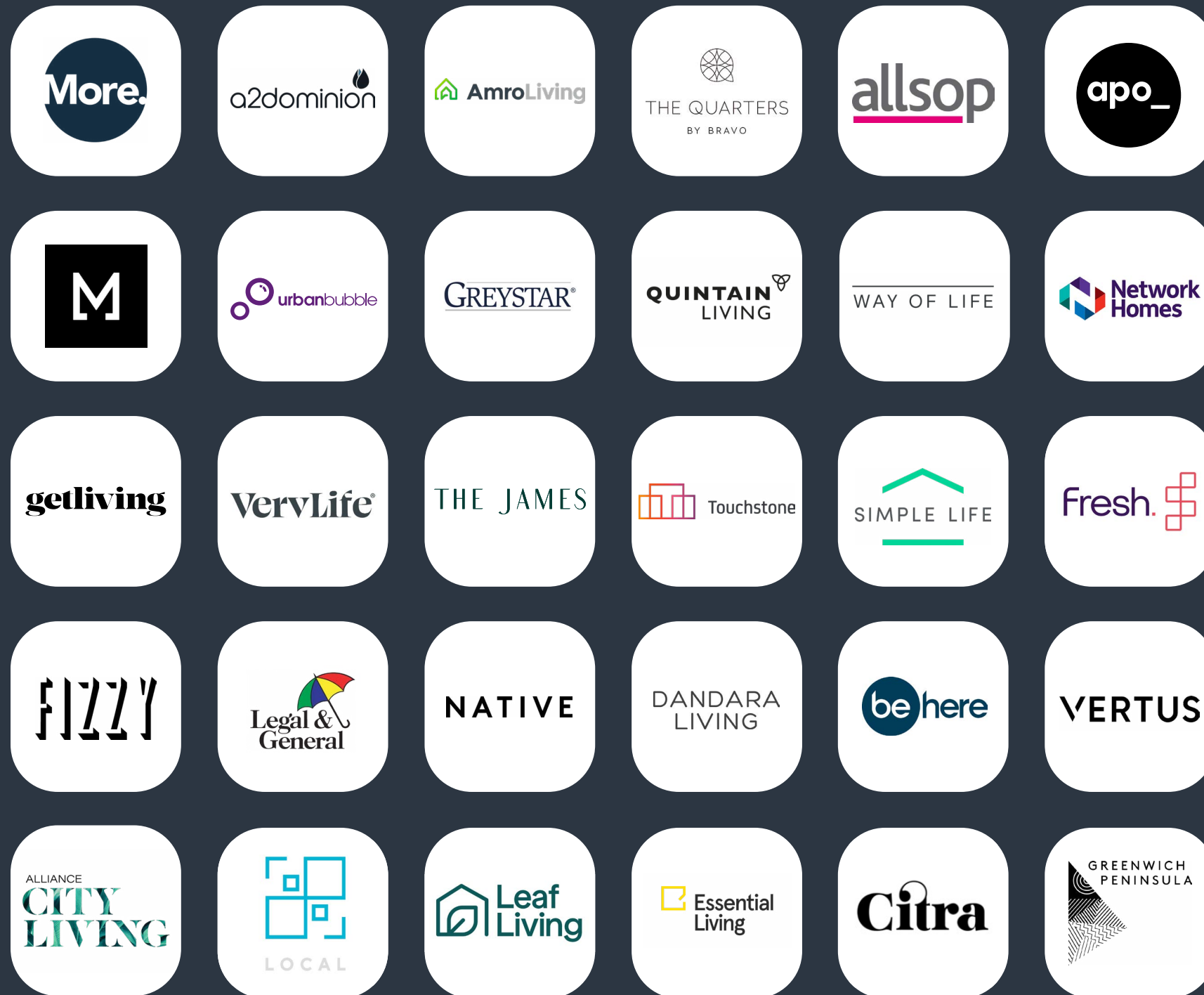


**RESIDENT RATING COMPARISONS BY LOCATION, PRICING, FACILITIES, BUILDING SIZE AND MORE**



**CLICK HERE TO FIND OUT MORE**

# SOME OF OUR BTR PARTNERS AND PRO SUBSCRIBERS



**“HOMEVIEWS IS AN INTEGRAL PART OF OUR MARKETING STRATEGY”**

Nick Woodward  
Director of Lettings  
Essential Living

**“WE ENCOURAGE OUR RESIDENTS TO USE HOMEVIEWS TO SHARE INSIGHTS FOR FUTURE TENANTS.”**

Harry Downes  
Managing Director  
Fizzy Living - part of Greystar

# HOMEVIEWS AWARDS



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**BTR RESIDENT  
CHOICE AWARDS**

**IN  
PARTNERSHIP  
WITH THE  
UKAA**

# HOMEVIEWS BUILD TO RENT AWARDS

The 2022 HomeViews Build to Rent Resident Choice Awards took place on the 15th November during the UKAA's Annual BTR Conference.

Based on verified resident review data from the past 12 months, the awards celebrated the Build to Rent industry's best performers across 12 categories.

More award categories had been added for 2022 to reflect the UKAA's regional hubs and to recognise individuals and teams. Awards were based only on the HomeViews reviews and data covering over 89% of completed BTR developments.

In January 2024 HomeViews will be hosting The HomeViews Resident Choice Awards to celebrate the UK's best residential developments, house builders, housing associations and rental operators.

[READ MORE ABOUT THE HOMEVIEWS 2024 RESIDENT CHOICE AWARDS HERE](#)



**“WE’VE EXPANDED THE HOMEVIEWS BTR RESIDENT CHOICE AWARDS TO COVER ALL NEW BUILD RESIDENTIAL CATEGORIES TO BETTER RECOGNISE BOTH THE TEAMS AND THE BUILDINGS THAT OFFER THE UK’S BEST RESIDENT EXPERIENCES.”**

homeviews	2022
BTR RESIDENT CHOICE AWARDS	IN PARTNERSHIP WITH THE UKAA
TOP-RATED	SCOTLAND DEVELOPMENT

# TOP SCOTLAND DEVELOPMENT

Award is based on 10+ verified resident reviews



homeviews	2022
BTR RESIDENT CHOICE AWARDS	
SCOTLAND DEVELOPMENT	
WINNER	
THE POINT	
DANDARA LIVING	
IN PARTNERSHIP WITH THE UKAA	



homeviews	2022
BTR RESIDENT CHOICE AWARDS	IN PARTNERSHIP WITH THE UKAA
TOP-RATED	NORTH-WEST DEVELOPMENT

# TOP NORTH-WEST DEVELOPMENT

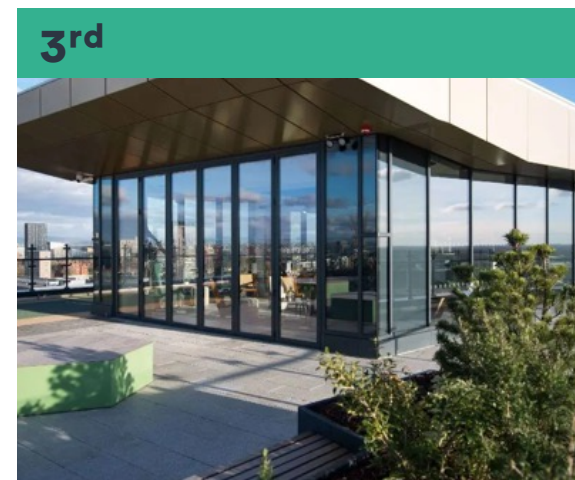
Award is based on 20+ verified resident reviews



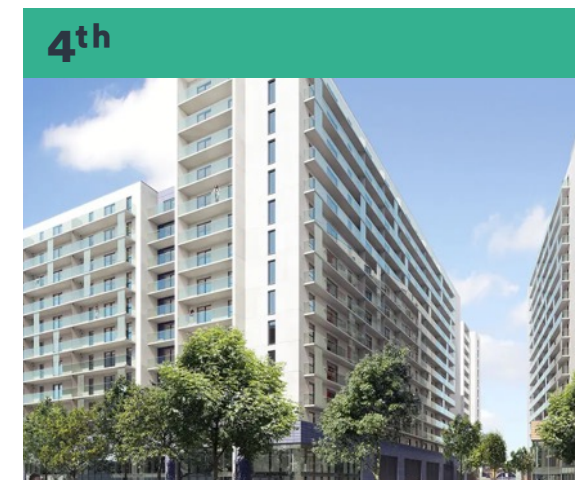
**1st**  
The Trilogy  
Allsop Letting and Management



**2nd**  
The Keel  
Allsop Letting and Management



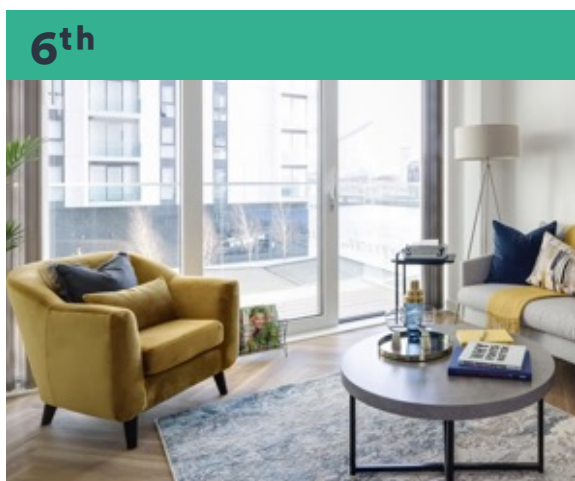
**3rd**  
Vox  
Allsop Letting and Management



**4th**  
Chapel Wharf  
Dandara Living



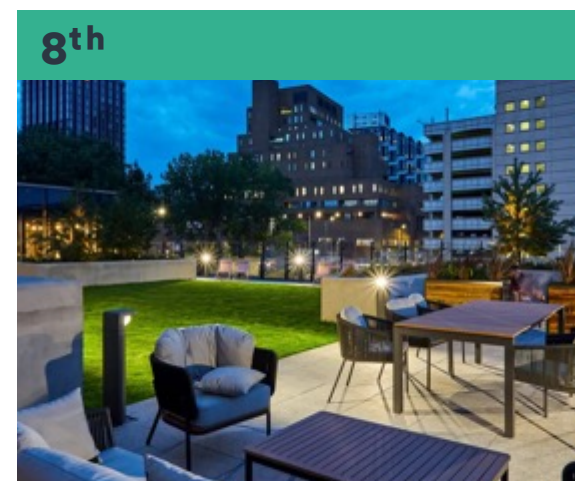
**5th**  
The James Liverpool  
The James



**6th**  
The Green Rooms MediaCityUK  
AmroLiving



**7th**  
The Residences Manchester  
Urbanbubble, Legal & General



**8th**  
The Lexington  
Moda Living



**9th**  
Angel Gardens  
Moda Living



**10th**  
New Maker Yards  
Get Living

homeviews 2022

BTR RESIDENT CHOICE AWARDS

IN PARTNERSHIP WITH THE UKAA

TOP-RATED

NORTH-EAST DEVELOPMENT

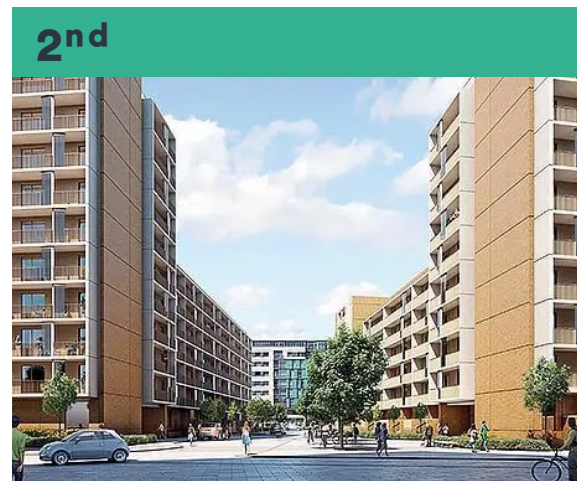
# TOP NORTH-EAST DEVELOPMENT

Award is based on 10+ verified resident reviews  
 Covers North East England and Yorkshire & Humber developments



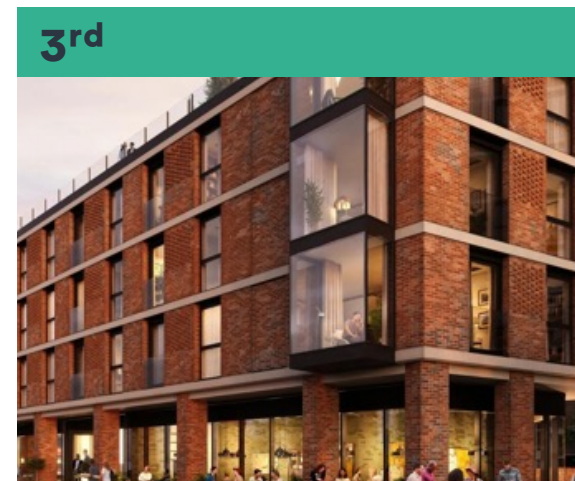
**1st**

New York Square  
Moda Living



**2nd**

Leodis Square  
Dandara Living



**3rd**

Mustard Wharf  
Urbanbubble, Legal & General



**4th**

Porterbrook Apartments  
West One



**5th**

Simple Life at Bracken Grange  
Simple Life Homes

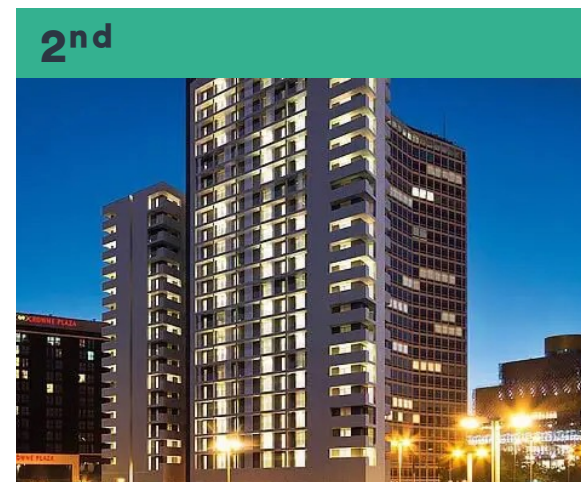
homeviews	2022
BTR RESIDENT CHOICE AWARDS	IN PARTNERSHIP WITH THE UKAA
TOP-RATED	MIDLANDS DEVELOPMENT

# TOP MIDLANDS DEVELOPMENT

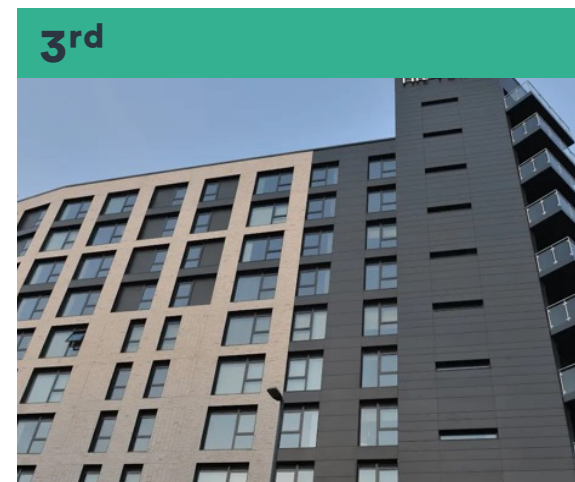
Award is based on 10+ verified resident reviews  
Covers West Midlands and East Midlands developments



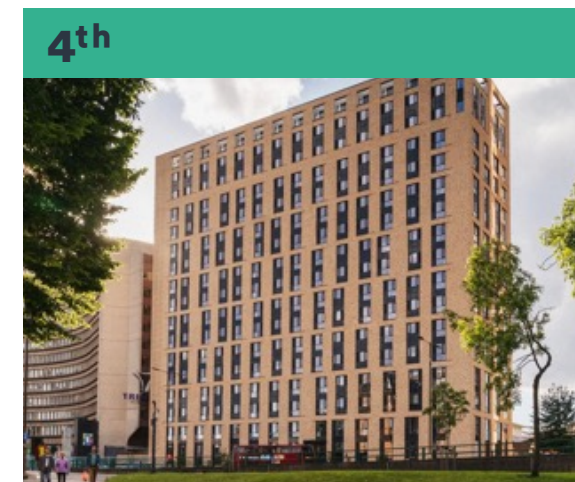
**1st**  
The Whitmore Collection  
Urbanbubble and Legal & General



**2nd**  
Aston Place  
Dandara Living



**3rd**  
The Forum  
Touchstone



**4th**  
The Lansdowne  
Way of Life



**5th**  
The Wullcomb  
Way of Life



**6th**  
Simple Life at Silkin Green  
Simple Life Homes



**7th**  
Simple Life at Ward's Keep  
Simple Life Homes




**8th**  
Simple Life at Stonefield Edge  
Simple Life Homes



**9th**  
Clayworks  
Fortior Homes



**10th**  
Simple Life at Sutherland Grange  
Simple Life Homes

 homeviews	2 0 2 2
BTR RESIDENT CHOICE AWARDS	IN PARTNERSHIP WITH THE UKAA
TOP-RATED	SOUTH-WEST DEVELOPMENT

# TOP SOUTH-WEST DEVELOPMENT

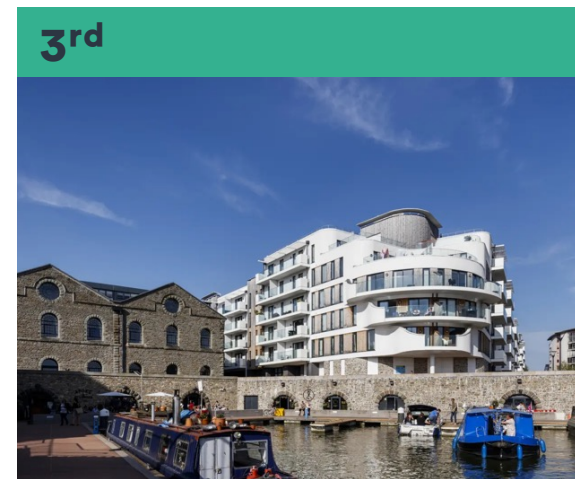
Award is based on 10+ verified resident reviews



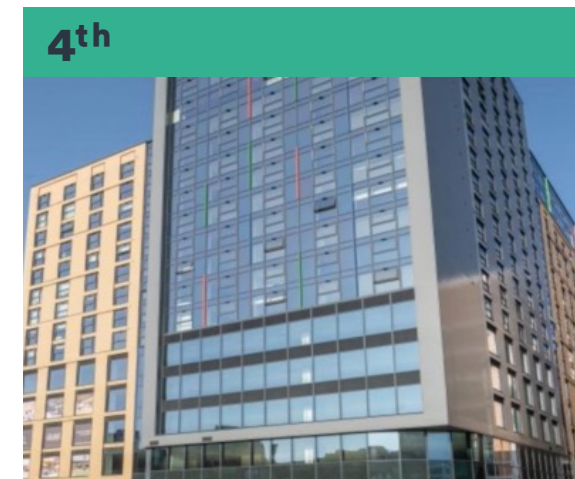
**Spring Wharf**  
Urbanbubble and Legal & General



**Box Makers Yard**  
Urbanbubble, Legal & General



**Canons Gate**  
A2Dominion Rental Only



**The Helm**  
Savills

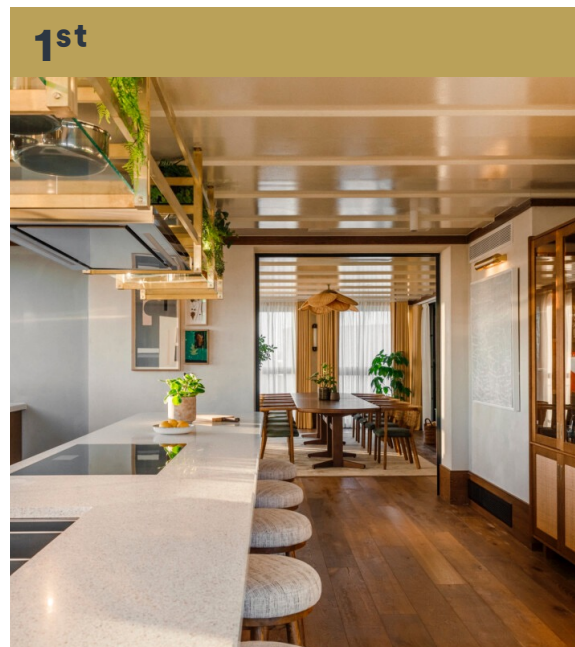


**Redcliff Quarter**  
A2Dominion Rental Only

homeviews	2022
<b>BTR RESIDENT CHOICE AWARDS</b>	IN PARTNERSHIP WITH THE UKAA
TOP-RATED	LONDON & SOUTH-EAST DEVELOPMENT

# TOP LONDON & SOUTH-EAST DEVELOPMENT

Award is based on 20+ verified resident reviews  
Covers London and South East developments



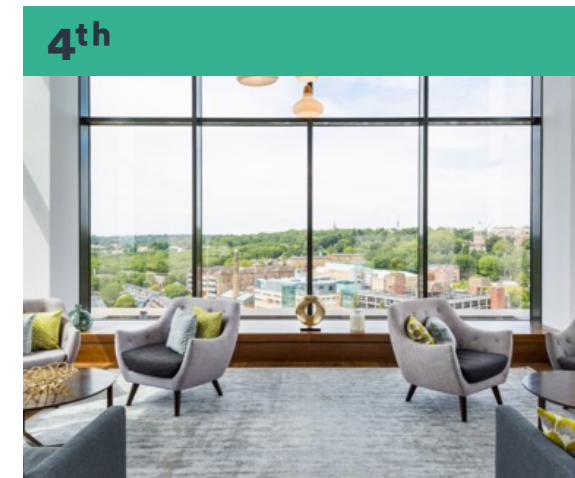
**1st**  
The Gessner  
Way of Life



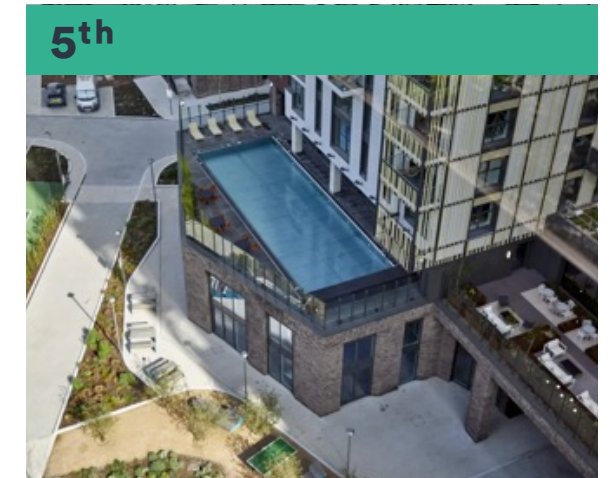
**2nd**  
The Quarters Kilburn  
The Quarters by Bravo



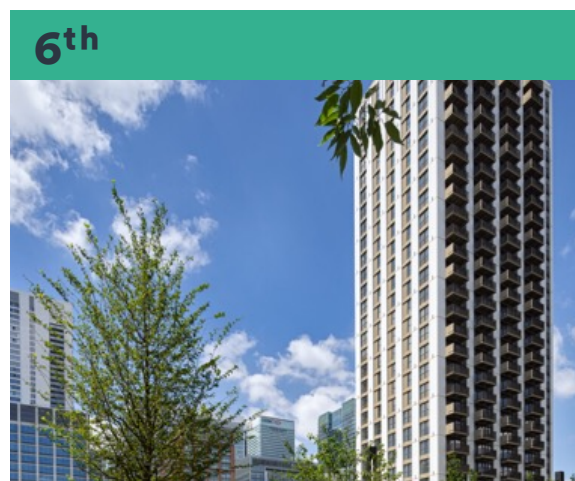
**3rd**  
Dressage Court  
Essential Living



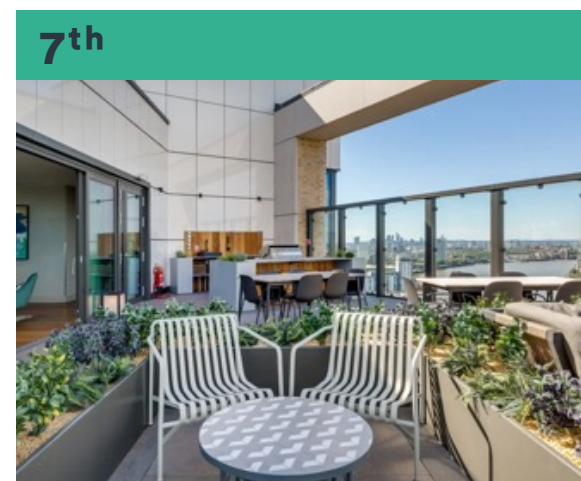
**4th**  
Vantage Point  
Essential Living



**5th**  
Blackhorse Mills  
Urbanbubble, Legal & General



**6th**  
30 Harbord Square  
Canary Wharf Group



**7th**  
Union Wharf  
Essential Living



**8th**  
be:here Hayes  
be:here



**9th**  
Charter Place  
Greystar

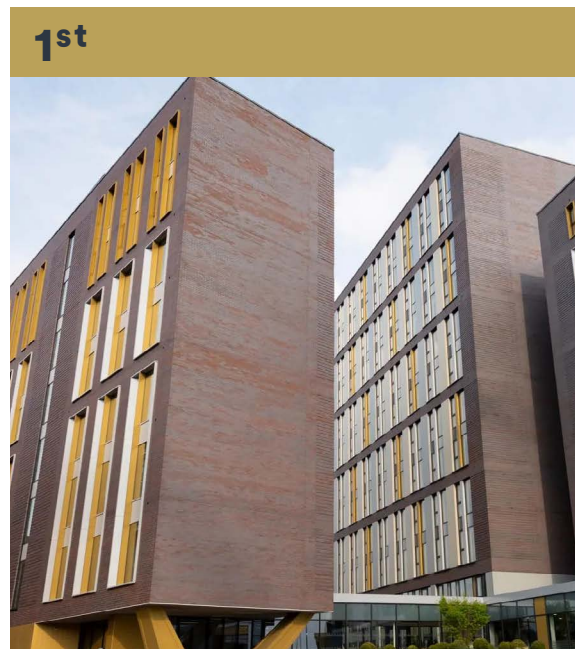


**10th**  
Sailmakers  
Greystar

homeviews <b>2022</b>	
<b>BTR RESIDENT CHOICE AWARDS</b>	IN PARTNERSHIP WITH THE UKAA
<b>TOP 10 UK BTR DEVELOPMENTS</b>	(LESS THAN 300 HOMES)

# TOP UK DEVELOPMENTS (LESS THAN 300 HOMES)

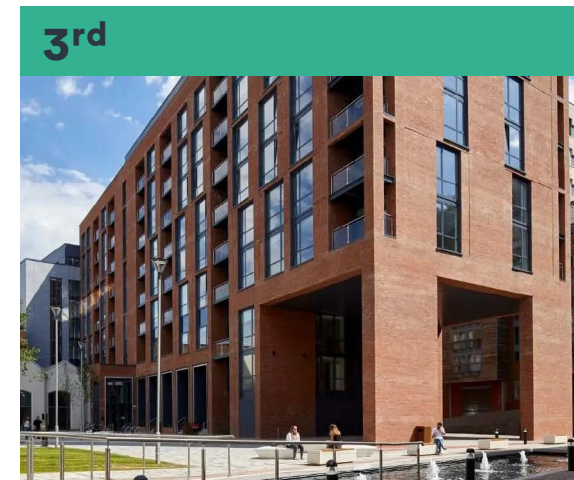
Award is based on 20+ verified resident reviews  
 Developments with less than 300 homes



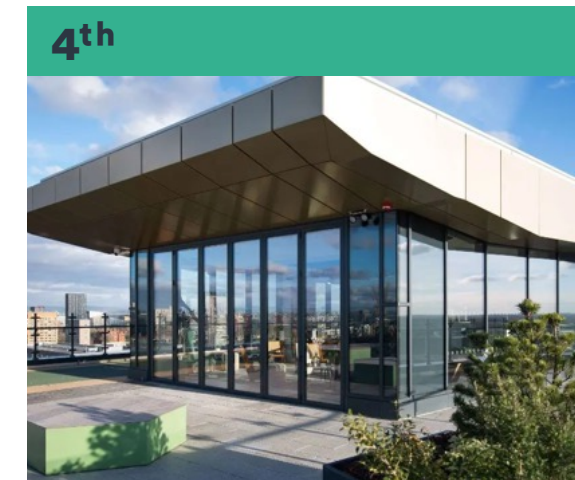
**1st**  
 The Trilogy  
 Allsop Letting and Management



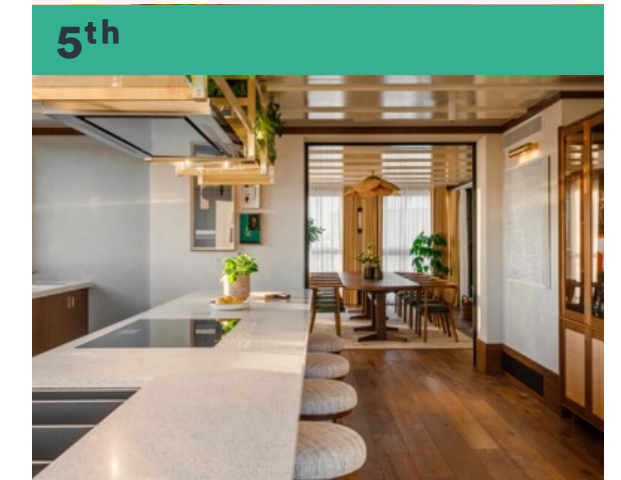
**2nd**  
 The Keel  
 Allsop Letting and Management



**3rd**  
 The Whitmore Collection  
 Urbanbubble and Legal & General



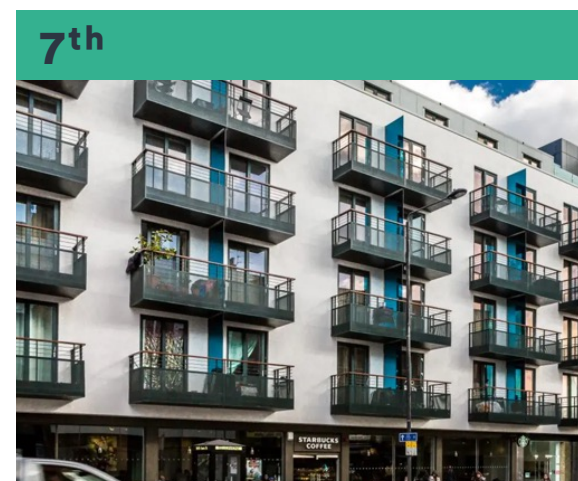
**4th**  
 Vox  
 Allsop Letting and Management



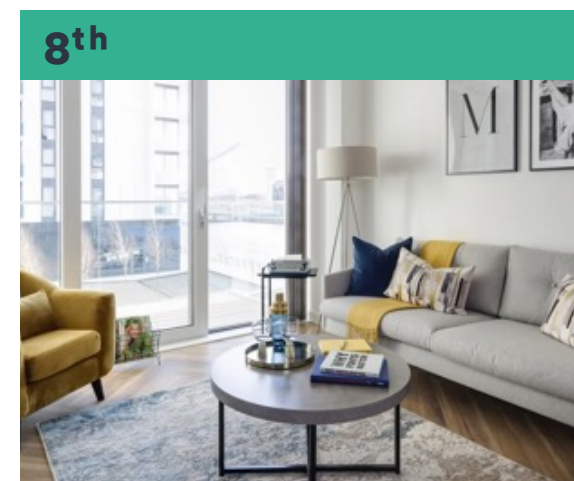
**5th**  
 The Gessner  
 Way of Life



**6th**  
 The James Liverpool  
 The James



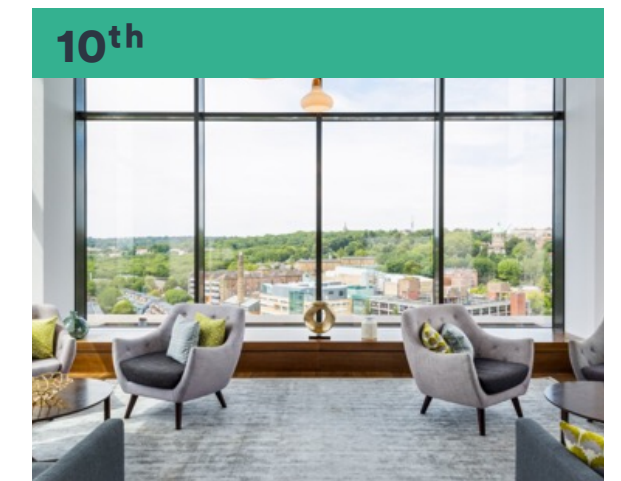
**7th**  
 The Quarters Kilburn  
 The Quarters by Bravo



**8th**  
 The Green Rooms MediaCityUK  
 AmroLiving



**9th**  
 Dressage Court  
 Essential Living

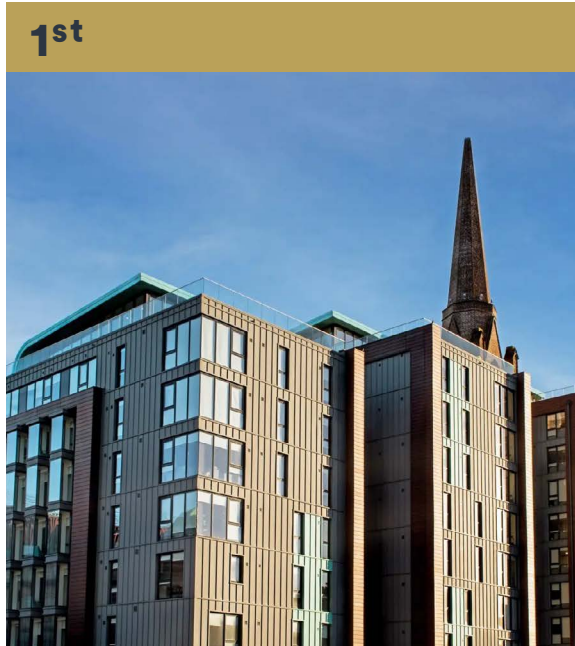


**10th**  
 Vantage Point  
 Essential Living

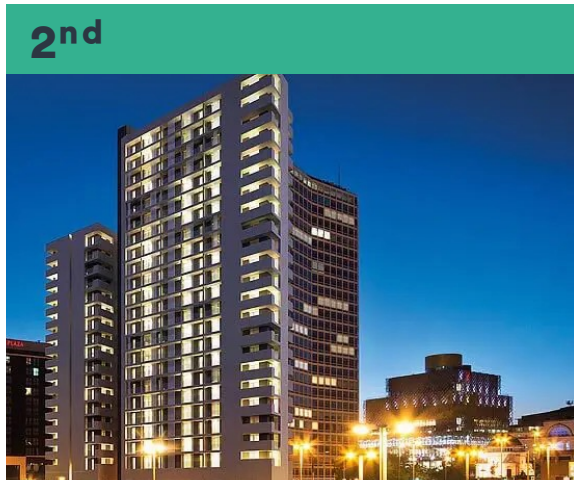
homeviews	2022
BTR RESIDENT CHOICE AWARDS	IN PARTNERSHIP WITH THE UKAA
TOP 10 UK BTR DEVELOPMENTS	(MORE THAN 300 HOMES)

# TOP UK DEVELOPMENTS (MORE THAN 300 HOMES)

Award is based on 20+ verified resident reviews  
Developments with more than 300 homes



**1st**  
The Point  
Dandara Living



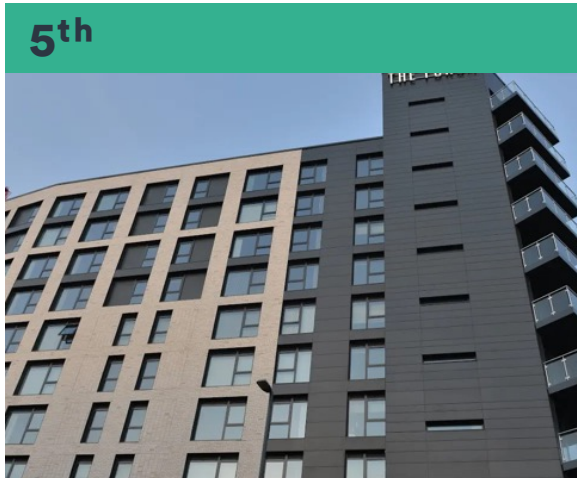
**2nd**  
Aston Place  
Dandara Living



**3rd**  
Chapel Wharf  
Dandara Living



**4th**  
The McEwan  
Moda Living



**5th**  
The Forum  
Touchstone



**6th**  
The Residences Manchester  
Urbanbubble, Legal & General



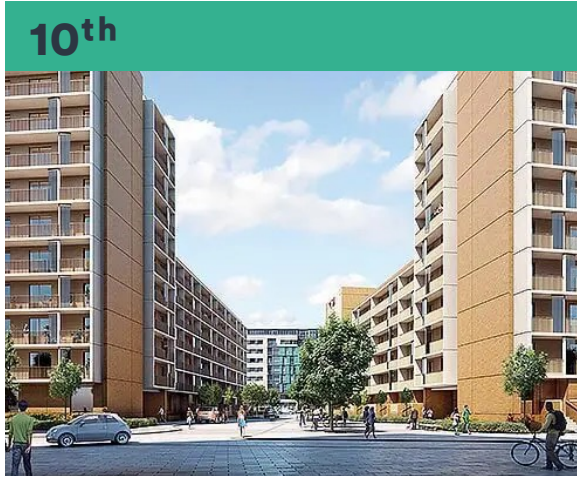
**7th**  
New York Square  
Moda Living



**8th**  
The Wullcomb  
Way of Life



**9th**  
Blackhorse Mills  
Urbanbubble, Legal & General

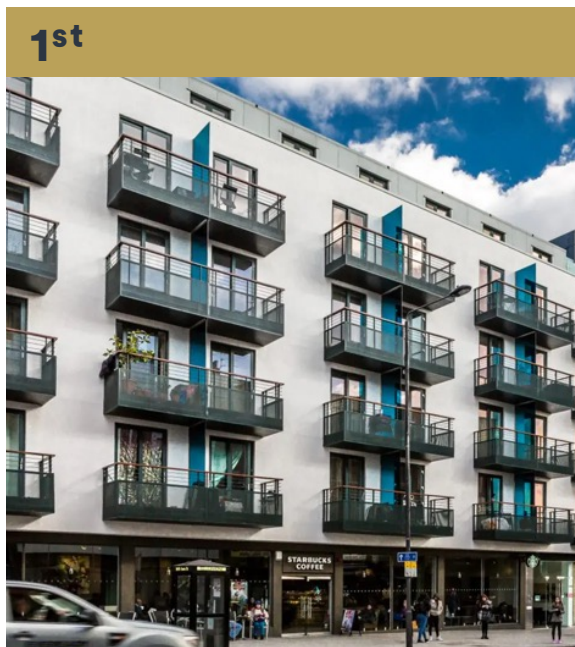


**10th**  
Leodis Square  
Dandara Living

homeviews 2022  
BTR RESIDENT CHOICE AWARDS  
IN PARTNERSHIP WITH THE UKAA  
TEAM OF THE YEAR

# TEAM OF THE YEAR

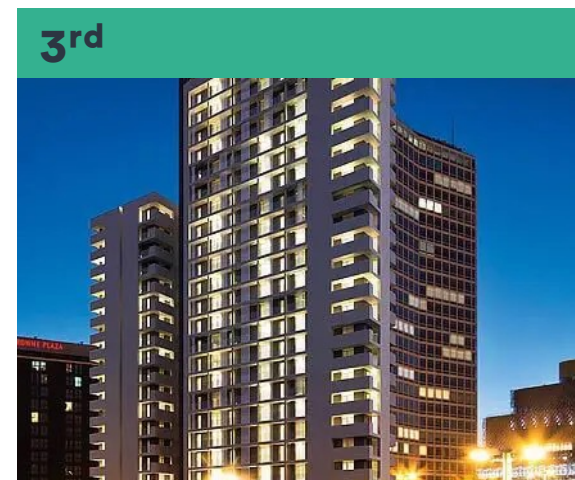
Award is based on 20+ rverified resident reviews  
Based on management and customer service ratings



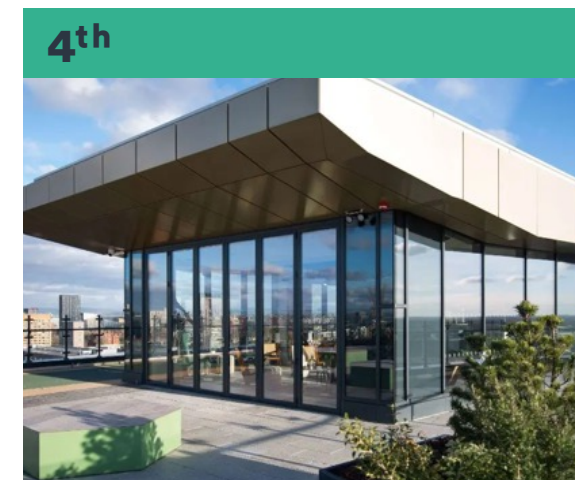
**1st**  
The Quarters Kilburn  
The Quarters by Bravo



**2nd**  
The James Liverpool  
The James



**3rd**  
Aston Place  
Dandara Living



**4th**  
Vox  
Allsop Letting and Management



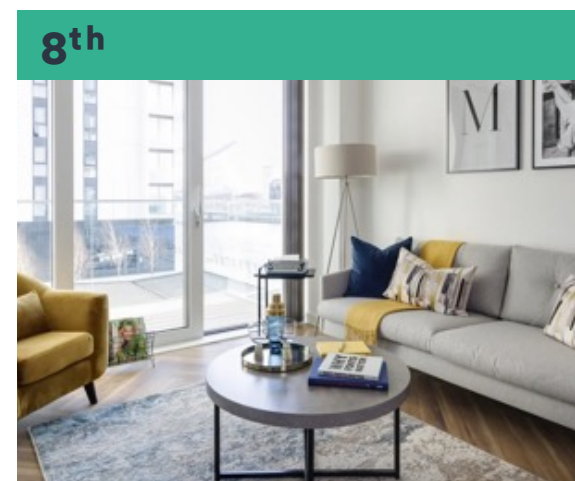
**5th**  
The Point  
Dandara Living



**6th**  
The Trilogy  
Allsop Letting and Management



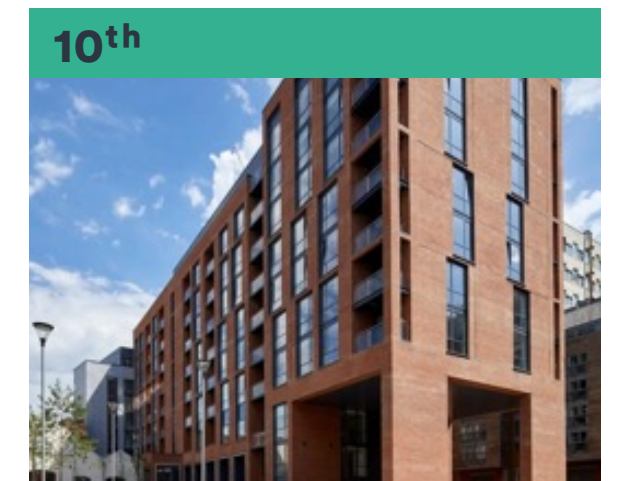
**7th**  
Chapel Wharf  
Dandara Living



**8th**  
The Green Rooms MediaCityUK  
AmroLiving



**9th**  
The Gessner  
Way of Life



**10th**  
The Whitmore Collection  
Urbanbubble, Legal & General





# TEAM MEMBER OF THE YEAR

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## KISHOR TAHILIANI

Aston Place, Dandara Living



**“Special thanks to Kishor for taking care of us from day one”**

**“A big thanks you to Kishor, Abdul and Indianjit who helped us with hassle free move in.”**

**“Kishor is the manager here. He is very supportive and easy to approach.”**

**“The staff are always so helpful and friendly- Kishor has been fab since I moved in.”**



# HIGHLY COMMENDED

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## AKASH SHARMA

Apo Kew Bridge, Apo, be:here

**“The property manager (Akash) is hands-on, kind and very thoughtful. He makes living in the gatefold building peaceful.”**

## CLEMENT BANDOA

Chapel Wharf, Dandara

**“Clements was amazing as an introductory guide and made me feel welcome from the first minute, getting everything set up and moved in was such a quick and pleasant process!”**

## DEAN JOAO


Sailmakers, Greystar

**“The maintenance team is amazing. They have a friendly word and solution any time you run into them. Dean is especially helpful and fast, and there is nothing that this team cannot fix. Thank you for making our life so comfortable at sailmakers, dean.”**

## SELNA FRANCO

The Quarters Kilburn,  
The Quarters by Bravo

**“Selna is wonderful! She is very welcoming, kind and professional. I greatly appreciate her in helping us all the time.”**

 homeviews	2 0 2 2
BTR RESIDENT CHOICE AWARDS	IN PARTNERSHIP WITH THE UKAA
TOP 5 BTR MANAGEMENT COMPANY	(LESS THAN 3000 HOMES)

# TOP MANAGEMENT COMPANY (LESS THAN 3000 HOMES)

1st

**allsop**

2nd

  
DANDARA  
LIVING

3rd


WAY OF LIFE

4th

 **Essential  
Living**

5th

 Touchstone

 homeviews	2 0 2 2
BTR RESIDENT CHOICE AWARDS	IN PARTNERSHIP WITH THE UKAA
TOP 5 BTR MANAGEMENT COMPANY	(MORE THAN 3000 HOMES)

# TOP MANAGEMENT COMPANY (MORE THAN 3000 HOMES)

1st



2nd

MODA

3rd

getliving

4th

GREYSTAR®

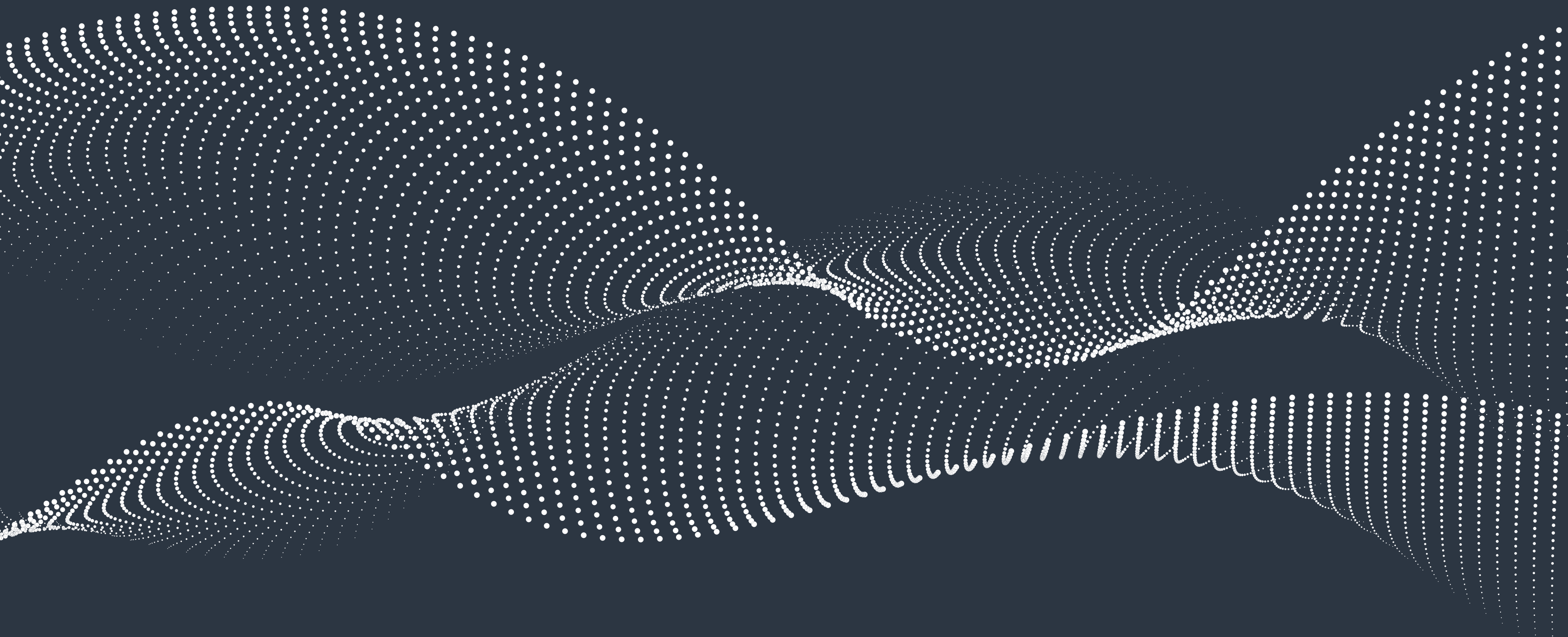
5th



# DEVELOPMENTS INDEX

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The following index are a list of BTR developments that HomeViews have resident reviews on and are the basis for our BTR analysis.



OPERATOR	DEVELOPMENT	REGION
A2Dominion Rental Only	Brooklands Park by A2Dominion Rental Only, TW15	South East
	Canons Gate by A2Dominion Rental Only, BS1	South West
	City Wharf by A2Dominion Rental Only, N1	London
	CQ London by A2Dominion Rental Only, E14	London
	Exchange Gardens by A2Dominion Rental Only, SW8	London
	Fellows Square by A2Dominion Rental Only, NW2	London
	Gunmakers by A2Dominion Rental Only, E3	London
	Invicta by A2Dominion Rental Only, BS1	South West
	Jigsaw by A2Dominion Rental Only, W13	London
	Redcliff Quarter by A2Dominion Rental Only, BS1	South West
	Silchester Apartments by A2Dominion Rental Only, TW7	London
	West Plaza, TW19	South East
	AA Homes & Housing	Cygnets House, CR0
Exchange Court, CR0		London
Abri Homes	Berry Court, BH1	South West
	Tasman Court, SO14	South East
AddLiving	Headingley Park, LS6	Yorkshire and the Humber
Affinity Living	Affinity Living Exchange Point, M3	North West
	Affinity Living Laurence Place, M3	North West
	Affinity Living Riverside, M3	North West
	Affinity Living Riverview, M3	North West
Akelius	St Peters Court, E1	London
Allsop Letting and Management	The Keel, L3	North West
	The Trilogy, M15	North West
	Vox, M15	North West

OPERATOR	DEVELOPMENT	REGION
Allsop Single Family Housing	Bridgewater Park, M30	North West
	New Broughton, M7	North West
	Queen Mary Place, L9	North West
AmroLiving	The Green Rooms MediaCityUK, M50	North West
Annington	Pinnpoint, UB10	London
Apo	Apo Barking, IG11	London
	Apo Kew Bridge, TW8	London
Apt Living	Apt Parkview , TW8	London
Asher and Jonah Perelman	Pearl Apartments, E10	London
be:here	be:here Hayes, UB3	London
BRNS Group	Broad House, HA2	London
Brookfield Properties	Brandenburgh House, W6	London
Canary Wharf Group	30 Harbord Square, E14	London
Comer Homes	Royal Winchester House, RG12	South East
Cording Residential Asset Management	Merlin Wharf, LE3	East Midlands
	Saffron Court, NG2	East Midlands
Countryside	Meadow Road, M7	North West
Croydon Council	Concord House, CR9	London
	Sycamore House, CR7	London
	Windsor House, SW16	London
Dandara Living	Aston Place, B1	West Midlands
	Chapel Wharf, M3	North West
	Leodis Square, LS11	Yorkshire and the Humber
	The Point, AB10	Scotland

OPERATOR	DEVELOPMENT	REGION
De Vere Partners	Tech West Lofts, W3	London
Dolphin Square Operators Limited	Dolphin Square, SW1	London
Dstrkt	Canterbury House, CR0	London
	Delta Point, CR0	London
	Northumberland House, SM2	London
Essential Living	Berkshire House, SL6	South East
	Dressage Court, E2	London
	Union Wharf, SE8	London
	Vantage Point, N19	London
Evenbrook Estates	Browns Green, B20	West Midlands
Fizzy Living / Greystar	Bradstowe House, HA1	London
	Charter Place, TW3	London
	Equipment Works, E17	London
	Fizzy Canning Town, E16	London
	Fizzy East16, E16	London
	Fizzy Epsom, KT19	South East
	Fizzy Hayes, UB3	London
	Fizzy Lewisham, SE13	London
	Fizzy Poplar, E14	London
	Fizzy Stepney Green, E1	London
	Fizzy Walthamstow, E17	London
	Griffith Wood, Dublin 9	London
	MyLo at Aldgate Place, E1	London
	MyLo at Nine Elms, SW8	London
	Oxbow, M5	North West
	Quayside Quarter, Dublin 1	Ireland

OPERATOR	DEVELOPMENT	REGION
Fizzy Living / Greystar	Sailmakers, E14	London
	Ten Degrees, CR0	London
	The Copper House, L1	North West
	The Well House, SM1	London
Folio London	Tillermans at Greenford Quay, UB6	London
	Folio London at Beaufort Park, NW9	London
	Folio London at New Garden Quarter, E15	London
	Folio London at Porter's Edge, SE16	London
	Folio London at Royal Albert Wharf, E16	London
	Folio London at Royal Wharf, E16	London
	Folio London at Saffron Square, CR0	London
	Folio London at St James, SE1	London
	Folio London at Stanmore Place, HA7	London
	Folio London at Stratford Halo, E15	London
Fortior Homes	Clayworks, ST1	West Midlands
FTC Property Ltd	Apartment Wharf, Canary South, E14	London
Get Living	East Village, E20	London
Get Living	Elephant Central, SE1	North West
Get Living	New Maker Yards, M5	London

OPERATOR	DEVELOPMENT	REGION
Grainger	Abbeville Apartments, IG11	London
	Ability Plaza, E8	London
	Berewood, PO7	South East
	Brook Place, S11	Yorkshire and the Humber
	Clippers Quay, M50	North West
	Gatehouse Apartments, SO14	South East
	Grainger at The Filaments, M3	North West
	Grainger at Windlass Apartments, N17	London
	Hawkins & George, BS1	South West
	Kew Bridge Court, W4	London
	Kings Dock Mill, L1	North West
	Millet Place, E16	London
	Shillington Old School, SW11	London
	Solstice Apartments, MK9	South East
	Springfield House Lofts, E8	London
	The Forge, NE1	North East
	The Grainger Collection at Wellesley, GU11	South East
	The Headline, LS1	Yorkshire and the Humber
The Rock, BL9	North West	
Tribe Apartments, M4	North West	
Greenwich Peninsula	No.4 Upper Riverside, Greenwich Peninsula, SE10	London
Hillcrest	Salamander Street, EH6	Scotland
Home Made	WEM Tower, HA9	London
Hycgan	Pinnacle Tower, HA9	London
Imperial College London	Eighty Eight Wood Lane, W12	London

OPERATOR	DEVELOPMENT	REGION
InReach Living	Embankment, B16	West Midlands
JLL	Duet MediaCityUK, M50	North West
	GreenGate, M3	North West
	Landrow Place, B3	West Midlands
	Lochrin Quay, EH3	Scotland
	One Eighty Stratford High Street, E15	London
	Queen Street Apartments, LE1	East Midlands
	The CQ, The Court and The Gardens, LS3	Yorkshire and the Humber
	The Horizon, SE10	London
	The Hub, HA1	London
	Kingsford Developments	Kingsford Residence, EH7
Kooky	Kooky Staines-Upon-Thames, TW18	South East
	Kooky Whetstone, N20	London
Legal & General / Urbanbubble	Anco&co, M4	North West
	Blackhorse Mills, E17	London
	Box Makers Yard, BS2	South West
	Mustard Wharf, LS1	Yorkshire and the Humber
	One Canalside, CM2	East of England
	Solasta Riverside, G5	Scotland
	Spring Wharf, BA2	South West
	The Residences Manchester, M15	North West
	The Slate Yard, M3	North West
	The Whitmore Collection, B3	West Midlands

OPERATOR	DEVELOPMENT	REGION
L&Q	L&Q at 434 Old Kent Road Private Rental, SE1	London
	L&Q at Academy Central Private Rental, RM8	London
	L&Q at Acton Gardens Private Rental, W3	London
	L&Q at Apex Apartments Private Rental, SE6	London
	L&Q at Barking Riverside Private Rental, IG11	London
	L&Q at Bournemouth Road Private Rental, SE15	London
	L&Q at Colindale Gardens Private Rental, NW9	London
	L&Q at Coolidge Tower, Private Rental, E14	London
	L&Q at Dovetail Place, Private Rental, N15	London
	L&Q at Faircharm Dock Private Rental, SE8	London
	L&Q at Kingsberry Central Private Rental, HA3	London
	L&Q at Moseley Lodge Private Rental, E14	London
	L&Q at Quebec Quarter Private Rental, SE16	London
	L&Q at The Pavilions Private Rental, N1	London
	L&Q at The Residence Private Rental, SW8	London
	L&Q at The Treacle Works, E16	London
	L&Q at Thurston Point Private Rental, SE13	London
	L&Q at Twist House Private Rental, SE1	London
L&Q at Wandsworth Exchange Private Rental, SW18	London	
L1 Capital	The Skyline 2, M4	North West
Lendlease	Park Central West, SE17	London
Let It Direct	Charter House, IG1	London
	The Shannon Centre, IG3	London

OPERATOR	DEVELOPMENT	REGION
Linkcity	Argo Apartments, E16	London
	Castle Park View, BS2	South West
liv	Baltic Yard, L1	North West
	Forster Place Apartments, BD1	Yorkshire and the Humber
Live DifRent	Bank Top, OL10	North West
	Cromwell Road, CH65	North West
	Heyfields, M28	North West
	Highfield Green, L33	North West
	Live DifRent at Norris Green, L11	North West
	Raleigh Street, WS2	West Midlands
	Regis Park, B65	West Midlands
	Rose Street, OL9	North West
	Churchwood Gardens, SE23	London
Manchester Life	Cotton Field Wharf, M4	North West
	Sawmill Court, M4	North West
	Smiths Yard, M4	North West
	Weavers Quay, M4	North West
Manhattan Loft Corporation	Manhattan Loft Gardens, E20	London
MHA London	Sovereign Court, E1W	London
Moda Living	Angel Gardens, M4	North West
	New York Square, LS2	Yorkshire and the Humber
	The Lexington, L3	North West
	The McEwan, EH3	Scotland



OPERATOR	DEVELOPMENT	REGION
Native	Dalston Works, E8	London
	Kampus, M1	North West
	No.26, CR0	London
	Sherbourne Place, B16	West Midlands
	The Almere, MK9	South East
Network Homes	Atrium Point, UB6	London
	The Porter Building, HA1	London
Northern Group	Flint Glass Wharf, M4	North West
	The Ice Plant, M4	North West
Ocasa Homes	Heritage Park, S6	Yorkshire and the Humber
	Old Picture House Court, TS20	North East
	Saxon Gate, DE1	East Midlands
	Smith's Flour Mill, WS2	West Midlands
	The Apple Building, M40	North West
Omnia Property Group	Northumbria House, NE3	North East
One Manchester	Hulme Living, M15	North West
Optivo	Verde House, CR0	London
Origin Housing	Watermill Lane, N18	London
Pinnacle Investment	Vida, SW11	London

OPERATOR	DEVELOPMENT	REGION
PlaceFirst	Cross Heath Grove, LS11	Yorkshire and the Humber
	Gell Street, S3	Yorkshire and the Humber
	Scholars View, DH5	North East
	Skye Edge, S2	Yorkshire and the Humber
	The Green, Hartlepool, TS26	North West
	Welsh Streets, L8	North West
	West End, LA4	North West
	Woodnook, BB5	North West
PLATFORM_	PLATFORM_ Crawley, RH10	South East
	PLATFORM_Bedford, MK40	East of England
	PLATFORM_Bracknell, RG12	South East
	PLATFORM_Exeter, EX1	South West
	PLATFORM_Stevenage, SG1	East of England
Purelake New Homes	Nexus Apartments, BR1	London
Quintain Living	Alameda, Wembley Park, HA9	London
	Alto, Wembley Park, HA9	London
	Beton, Wembley Park, HA9	London
	Canada Gardens, Wembley Park, HA9	London
	Ferrum, Wembley Park, HA9	London
	Landsby, Wembley Park, HA9	London
	Madison, Wembley Park, HA9	London
	Montana & Dakota, Wembley Park, HA9	London
	The Robinson, Wembley Park, HA9	London

OPERATOR	DEVELOPMENT	REGION
Redwing	Plaza 1821, L3	North West
Reside Manchester	Broadside, M4	North West
Residential Land	Luke House, SW1P	London
Rise Homes	Greyfriars, CV1	West Midlands
	Rise Homes at The Depot, M14	North West
	The Mailbox, SK3	North West
Rooms and Studios	The Tanneries, E15	London
Sanctuary Homes	Walker Gardens, AB11	Scotland
Savills	Allegro Living, B7	West Midlands
	Curtiss House at Beaufort Park, NW9	London
	Frederick House at Bath Riverside, BA2	South West
	G3 Square, G3	Scotland
	Hudson House at Caspian Wharf, E3	London
	Jefferson House at Parkwest, UB7	London
	Johnson Court at Kidbrooke Village, SE9	London
	Matisse Court, EC1Y	London
	Millard Place at Arborfield Green, RG2	South East
	Pomona Wharf, M15	North West
	Sienna House, SM1	London
	Thames Quarter, RG1	South East
	The Assembly, HA0	London
	The Astley, M1	North West
	The Cargo Building, L1	North West

OPERATOR	DEVELOPMENT	REGION
Savills	The Forge, E6	London
	The Green at Kilnwood Vale, RH12	South East
	The Helm, BH8	South West
	The High Line, E14	London
	The Picture House, IG1	London
	The Rehearsal Rooms, W3	London
	Warehouse Court at Royal Arsenal Riverside, SE18	London
	Waterside Apartments, LS12	Yorkshire and the Humber
	Sheen Lane Developments	Becketts House, IG1
Ewing House, CM14		East of England
Middlesex House, HA8		London
Quadrant House, RH1		South East
Simple Life Homes	Simple Life at Abbotsfield, WA9	North West
	Simple Life at Base at Newhall, CM17	East of England
	Simple Life at Baytree Lane, M24	North West
	Simple Life at Beehive Mill, BL3	North West
	Simple Life at Belmont Place, WN2	North West
	Simple Life at Bracken Grange, TS4	North East
	Simple Life at Brookside Grange, OL16	North West
	Simple Life at Canal Side, WN6	North West
	Simple Life at Chase Park, CH65	North West
	Simple Life at Coral Mill, OL16	North West
Simple Life at Durban Mill, OL8	North West	

OPERATOR	DEVELOPMENT	REGION
Simple Life Homes	Simple Life at Earle Street, WA12	North West
	Simple Life at East Hill Gardens, S2	Yorkshire and the Humber
	Simple Life at Empyrean, M7	North West
	Simple Life at Fornham Place, IP32	East of England
	Simple Life at Galton Lock, B66	West Midlands
	Simple Life at Hamilton Square, M46	North West
	Simple Life at Harewood Close, OL11	North West
	Simple Life at Havenswood, M30	North West
	Simple Life at Highfield Place, L33	North West
	Simple Life at Hilton Park, WN7	North West
	Simple Life at Holybrook, BD10	Yorkshire and the Humber
	Simple Life at Holyoake Road, M28	North West
	Simple Life at James Mill Way, WV2	West Midlands
	Simple Life at Juniper Grove, WA9	North West
	Simple Life at Kirkleatham Green, TS10	North East
	Simple Life at Lea Hall Gardens, B20	West Midlands
	Simple Life at Milard Grange, LU5	East of England
	Simple Life at Norwich Green, OL11	North West
	Simple Life at Our Lady's, M28	North West
	Simple Life at Prescott Park, L34	North West
	Simple Life at Prince's Gardens, S2	Yorkshire and the Humber
	Simple Life at Queen Victoria Place, BB2	North West
	Simple Life at Rochwood Rise, OL16	North West
	Simple Life at Shrewsbury Close, M24	North West
	Simple Life at Silkin Green, TF4	West Midlands

OPERATOR	DEVELOPMENT	REGION
Simple Life Homes	Simple Life at Spirit Quarters, CV2	West Midlands
	Simple Life at Stanley Park, ST6	West Midlands
	Simple Life at Stonefield Edge, WV14	West Midlands
	Simple Life at Sutherland Grange, TF2	West Midlands
	Simple Life at Ward's Keep, WS10	West Midlands
	Simple Life at Woodbine Road, L24	North West
	Simple Life at Woodford Grange, CW7	North West
	Simple Life at Yew Gardens, DN12	Yorkshire and the Humber
	Simple Life London at Beam Park, RM13	London
	Simple Life London at Fresh Wharf, IG11	London
	Span Group	Xchange Point, N7
The Collective	The Collective Canary Wharf, E14	London
	The Collective Old Oak, NW10	London
The Hyde Group	County House, BR3	London
The James	The James Liverpool, L2	North West
The Quarters by Bravo	The Quarters Croydon, CR0	London
	The Quarters Kilburn, NW6	London
	The Quarters Swiss Cottage, NW3	London
	The Quarters Watford, WD17	East of England
The Ringley Group	Anaconda Cut, M3	North West
	Bow Square, SO14	South East
	One Lampton, TW3	London
	Velocity Village, S1	Yorkshire and the Humber

OPERATOR	DEVELOPMENT	REGION
Touchstone	East Wick + Sweetwater, E20	London
	Howard Court, HP11	South East
	The Forum, B5	West Midlands
TRS Asset Management Ltd	TRS Apartments, UB2	London
Uncle – Realstar Living	Pioneer Point, IG1	London
	Uncle Elephant & Castle, SE11	London
	Uncle Manchester, M1	North West
	Uncle New Cross, SE14	London
	Uncle Stockwell, SW8	London
	Uncle Wembley, HA9	London
Urban Splash	3Towers, M40	North West
Varis Developments	Varis Court Coulsdon, CR5	London
Vastint	Sugar House Island, E15	London
Vertus	10 George Street, E14	London
	8 Water Street, E14	London
	Newfoundland, E14	London
Vita Living	Circle Square Apartments, M1	North West
	Vive Living Childers Street, SE8	London
	Vive Living Stonemason's Yard, E9	London
Vonder	Vonder Skies, TW8	London
	Vonder Village, TW8	London

OPERATOR	DEVELOPMENT	REGION
Way of Life	5 Bedford Park, CR0	London
	The Gessner, N17	London
	The Kell, ME4	South East
	The Lansdowne, B16	West Midlands
	The Wullcomb, LE1	East Midlands
	Vida House, SE8	London
West One	Porterbrook Apartments, S11	Yorkshire and the Humber
Wise Living	Herbert House, CV4	West Midlands
	Minshull Way, CH42	North West
	The Old Brewery, NG18	East Midlands
	Wise Living at Principal Point, TF1	West Midlands
X1 Developments Limited	X1 Aire, LS2	Yorkshire and the Humber
	X1 The Gateway, M5	North West
	X1 The Plaza, M4	North West
Xenia Estates	Adelphi Wharf, M3	North West
YPP	Fairbairn Residences, LS2	Yorkshire and the Humber
	Gravity Residence, L2	North West
	No.5 South Parade, LS1	Yorkshire and the Humber