



**The Charters Group**  
LEADING BY EXAMPLE

“Our remarkable teams are making incredible things happen in property every day.”

ROBERT MOTT CHAIRMAN  
THE CHARTERS GROUP



The way people do property has evolved dramatically in recent years. Both residential and commercial sectors want and deserve added value but, more than that, they're looking to the property professionals they already trust for expertise and guidance on a world of other property matters too.

It's that multi-disciplinary premise that underpins The Charters Group, the relationships we've built and our approach to all things property. The Group represents an experienced collective of professionals from all fields of this dynamic industry and, together, we offer a full suite of specialist services that add value, reassurance and the confidence that our buyers, sellers and tenants are making the right decisions when it comes to their property choices.

We believe that a group that works together, succeeds together - we see it every day in the departments who work in unison to deliver our expert services and help remove the stress and strain from our clients' property transactions. Charters Estate Agents flourishes when our Financial Services team can make a move more affordable, our Land and New Homes department thrives on the support of the suite of allied services offered by our Commercial department. Our renowned Trinity Rose Chartered Surveyors and Architecture teams continue to deliver the technical resources and expertise that are so relied on by our commercial and residential clients. All the time, our Shared Ownership and Lettings teams are busy supporting the exponential growth that both are enjoying with expert, bespoke services that help get the right people into the right properties.

Property is never one-size-fits-all and that's why our dedicated teams work together to tailor our resources and services to cover all our clients' property needs today and ensure they're best placed to exploit their opportunities and challenges in the years ahead.

The success the award-winning Charters Group has achieved is testament to the five-star support and services it delivers every day to help our clients get the very best from their deal. It gives me very great pleasure to introduce you to the remarkable teams who really are making incredible things happen in property...

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CHARTERS OPENED IN 2009 WITH  
3 TEAM MEMBERS AND THERE ARE NOW

**135**

**LOCAL PROPERTY LOVERS**  
WHO MAKE UP  
THE CHARTERS GROUP

SPONSORED

**786**

**COMMUNITY EVENTS**  
THROUGHOUT  
HAMPSHIRE AND SURREY

WINNERS OF

**40**

**LOCAL, NATIONAL  
& INTERNATIONAL**  
PROPERTY AWARDS

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# TRINITY ROSE

CHARTERED SURVEYORS

“We cover all aspects of surveying. We have the right people with the right skills and, with their wealth of industry knowledge and contacts, we’re undeniably well placed to continue to grow our influence in this region.”

RICHARD KIRBY **MANAGING DIRECTOR**  
TRINITY ROSE CHARTERED SURVEYORS





# TRINITY ROSE

CHARTERED SURVEYORS

I've been a Chartered Building Surveyor for over 20 years with experience that's spanned the surveying spectrum from local authority and private practice to the largest corporate property consultancy in the world. That said, it would be hard to beat the level of dynamism and multi-disciplinary brilliance that we have under one roof at Trinity Rose.

I'm fortunate to be part of this remarkable team of property professionals who, collectively and individually, make their mark on the architectural, surveying, valuation and other specialist property opportunities that emerge here every day. Our breadth of experience includes property valuations undertaken by RICS Registered Valuers, a full range of residential surveys, professional building surveying work, commercial property solutions, contract administration and project consultancy and block management services that are tailored to suit every property requirement. It doesn't stop here and I'd encourage you to visit our website, [www.trinity-rose.co.uk](http://www.trinity-rose.co.uk) to view the comprehensive suite of property services on offer, something we're very proud of. You'll also be able to catch a glimpse of the team here at Trinity Rose!

We'll keep harnessing the potential of a changing retail landscape, the rise of social housing and the new relationships we're nurturing with registered providers, developers and house builders. It's an exciting time to be taking the lead in this industry - current events have seen commercial and residential owners re-evaluating what property means to them and, as perspectives continue to shift, it's clear that property will always be instrumental in influencing how the wider social and economic climate responds.

As it does, we'll continue to take pride in the resilience of this robust business structure and our ability to react, evolve and grow as one.

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COMPLETED

5,562

PROPERTY SURVEYS

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“Our team has an incredible reach throughout our marketplace and we’re all at your disposal.”

ALAIN AMOS **MANAGING DIRECTOR**  
CHARTERS FINANCIAL SERVICES





# Charters

FINANCIAL SERVICES

With almost 30 years' experience in this sector when I joined Charters Financial Services, I hadn't witnessed such a high level of commitment, passion and expertise when it comes to delivering the best in mortgage and protection to clients.

We have an agile team that's on-hand to offer the right tailored mortgage and protection advice direct from our Mortgage Hub headquarters and in-branch advisers across Hampshire and Surrey. We attract national business via our lead generation website as well as our new homes partners, Registered Provider partners for whom we act as an authorised broker and our existing clientele. It's fair to say that we have continued to build on our success with record month-on-month business.

Our versatility means we can offer the most competitive rates for customers who might be looking to remortgage or who require first-time buyer, buy to let, help to buy or shared ownership advice. We have access to specialist lenders when it comes to adverse credit, development, commercial and bridging finance and we consider ourselves experts when it comes to new homes mortgages. Our website showcases what we offer so, for further information, visit [www.chartersfinancialservices.co.uk](http://www.chartersfinancialservices.co.uk).

Our people are key to everything. We have an excellent team made up of the very best in the business. They offer a consistent, premium service with access to great rates and support, which is often where our specialist lending, equity release, bridging and development financing play a crucial part.

We're also proud to be associated with Mortgage Advice Bureau (MAB), the UK's leading mortgage intermediary brand, and our relationship serves us well. MAB's backing ensures that our compliance is always intact and that we have access to 1,000s of mortgages from over 90 lenders, including specific new homes products and exclusive deals. We can match the right products to meet our clients' exact requirements.

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# 3,468

MORTGAGES COMPLETED

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Your home may be repossessed if you do not keep up repayments on your mortgage.  
There may be a fee for mortgage advice. The actual amount you pay will depend upon your circumstances.  
The fee is up to 1%, but typical fee is 0.3% of the amount borrowed.



“When you consider what we’ve achieved with our teams, our culture and our customer service, it’s easy to see how Charters stands out from the crowd.”

ELLIOTT TRODD SALES MANAGING DIRECTOR  
CHARTERS ESTATE AGENTS





# Charters

HAMPSHIRE | SURREY

I'm fortunate to have enjoyed an incredible career in property and, after 30 years, I'm still doing a job that I love and which continues to send exciting new opportunities our way.

As Sales Managing Director of Charters Estate Agents, I lead our residential sales as well as the Group's branches and their results. It's rewarding that, even in challenging times, we've delivered some superb results for our clients and created outstanding customer experiences they'll remember for all the right reasons and keep coming back to us.

That's all down to our people and the way we deliver the Charters message. I'm passionate about career development, from recruiting the best staff, training them to make a difference for our clients and retaining them so they continue to be part of the winning culture we've all worked so hard to attain.

The future for us is bright, but we have to keep evolving - we're aiming to grow our network of offices across Hampshire and Surrey and we're very good at identifying new opportunities in new locations.

That said, after what already seems like a lifetime in this industry, it's the people who ensure the Charters name stands apart from the competition. It's the teams who give us their very best every day and, naturally, our customers. Of the 40 property industry awards we've won over the last five years, those that stand out are the ones voted for by our customers. To be voted Number One out of 12,500 agencies by the people we serve is a staggering achievement - that's what really makes me proud.

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**6,557**

**HOMES SOLD**  
ACROSS OUR NETWORK

**1,072**

**FEEDO**  
CUSTOMER REVIEWS - 5 STAR RATING

**488**

**GOOGLE**  
CUSTOMER REVIEWS - 5 STAR RATING

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“Why do we excel?  
Without a doubt, it’s  
down to our expert  
team, technical flair  
and unwavering  
discipline.”

ROBERT JOHNSON **DIRECTOR OF ARCHITECTURE**  
TRINITY ROSE ARCHITECTURE





# TRINITY ROSE

ARCHITECTURE

Trinity Rose Architecture is a multi-disciplined and hugely talented department, working with a diverse range of clients who include some of the region's leading homebuilders. I have over 30 years' experience working with developers throughout our region.

In fact, this experience resonates throughout the team and the level of expertise allows us to work seamlessly across a range of projects for small homebuilders, local and national developers as well as enabling us to accommodate major development programmes. To support the team, Trinity Rose Architecture also has access to an impressive in-house technical resource, which perfectly complements our portfolio.

Trinity Rose Architecture includes experts from residential, commercial, leisure and rural property sectors. Together, we offer a suite of specialist services that are tailored to suit the needs of our clients. From feasibility studies that determine the viability of a new scheme to design services that are geared towards getting the project across the planning line, we can help.

We undertake measured building surveys by our RICS-accredited surveyors and we create detailed Land Registry-compliant lease plans for commercial landlords, freeholders and businesses. We also work with solicitors on complex cases when required, giving our clients further peace of mind. To find out more about Trinity Rose Architecture, visit us at [www.trinity-rose.co.uk](http://www.trinity-rose.co.uk).

We are a forward-thinking, reliable and creative team offering fantastic technical services that our clients can depend on and I am very proud to be part of it.

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TRINITY ROSE ARCHITECTURE HAS COMPLETED

**302**  
ARCHITECTURAL  
PROJECTS

RESULTING IN

**1,000s**  
OF WORKING DRAWINGS



“We’re an award-winning lettings team that prides itself on delivering the best, most personal service possible.”

SUZANNE DIAMOND LETTINGS DIRECTOR  
CHARTERS ESTATE AGENTS





# Charters

LETTINGS

Lettings is a dynamic business that's currently seeing exponential growth, which makes this a very exciting time for those of us in the industry. It's also one that's fraught with ever-changing legislation and procedure. Fortunately, I have a background in business and law, so it's a role that ticks every box for me!

I oversee the Charters Lettings business, working closely with staff across our branch network. This includes ensuring our teams are trained and educated to the industry's highest standards and remain fully conversant and compliant with current legislation and we update our systems as new rules and regulations are introduced. I've spent over 20 years working across all areas of lettings and I know that the key to making it a success is having the resilience to adapt in line with the changes the industry implements.

As a market-leading lettings operation and, thanks to the scale of our network, Charters is in quite a unique position - we have lettings experts within each office and this experience and support is invaluable to our landlords and tenants across Hampshire and Surrey. In fact, our dedicated property management team looks after landlords and tenants from the start of their tenancy journey with Charters. Our customers know who they are speaking to and developing these relationships is key to our success.

The future is bright for Lettings and we continue to expand the network with the same focus on providing the highest level of service to our customers - it's what sets us apart from the competition. Our independence and local knowledge means we are heavily invested within the locations that our team members also call home. The lettings industry as a whole has more than doubled in the last ten years, so we'll continue to adapt to the increase in demand for private rental accommodation.

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# 5,006

**LETS ACHIEVED**  
ACROSS HAMPSHIRE & SURREY

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2020 ★★★★★ feefo  
**Gold Trusted Service Award**

arla | propertymark  
**PROTECTED**



“We pride ourselves in delivering exceptional customer service and expertise.”



ANDY GIBBS **COMMERCIAL DIRECTOR**  
TRINITY ROSE COMMERCIAL

JON BAUD **ASSOCIATE DIRECTOR**  
TRINITY ROSE COMMERCIAL





# TRINITY ROSE

COMMERCIAL

Formerly Charters Commercial, our team has joined forces with Trinity Rose to create a well-established unit offering expertise across both agency and professional services. As commercial agents, the team has a wealth of experience in retail, offices, industrial, care and leisure sectors, providing independent advice to our commercial property clients across Hampshire and Surrey.

The commercial team offers a suite of commercial property solutions tailored to suit our clients' market sectors and property types. The scope of the types of commercial property we act on is vast and we're always looking to market new freehold and leasehold sites, meaning we can help our buyers and tenants secure the right property. We'll act for buyers, tenants and sellers and regularly interact with our New Homes and Financial departments to ensure our acquisition and investor clients' requirements can be accommodated seamlessly.

From marketing property for sale and to let, to conducting rent reviews for tenants and creating planned maintenance programmes, we have all the support required under one roof. Working in unison with 14 experienced Trinity Rose surveyors, we have more multi-disciplinary experts on hand with more resources to give our clients a much-valued, full-service offering.

Having such a capable and accessible team of property professionals behind us is undeniably helping to drive the success Trinity Rose Commercial is enjoying. We will be announcing two new appointments to our team very soon - watch this space! For more information on our full suite of services, please visit [www.trinity-rose.co.uk](http://www.trinity-rose.co.uk).

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726

COMMERCIAL SURVEYS

100s

OF COMMERCIAL LETTINGS

ACROSS HAMPSHIRE & SURREY

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“Our experience  
at a local level  
means we’re  
always ahead of  
the curve for our  
clients.”



BRETT COLMAN **LAND DIRECTOR**  
CHARTERS ESTATE AGENTS





# Charters

LAND & NEW HOMES

Land is an area in which Charters continues to see strong growth and opportunities we can help landowners achieve - the skill is doing the essential groundwork to explore a project's potential and viability and then matching the right developer to the site to maximise its value. All the time, we'll be guiding the landowner to make the right decisions - having experts and resources in all-things property, from planning and development to sales and financing, is key to our success in this field.

Due to the nature of land transactions, they can be very labour intensive, lengthy processes, so we'll take that time to build and nurture the relationships we have with our developer partners whilst prospecting, making introductions with landowners and doing the necessary due diligence on potential sites to try to get them over the line.

We are a pro-active, dedicated team that has transacted a range of deals across the south from single plot sales to larger housing schemes. We're always looking to identify land opportunities for our developer clients and we're focused on nurturing these relationships. Development opportunities and leads are generated through many channels and our technical and local experience, coupled with access to the right technical resource, means we're the trusted first port of call for clients.

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SUCCESSFUL IN THE ACQUISITION OR DISPOSAL OF

62

LAND SITES ACROSS OUR REGION

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“What makes us different is our proactive approach from sale through to completion.”



GEORGE LONG NEW HOMES SALES DIRECTOR  
CHARTERS ESTATE AGENTS



FIONA LIGHT HEAD OF NEW HOMES  
CHARTERS ESTATE AGENTS





# Charters

LAND & NEW HOMES

Land and New Homes is a fast-paced department and no two days are ever the same, but it's incredibly rewarding to locate a site, nurture a relationship with a developer and to inspire our teams to secure viewings and sell their properties. It's great to see a development through to fruition with all homes sold - it means we've done a great job for our client. We are the very best in the business when it comes to selling new homes - there is no doubt it is a specialist skill and we have it down to a fine art with years of experience across our local network.

Integral to it all is great marketing, regular, comprehensive training for our sales teams and a disciplined, structured approach to every day - all supported by a powerful IT infrastructure and a hardworking administrative department.

We are a multi-award-winning New Homes team with access to the most up-to-date local property market data, which is key when it comes to providing analysis and site appraisal reports for our clients. We work closely with the financial services team and can access the very best new homes rates for our developers' customers and they are true experts when it comes to mortgage advice, including mortgages designed exclusively for Help to Buy and shared ownership buyers.

Working in conjunction with our network of offices and their proactive teams, we are able to showcase the very best new homes in our region to our extensive database of applicants.

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SUCCESSFULLY  
**SOLD**  
THOUSANDS OF NEW HOMES UNITS  
ACROSS THE REGION

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WORKING WITH  
**NATIONAL &  
REGIONAL**  
DEVELOPERS AND HOMEBUILDERS

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**KEITH MOLINEUX**  
Group Finance Director



**EMILY KISTEN**  
Operations and HR Director



**MARK DAVIS**  
Director of Surveying



**SIMON COMBER**  
Marketing Director



**ASHLEY NAIR**  
Marketing Manager



**STACEY STEPHENS**  
Group Operations & Compliance Manager

together we are stronger  
**teamwork:**

the activity of working together in a group with other people, especially when this is successful.

# CHARTERS ESTATE AGENTS BRANCH PARTNERS



**ROBERT MCLAUGHLIN**  
Alresford



**JONATHAN PINHORNE**  
Alton



**ANDREW WEBB**  
Bishops Waltham



**VICTORIA TIMSON**  
Chandlers Ford



**LAURA PARRIS**  
Farnham



**STEPHEN THORNLEY**  
Romsey



**OLIVER PURVIS**  
Winchester

# teamwork:

the activity of working together in a group with other people, especially when this is successful.



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



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



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



[www.trinity-rose.co.uk](http://www.trinity-rose.co.uk)



**The Charters Group**

TOGETHER WE ARE STRONGER