



Q U I N T A I N

# Building to Rent is Building Momentum

3 May 2018  
Embassy of Ireland



# Wembley Park

2002





# N. American Equity + Debt Funds BtR Growth

## 2016

---





# Rentals On the Rise - 3,650 + Land for + 3,000

2026

---



# Customer Experience is Key

---



No sneaky fees



Utilities & broadband



A reliable landlord



London at your fingertips



Social spaces



Community Spirit



Super service



Your home online





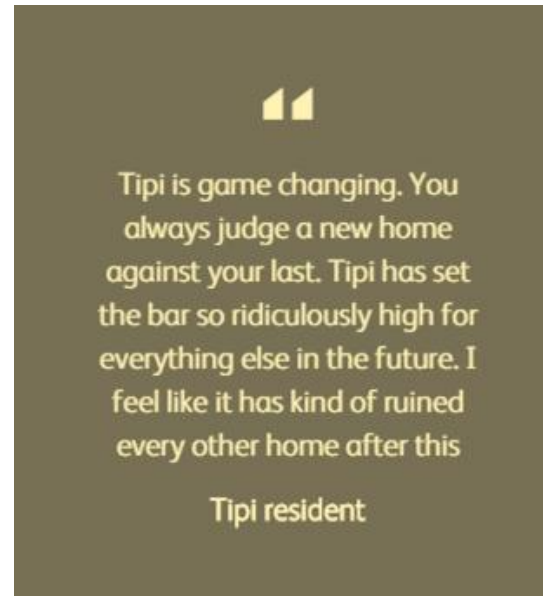
# Commitment to Service

Onsite management means response times measured in hours not days

Net Promotor Score (NPS)  
“How likely are you to recommend us?”



Average NPS score of 44 common in retail, transport, FMCG, leisure sectors



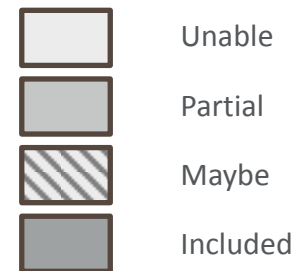
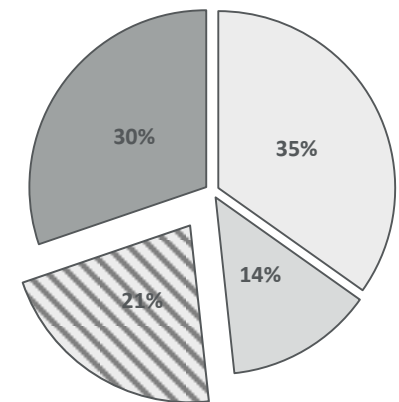
<https://youtu.be/gjPzCZzje9A>



# Evolving the Product to Fit the Offer

Total Units	261	556	896	1046	1671	2414	2795	3319	3715
Deliveries	261	295	340	150	625	743	381	524	396
Date	Aug-17	Dec-18	Sep-19	Sep-19	Sep-19	Mar-20	Jun-20	Apr-21	May-21
	nw1/6	nw78	w03	w06	SWL	e03	e01	e05	nw9
Exposed thermal mass									
Tight MEP Rooms									
Loading Bay									
Tall Lifts									
Rubbish Chutes									
Good Package Storage									
FOH near Amenity									
Cycle Store Extras									
Improved Wayfinding									
Shower Curtains									
Improved Laundry									
Non-fitted appliances									
Pet Facilities									

2021 Product



# Build to Rent is Already a Success

---



<https://youtu.be/gjPzCZzje9A>

