

 Charles Hope

Central to your stay

Contact Us:
0203 983 6300
info@charleshope.co.uk



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About Us

Our senior management team bring experience from across the property sphere from Development, BTR, Coliving and Serviced Apartments.

With over 10 years experience in the sector, a strong focus on the use of technology to develop the product offering and a transparent approach to everything we do, Charles Hope is the perfect partner. We offer standard lease options, management contracts and hybrid models to suit every level of investor and developer to maximise asset value and potential income streams.

We work with institutional owners, private equity funds, REITs / property companies, boutique and family office firms, and entrepreneurial developers.

Accredited by



Our Team



Richard Maurin
Group Chief Executive
Officer

Richard founded Charles Hope in 2016 after 4 years in property development of listed buildings and heritage assets. Initially developing a boutique hotel and a small number of serviced apartments the company grew from a handful of apartments and hotels to master leases of 2 million pa. Richard chairs the SMT and manages the strategic direction of the company.

Richard has a LLB (Hons) in Law and previously worked for the crown prosecution service as a prosecutor.

Languages Spoken: English and Swedish



Elin Maurin
Group Legal Director & Company
Secretary

Elin is a founding partner and has been a solicitor for over 15 years in commercial banking and finance, Elin manages the legal compliance and company formations in new jurisdictions.

Elin has a LLM in Law and is a qualified solicitor in both Sweden and UK

Languages Spoken: English, Swedish, Danish, French and Spanish



Adam Dale
Group Chief Operating
Officer

Adam joined Charles Hope in 2020 after building an extensive career in build to rent (BTR). He has managed multiple BTR schemes across the UK from construction through mobilisation and lease up into stabilisation. Managing flagship assets with combined values of over £120 Million he is experienced in everything including sales, property management, customer service and asset growth. His years of experience in customer service and large development management has led him into the fast-paced world of serviced accommodation.

1st class Hons BSc Computer Aided Design

Languages Spoken: English



Emilie Allain
Group Director of Revenue and
Finance

Emilie Allain joined Charles Hope in 2021 as Revenue Management Director following an extensive career spanning 15 years within hospitality.

Emilie brings to the team a wealth of experience having worked for some of the major brands in the serviced apartment arena, Bridgestreet Global Hospitality, Marlin Apartments and The Ascott Limited managing multi-site revenue strategies both domestically and across the EMEA region.

Languages Spoken: English and French

Our Team



Stephanie Edwards
Guest Services Director

Stephanie Edwards, the Guest Services Director at Charles Hope, joined the team in 2020. With over nine years of experience in the international hospitality industry, Stephanie brings a wealth of knowledge and expertise to the Charles Hope team.

Stephanie's passion for hospitality is evident in her commitment to providing exceptional service to all guests. Her experience working in luxury hotels worldwide has allowed her to develop a deep understanding of the importance of attention to detail, personalized service, and anticipating guests' needs.

Languages Spoken: English



Sharon Wood
Partnership and
Relationship Director

Sharon joined Charles Hope in 2018 after a successful seven-year career with a boutique firm. Sharon manages the partnership and relationship arm of the business with clients from around the globe.

In 2020 Sharon launched our contractor housing arm, which boosted our sales and occupancy during the first national lockdown and is currently working on expanding this arm of the business.

Languages Spoken: English and Maltese

Guest Services

Our 24 hour guest services team has combined experience of managing hospitality across a variety of brands including Hilton, Malmaison, Ibis, Crieff Hydro Ltd as well as notable brands such as Jamie Oliver and Hampshire Cricket Ground (Ageas Bowl) to name a few.

With over 50 years' experience in creating an exceptional customer journey for hotel stays, weddings, conferences and large public and private events they know how to make a guests stay exceptional.



Safety and Security

- Four-step background check and fraud prevention system to vet every client.
- Local office in every operational city; 24/7 client and building staff support.
- One-strike rule for every client; immediate and decisive action taken when house rules are broken.
- Strict no-party policy.



Insurance

- Exclusively through Lloyds of London, £10 million insurance coverage for each unit signed; owners are additionally insured
- £25 million premises liability coverage.
- £10 million excess liability coverage.

Leaders in Technology

- Smart monitoring of every unit for heat, damp, smoke, noise
- Smart access of every unit via smart locking system
- Internal software and services ensure operational efficiency with unit build out and ongoing maintenance.
- COVID secure business
- Unlike traditional hospitality businesses our company structure and procedures allowed us to continue to trade even during the international lockdown, a proven business model to withstand a global pandemic.
- Mobile APP guest and Tenant services
- Contactless entry
- Occupancy level 87% April - July 2022

Expedited Lease-Up

100% occupancy on day one after completion; no lease-up and no ramp-up.

No Vacancies

Eliminate vacancies, credit loss, ongoing maintenance, leasing commissions, and turnover costs.

AAA Tenant

Guaranteed monthly income; on-time, every time

Group Revenue

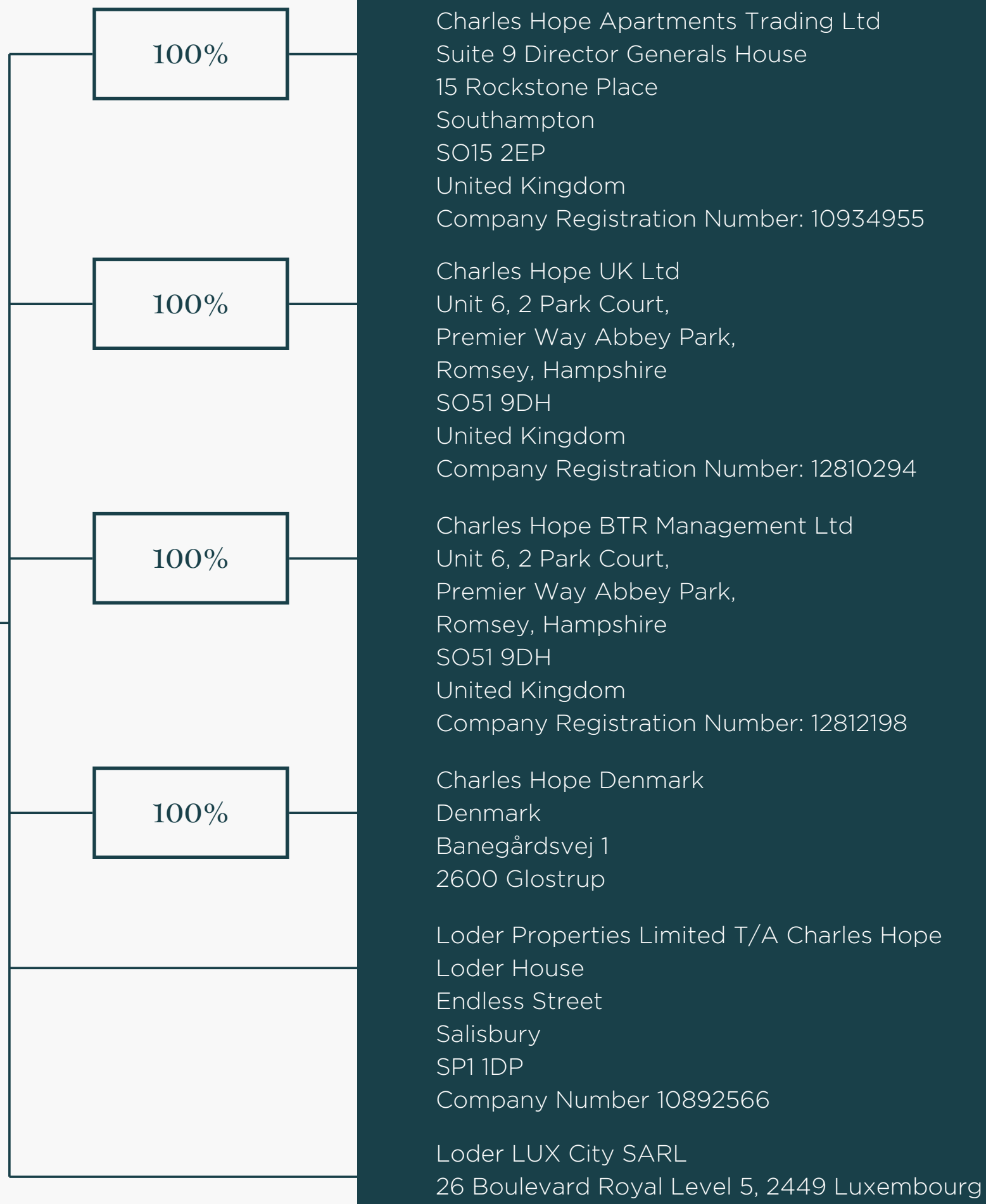
2019/2020 - 7m
2020/2021 - 9m
2021/2022 -13m



Charles Hope Holdings Ltd

Charles Hope Holdings Ltd
Frobisher House, Blechynden Terrace
Nelson Gate
Southampton
SO15 1GX
United Kingdom
Company Registration Number: 10934955

Structure





Central Locations

- Head Office – Southampton, Hampshire, UK
- Regional Office – Cape Town, South Africa

Aberdeen

Birmingham

Brentford

Canary Wharf

Copenhagen

Heathrow South

Hounslow

Kew Bridge

Leicester

Manchester

Reading

Salisbury

Southampton

Swindon

Uxbridge



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