

# EBI



UNITED KINGDOM  
PROPERTY  
AWARDS  
REAL ESTATE

in association with  
luxaviation   
UNITED KINGDOM

AWARD WINNER

ESTATE AGENCY  
SINGLE OFFICE  
LONDON

Ernest Brooks  
International Ltd

2025-2026

An award-winning UK  
property consultancy  
with international  
office network.

2026

## About Us

Founder, Elliot Rainbow, established EBI in 2016 after successfully launching several corporate offices for leading blue-chip agencies. Identifying critical gaps in speed and efficiency within the industry, Elliot set out to create a business that would make a meaningful impact.

With over 20 years of experience across global property markets, including Australia, Dubai, Asia, and the UK's Prime and Super Prime sectors, he maintains a robust international network that gives him unique insight into both London and global property trends. Elliot is renowned for his swift decision-making and responsive communication, which have become hallmarks of the EBI brand.

Elliot holds an NFOPP qualification and is a member of the National Association of Estate Agents (NAEA). Under his leadership, Ernest Brooks has earned 18 prestigious awards in just 11 years, including recognition from the British Property Awards and International Property Awards, reflecting the company's commitment to excellence and the expertise of the dedicated team behind the EBI brand.



**Elliot Rainbow**  
FOUNDER & CEO



**UK Property Awards 2025 Winner**  
- Best Estate Agency Single Office, London  
**Build Design & Build Awards 2025 Winner**  
- Best International Property Consultancy

## Senior Management Team

Elliot's passion and commitment, combined with his extensive background in surveying and property development have enabled him to cultivate formidable sales, lettings and property management divisions with an exceptional team of Directors.



**Craig Kelly**

SALES & NEW HOMES DIRECTOR

DD - +44 203 997 9713  
Mob - +44 7538965732  
Craig.kelly@ernest-brooks.com



**Oliver Gates**

LETTINGS DIRECTOR

DD - +44 203 997 4856  
Mob - +44 793 291 4390  
Oliver.gates@ernest-brooks.com



**Phoebe Maloney**

HEAD OF PROPERTY MANAGEMENT

DD - +44 208 146 6785  
Mob - +44 798 370 2765  
Phoebe.maloney@ernest-brooks.com



**Matthew Hoang**

HEAD OF CLIENT ACCOUNTS

DD - +44 203 965 2888  
Mob - +44 753 448 4031  
Matthew.hoang@ernest-brooks.com



**Jasmine Clayton**

SALES MANAGER

DD - +44 204 518 9513  
Mob - +44 790 495 7837  
jasmine.clayton@ernest-brooks.com



**Linda Callaghan**

TENANCY & COMPLIANCE MANAGER

DD - +44 208 610 9342  
Mob - +44 750 835 9486  
linda.callaghan@ernest-brooks.com



## What makes us different?

We believe that we offer a more tailored and individual service to other property agents, one that is focused on your needs and what works best for you.

For buyers and renters, we have access to some of the best properties on the market and can advise on the right option for your budget and lifestyle. For investors we have access to an extensive pool of private and corporate tenants and can support you in all aspects of your asset ownership, from acquisitions and disposals to lettings and property management.



### At our core we are:

#### DEDICATED

We take time to understand the individual needs and requirements of our clients and provide a personalised service that exceeds expectations.

#### APPROACHABLE

We are committed to working openly and honestly with our clients, enabling them to make informed decisions that are in line with their interests and goals.

#### PROFESSIONAL

We recruit only the best people in the industry and operate with the utmost professionalism and integrity.

#### ETHICAL

Providing a responsible and ethical service is central to our training and how we operate across the globe.

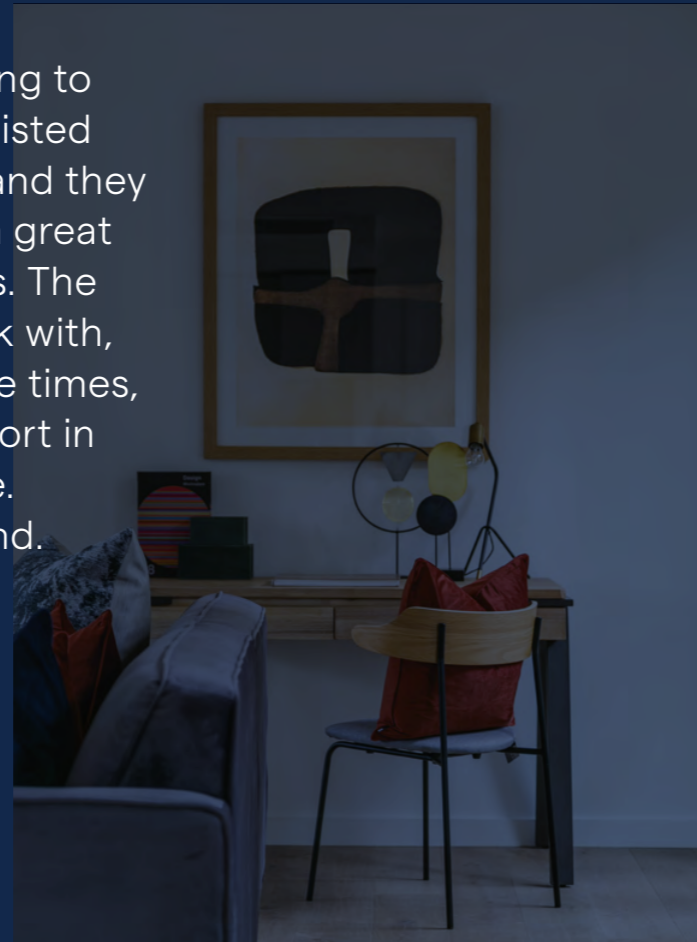
# Selling your property

## How we can help

Selling your property is more than just a transaction. Our team of experts are here to guide you through every stage, ensuring a seamless and structured process that supports both you and your buyers. With EBI, you can expect transparency, consistent communication, and expert advice from start to finish.

“After a long journey trying to sell our property, we enlisted EBI as a second agent, and they managed to secure us a great offer within three weeks. The team were great to work with, with very quick response times, and offering great support in the lead up to exchange. Would highly recommend.”

*Chloe J*



### MARKET APPRAISAL

We offer a complimentary, no-obligation market appraisal to determine your property's value. Where applicable, we'll also provide recommendations for home improvements to boost its market appeal and maximise valuation potential.

### PREPARING FOR SALE

Once the market valuation is agreed, we'll advise on the best way to showcase your home. From there, we'll organise professional photography and develop a comprehensive marketing strategy tailored to attract the right buyers.

### AWARD-WINNING MARKET EXPOSURE

With most buyers searching online, we leverage our award-winning website, major property portals, and active social media presence to ensure your property gets maximum visibility and reaches the right audience.

### INTERNATIONAL REACH

Through our strategically placed offices in London, Hong Kong, Singapore, and Shanghai, we connect you to a diverse pool of international buyers, providing your property with unparalleled global exposure.

### GUIDED VIEWINGS AND EXPERT NEGOTIATION

Our team manages all viewings after an initial buyer screening, providing you with detailed feedback and expertly handling negotiations on your behalf to secure the best deal.

### EXCHANGE AND COMPLETION

Once an offer is accepted, our dedicated Sales Progression team takes over, liaising between you, your buyer, and solicitors to ensure a smooth and efficient exchange and completion process.

At EBI, we're here to make selling your property a stress-free, successful experience.

## Lettings & portfolio management

For those ready to take a long-term view, the UK rental market presents exciting opportunities for both investors and homeowners.

Whether it's guiding you through your responsibilities as a landlord, finding the perfect tenant, or managing the day-to-day upkeep of your property, our award-winning lettings and property management team is here to support you every step of the way. Let us handle the details, so you can enjoy the rewards.



“

EBI made the daunting task of taking my property to market an absolute breeze. Their expertise in navigating the market, coupled with a supportive approach, made the entire process remarkably smooth.

*Oscar Peters*

### Planning your rental

#### COMPLIMENTARY MARKET APPRAISAL

We offer a no-obligation market appraisal to evaluate your property's rental value and potential.

#### SETTING THE RIGHT RENTAL PRICE

Working closely with you, we help set the ideal market price for your property, offering insights on how to boost your rental income.

#### UTILITY PROVIDER COORDINATION

We handle the hassle of notifying relevant utility providers about changes to tenancy and property occupation, keeping everything seamless.

### Marketing and screening

#### EXTENSIVE MARKETING EXPOSURE

Your property will benefit from maximum visibility, thanks to our robust marketing campaigns, both online and offline.

#### GUIDED VIEWINGS WITH CHAUFFEUR SERVICE

All viewings are expertly guided by our team, and for a premium experience, we offer a chauffeur service to potential tenants.

#### THOROUGH TENANT SCREENING

We conduct comprehensive tenant checks, including credit, income, rental history, and background screenings, to ensure your property is in safe hands.

Let us take care of every detail, so you can enjoy a stress-free letting experience!.

## Full property management

### DEDICATED, MULTI-LINGUAL RELATIONSHIP MANAGER

Every landlord is assigned a dedicated relationship manager, ensuring you always have a single point of contact. Our team is fully invested in your property's success, providing personalised attention and care.

### BI-ANNUAL PROPERTY INSPECTIONS

We take property management a step further by conducting in-depth property inspections every six months. These include a detailed report with photos and a checklist of any maintenance or required work.

### RENT COLLECTION AND STATEMENTS

We manage monthly rent collection and provide landlords with detailed statements. Using the latest Reapit software, we ensure rent is transferred to landlords within 48 working hours of receipt.

### RENT ARREARS MANAGEMENT

We actively monitor and manage any rent arrears, offering advice and pursuing appropriate actions to ensure payment.

### MAINTENANCE MANAGEMENT

Our maintenance services are managed through Fixflo, a cutting-edge platform that helps us coordinate repairs and property upkeep, working only with vetted contractors for reliable results.

### COMMISSION TRANSPARENCY

We pride ourselves on 100% transparency with management fees and commission. No works are carried out without your approval, except in emergencies.



### SECURE KEY HOLDING

We provide secure key holding throughout the tenancy, using geo-tracked key fobs so we always know where your keys are located, offering an extra layer of security and peace of mind.

### LANDLORD PROTECTION

Our Rent and Legal Protection Insurance covers you for missed rent payments and offers legal support in eviction or pursuing damages. Let us handle every detail, so you can enjoy hassle-free property management!

The policies offer invaluable peace of mind by covering up to 12 months of rental income if tenants default, or until eviction is completed. With average legal and court eviction fees alone reaching £5,000 and a year's rent often amounting to £30,000 plus, this policy ensures you're covered at a fraction of the potential cost.

For an average premium of just £400 to £600 annually on a £30,000 rental income, the policy also covers all legal fees, court costs, and any rental gaps while finding new tenants, making it an essential safeguard for your property investment.

## Our servicing options

	Let Only (8%)	Rent Management (10%)	Full Management (12%)
Professional photography & floor plans	●	●	●
Comprehensive marketing to find the right tenant	●	●	●
Tenant identity verification	●	●	●
Obtaining tenant references	●	●	●
Right to Rent checks	●	●	●
Preparation of tenancy agreement	●	●	●
Pre-tenancy safety checks	●	●	●
Pre-tenancy cleaning	●	●	●
Arranging EPC's, EICR & Gas Safety Certificates	●	●	●
Snagging & handover (applies to new builds only)	●	●	●
Inventory Check-in / Checkout	●	●	●
Compliance advice	●	●	●
Transfer of utilities		●	●
Arranging for annual tax returns		●	●
Collection of rent		●	●
Proactive credit control		●	●
Bi-annual inspections			●
Deposit claim negotiation, compilation & submission			●
Dedicated Property Manager			●
Management of Service Charge & Ground Rent			●
Keyholding service			●
Access to panel of vetted contractors			●
Arranging, repairs & maintenance			●
24-hour emergency contractors			●
Managing the check-out process			●
Local authority licence application support			●

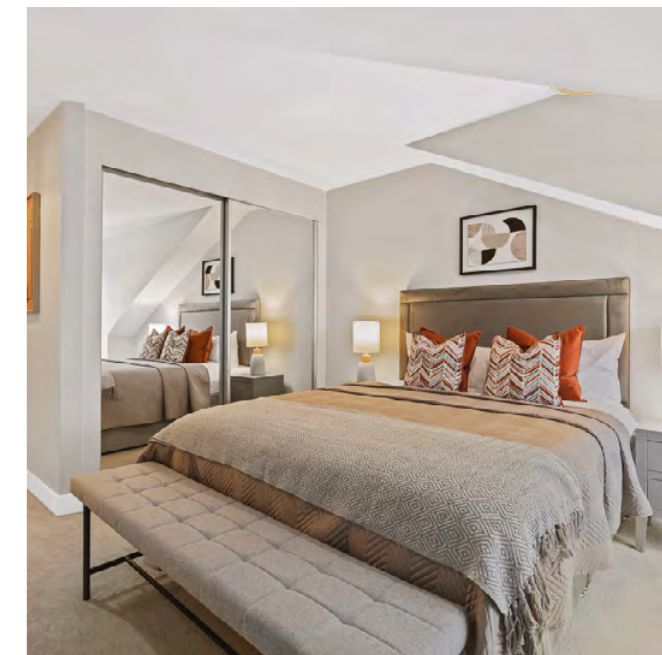
Rent & Legal Cover is available on request. Price upon application.



## Furnishing your property for rental

Our furniture pack solutions offer a quick, easy, and cost-effective way to furnish your property and boost its appeal to potential tenants. With carefully selected furniture, we help you maximise space and functionality, ensuring your property is market-ready. Each pack includes a **2-year warranty** and full **rubbish removal service**, providing you with complete peace of mind.

We manage the entire process for you, from project planning through to final installation, delivering a hassle-free experience. Our packages are designed to optimise both your investment and budget, covering all essential items needed to get your property tenant-ready.



### ALBANY COLLECTION

The Albany Range offers a contemporary, budget-friendly solution tailored to buy-to-let investors. This range features durable yet stylish pieces, making it perfect for mid-range rental properties.

### PORTLAND COLLECTION

For properties with mid-to-upper rental value, the Portland Range offers a more luxurious touch. Each piece is handpicked to create a sophisticated and modern space, offering tenants a high-quality living experience.

### WALTON COLLECTION

The Walton Range is designed for the high-end rental market, combining luxury with elegance. Featuring a blend of classic and contemporary elements, this range provides a seamless and opulent finish for premium rental properties.

## Buyer & investor services

While rising interest rates have posed challenges for buyers and homeowners, the fundamental advantages of investing in UK property remain unchanged. Through our network of offices in London, Singapore, Hong Kong, and Shanghai, we provide in-person advice and support for all your UK property acquisitions and portfolio management needs.

### PURCHASING NEW BUILD OR OFF-PLAN

With decades of expertise in the new homes sector, our team is the ideal choice for individuals and investors exploring off-plan or new-build acquisitions. Our strong relationships with developers across the UK grant us priority access to the latest developments in key cities. We offer impartial advice to help you find the best options for your budget and portfolio, with international currency handling also available to streamline the purchase process.

### MORTGAGE SERVICES

In addition to guiding buyers through the entire property purchase process, EBI provides obligation-free advice on a wide range of mortgage products. Whether you're a first-time buyer, home mover, investor, or overseas purchaser, our expert team works with you to identify the best mortgage options tailored to your needs.

### LEGAL SUPPORT

Working with specialist legal partners and liaising with all relevant parties, our dedicated Sales Progression Team boasts an exceptional success rate, with less than 1% of sales falling through.

### CONTRACT ASSIGNMENT

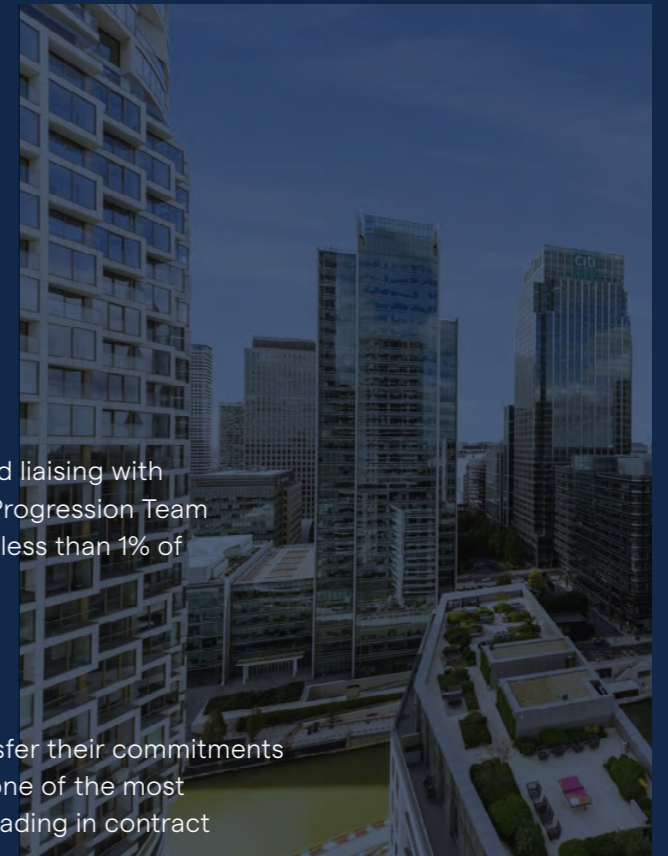
For owners and investors looking to transfer their commitments to a third party, our new homes team is one of the most successful in the industry, consistently leading in contract assignment transaction volumes.

### NEW HOME SNAGGING INSPECTION

EBI offers a specialised snagging inspection service for new-build property owners. Our experienced inspectors, qualified by the NAEA and NFOPP, ensure any potential issues are promptly identified, providing detailed recommendations on how to rectify them. Fees start at just £175 for a studio apartment and go up to £275 for a 5-bedroom apartment.

### LEASING AND PROPERTY MANAGEMENT

We provide end-to-end services for property investors, from acquisition to leasing and ongoing property management. For more information, refer to our Lettings and Portfolio Management section (Page 8-12) and Furniture Package details (Page 14-15).



# The Renters Reform Act 2026

## What Landlords Need To Know

The private rental sector is entering a new regulatory era.

The Renters Reform Act represents the most significant legislative shift in a generation. In 2026, landlords must operate within a more structured, compliance-led framework where preparation and professional oversight are essential to protecting income and long-term asset performance.

At Ernest-Brooks International, we focus on practical implementation, not speculation.

### The Structural Changes

#### **Periodic Tenancies as Standard**

Fixed-term Assured Shorthold Tenancies are being replaced with rolling periodic agreements. This alters how landlords plan possession, refinancing and sales strategy.

#### **Removal of Section 21**

'No fault' evictions have been abolished. Possession must now rely on defined legal grounds under Section 8. Timing, evidence and compliance accuracy are critical.

#### **Strengthened Section 8 Grounds**

Landlords retain rights to regain possession for sale or personal occupation, but subject to mandatory notice periods and conditions.

#### **Rent Review Framework**

Rent increases are limited to once per year via formal Section 13 notice. Initial pricing must reflect market reality.

#### **Private Rented Sector Database & Ombudsman**

Registration on a national landlord database and membership of a new Ombudsman scheme will be mandatory.

#### **Enhanced Tenant Rights**

Stronger protections around property standards, complaints handling and pet requests increase the importance of proactive management.

### What This Means in Practice

In 2026, successful landlords will focus on accurate rental positioning, compliance-led documentation, strategic exit planning and reduced exposure to possession delays. The margin for error is narrower. Professional oversight reduces risk.

### Our Approach

At Ernest-Brooks International, we treat lettings as asset management rather than simple tenant placement.

We align tenancy structure with your broader objectives, ensure regulatory compliance is handled proactively, and coordinate with mortgage advisers where funding decisions interact with tenancy terms.

The objective is straightforward: preserve income, protect flexibility and maintain long-term asset performance.

### Landlord Strategy Review 2026

We offer a confidential, no-obligation consultation to assess tenancy structure, possession planning, rental positioning and compliance readiness. To arrange your Landlord Strategy Review, please contact our team to book a consultation.



# Mortgage Strategy that supports your property goals

In today's property market, the right mortgage is no longer just about rate. In 2026, funding decisions can shape cash flow, portfolio growth, tax efficiency, and long-term exit outcomes, as well as enable beneficial tax outcomes.

Whether you are purchasing your first home, first investment, refinancing an existing asset, or restructuring a wider portfolio, the right mortgage advice matters. Lender appetite, stress testing, product flexibility, ownership structure, and future planning all influence not just whether funding is secured, but whether it supports your broader objectives.



Scan the QR code to explore mortgage options aligned to your property strategy.

Capricorn Financial provides clear, commercially grounded mortgage advice across an unparalleled panel of lenders. Advice is built around your wider plans, not just the transaction in front of you. We work with UK and international clients, first-time investors through to experienced portfolio landlords, ensuring funding decisions enhance performance today while preserving flexibility for tomorrow.

From initial planning through to completion and beyond, our role is to simplify, de-stress, anticipate lender challenges, communicate across all stakeholders and structure funding that aligns with how you want to invest, grow, and exit.

In today's market, tax planning is as important as the mortgage itself. Decisions made at purchase can have lasting implications on returns, cash flow and exit value.

From interest relief restrictions and capital gains exposure to ownership structure and incorporation planning, the tax landscape for property investors continues to evolve. Understanding these factors early can prevent costly mistakes and unlock more efficient long-term outcomes.

MJL Accountancy advises EBI clients on property-focused tax strategy, providing clear, commercially grounded guidance for landlords at every stage. Advice is tailored to individual circumstances, whether holding a single property or managing a growing portfolio, with a focus on clarity, compliance and forward planning.

[info@mjl-accountancy.co.uk](mailto:info@mjl-accountancy.co.uk)



# Speak to our award winning team

**UK Property Awards 2025-2026**  
 Winner – Best Estate Agency Single Office, London



**Build Design & Build Awards 2025**  
 Winner – Best International Property Consultancy 2025



**The Negotiator Awards 2025**  
 Silver – Regional Agency of the Year, London



If you would like to discuss any of our services or properties, please do not hesitate to get in touch. We look forward to hearing from you.

## Our offices

**CANARY WHARF**  
 Sierra Quebec Bravo  
 77 Marsh Wall,  
 Canary Wharf, E14 9SH  
 T: +44 (0)203 621 8881  
 E: info@ernest-brooks.com

**HONG KONG**  
 K11 ATELIER Victoria Dockside  
 Level 7  
 18 Salisbury Road,  
 Tsim Sha Tsui  
 Hong Kong  
 T: +852 3166 6235  
 E: info@ernest-brooks.com

**SHANGHAI**  
 Hong Kong New World Tower (K11)  
 47th Floor,  
 300 Huai Hai Zhong Road,  
 Puxi, Shanghai  
 T: +8621 5116 2861  
 E: info@ernest-brooks.com

**SINGAPORE**  
 Centennial Tower  
 21st Floor  
 3 Temasek Avenue  
 039190 Singapore  
 T: +65 6829 7050  
 E: info@ernest-brooks.com

“ EBI manage multiple properties for my husband and I and have done so for some years now - I would simply not go anywhere else. During our time with EBI we have also purchased one buy-to-let and sold a one bedroom in West London - both the selling and buying process were fluent. Brilliant job, thank you

*Hayley*



Local Knowledge, Global Reach

[www.ernest-brooks.com](http://www.ernest-brooks.com)