



MOUNT ANVIL REPORT 2020



EXECUTIVE SUMMARY

- MOUNT ANVIL AVERAGE STAR RATING BASED ON 2020 REVIEWS IS **4.27** OUT OF 5, HIGHER THAN HOMEVIEWS AVERAGE
- HIGHER THAN HOMEVIEWS AVERAGE FOR FACILITIES, DESIGN, LOCATION AND VALUE
- NEW BUILD OWNERS **RATE MOUNT ANVIL HIGHER THAN HOMEVIEWS AVERAGE** FOR CUSTOMER SERVICE, QUALITY, DELIVERY TIMETABLE & AFTER SALES CARE



MOUNT ANVIL SURVEY RESULTS



Mount Anvil, better London living

on



In October 2020, Mount Anvil partnered with HomeViews to invite their residents at eight of their buildings to write a review. We have looked at all verified reviews and focused analysis on all reviews submitted in 2020.

The following is a full report of the results prepared by HomeViews.

TOTAL VERIFIED REVIEWS FROM 2019 & 2020

DEVELOPMENT	TOTAL 2019 REVIEWS	TOTAL 2020 REVIEWS
BARNSBURY PLACE	1	1
CENTRAL SQUARE	10	7
DOLLAR BAY	0	16
LEXICON	6	9
THE LOXFORDS	0	4
THE ORCHARD	0	2
QUEEN'S WHARF	0	13
KEYBRIDGE	5	59
OTHER COMBINED		9
TOTAL	22	119

STAR RATING: 2019 & 2020

DEVELOPMENT	2019 STAR RATING	2020 STAR RATING*
BARNSBURY PLACE	4.15	4.60
CENTRAL SQUARE	4.24	3.98
DOLLAR BAY	-	4.20
LEXICON	4.23	4.48
THE LOXFORDS	-	3.10
THE ORCHARD	-	4.35
QUEEN'S WHARF	-	4.23
KEYBRIDGE	4.15	4.27
AVERAGE:	4.19	4.27

The published score on site will be an average of all verified reviews from 2019 and 2020.

CATEGORY SCORE RESULTS: 2020 RESULTS

BUILDING	VERIFIED REVIEWS	FACILITIES	DESIGN	LOCATION	VALUE	MANAGEMENT
BARNSBURY PLACE	1	4.00	5.00	5.00	3.00	4.00
CENTRAL SQUARE	7	3.67	4.00	4.83	3.67	2.83
DOLLAR BAY	16	3.81	4.63	4.25	4.06	3.38
LEXICON	9	4.33	4.56	4.67	4.33	4.11
THE LOXFORDS	4	3.00	3.67	5.00	3.33	1.00
THE ORCHARD	2	4.50	4.00	5.00	5.00	5.00
QUEEN'S WHARF	13	4.00	4.00	4.75	4.00	3.92
KEYBRIDGE	59	4.16	4.41	4.52	4.19	3.74
AVERAGES*:	119	4.11	4.41	4.58	4.15	3.72

*Based on all verified Mount Anvil Owner and Tenant reviews for 2020

HOW DO THE SCORES COMPARE?



We have compared your scores to over 2000 Owner reviews on HomeViews and over 6,000 BTS Tenant reviews

STAR RATING 2020: HIGHER THAN HOMEVIEWS AVERAGE

	STAR RATING 2020
BTS TENANT AVERAGE SCORE	4.10
BTS OWNER AVERAGE SCORE	4.00
MOUNT ANVIL AVERAGE	4.27
BARNSBURY PLACE	4.60
CENTRAL SQUARE	3.98
DOLLAR BAY	4.20
LEXICON	4.48
THE LOXFORDS	3.10
THE ORCHARD	4.35
QUEEN'S WHARF	4.23
KEYBRIDGE	4.27

CATEGORY SCORE RESULTS:

HIGHER THAN AVERAGE FOR FACILITIES, DESIGN, LOCATION AND VALUE

	FACILITIES	DESIGN	LOCATION	VALUE	MANAGEMENT
HOMEVIEWS BTS TENANT	4.12	4.20	4.34	3.85	3.84
HOMEVIEWS BTS OWNER	3.92	4.12	4.40	3.87	3.39
MOUNT ANVIL AVERAGE	4.11	4.41	4.58	4.15	3.72
BARNSBURY PLACE	4.00	5.00	5.00	3.00	4.00
CENTRAL SQUARE	3.67	4.00	4.83	3.67	2.83
DOLLAR BAY	3.81	4.63	4.25	4.06	3.38
LEXICON	4.33	4.56	4.67	4.33	4.11
THE LOXFORDS	3.00	3.67	5.00	3.33	1.00
THE ORCHARD	4.50	4.00	5.00	5.00	5.00
QUEEN'S WHARF	4.00	4.00	4.75	4.00	3.92
KEYBRIDGE	4.16	4.41	4.52	4.19	3.74

THE ONLY PROPERTY AWARDS BASED ON RESIDENT REVIEWS



- A development must have at least 10 verified resident reviews within the calendar year to qualify for awards.
- The Rating of Excellence award requires a development to have a score of 4 out of 5 stars
- The Category awards require at least 50% of resident reviews to have given the category a rating of 5 out of 5



REVIEWS AND DATA ACROSS THE MOUNT ANVIL PORTFOLIO

ABOUT HOMEVIEWS



- HOMEVIEWS IS THE INDEPENDENT REVIEW SITE FOR RESIDENTIAL DEVELOPMENTS BUILT SINCE THE YEAR 2000
- RESIDENT REVIEWS ARE INDEPENDENTLY VERIFIED BY HOMEVIEWS
- HOMEVIEWS COLLECTS REVIEWS FROM OWNERS, PRIVATE TENANTS, LOCAL AUTHORITY AND HOUSING ASSOCIATION TENANTS
- HOMEVIEWS PROVIDES INDEPENDENT BENCHMARKING DATA FROM THOUSANDS OF VERIFIED RESIDENTS LIVING IN NEW BUILD DEVELOPMENTS
- THE FOLLOWING DATA AND SLIDES HAVE BEEN PROVIDED BY HOMEVIEWS
- DATA IS BASED ON REVIEWS PUBLISHED IN 2020 ON HOMEVIEWS FROM MOUNT ANVIL RESIDENTS

OWNERS: THE LIVING EXPERIENCE

	STAR RATING	FACILITIES	DESIGN	LOCATION	VALUE	MANAGEMENT
HOMEVIEWS OWNER AVERAGE	4.00	3.92	4.12	4.40	3.87	3.39
MOUNT ANVIL OWNERS	4.18	3.98	4.48	4.65	3.95	3.35
DIFFERENCE	+0.18	+0.06	+0.36	+0.25	+0.08	-0.04

“The development is attractive and very well done. I am delighted with my apartment which was finished to a high standard with choice of 2 different colour schemes for floors and tiles etc. The appliances are top quality...The concierge area is very stylish but the carpark, lifts and some other common parts were very late in being finished because of works at Riverside Studios and still not very satisfactory.”

KEYBRIDGE OWNER, 2020

“So clean, modern and beautiful. The apartments are absolutely stunning and spacious and are equipped with all sorts of smart appliances. facilities including the gym and the lounge are great as-well. all staff and property management are so kind and friendly.”

KEYBRIDGE OWNER, 2020

“I love living in my house!! It is amazing! Having a pool and a gym at the bottom of our building is great! I go down there loads with my brother!! It is great living high up because the view is absolutely fabulous, you can see everything! The design of the reception is brilliant and the receptionists are always so kind.”

LEXICON OWNER, 2020

“Hampstead Manor is a well designed mix of new homes and period conversions. The nature of the site with flats and houses make it a perfect place to live compared to the cookie cutter developments so often seen in London. Facilities are great (gym and pool) and gardens extremely well maintained...If you are after a character home without wanting to sacrifice modern amenities you will struggle to find better in the area.”

HAMPSTEAD MANOR OWNER, 2020

“I started my property search three years ago and throughout my search I was always looking for a development with an X factor character, something that differentiates from other high-end properties in the area. The building architecture is stunning, with generous spaces and a beautiful winter garden with electric Louvres that always wows my guests. There’s also plenty of natural light flooding the flat which I love even though my flat is on the lower floors. The views are also breathtaking across the river.”

DOLLAR BAY OWNER, 2020

“Beautiful architectural building with iconic south Quay views and the winter gardens are like a bonus room and really bring the outside in. The building is quiet, well appointed, and doesn't have too many flats on each floor.”

DOLLAR BAY OWNER, 2020

OWNERS: THE BUYING EXPERIENCE

	CUSTOMER SERVICE	DELIVERY QUALITY	DELIVERY TIMETABLE	AFTER SALES CARE	OWNER RECOMMEND
AVERAGE DATA COLLECTED ON HOMEVIEWS 2019 & 2020	3.89	3.93	3.95	3.54	69%*
MOUNT ANVIL OWNERS	4.29	4.03	4.10	3.87	74%
DIFFERENCE	+0.40	+0.10	+0.15	+0.33	+5%

“This is by far the best development out of the various ones that have sprung up around Old Street Roundabout and City Road. Not only is it the best location it has the best design both externally and internally - the floor plates of the apartments are very well thought out and take in the curve of the building in a really cool way - they are not just rectangles with the kitchen in a corridor like the other local developments I've viewed. Sound proofing is good...Mount Anvil pushed the boat out on the spec for this as it was their first tower so lots of touches you won't find at other developments like heated anti mist mirrors and feature tiling in the bathrooms, custom front doors with carvings, feature radiators etc. Very nice communal facilities and very good building management with 24/7 front desk. Comfort cooling is very welcome too!” [THE EAGLE OWNER, 2020](#)

“it is just brilliant there are absolutely no flaws.” [LEXICON OWNER, 2020](#)

“Contact with customer care has been good and they respond quickly.” [DOLLAR BAY OWNER, 2020](#)

“Delayed build and some snagging issues but amazing customer service to remedy all issues.” [HAMPSTEAD MANOR OWNER, 2020](#)

“Mount Anvil are a good developer - they care about the product and want to make each development unique and have it's own character - they aren't just churning out generic blocks like many developers now sadly do.” [THE EAGLE OWNER, 2020](#)

LOCATION

	LOCATION
BTS TENANT AVERAGE	4.34
OWNER AVERAGE	4.40
MOUNT ANVIL AVERAGE	4.58

“The area is amazing, school is right across the street, big grocery shop 4 min walk away, station is 5 min walk away too and a lot of places to eat near by.” [KEYBRIDGE, 2020](#)

“Perfect location for people who work in Shoreditch. It's far enough away from the grime of Shoreditch, but still close enough that you can walk there in 10 mins. There are two 24/7 shops within a minute walk, and at least 2-3 other supermarkets too.” [LEXICON, 2020](#)

“This is a lovely area to live in with a small number of shops and several restaurants and so close to Hammersmith tube stop. You feel removed from hustle and bustle living along the river.” [QUEEN'S WHARF, 2020](#)

“Awesome location. great views with easy accessible restaurants, shops and entertainment like the river side studios, where you can have lunch or enjoy a movie. The tube is very nearby as well as trails for running or walking.” [QUEEN'S WHARF, 2020](#)

“We have consistently seen a higher than average Location Score for Mount Anvil developments across their portfolio and resident type.” HomeViews

“Very central area but flats are quiet. You can walk everywhere (including Barbican Centre - best Cinema in London!) and because of all the redevelopment in the area lots of new bars, restaurants and shops being added to the already very decent choices.” [THE EAGLE, 2020](#)

“Very well connected to the tube and bus services. The building is located next to the river that feels like it is an oasis to relax in the middle of the city. There are another developments with few restaurants which is convenient.” [QUEEN'S WHARF, 2020](#)

“The overall area is really good. Lots of good schools, coffee shops, restaurants & very safe for young families.” [THE LOXFORDS, 2020](#)

“Lots of shops and cafes nearby. Located between Angel and Old Street. Bus is opposite the flat, while a 10 min walk is needed to tube station (either Angel or Old Street).” [LEXICON, 2020](#)

“It's a really close walk to Old Street and Shoreditch, lots of restaurants and bars. Easy transport links from Old Street or Barbican into central London. There is also direct access on the Hammersmith and City line to Paddington or on the Northern Line direct to King's Cross or London Bridge. Right next to a Tesco Metro and walkable from other small supermarkets. Opposite is a community sports pitch and a small park.” [CENTRAL SQUARE, 2020](#)

FACILITIES

	FACILITIES
BTS TENANT AVERAGE SCORE	4.12
BTS OWNER AVERAGE SCORE	3.92
MOUNT ANVIL AVERAGE	4.11

“The concierge is amazing. He goes out of his way to make us feel happy and puts a smile on our faces every time we see him.” [THE ORCHARDS, 2020](#)

“I love living in my house!! It is amazing! Having a pool and a gym at the bottom of our building is great! I go down there loads with my brother!!” [LEXICON, 2020](#)

“The staff from the concierges to the cleaners are incredibly kind, respectful and so very helpful. The gym facilities aren’t exactly what I need, but I’m very grateful to have it here in the building. The pool is really nice to have as well. I cannot day enough great things about the staff!” [LEXICON, 2020](#)

“The front desk staff is cordial and helpful. It can be a bit hard at times to contact facility staff but when you do they are helpful. It is nice that residents have access to the building roof area and an interior garden.” [QUEEN’S WHARF, 2020](#)

“Stylish & modern art deco design. Well kept communal gym/spa/sauna/cinema room/landscaped garden. Incredibly friendly concierge staff, and efficient property management.” [THE EAGLE, 2020](#)

“The development offers a beautiful blend of old and new, immaculate landscaping and superlative facilities. We love living here. The concierge are extremely helpful and lovely too. The new addition of a driver (within certain hours) is an amazing service too.” [HAMPSTEAD MANOR, 2020](#)

“Very modern luxury development with a great gym and pool. Well maintained, efficient concierge service. The current COVID restrictions are limiting gym and pool use. Effective communications with residents.” [KEYBRIDGE, 2020](#)

“The general design is outstanding, facilities like pool and gym took very long to get finished but high spec and well taken care of, property management are helpful but there is room for improvement as to how queries are dealt with and where they are passed onto.” [KEYBRIDGE, 2020](#)

“The development offers a beautiful central garden and rooftop featuring a beautiful view over the river. The facilities of the development are very well maintained, thanks to a very attentive staff.” [QUEEN’S WHARF, 2020](#)

“Great place to live. The building design is modern. Spa/gym and screening room available. Concierge is great, always available to help. They have a great system to hold and notify you of deliveries. The shops and restaurants are great and increasing all the time. Great food delivery services at all times.” [THE EAGLE, 2020](#)

DESIGN

	DESIGN
BTS TENANT AVERAGE SCORE	4.20
BTS OWNER AVERAGE SCORE	4.12
MOUNT ANVIL AVERAGE	4.41

“The building is very modern designed. I have lived in several flats in this building, and I am sure to say that all flats are beautiful designed and very well planned. Because of the large terrace and huge windows flat is very bright and warm, that's why even in November - December you don't feel cold even when you are not using additional heating. The view is also amazing and I still enjoy it after 3 years leaving in the same building.” [DOLLAR BAY, 2020](#)

“The development is attractive and very well done. I am delighted with my apartment which was finished to a high standard with choice of 2 different colour schemes for floors and tiles etc. The appliances are top quality. The second bedroom is rather small with disproportionately large bathroom.” [QUEEN'S WHARF, 2020](#)

“We are in a one bed apartment but the rooms are a really good size. New fixtures and appliances that are easy to maintain and utility cupboard storage space. Insulation and double glazing keep the flats warm and quiet.” [LEXICON, 2020](#)

“We have consistently seen a higher than average Design Score for Mount Anvil developments across their portfolio and resident type.” HomeViews

“The building architecture is stunning, with generous spaces and a beautiful winter garden with electric Louvres that always wows my guests. There's also plenty of natural light flooding the flat which I love even though my flat is on the lower floors. The views are also breathtaking across the river.” [DOLLAR BAY, 2020](#)

“The development is attractive and very well done. I am delighted with my apartment which was finished to a high standard with choice of 2 different colour schemes for floors and tiles etc. The appliances are top quality.” [QUEEN'S WHARF, 2020](#)

“I love the design of this development. It's new, clean, functional and impressive.” [KEYBRIDGE, 2020](#)

“The building is a great design - I love how the light reflects on the outside giving it a very sleek, uniform and modern look. Inside the apartments have a very innovative layout, and my favourite thing would be the wood detailing and panels - makes it feel luxurious and interesting, while contemporary. I also like the windows and view over London from my home, plus the lovely gym and pool in the basement.” [LEXICON, 2020](#)

“The flats are well designed, nice inside with a large balcony. They are bright and warm and we have not had the heating on once! The neighbours are very quiet and concierge is extremely helpful.” [CENTRAL SQUARE, 2020](#)

“Hampstead Manor is a well designed mix of new homes and period conversions. The nature of the site with flats and houses make it a perfect place to live compared to the cookie cutter developments so often seen in London.” [HAMPSTEAD MANOR, 2020](#)

COMMUNITY

“Community is a theme we see of growing importance particularly following Covid. Mentions of community and neighbourhood link directly to the happiness and longevity of a resident staying within a development.”

HomeViews

“The community is very creative and has a good feel to it.” [THE ORCHARD, 2020](#)

“Barnsbury is a great area to live in. It has a community (almost village) feel with leafy roads and several parks. There are some great local businesses, and it has two great pubs (with beer gardens) that are usually voted as among the top 10 pubs in London.” [BARNSBURY PLACE, 2020](#)

“I like that it is next to the Oval triangle, which is a nice and long-established London community. We certainly enjoy the proximity to the city centre (walking/cycling distance) and the Thames, which is great for a stroll or running. Additionally, we benefit from being not too far from Battersea Park. Finally, it is exciting to be part of a regeneration of the scale of Nine Elms.” [KEYBRIDGE, 2020](#)

“The well kept gated gardens are a beautiful respite from the busy city surrounding the development, keeping it peaceful and quiet. The underground car park is convenient and the concierge gives a safe and protected community environment.” [CENTRAL SQUARE, 2020](#)

“I love living in Keybridge. I love the brickworks and the sort of community that you can create with the neighbours.” [KEYBRIDGE, 2020](#)

“Additionally I love how family orientated the community is but this is something useful to know as I am young and would ideally like to be in a more youthful environment where I can make friends with the neighbours.” [CENTRAL SQUARE, 2020](#)

“Onsite security and concierge service ensure a peaceful community. It is a mixed and friendly community. If you are after a character home without wanting to sacrifice modern amenities you will struggle to find better in the area.” [HAMPSTEAD MANOR, 2020](#)

“It’s very spacious, with a great view! Neighbours are also great!” [KEYBRIDGE, 2020](#)

What do you wish you had known before you moved in? “The great neighbourhood, everyone is so friendly and nice”. [HAMPSTEAD MANOR, 2020](#)

“Neighbours are lovely.” [THE EAGLE, 2020](#)

“Vauxhall has a really down to earth, friendly feel, which is refreshing in London. My favourite nearby area being Bonnington Square, which is a hidden gem with a lot of character. The LGBTQ+ bars in Vauxhall are a bonus too, with their rich history and friendly, welcoming attitude.” [KEYBRIDGE, 2020](#)



Mount Anvil,
better London living

THANK YOU!

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For all media enquiries, please contact lambrose@mountanvil.com