

# The UK's Most Active Agents of 2020

**No one would describe 2020 as business as usual but that has not stopped CBRE from retaining its title as the UK's most active agent for a fifth consecutive year.**

Using figures from EG Radius, EG is able to reveal the top agents by deals volumes across key sectors and regions of the UK and the results provide an intriguing insight into a year in which agents were forced to adapt to entirely new ways of working and occupier demand radically changed.

Although the industrial market was the much-hailed stand-out performer for the industry, this was the category in which CBRE had its lowest placing of all the three major sectors. It won its overall title after finishing first and second in office and retail respectively, suggesting volumes have not completely fallen off a cliff at the hands of Covid-19. CBRE also finished top overall in London.

Conversely, though, JLL finished the year second overall despite dropping from first to third place in offices and not making the top five in retail. It did, however, top the table in industrial which gives some idea as to the level of demand in the sector.

There was, perhaps not surprisingly, a considerable shake-up in the retail market. Savills weathered the storm better than

anyone to finish top but what is surprising are the new entrants in the top five: Shepherd Commercial finished fourth despite its activity being limited to Scotland while Midlands specialist FHP Property Consultants came home in fifth.

Savills also managed a top spot in investments, a sector in which many buyers were understandably reticent to commit to making purchases. Meanwhile, Fleurets has extended its winning streak in leisure and hotels to four years in a row.

It has been another strong showing for the regional specialists. Of the 11 geographic areas covered by the competition, just two have national agents topping the overall rankings which is down from three last year.

The figures also mark something of an end of an era as this will be the last time the annual Most Active Agent competition will be published in its current form. For 20 years EG has invited entries from the market in all manner of formats to produce the annual most active agent competition but we will now switch to using the data supplied directly by Radius partner companies so that the rankings can be more timely and more responsive.

**To find out how you can be part of the Radius community and continue featuring in such rankings, visit [EG Online](#).**

## NATIONAL RESULTS

### LETTINGS

- 1 CBRE
- 2 JLL
- 3 Savills
- 4 Knight Frank
- 5 Colliers

### OFFICE

- 1 CBRE
- 2 Savills
- 3 JLL
- 4 Knight Frank
- 5 Cushman & Wakefield

### RETAIL

- 1 Savills
- 2 CBRE
- 3 Christie & Co
- 4 Shepherd Commercial
- 5 FHP Property Consultants

### INDUSTRIAL

- 1 JLL
- 2 Knight Frank
- 3 CBRE
- 4 Colliers
- 5 Lambert Smith Hampton

### INVESTMENT

- 1 Savills
- 2 CBRE
- 3 Knight Frank
- 4 Cushman & Wakefield
- 5 JLL

### LEISURE & HOTELS

- 1 Fleurets
- 2 Christie & Co
- 3 James A Baker



The EG  
**Deals**  
Competition 2020

# The UK's Most Active Agents of 2020 by region

## EAST MIDLANDS

### OVERALL WINNER | FHP PROPERTY CONSULTANTS

It was an impressive year for FHP Property Consultants which managed to top four of the five categories on offer and extend its overall winning streak to four years on the bounce. It was chased close by Innes England – itself a former 10-times winner - which managed a first place in investments. After this there is a considerable drop off in volumes to the rest of the market.

#### OFFICE

- 1 **FHP**
- 2 Innes England
- 3 Prop-Search
- 4 BB&J
- 5 Lambert Smith Hampton

#### INDUSTRIAL

- 1 **FHP**
- 2 Innes England
- 3 Banks Long & Co
- 4 Prop-Search
- 5 Commercial Property Partners

#### LEISURE & HOTELS

- 1 **FHP**
- 2 Fleurets
- 3 Everard Cole

#### RETAIL

- 1 **FHP**
- 2 Banks Long & Co
- 3 Innes England
- 4 Prop-Search
- 4 Savills

#### INVESTMENT

- 1 **Innes England**
- 2 Savills
- 3 FHP
- 4 Banks Long & Co
- 5 Lambert Smith Hampton

## EAST OF ENGLAND

### OVERALL WINNER | EDDISONS INCORPORATING BARKER STOREY MATTHEWS

Eddisons Incorporating Barker Storey Matthews made it a clean sweep of everything except leisure and hotels, even managing to reclaim the retail top spot it lost to Roche Chartered Surveyors last year. The region remains an unhappy hunting ground for the national players, with the regional specialists dominating the rankings.

#### OFFICE

- 1 **Eddisons Incorporating Barker Storey Matthews**
- 2 Bidwells
- 3 Cheffins
- 4 Roche Chartered Surveyors
- 5 Savills

#### INDUSTRIAL

- 1 **Eddisons Incorporating Barker Storey Matthews**
- 2 Bidwells
- 3 Penn Commercial
- 4 Cheffins
- 5 Roche Chartered Surveyors

#### LEISURE & HOTELS

- 1 **Everard Cole**
- 2 Fleurets
- 3 Barker Storey Matthews

#### RETAIL

- 1 **Eddisons Incorporating Barker Storey Matthews**
- 2 Roche Chartered Surveyors
- 3 Cheffins
- 4 Fenn Wright
- 5 Penn Commercial

#### INVESTMENT

- 1 **Eddisons Incorporating Barker Storey Matthews**
- 2 Cheffins
- 3 Arnold Keys
- 4 Bidwells
- 4 Savills

## GREATER LONDON

### OVERALL WINNER | CBRE

CBRE has maintained the lead it has enjoyed in the capital since 2005 with a table-topping performance in retail and solid podium finishes elsewhere. In investments, where volumes comfortably outperform the rest of the country, Savills has climbed from fifth to first while Colliers remains number one in offices and JLL remains the most active agent for industrial.

#### OFFICE

- 1 **Colliers**
- 2 CBRE
- 3 Cushman & Wakefield
- 4 JLL
- 5 Knight Frank LLP

#### INDUSTRIAL

- 1 **JLL**
- 2 Colliers International
- 3 CBRE
- 4 Union Street Partners
- 5 Knight Frank

#### LEISURE & HOTELS

- 1 **Davis Coffey Lyons**
- 2 Fleurets
- 3 Christie & Co

#### RETAIL

- 1 **CBRE**
- 2 Davis Coffey Lyons
- 3 Cushman & Wakefield
- 4 CF Commercial
- 5 Stirling Ackroyd

#### INVESTMENT

- 1 **Savills**
- 2 Cushman & Wakefield
- 3 CBRE
- 4 JLL
- 5 Knight Frank

## NORTH EAST

### OVERALL WINNER | KNIGHT FRANK

Knight Frank has become one of just two national agents to top a regional ranking thanks largely to its performance in the North East's industrial market. In doing so it prevented Bradley Hall making it a hat-trick of wins, although the regional specialist did triumph in the retail and investment sectors. Naylor's Gavin Black, which was formed through merger in 2019, is now the region's top office deal maker.

#### OFFICE

- 1 **Naylor's Gavin Black**
- 2 Cushman & Wakefield
- 3 Avison Young
- 4 Bradley Hall
- 5 Knight Frank

#### INDUSTRIAL

- 1 **Knight Frank**
- 2 Naylor's Gavin Black
- 3 Bradley Hall
- 4 Youngs RPS
- 5 CBRE

#### LEISURE & HOTELS

- 1 **Christie & Co**
- 2 Bradley Hall
- 3 Johnson Tucker

#### RETAIL

- 1 **Bradley Hall**
- 2 Johnson Tucker
- 3 Savills
- 3 Christie & Co
- 5 Naylor's Gavin Black

#### INVESTMENT

- 1 **Bradley Hall**
- 2 Knight Frank
- 3 Johnson Tucker
- 4 Avison Young
- 4 Cushman & Wakefield
- 4 Lambert Smith Hampton

## NORTH WEST

### OVERALL WINNER | LEGAT OWEN

Legat Owen has won the overall North West title for the first time and in doing so has ended an eight-year winning streak by CBRE, which it enjoyed thanks largely to the strength of the Manchester office market. The regional specialist did not come top in any individual sectors but solid performances in office, retail and industrial were enough to give it the numbers. Hitchcock Wright & Partners has risen from fifth to first in retail and B8 Real Estate retains its industrial title.

#### OFFICE

- 1 **CBRE**
- 2 Legat Owen
- 3 Taylor Weaver
- 4 Cushman & Wakefield
- 5 Savills

#### INDUSTRIAL

- 1 **B8 Real Estate**
- 2 Taylor Weaver
- 3 Legat Owen
- 4 White Acres
- 5 Robert Pinkus & Co

#### LEISURE & HOTELS

- 1 **Fleurets**
- 2 Christie & Co
- 3 Trevor Dawson

#### RETAIL

- 1 **Hitchcock Wright & Partners**
- 2 Savills
- 3 Trevor Dawson
- 4 Legat Owen;
- 4 Taylor Weaver

#### INVESTMENT

- 1 **WT Gunson**
- 2 Robert Pinkus & Co
- 3 CBRE
- 4 Fleurets
- 5 Legat Owen
- 5 Trevor Dawson

## SCOTLAND

### OVERALL WINNER | SHEPHERD COMMERCIAL

Shepherd Commercial won the overall Scotland title for the first time last year and has proved it was no fluke this time around with another table topping performance. It was outperformed by main rival Ryden in both office and industrial but finished top in retail, highlighting the sector's enduring importance despite its challenges. It also topped the rankings in investments and leisure and hotels.

#### OFFICE

- 1 Ryden
- 2 CBRE
- 3 Shepherd Commercial
- 4 Savills
- 5 JLL

#### INDUSTRIAL

- 1 Ryden
- 2 Colliers
- 3 Shepherd Commercial
- 4 CBRE
- 5 Gerald Eve

#### LEISURE & HOTELS

- 1 Shepherd Commercial
- 2 Christie & Co
- 3 Falconer Property Consultants

#### RETAIL

- 1 Shepherd Commercial
- 2 Savills
- 3 CBRE
- 4 Westport Property
- 5 Falconer Property Consultants

#### INVESTMENT

- 1 Shepherd Commercial
- 2 Knight Frank
- 3 Christie & Co
- 4 Ryden
- 5 CBRE

## WALES

### OVERALL WINNER | JENKINS BEST

Jenkins Best has become the first company to retain the Welsh title since Lambert Smith Hampton in 2015. It maintained last year's overall most active agent status thanks to a sterling performance in the region's industrial market, while Knight Frank and Cooke & Arkwright remain top in office and retail respectively. Dafydd Hardy is a new entrant and goes straight to number one in investment and leisure and hotels.

#### OFFICE

- 1 Knight Frank
- 2 Cooke & Arkwright
- 3 Savills
- 4 Fletcher Morgan
- 5 Legat Owen

#### INDUSTRIAL

- 1 Jenkins Best
- 2 Knight Frank
- 3 Cushman & Wakefield
- 4 Lambert Smith Hampton
- 5 Cooke & Arkwright

#### LEISURE & HOTELS

- 1 Dafydd Hardy
- 2 EJ Hales
- 3 St Davids Commercial

#### RETAIL

- 1 Cooke & Arkwright
- 2 St Davids Commercial
- 3 Savills
- 4 EJ Hales
- 5 Dafydd Hardy

#### INVESTMENT

- 1 Dafydd Hardy
- 2 EJ Hales
- 3 Savills
- 4 St Davids Commercial
- 5 Knight Frank

## SOUTH EAST (EXC LONDON)

### OVERALL WINNER | FENN WRIGHT

Perhaps the biggest shock of this year's competition is that Lambert Smith Hampton is no longer the most active agent in the South East, which it has been since 2001. That accolade now lies with regional specialist Fenn Wright which delivered a table topping performance in offices and podium performances elsewhere. JLL, meanwhile, has overtaken LSH in the region's industrial market.

#### OFFICE

- 1 Fenn Wright
- 2 Lambert Smith Hampton
- 3 Kirkby Diamond
- 4 Flude Property Consultants
- 5 Ayers & Cruiks

#### INDUSTRIAL

- 1 JLL
- 2 Lambert Smith Hampton
- 3 Fenn Wright
- 4 Kirkby Diamond
- 5 Ayers & Cruiks

#### LEISURE & HOTELS

- 1 Fleurets
- 2 Christie & Co
- 3 Fenn Wright

#### RETAIL

- 1 Flude Property Consultants
- 2 CBRE
- 3 Savills
- 4 Brasier Freeth
- 5 Fenn Wright

#### INVESTMENT

- 1 Christie & Co
- 2 Savills
- 3 CBRE
- 4 JLL
- 5 Knight Frank

## WEST MIDLANDS

### OVERALL WINNER | BULLEYS

The West Midlands' distribution hubs witnessed huge demand throughout lockdown and it is no surprise to see an industrial specialist top the overall rankings, with Bulley's making it three years in a row in pole position. Meanwhile, Creative Retail has topped the retail rankings for the first time and Siddall Jones has finished first in office and investment, also for the first time.

#### OFFICE

- 1 Siddall Jones
- 2 Avison Young
- 3 Bromwich Hardy
- 4 Savills
- 5 JLL

#### INDUSTRIAL

- 1 Bulleys
- 2 Harris Lamb
- 3 Bromwich Hardy
- 4 John Truslove
- 5 Siddall Jones

#### LEISURE & HOTELS

- 1 James A Baker
- 2 Bromwich Hardy
- 3 Fleurets

#### RETAIL

- 1 Creative Retail
- 2 Towler Shaw Roberts
- 3 Burley Browne
- 4 Butters John Bee
- 5 Savills

#### INVESTMENT

- 1 Siddall Jones
- 2 Bulleys
- 3 Towler Shaw Roberts
- 4 Harris Lamb
- 4 CBRE

## SOUTH WEST

### OVERALL WINNER | ALDER KING

The only agent to have topped its region's rankings since records began is Alder King, which finishes top this year for the 20th time. It has maintained its leads in the office and industrial tables while Savills has retained its retail title. In leisure and hotels, which is traditionally proportionally more important than any other region, Bettesworths Chartered Surveyors has overtaken Christie & Co to take top spot.

#### OFFICE

- 1 Alder King
- 2 Burston Cook
- 3 Savills
- 4 Stratton Creber
- 5 Goadsby

#### INDUSTRIAL

- 1 Alder King
- 2 Goadsby
- 3 Knight Frank
- 4 Myddelton & Major
- 5 JLL

#### LEISURE & HOTELS

- 1 Bettesworths Chartered Surveyors
- 2 Christie & Co
- 3 Miller Commercial

#### RETAIL

- 1 Savills
- 2 Goadsby
- 3 Stratton Creber
- 4 Burston Cook
- 5 Bettesworths

#### INVESTMENT

- 1 Bettesworths Chartered Surveyors
- 2 Savills
- 3 Goadsby
- 4 Stratton Creber
- 5 Knight Frank

## YORKSHIRE

### OVERALL WINNER | CARTER TOWLER

Table topping performances across office, retail and industrial allowed Carter Towler to outshine the challenges from PPH Commercial and Knight Frank to take the overall Yorkshire title for a sixth consecutive year. In investments Savills came from outside last year's top five to go top, with leisure specialist Fleurets in second.

#### OFFICE

- 1 Carter Towler
- 2 Knight Frank
- 3 PPH Commercial
- 4 Colloco
- 5 CBRE

#### INDUSTRIAL

- 1 Carter Towler
- 2 PPH Commercial
- 3 Knight Frank
- 4 JLL
- 5 CBRE

#### LEISURE & HOTELS

- 1 Fleurets
- 2 Christie & Co
- 3 James A Baker

#### RETAIL

- 1 Carter Towler
- 2 PPH Commercial
- 3 Savills
- 4 Christie & Co
- 5 CBRE

#### INVESTMENT

- 1 Savills
- 2 Fleurets
- 3 CBRE
- 3 PPH Commercial
- 5 Cushman & Wakefield
- 5 Knight Frank