

CoffeeHouse

LANDLORD PACK





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OUR STORY

Founded in 2011 by brothers Chris and Ste, The Coffee House has grown into a beloved local independent chain, with customers across the North of England.

We are a collection of premium coffee shops, with each store serving delicious, fresh food and drink while acting as a local hub for many communities. Our passion is to create an environment where people can enjoy eating, drinking, and relaxing whilst also bringing new life to forgotten high streets.

THE MISSION

Our first store opened in Lymm, Cheshire, where we quickly earned local support as a go-to spot for specialty coffee, refreshing drinks, and homemade cakes and food.

Now, at a little over a decade in, we are approaching the milestone of our 40th store opening, with even more on the horizon. Our goal is to be recognised as the leading independent coffee operator in the North of England.

As we continue to grow, we are committed to introducing new products, and innovative store designs, and investing in the development of our team.

THE VISION

Our mantra has always been, “**What we do, we do well.**” We take pride in our ever-expanding range of refreshments, homemade baked goods, thoughtfully designed stores, and our passionate teams who deliver exceptional service to every customer. The future is full of possibilities, and we are excited to welcome new partners to help us achieve great things.

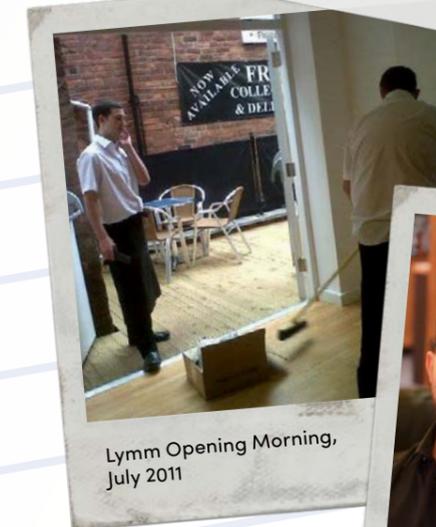
As we expand, we remain true to what makes us exceptional. We are



grounded in the same values and determination that guided us on our first day. We are dedicated to quality, and our ambitious growth will never come at the expense of the excellence we pursue in every aspect of our business.

meet the founders

At The Coffee House, our foundation is built on the deep bond between two brothers, a partnership that goes beyond business and embodies a shared passion for creating exceptional experiences. Our team isn't just a group of employees; they are partners on this journey, each deeply invested in the business, driven by more than just profit.



Lymm Opening Morning, July 2011



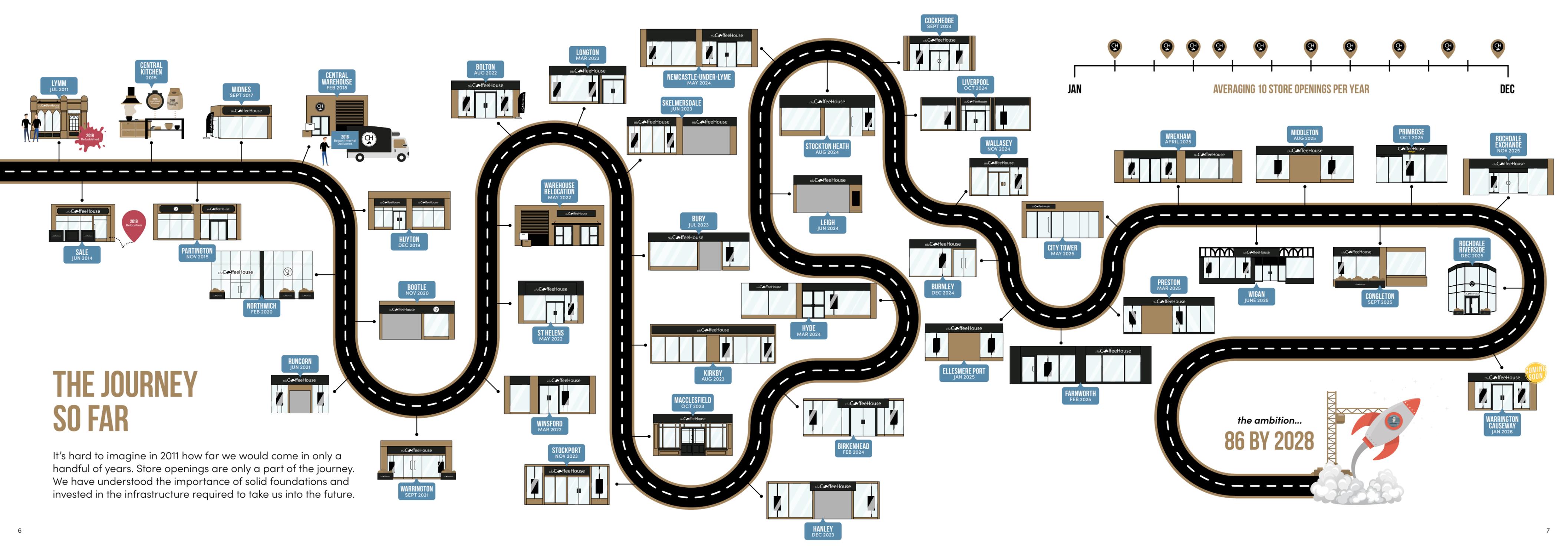
Northwich Grand Opening, February 2020



With over a decade of industry experience, we understand our model thoroughly and have perfected it, making us both reliable and easy to work with. Our commitment to quality is unwavering, and as founders, we remain hands-on, still heavily involved in the business – from operations and marketing to finance etc., ensuring that our high standards are consistently met. We're not just owners; we continue to be meaningful contributors to The Coffee House, dedicated to its success and to providing landlords with a dependable tenant.

still true today...

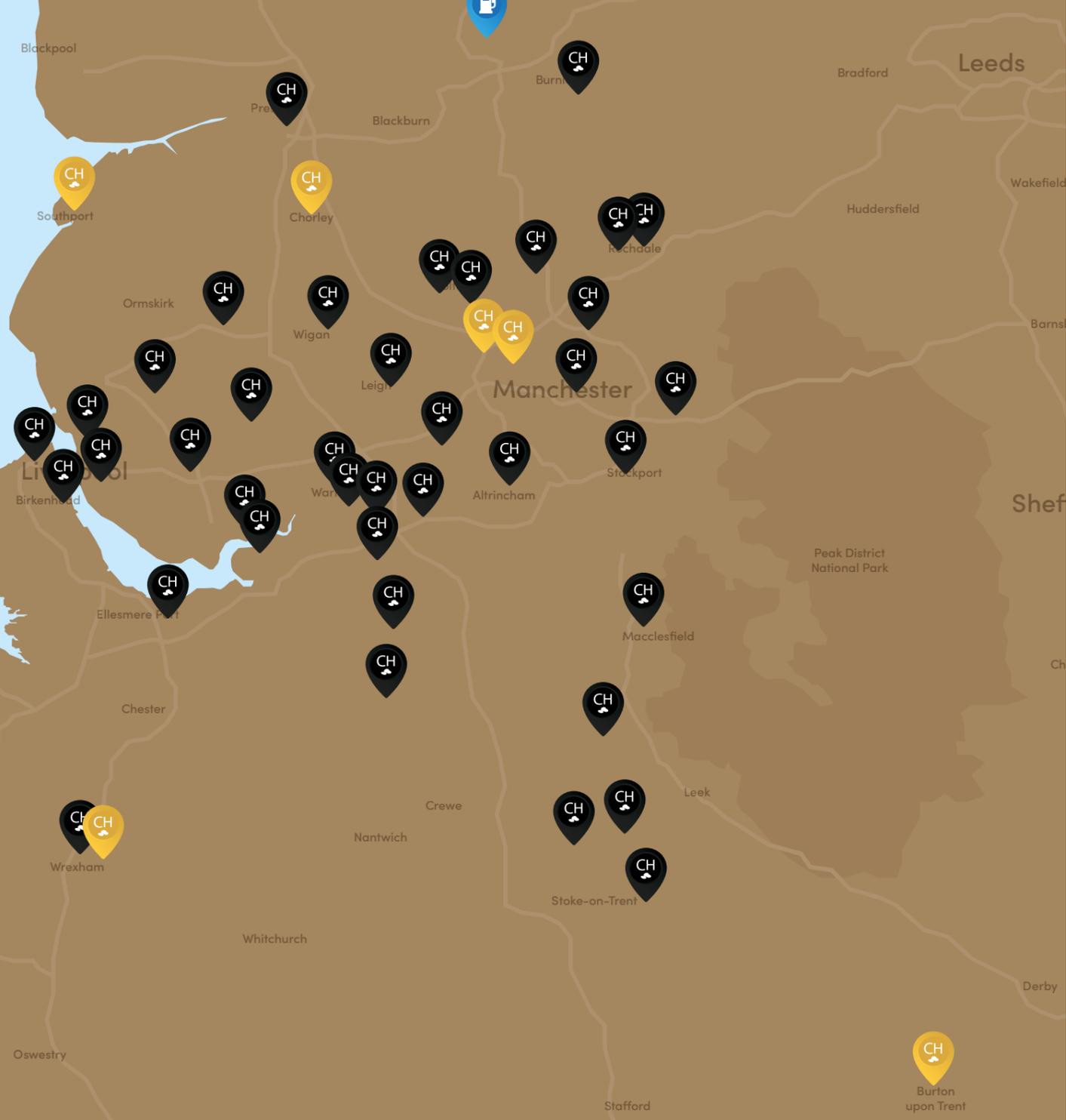
WHAT WE DO, WE WILL DO WELL.



OUR LOCATIONS

Discover how The Coffee House is expanding across the North West! Our map showcases all of our thriving locations where we've already made a mark, and we're eager to add more. With many new stores set to open in the coming months, we're actively seeking new spaces to bring our specialty coffee and inviting atmosphere to even more communities.

- LYMM | SALE | PARTINGTON**
- WIDNES | HUYTON | NORTHWICH**
- BOOTLE | RUNCORN | WARRINGTON**
- WINSFORD | ST HELENS | BOLTON**
- LONGTON | SKELMERSDALE**
- BURY | KIRKBY | MACCLESFIELD**
- STOCKPORT | HANLEY | BIRKENHEAD**
- HYDE | NEWCASTLE-UNDER-LYME**
- LEIGH | STOCKTON HEATH | COCKHEDGE**
- LIVERPOOL | WALLASEY | BURNLEY**
- ELLESMERE PORT | FARNWORTH | PRESTON**
- WREXHAM | CITY TOWER | WIGAN | MIDDLETON**
- CONGLETON | PRIMROSE | ROCHDALE EXCHANGE**
- ROCHDALE RIVERSIDE | CAUSEWAY**



OUR FOOD

We take pride in offering food that is as exceptional as our coffee. We believe that quality starts from the ground up, which is why we've set up both a CookHouse and a BakeHouse within our central operations hub in Warrington. Here, our dedicated team prepares and bakes everything fresh each day, ensuring that every item we serve is made from scratch using the finest ingredients.

Our food quality is held to the highest standards, with everything homemade—from the pesto in our sandwiches to the jam in our cakes—crafted in-house for full quality control. This careful attention ensures consistently delicious, homemade meals and treats that customers love. Our commitment to quality and our centralised production process means that we are trusted to bring a premium food and drink experience to your communities.

As we expand, our passionate and growing team is fully equipped to meet the increasing demand across all our locations. We are constantly exploring new ways to enhance and improve our food offerings, ensuring that we not only meet but exceed the expectations of our customers.



OUR STORES

At The Coffee House, our store designs are crafted with care to enhance the highstreets we occupy, often breathing new life into areas that are otherwise fading. Our decor is warm and inviting, creating a welcoming space for everyone - whether you're here to catch up with friends, read a book, or get some work done.

We're committed to benefiting each community we join by creating local employment opportunities. Each new store not only provides jobs but also contributes to the local economy.

Our dedication to being a valued part of each neighbourhood is reflected in our personalised touch. Every store features custom wall art murals, designed in-house that celebrate the history of the town, offering customers a unique and engaging visit. This thoughtful detail helps us connect with the community and make each location feel like home.

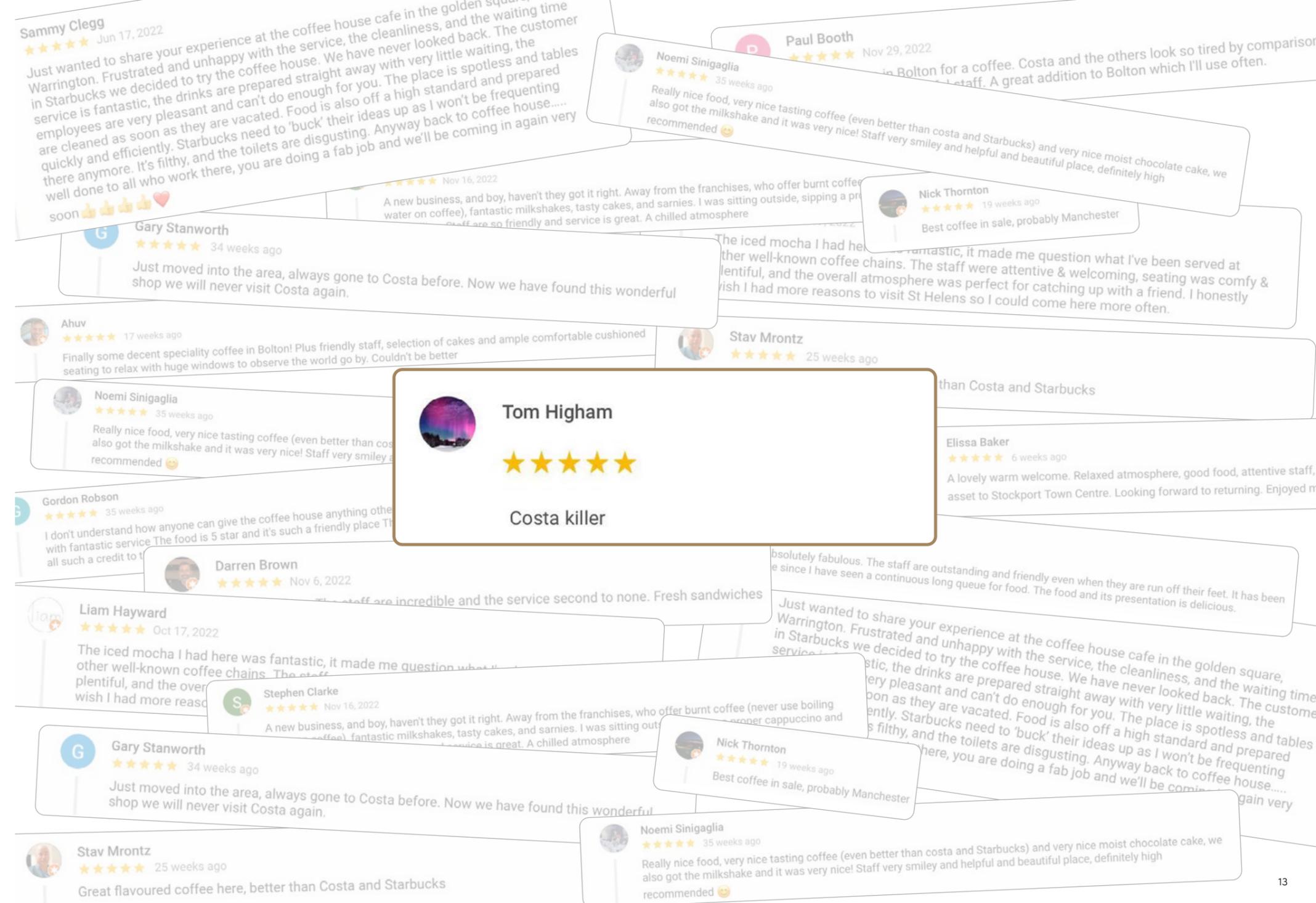
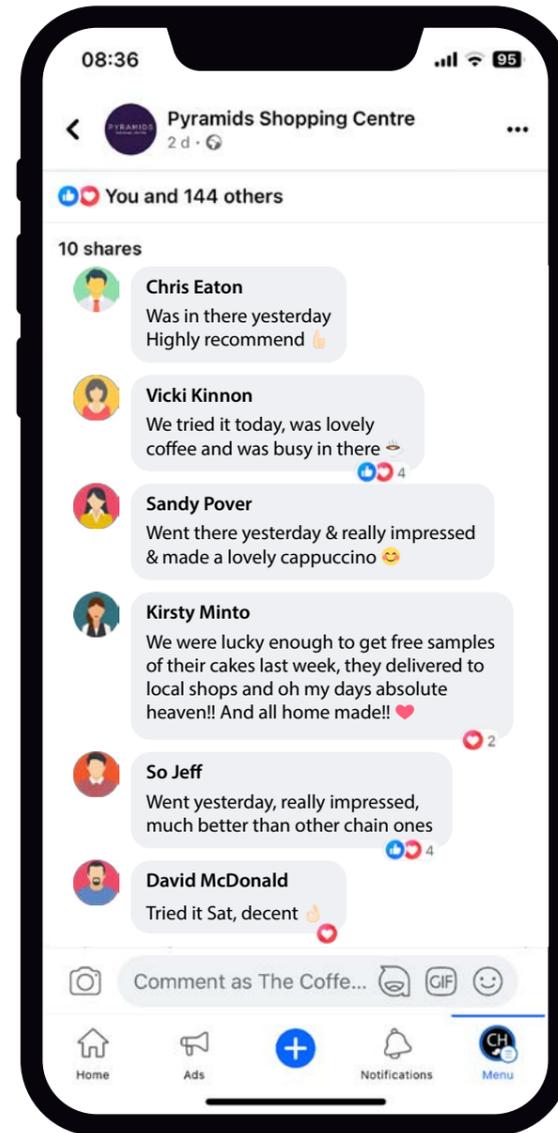
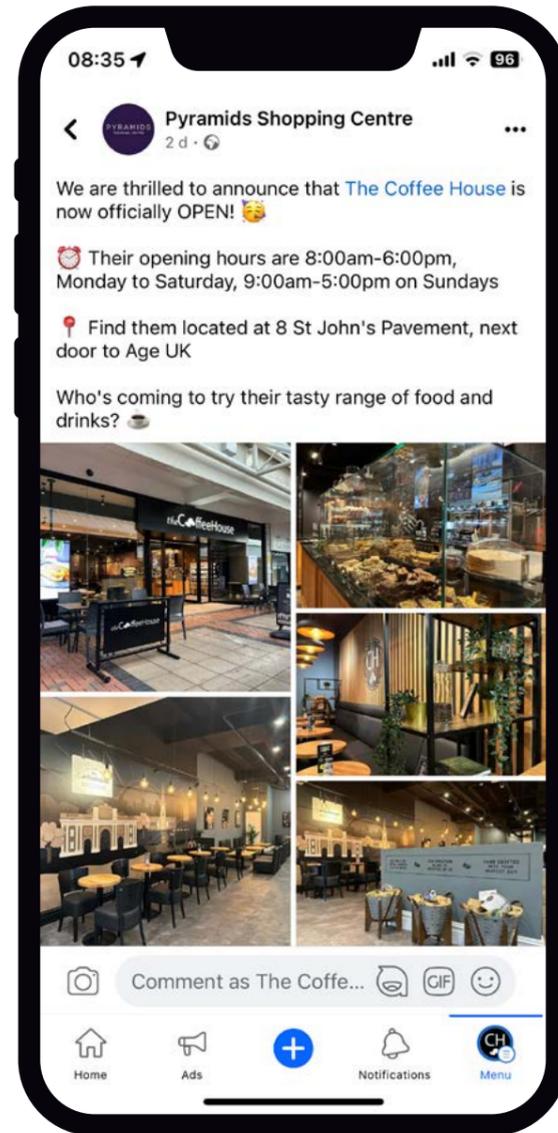


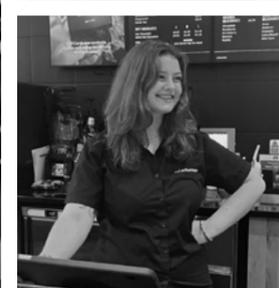
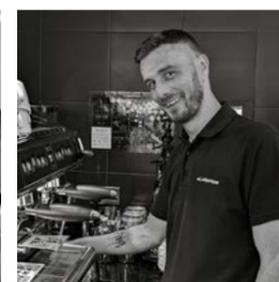
WHAT OUR CUSTOMERS SAY

Our customers frequently praise us for creating a welcoming environment where they feel right at home. They highlight the quality of our coffee and fresh food, noting how our friendly staff make every visit enjoyable.

We take great pride in our team's friendliness, a key factor in our recruitment process that sets us apart from competitors who don't always prioritise this aspect.

This personal touch is a major reason why customers return, time and time again. Many also value our dedication to community, appreciating that our stores offer more than just excellent drinks and food – they provide a meaningful space to connect and relax. Overall, our customers appreciate the unique combination of outstanding service, local charm, and our dedication to creating great coffee experiences.





SO... HOW DO WE DO IT?

Located in Warrington, our 20,000 sq ft Taurus Headquarters is the heart of our business. This centralised support system brings everything under one roof, allowing us to control quality and streamline communication across teams. It's a hub where operations are efficiently managed, and we take great pride in what we've created here.

WAREHOUSE[®]



precisely picked

Our robust warehouse team handles the supply chain with precision. Each day, they meticulously pick and package orders for all our stores, ensuring accuracy and readiness for delivery. Their efficient process guarantees that every store receives its orders correctly and on time.

ROASTHOUSE[®]



roasted to perfection

Our RoastHouse crafts our exceptional House Blend coffee. Using a mix of customer feedback and coffee science we created the perfect blend, ensuring each batch meets our high standards. We are committed to sustainability, supplying stores with freshly roasted beans delivered in reusable pails, reducing waste and preserving coffee quality.

COOKHOUSE[®]



freshly prepared

Every dish served in our stores is made from scratch with carefully selected ingredients. This central kitchen ensures that all our food is not only fresh but also consistently meets the quality our customers expect. Knowing that our food preparation is centralised means reliability and excellence in every meal served.

BAKEHOUSE[®]



lovingly homebaked

Our BakeHouse team starts their day early to create fresh, homemade sweet treats that pair perfectly with our coffee in store. Made fresh, in-house daily, including the bread for our sandwiches. This commitment ensures every bite is as delightful as the last and sets us apart from our competitors.

ROADHOUSE[®]



delivered daily

Our dedicated delivery drivers form an essential part of our operations. They ensure that all stores are stocked with fresh goods each day, using our own fleet of temperature-controlled vans to maintain product freshness during transit.



OUR PEOPLE

The most exciting part of growing The Coffee House is continuing to grow the team.

Having the right people on board has always been a focus, which is why organisational design has been a priority for many years.

The company has been fortunate to have attracted great people at all levels to join the journey

As The Coffee House continues to evolve, we are committed to nurturing a high-performing Senior Leadership Team. Their expertise and dedication will be instrumental in shaping our future success.



DAVID EVANS

Chairman

With over 30 years of experience in the service sector across Europe, Dave has served in executive and non-executive roles, including CFO, CEO and Chairman.

Dave has performed in various scales of organisations, including CEO of a £1.5bn group, operating across ten countries, and more recently, Chairman of a £500m UK-based service business.



CHRIS SHELMERDINE

Managing Director

Chris has always had an absolute passion for bricks and mortar retail. Keen to explore this further, he became the co-founder of The Coffee House at 24.

In the earlier years, he developed strong skills in core operations and has more recently taken the lead role in setting the direction for the future.



STEPHEN SHELMERDINE

Development Director

Stephen trained as a Quantity Surveyor and Architect, but subsequently chose to pursue his passion within the food industry to become co-founder of The Coffee House with his brother.

Stephen currently focuses on store acquisitions, design, project execution, and wider product development.



CRAIG BLUNDELL

Finance Director

Craig is a CIMA Qualified accountant and held his first senior financial leadership role within a US multi-national at the age of 30.

Over the last 20 years he has worked in corporate and owner led businesses of different sizes across manufacturing, retail and media sectors and has a passion not only for the numbers but also in getting out in to the wider business to drive performance and behaviour.



KELLY CARTER

Head of Store Operations

Kelly brings 15 years of extensive experience in leading commercial roles within the hospitality and retail sectors. Having worked with a range of businesses, from small enterprises to multinational organisations.

Kelly has a proven track record of driving success and innovation. Her expertise, particularly in the coffee industry, equips her with unique insights that contribute to our company's growth and commitment to excellence.



BOB AGNEW

In House Property Solicitor

Bob has 28 years experience as a commercial real estate lawyer in private practice; 25 years of which as a Partner/Owner. He has dealt with The Coffee House property portfolio from the outset, and became our in-house property solicitor in April 2024 to help accelerate our continued growth, without the distraction of running a practice and other clients. Quick turnaround times enable us to transact swiftly.

THE ACADEMY TRAINING SCHOOL

At The Coffee House, we foster a culture of continuous learning and development. Our passion for people and customers drives us to invest time and resources in recruiting the right individuals to join our family. We prioritise promoting from within, aligning our growth plans with a pipeline of talent ready to advance throughout the business.

PERSONAL DEVELOPMENT

We believe that empowering our managers and employees to take charge of their personal development is crucial. By providing access to tools and resources, we support our team's growth, which, in turn, fosters a culture of learning. A motivated and appreciated workforce translates to improved customer experiences and increased productivity, benefiting the entire business.

TRAINING JOURNEY

New recruits in any of our operational areas are enrolled in The Coffee House Academy, where they embark on a journey of skill acquisition and leadership development. Our academy is designed to nurture individuals who are eager to learn and grow, aligning with our brand's commitment to a strong coffee shop culture.

The academy offers comprehensive training programs tailored to developing top-notch baristas and production assistants. Training modules are assigned through the People Hub and managed by supervisors to ensure each employee receives targeted development.

We are excited to have our training academy up and running, providing a dedicated space for larger group sessions and personalised one-on-one training. As an independent business, building strong relationships with our customers and adding value to their experience is essential, and our academy plays a key role in achieving this.



OUR SUPPORTERS

The company has been fortunate to have attracted investment from private individuals who act as trusted advisors to the Senior Leadership Team.

In April 2024, we welcomed to our already accomplished and influential Shareholder group Andy Bell, Aj Bell Founder and Chief Executive, and Fergus Lyons, Aj Bell Managing Director.

The multi-million-pound investment will support the business's growth ambitions while allowing the team to accelerate investments in central infrastructure, which is crucial to long-term success. It had been essential to the company that any potential partnerships shared the business values and considered performance to be a clear result of doing the right thing by its people and that there should be a clear focus on customer experience.



ANDY BELL

Founder, Aj Bell*
Shareholder Since 2024



FERGUS LYONS

Managing Director, Aj Bell*
Shareholder Since 2024



DAVID EVANS

CEO, Arriva Mainland Europe*
Shareholder Since 2017



CHRIS PURSLOW

Managing Director, ATG*
Shareholder Since 2017



GARETH ROBERTS

Chairman, Beyondly*
Shareholder Since 2019



TONY CLARKE

VP Worldwide Sales, AppSense*
Shareholder Since 2019

“ Great businesses need great products and great people. The Coffee House has both. Chris and Stephen are dynamic and have created a great business in an exciting market making this one of my easier investment decisions. ”

— **ANDY BELL**
Founder, Aj Bell*

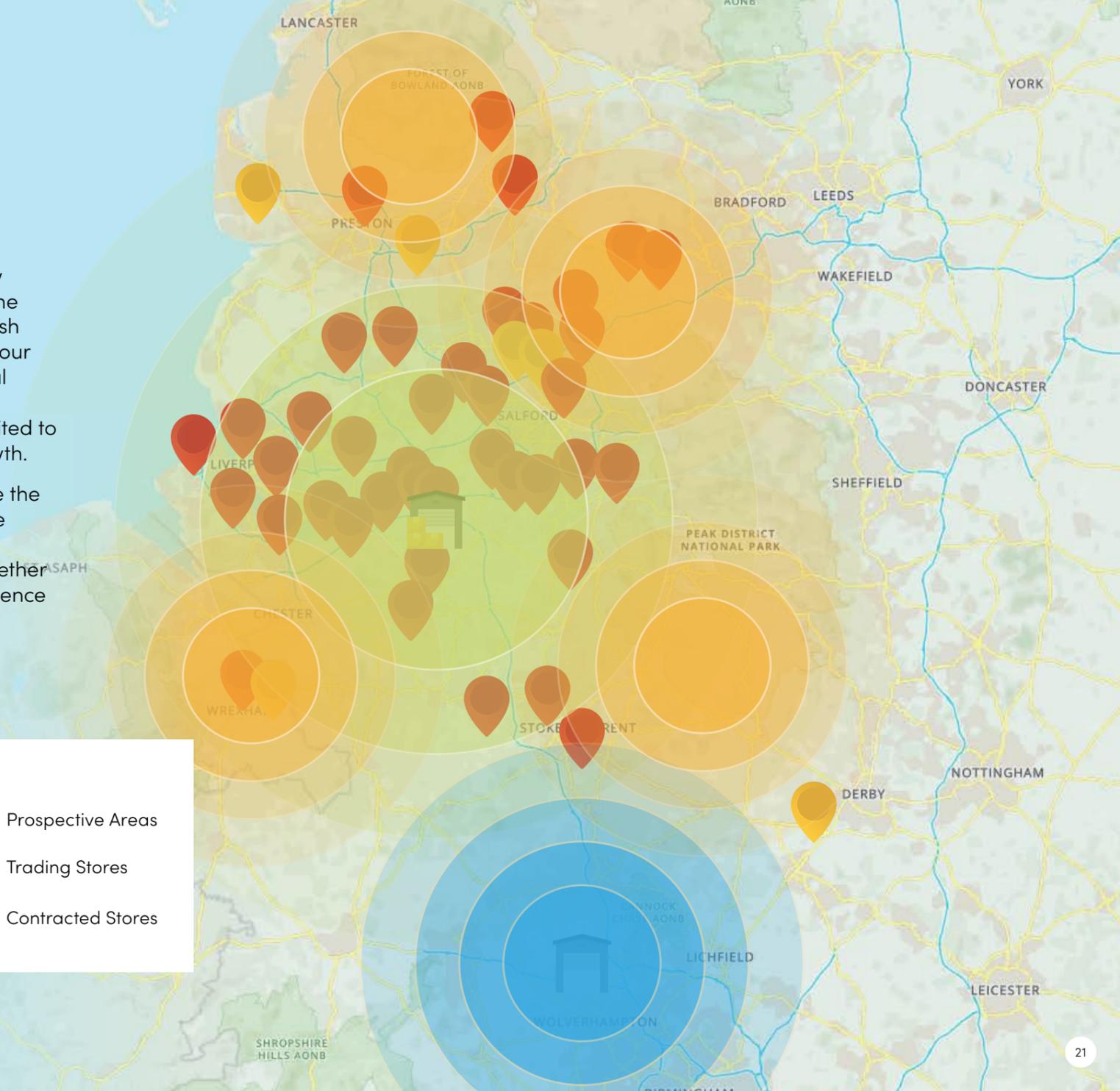
*recognised former positions

TARGET LOCATIONS

We are continuously seeking new opportunities to expand across the North West. Our goal is to establish community hubs in areas where our presence can make a meaningful impact. We are proud of our achievements so far and are excited to explore new possibilities for growth.

If you have a space that could be the perfect new home for The Coffee House, we'd love to explore the potential with you. Let's work together to bring our unique coffee experience to more communities!

KEY			
	Central Facility		Prospective Areas
	Supply Hub		Trading Stores
	Key Areas		Contracted Stores



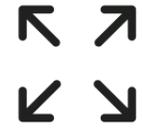
PROPERTY REQUIREMENTS

At Coffee House, we are committed to **transforming the way people eat, drink, and relax**. Each of our stores is carefully fitted out to reflect its unique location, celebrating the local character and enhancing our independent spirit. Our aim is to create modern, sleek spaces that stand out and resonate with our customers.

As we continue to expand our store portfolio, we are looking for properties that align with our vision and meet specific requirements to ensure a perfect fit. We take our property search seriously and seek locations that can support our passion for success and community engagement.

With 40 locations already established and more on the way, we have a clear understanding of what makes a property ideal for our business and customer needs.

We are excited to explore new opportunities across the North. If you have a property that fits our criteria and could be the perfect new home for The Coffee House, let's discuss how we can make it a successful addition to our growing portfolio.



1,500 – 2,500 sq ft
Smaller considered



High Streets
Shopping Centres
Retail Parks
Drive Thru



High footfall,
prominent locations
Corner units



10 years with breaks
to be discussed



thank you

For taking the time out to read through our landlord pack. We hope you enjoyed it as much as we loved writing it!

To discuss specific opportunities, please contact the following for consideration:

STE SHELMEARDINE

Development Director

@ stephen@coffeehouse.co.uk

07894 985 298

the CoffeeHouse

RETAINED AGENT

Grant Owens

@ grant@barkerproudlove.co.uk

07808 646 576

Barker Proudlove

Find out more at coffeehouse.co.uk or follow us on social media.



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