



PROPERTY ASSET MANAGEMENT

Building Relationships

Knight Frank



“Knight Frank are asset and property managers at Cardiff Waterside where they are also responsible for coordinating the master planning and development management of new projects. Even in difficult economic times they have been able to create coordinated teams to meet the asset management objectives of the landlord to protect net asset value, as well as providing an attractive environment for tenants, so encouraging occupier interest.”

**Jon Ashcroft,
Aviva Investors**

BUILDING RELATIONSHIPS

What we do is simple. We look after our clients, their investments and their tenants. We call it building relationships.

We know that property investments require proactive management to preserve and enhance value. We understand that, as an investor, you want an assured management expert you can trust. One who can help maximise investment performance and minimise risk.

Knight Frank's Property Asset Management division tailors its range of services to your needs.

With offices strategically placed across the UK, our partner-led teams are ideally positioned to provide hands-on management of your investments, regardless of size, sector or location.

23
MILLION⁺
SQ FT UNDER
MANAGEMENT

BUILDING EXPERTISE

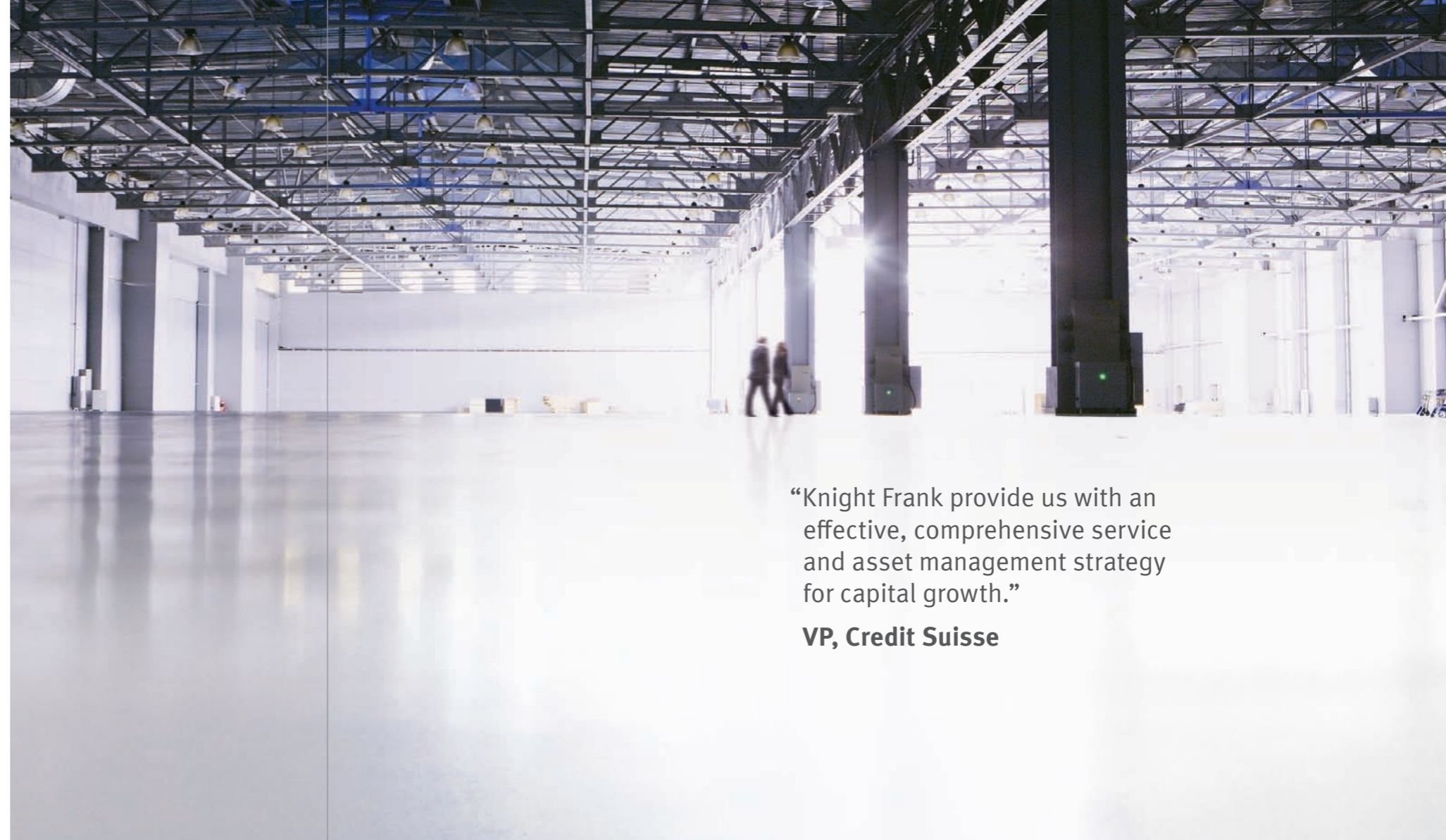
Our key strengths and differentiators lie in our people and our resources.

Our multi-disciplined teams in Central London, Edinburgh, Glasgow, Leeds, Newcastle, Bristol, Birmingham and Manchester include qualified surveyors, accountants and facilities managers.

We have the expertise and resources to provide a solid platform for the management of your investments and laying the foundations for growth.

Our teams are focused on delivering high quality communications and quicker response times to you.

We care about the quality of service you receive. Day-to-day partner involvement offers additional assurance that the management of your investments is always in the best hands.



“Knight Frank provide us with an effective, comprehensive service and asset management strategy for capital growth.”

VP, Credit Suisse

OUR SERVICES

Property Management

- ◆ Rent and service charge collection, lease management and building maintenance.
- ◆ Advice on tenants' requests to assign, sub-let or undertake alterations.
- ◆ Coordination of specialist services, including advice on security, energy and insurance procurement.
- ◆ Accurate, incisive and timely client reporting.

Asset Management

- ◆ Proactively identify and deliver strategies to maintain and enhance your investment value.
- ◆ Liaison with our sector specialists to ensure market-leading advice and support.
- ◆ Maintain close communication with tenants to anticipate their occupational needs.

Facilities Management

- ◆ Select and manage onsite or mobile management teams.
- ◆ Monitor up-to-date Health & Safety and environmental compliance in real time.
- ◆ Provide planned preventative maintenance for accurate budgeting and cost recovery.
- ◆ Enable access to approved contractors and maintenance experts via SupplierWeb.

Financial Management

- ◆ Client accounting and income distribution: dedicated client accountant team focused on meeting all financial requirements.
- ◆ Full reconciliation of service charge, with analytical reviews and analyses, meeting all RICS guidelines.
- ◆ VAT, tax, bought ledger, cashing and credit control teams providing all treasury functions.
- ◆ Use of market leading software delivering a tailored service with full transparency.

Sustainability Consultancy

- ◆ Environmental assessments and ratings for development projects eg. BREEAM, CFSH, Eco Homes and Ska.
- ◆ Statutory environmental assessments required to comply with current regulations eg. EPC's, DEC's and ACI's.
- ◆ Assessment and advice on the CRC Energy Efficiency Scheme.
- ◆ Renewable energy services for the development of feed-in tariff (FIT) and renewable heat incentive (RHI) projects.
- ◆ Bespoke 'green benchmarking' service measuring sustainability performance of properties against other comparable properties and industry recognised benchmarks.

BUILDING INNOVATION

For many years, we have been at the forefront of technology development in the property asset management sector. We now have a suite of cutting-edge, proprietary software and systems designed to better manage, protect and enhance your investments.

- ◆ **OpenView** – our web-based portal offering you a secure, real-time view of your property-related documentation, as well as rent collection and service charge figures.
- ◆ **SupplierWeb** – an interactive list of approved, accredited and insured contractors to ensure a class leading facilities management service.
- ◆ **Yardi Voyager** – a web-based dashboard of accounts and property management reports, configurable to suit your needs.
- ◆ **TrackRecord** – web-based risk management software showing a live database of health and safety compliance reports and statistics.
- ◆ **OccupEye** – our dedicated tenant website, providing occupier access to documentation, information and other useful resources.

£8
BILLION+
CAPITAL VALUE OF ASSETS
UNDER MANAGEMENT



“Having appointed Knight Frank on our office investment in Glasgow, we were extremely impressed by their pro-active and customer focused approach to the management which has been welcomed by all stakeholders in the property. The legacy issues left by the previous manager were dealt with quickly and effectively. We are now working together on a number of significant asset management opportunities that have been identified.”

Robert Hall,
Epic Property Asset
Management Limited



BUILDING PARTNERSHIPS

With over 100 years of experience, Knight Frank is the world's leading, privately owned, global property consultancy.

Through our alliance with US based Newmark Knight Frank, our global network extends across almost 250 offices in 43 countries and we have more than 7,000 professionals handling in excess of US\$800 billion worth of prime commercial, residential and agricultural real estate.


Working with private individuals, developers, investors, banks and commercial occupiers, we provide a range of agency, investment and professional consultancy services, which are supported by our dedicated market research teams.

Our services

- ◆ Agency
- ◆ Building Consultancy
- ◆ Business Rates
- ◆ Corporate Recovery & Restructuring
- ◆ Development Consultancy
- ◆ Facilities Management
- ◆ Global Corporate Services
- ◆ Investment & Capital Markets
- ◆ Lease Advisory
- ◆ Planning
- ◆ Project Management
- ◆ Property & Asset Management
- ◆ Sustainability Consultancy
- ◆ Tenant Representation
- ◆ Valuations
- ◆ Workplace Consultancy

Our areas of expertise

- ◆ Healthcare
- ◆ Hotels
- ◆ Industrial & Logistics
- ◆ Offices
- ◆ Residential
- ◆ Retail & Leisure
- ◆ Rural & Agricultural
- ◆ Student Property
- ◆ Public Sector



“The Knight Frank team originally won the instruction by being highly competitive but without compromise to either the quality or depth of resources allocated. A year down the line the delivery of services has been excellent.”

Director, Minerva plc

CASE STUDIES
& BIOGRAPHIES

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For further information, please do not
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