

# EUROPEAN PROPERTY MANAGEMENT

Building Relationships



## 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 service line tailors its range of services to your needs.

With offices strategically placed across the UK and Europe, our teams are ideally positioned to provide hands-on management of your investments.

Our European teams can access the knowledge and experience of our global network which extends to over 330 offices in 48 countries including our alliance with US based Newmark Grubb Knight Frank. With over 110 years of experience, Knight Frank is the world's leading independent real estate consultancy.

*"The Knight Frank Central London Management 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."*

**Edward Moody,**  
Director, Minerva Ltd





## 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 occupiers to anticipate their occupational needs

### Facilities Management

- ♦ Select and manage on site 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

### 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

- ♦ VAT, tax, bought ledger, cashiering and credit control teams providing all treasury functions

### Sustainability Consultancy

- ♦ Environmental assessments and ratings for development projects
- ♦ Statutory environmental assessments required to comply with current regulations
- ♦ Renewable energy services
- ♦ Bespoke 'green benchmarking' service measuring sustainability performance of properties against other comparable properties and industry recognised benchmarks now available across Europe and the UK.

## BUILDING EXPERTISE

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

Teams in Austria, Belgium, Czech Republic, France, Italy, Poland, Portugal, Republic of Ireland, Russia, Spain, Switzerland and the UK include qualified surveyors, accountants and facilities/technical 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 senior involvement offers additional assurance that the management of your investments is always in the best hands.

Our key strengths and differentiators lie in our people, our resources and the strong bond with our network of associate businesses. These partnerships are carefully chosen and provide access to leading advice.

*"We have been using Knight Frank's property asset management in Poland since 2006.*

*The services have been conducted professionally, with personal commitment and great care."*

**Dennis Lin,**  
IMMOFINANZ AG





19.5 MILLION<sup>(SQ M)</sup>  
APPROXIMATE TOTAL SIZE OF  
PROPERTIES MANAGED  
ACROSS EUROPE

## EUROPEAN TRACK RECORD

### **The St Botolph Building, London EC3**

**Client** Minerva Ltd

**Building Size & Use** 555,000 sq ft of Grade A office accommodation

**Rent Roll** €31 million+ pa

**Service Charge Over** €4.7 million+ pa

**The Brief** Full service provision comprising estates, facilities management and finance functions. During the first phase of occupation, there has been an emphasis on embracing new occupiers, monitoring their fit out contracts, reducing the impact on the client of costs associated with void areas and management of maintenance regimes to ensure protection of warranties. The property is now fully leased and the focus has shifted to ensuring efficient and optimum provision of services.

**Key Objectives and Constraints** To maintain a high standard of presentation of the building whilst demonstrating fiscal prudence.

#### **Actions and Outcome**

- Managing the transition from development site to standing investment
- Recruitment, training and deploy of site teams
- Established various service charge scenarios dependent upon level of occupancy
- Ensuring protection of warranties through close supervision of maintenance contracts
- Monitoring of tenant fit-out process.





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02



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## EUROPEAN TRACK RECORD

### 01. 9, Place Vendôme & 368-370, rue Saint-honoré-75001 Paris, France

**Client** SAS, 9 Place Vendôme

**Building Size & Use** 30,000 sq m of offices accommodation and retail

**Appointment** July 2009

**Rent Roll** n/a

**Service Charge** n/a

### 02. Headquarters of Airbus-Toulouse, France

**Client** Real IS AG

**Building Size & Use** 51,000 sq m divided into four buildings of offices accommodation under management

**Appointment** July 2011

**Rent Roll** €6.3 million pa

**Service Charge** n/a

### 03. 65, Boulevard de la Croisette 06400 Cannes, France

**Client** THOR EQUITIES

**Building Size & Use** 2,300 sq m of high-end retail stores under management

**Appointment** September 2012

**Rent Roll** €4.1 million pa

**Service Charge** €155,931 pa

### 04. Ilôt François 1er 75008 Paris, France

**Client** Risanamento SPA

**Building Size & Use** 13,419 sq m of offices, retail and residential accommodation and 585 car parking spaces

**Appointment** January 2009

**Rent Roll** €6.7 million pa

**Service Charge** €750,000 pa





€3.15 BILLION ANNUAL  
RENT ROLL OF PROPERTIES  
MANAGED  
ACROSS EUROPE AT YEAR END 2012/13

## EUROPEAN TRACK RECORD

### **The Walbrook Building, London EC4**

**Client** Minerva Ltd

**Building Size & Use** 445,000 sq ft Grade A office accommodation and ground floor retail

**Rent Roll Approximately** €23.5 million+ pa

**Service Charge** €4.1 million+ pa

**The Brief** Full service provision encompassing estates, finance and FM roles.

**Key Objectives and Constraints** Preserve construction warranties through a structured management regime and maintain immaculate appearance during the marketing campaign.

#### **Actions and Outcome**

- Re-priced and redefined scope of the key service contracts to deliver savings on void expenditure
- Through collaboration with Knight Frank's Sustainability Consultancy, we have reduced energy consumption and explored opportunities to maximise the environmental and financial benefits of the efficient design
- Managed transition from development to completed investment by liaising closely with the construction and project managers
- Prepared guide to assist with tenant fit-out planning.





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03



02



04

# EUROPEAN TRACK RECORD

## 01. Hotel Intercontinental, Warsaw, Poland

**Client** DEKA Immobilien  
**Building Size & Use** 57,451 sq m,  
 5\* hotel, 414 rooms  
**Appointment** February 2013  
**Rent Roll** €6.2 million pa  
**Service Charge** n/a

## 02. Prime Tower, Zurich, Switzerland

**Client** SPS Immobilien AG  
**Building Size & Use** 40,000 sq m, Grade A  
 office accommodation and ground/top  
 floor gastronomy  
**Rent Roll** €15 million pa  
**Service Charge** €2.8 million pa

## 03. Biccoca Village Gate, Milan, Italy

**Client** Olinda Fondo Shop  
**Building Size & Use** 29,200 sq m retail store  
**Appointment** March 2011  
**Rent Roll** €3.8 million pa  
**Service Charge** €2.5 million pa

## 04. Plenilunio Shopping Centre, Madrid, Spain

**Client** Orion Capital Managers  
**Building Size & Use** 70,000 G.L.A.  
**Appointment** May 2006  
**Service Charge** €4.2 million pa





€51.6 BILLION  
APPROXIMATE VALUE OF  
PROPERTIES MANAGED  
ACROSS EUROPE AT YEAR END 2012/13

## EUROPEAN TRACK RECORD

**33 Grosvenor Place,  
London SW1**

**Client** Hess Limited

**Building Size & Use** 198,000 sq ft of B1 office accommodation

**Rent roll** €10 million+ pa

**Service Charge** €2.77 million+ pa

**The Brief** To provide a wide range of property management services to multi-tenanted high-class office accommodation in Victoria.

**Key Objectives and Constraints** To substantially improve service delivery by managing both agent and on-site management, restoring contractor performance and tenant relationships.

**Actions and Outcome**

- ♦ Regulating leasing irregularities, including unlicensed tenant fit outs, unlicensed sub under lettings and illegal occupation of space outside the agreed demise
- ♦ Secured wholesale electricity and gas tariffs with circa £250,000 annual saving
- ♦ Re-tendered manned guarding, M&E, cleaning contracts within the first year with circa £90,000 annual saving
- ♦ Our Building Consultancy has undertaken the refurbishment of the former canteen and kitchens to Cat Grade A office accommodation, the refurbishment of both receptions, and the supervision of repairs to the two main atria glass roofs
- ♦ Successfully let 30,000 sq ft to date through forming strong relationships with existing tenants.



# EUROPEAN PROPERTY ASSET MANAGEMENT

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A PARTNERSHIP  
APPROACH

Knight Frank’s four ingredients comprise our global network, our independence, and our commercial and residential platforms. These set us apart from the competition.

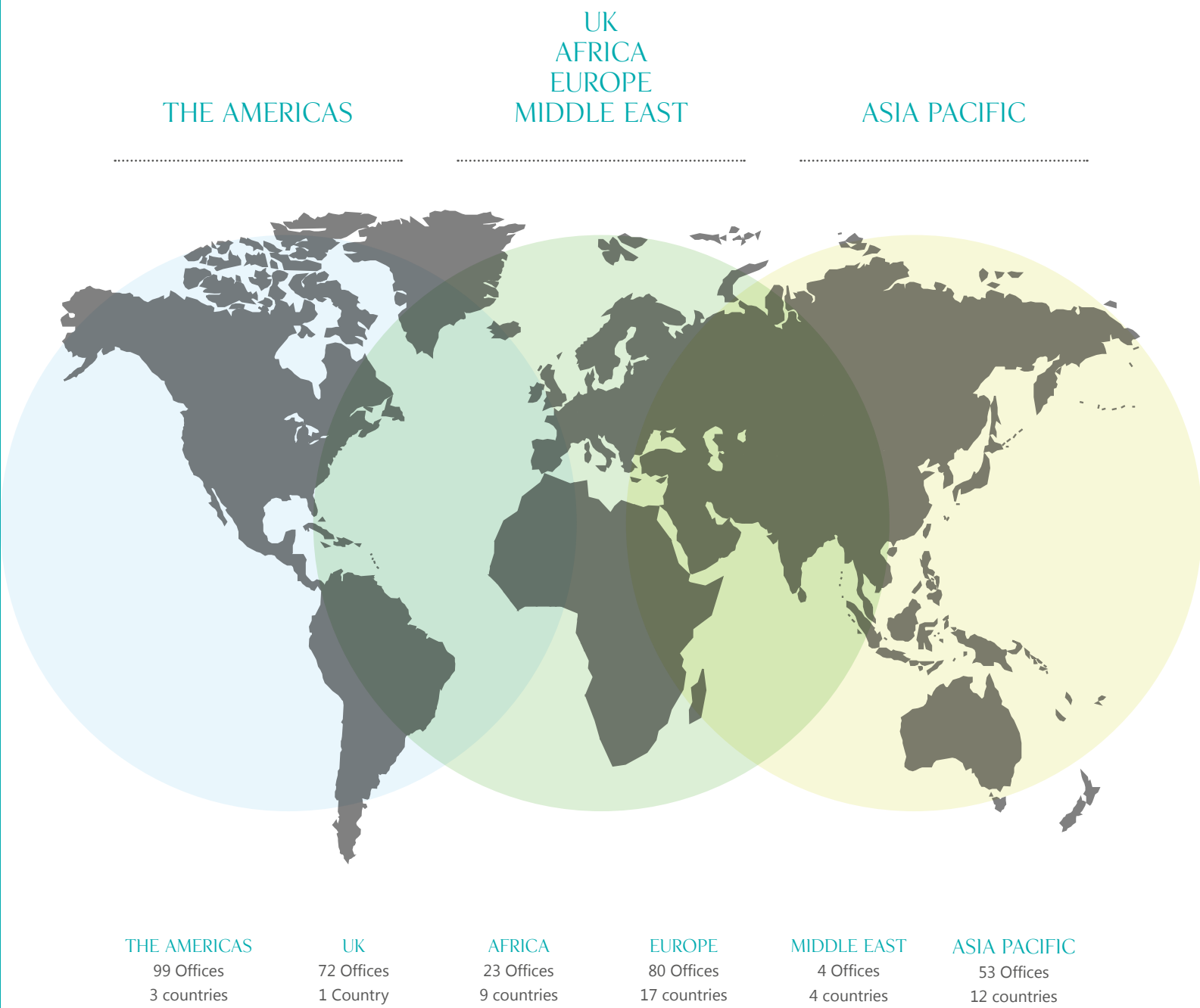
Together with our US alliance partners, Newmark Grubb Knight Frank we have grown to a group of over 12,500 property professionals, in more than 330 offices in 48 countries.

Being a partnership allows us to put our clients first, we focus on giving them the best advice and putting long term relationships before short term wins. Trust and integrity are everything.

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

The combination of our people, research and technology has helped us grow our enviable track record and that is why clients come back to us for their personal and professional property requirements.

OVER  
330  
OFFICES  
IN  
48  
COUNTRIES





**Knight Frank**

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The Knight Frank network consists of Knight Frank LLP and its direct subsidiaries which provide services in the UK and an international network of separate and independent entities or practices providing services internationally.



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