

CUSTOMER CARE





KNIGHT FRANK CUSTOMER CARE

At Knight Frank it's a way of life - but it's also good business for you as well as us. Time and again buyers of our new build developments tell us the difference with Knight Frank is that we look after buyers beyond the initial purchase, with a full range of services accessed initially through a single point of contact. Services include:

- Finance/mortgages
- Furniture
- Lettings and Management
- Tax
- Re-sales

Or indeed any other service that buyers require to maximise the investment performance of their purchase.

We provide each service to you separately; leaving investors to choose whether they want the full range of services, providing a seamless turnkey solution to realise the investment potential of their property or leaving buyers to select from the menu of our services as required.

It all adds up to give buyers the peace of mind that their investment returns are maximised and the possible stress of owning an overseas property minimised.

And it's good business for us, because we know that by ensuring buyers realise their property's investment potential they will naturally return to us for their next investment purchase.



PROPERTY MANAGEMENT

A crucial consideration for landlords when letting their property is how our management service can be of benefit, especially when they have bought a “brand new apartment”. A recent survey confirmed that corporate tenants are drawn to a property that is professionally managed. For example, an important factor when tenants are looking for their new home is the tenant’s need to know that, should an emergency arise, it will be dealt with swiftly and you can relax in the knowledge that your asset is being looked after. Emergencies must be attended to without the need for you to deal directly with your tenant.

Our property management service includes

Vacant management / pre-tenancy management

Managing your property from the moment we pick up the keys on completion and identifying any pre-completion issues through to a tenant moving in, including regular visits to the empty property, collecting and dealing with the post, dealing with any council tax liabilities, setting up all utility bills and arrangement of payment prior to a tenancy commencing, arranging a pre-tenancy clean and also organising an extra set of keys if required from the developer. We can also co-ordinate a handover and property inspection report at time

of completion of your new investment. Please note as the property is empty during this period, this is a supplementary service to our regular property management service.

Rent collection / accounts

As part of the management service our accounts department will process the rent received on your behalf and transfer the payment over to your designated account normally within two working days. This ensures timely receipt in order to service any mortgage interest payment obligations.

Pay outgoings

Arrange to receive the service charge invoices and ground rent invoices from the building manager and arrange for

payment of these. We will pay your utility bills including council tax when your property is vacant. Also, once the developer’s warranty period has elapsed, we will arrange to pay contractors for any maintenance required on your behalf.

Credit Control Management

We pride ourselves in having market-leading credit control; less than 1% of our managed tenancies are in arrears, however, when the rent is outstanding, we will immediately implement our credit control procedure, often resulting in the overdue rental payment being settled within days. Should the rent remain unpaid, we will advise on the most suitable and swift course of action.

Day to day maintenance

The majority of new developments will be covered by a two year defects’ warranty, your property manager will ensure swift communication with the developer to ensure prompt action on any maintenance issues that may arise that are covered by the warranty contract. With a network of fully vetted, qualified and insured contractors, we can deliver a cost effective service and ensure that your tenants receive 24 hour attention, 365 days a year and peace of mind for you as the landlord, always subject to comprehensive cost control by prior authorisation. Please note, warranty periods vary from each developer and it is best checking the pre completion paperwork, for your specific apartment with the solicitor.



Property inspections

The manager assigned to your property will arrange to personally inspect the property twice per year, whilst a tenant is in place as part of our management service; however, if further inspections are required these can be organised by separate arrangement.

Pre and post tenancy housekeeping

Knight Frank will arrange to have the apartment cleaned both prior to a tenancy commencing and once the tenant has left, and we will contact all the utility suppliers at the commencement and end of a tenancy, and set up accounts in your name when the property is vacant and in the tenant's name when it is occupied. We will provide the building management company with the ID information for your new tenant, to comply with security regulations within the building.

Tenant handover

We will arrange to have a full tenant handover at the time of the tenancy commencing and walk through the welcome pack with the tenant to ensure they understand how to operate all systems and therefore eliminate any unnecessary call outs.

Inventory inspection reports

We will arrange for pre-tenancy and post-tenancy inventory checks to be carried out by an independent third party inventory clerk. The two documents will be compared at the end of the tenancy and deductions recommended and made from the deposit at the end of the tenancy. Deposit will be held pursuant to the requirements of the Housing Act 2004. Good record-keeping of the situation prior to and post the tenant's departure is critical to obtaining compensation for any damage caused.

Ensure your legal obligations as a landlord are met

We oversee and arrange for all the Landlord Legal requirements to let a property are met, including a Gas Safety Certificate (if there is gas in the property), Energy Performance Certificate, (EPC), PAT (portable appliance test), a consent to let from your mortgage provider and apply for any licence to sublet from the building manager if required. *(See Landlords Legal Obligations section later in this document).*

Handle claims against the tenancy deposit once the tenancy ends

At the end of the tenancy, we will compare the check in report and check out report and provide both parties to the tenancy with a schedule of dilapidations. Our experienced management team coupled with the independent inventory clerk's findings will dictate what "fair wear and tear" is and what is to be charged to the deposit.



LEGAL OBLIGATIONS AND REGULATIONS

Below is a schedule of some of the regulations and legal obligations a landlord needs to comply with in order to let their investment property on a commercial basis.

[The Furniture & Furnishings \(Fire\) \(Safety\) \(Amendment\) Regulations 1993](#)

It is a criminal offence to supply upholstered furniture containing foams that cannot be proven to comply with the above Regulations which means a permanent fire label is attached. The Regulations require that specified items must be match resistant, cigarette resistant and carry a permanent label. Carpets and curtains are not covered by the regulations. Period and antique furniture manufactured before 1950 are

exempt. New furniture manufactured since 1 March 1989 and sold by a retailer after 1 March 1990 are required to comply and carry labels to this effect. Where there are no labels, the landlord will need to contact the manufacturer or retailer for confirmation. If in doubt the items should be replaced. Furniture purchased outside the UK will not comply. The penalty for non-compliance with these regulations can be a fine up to £5,000 and, in some cases, imprisonment.

[The Gas Safety \(Installation & Use\) Regulations 1998](#)

The landlord's attention is drawn to these regulations which impose a statutory obligation on any person who owns a gas appliance, pipework and installations in a property let by him

- i. to ensure that such appliance, pipe work or installation is maintained in a safe condition so as to prevent risk of injury to any person;
- ii. to ensure that such appliance pipe work or installation is checked annually and an appropriate certificate issued by a Gas Safe registered engineer;
- iii. to ensure that a copy of the current Gas Safety Record is given to the Tenant on or before the start of the tenancy and within 28 days of the annual renewal of the Gas Safety Record.

A tenancy cannot be permitted to commence until Knight Frank and the tenant are in receipt of a current Gas Safety Record.

Knight Frank strongly recommends that all our clients' properties are fitted with carbon monoxide detectors if there is gas in the building.

[The Electrical Equipment \(Safety\) Regulations 1994](#)

The above regulations impose a statutory obligation on the landlord to ensure that all electrical appliances in the property are safe, which means that they should carry the CE label and have written instructions for operation. Cabling, fuses, sockets and plugs should also be inspected and replaced where necessary with the correct

rating for that particular appliance in order to comply with the Plugs and Sockets etc. (Safety) Regulations 1994. The Regulations include the provision of instruction books for all items of electrical equipment.

Knight Frank strongly advises that the landlord has all electrical equipment tested before the property is let.

[The Building Regulations 1991](#)

These regulations require that all properties built since June 1992 must be fitted with mains-operated interlinked smoke detectors and alarms on each floor.

Properties built before that date do not have such a statutory requirement, but Knight Frank recommends that the landlord should consider the installation of either battery operated or mains-operated

interlinked smoke detectors and alarms in the property. We strongly advise that all properties to let be provided or should have smoke alarms, fire blankets and carbon monoxide detectors.

Equality Act 2010

The Act makes it unlawful for a person to discriminate against another by reason of protected characteristic (includes age, marital and civil partnership, maternity, race, gender, disability, sexual orientation, religion and belief) which includes treating that person unfavourably should they apply for a tenancy of premises which you have placed with Knight Frank to let. It must be drawn to attention whereby should a disabled person ask for reasonable adjustments to be made to a property to enable the person to enjoy the property and its features as an able bodied person could, the adjustments are at the landlord's expense. They are temporary and can be reinstated at the end of the tenancy, i.e. changes to wall colour, provision of portable wheelchair ramp, changes to door handles, doorbells, taps etc.

The Energy Performance of Buildings Regulations (England and Wales) (amended) 2011

It is a legal requirement that an Energy Performance Certificate (EPC) is commissioned and forms part of the legal tenancy paperwork, presented to the tenant. The landlord has an absolute duty to provide this information. In the majority of instances, where a new apartment is bought within a new development this EPC will form part of the property "handbook" provided by the developer on completion.



Land Registration Act 2002 – Address for Service

Knight Frank strongly advises that the landlord informs the Land Registry of up to three addresses (other than the address of the property that is being let) so he can be informed if an application is received that may affect his legal rights on the property. For information on how to provide the Land Registry with additional contact addresses, please contact the Customer Support Team at the Land Registry on 0800 0283404 or refer to their website www.landreg.gov.uk/Propertyfraud.

Permission for sub-letting a property

You will need to seek permission from your mortgage / finance provider if you wish to sublet the property to a third party (let the property out). It is up to you the owner of the property to apply for necessary permissions for subletting. Tenants, especially corporate tenants, normally require sight of any confirmation from a lender consenting to the letting.

If the property is a leasehold purchase, the landlord must ensure that the letting is allowed under the terms of the head lease or superior lease, and whether written permission is required for the property to be sublet. If this is an "off plan" purchase, a member of the Knight Frank team will be happy to review the terms of your lease and advise on the "subletting" of your apartment and that it complies with the terms of the lease documentation.

It is highly unlikely that your property will be available to be let on a short term / holiday let basis. You will need to check with the relevant local authority that such a letting is permitted. You may have to apply for planning to obtain a temporary change of use. This can take up to eight weeks to be granted and there will be a fee payable by the owner to the local authority. If permission is needed but not obtained the Local Authority could take enforcement action which could lead to a fine of up to £20,000.

Flood and Water Management Act 2010 (Section 45)

Under this Act an obligation is placed on the landlord to provide the tenant's contact details to the relevant water company at the termination of the tenancy. Failure by the landlord to give the tenant's contact details to the water company will result in the landlord becoming jointly and severally liable with the tenant for any water charges at the property.

Defective Premises Act 1972

The landlord is liable for any defect or lack of repair at the property including checking that all contractors instructed by him have carried out work correctly and to ensure the property is fit for human habitation. If there is a defect that the landlord knew of or should have known of which causes a loss to the Tenant, the landlord will be liable to compensate the tenant.

Please note that Knight Frank are neither lawyers nor accountants and the information set out under this section is intended to be for guidance and consideration only. Should further clarification be required, please consult your lawyer or accountant.



TAX AND THE OVERSEAS PROPERTY INVESTOR

Investing in property is an attractive investment vehicle, and with considered tax planning and knowledge, you can make the most of tax allowances and proposals that will further enhance the property ownership experience as an investor.

Property related tax in brief

Stamp Duty Land Tax

This is effectively your purchase tax and is levied at the time of your property purchase.

Purchase in an individual name

The tax payable and thresholds are as follows:

Value of Property	SDLT on purchase
£125,000	0%
£125,000.01 – £250,000	1%
£250,000.01 – 500,000	3%
£500,000.01 – 1,000,000	4%
£1,000,000.01 – 2,000,000	5%
£2,000,000.01 plus	7%

If you buy a property in “Non Natural Structure”

From 20 March 2014, the 15% rate of SDLT will apply on the acquisition of an interest, valued at over £500,000, in UK residential property bought by a company, a partnership (with a corporate member) or a collective

investment scheme, whether onshore or offshore. The 15% SDLT rate will not apply where a property is acquired for the purpose of a property development business, letting to third parties on a commercial basis or a property trading business, provided that the property is not occupied by a person connected to the company (e.g. a shareholder or, in the case of a company held by a trust, the settlor or a beneficiary of the trust).

Relief from the 15% SDLT rate will be withdrawn if at any time in the 3 year period beginning with the date of purchase the property interest is not held exclusively for one or more of the relieved purposes, or a non-qualifying person occupies.

SDLT relating to a residential tenancy

Under the terms of the Finance Act 2003 if the rent exceeds £125,000 per annum or exceeds £125,000 cumulatively over the term of a tenancy, the Tenant is liable to pay the Stamp Duty Land Tax on this lease. It is not an investor landlord’s liability.

Annual Tax on Enveloped Dwellings (ATED) Finance Act 2013

ATED is an annual charge that came in to effect on 1 April 2013 and applies to residential properties with a value of £2 million or above that are held within an ‘envelope’ i.e. one held by a non-natural structure.

ATED overview

Market Value determined by CGT Rules

Annual Chargeable Amounts	Charge for Tax year 2014 – 2015	Taxable Value	Effective Dates
£3,500	–	£500,000 to £1m	From 1st April 2016
£7,000	–	+£1m to £2m	From 1st April 2015
£15,000	£15,400	+£2m to £5m	From 1st April 2013
£35,000	£35,900	+£5m to £10 m	From 1st April 2013
£70,000	£71,850	+£10m to +20m	From 1st April 2013
£140,000	£143,750	+£20 m	From 1st April 2013

The threshold for ATED will be reduced in line with that of SDLT from £2 million to £500,000, this will happen in stages with the introduction of two new rate bands.

The first new band will be introduced on 1 April 2015 and will be an annual charge of £7,000 on dwellings over £1 million but not over £2 million. The second band will come in to effect on 1 April 2016 with an annual charge of £3,500 on dwellings over £500,000 but not more than £1 million. The updated annual charge rates for the existing bands are shown in the appendix of this document.

Owners of properties that are caught by the ATED charge must complete returns each year and submit these along with payment by 30 April at the beginning of each charge period. Transitional rules will apply for the year beginning 1 April 2015 with the return deadline pushed back to 1 October 2015 and payment becoming due by 31 October 2015, for properties falling within the over £1 million to £2 million band. No such transitional rules have been announced for the new band being introduced on 1 April 2016. Please see our threshold table relating to ATED taxation below:



INCOME TAX AND PROPERTY

Income tax applies to all rental income

If you have rental property in the UK but your usual home is outside the UK, your tenants or the letting agents you use will need to operate the Non-resident Landlord (NRL) Scheme. They need to deduct basic rate tax from rental income before they pass it on to you. You can set this tax off against your own tax bill at the end of the year.

In order to receive rent at source gross of UK tax, you will need to register with HMRC to register as an overseas landlord. Knight Frank will be delighted to direct you to the relevant web site for registering as an overseas landlord.

A variety of allowable expenses including financing costs, maintenance and repairs, and certain professional fees generally will make a tax liability vary considerably or eliminate it altogether.

The Knight Frank LLP Agency Number for all correspondence with the HMRC is NA 010839 – and the Address: 55 Baker Street, London W1U 8AN.

Inheritance Tax

If a property has been bought in individual names, IHT (Inheritance Tax) will be imposed on passing. It is best to discuss planning for Inheritance Tax with your lawyer at the time of purchase in order to plan to meet your Estate's needs.

Capital gains tax

Some key facts:

- ♦ In December 2013 the Chancellor announced proposals to introduce Capital Gains (CGT) Tax on future gains by non-residents disposing of UK residential property after April 2015.

- ♦ For UK and non UK companies, 28% CGT instead of a corporation tax rate of 23% (for 2013/14) or 21% (for 2014/15) applies.

- ♦ The Capital Gains will not apply on disposal of shares in a company.

- ♦ Extension to residential properties worth more than £1M from 6th April 2015.

- ♦ Extension to residential properties worth more than £500,000 from 6th April 2016.

Please note that Knight Frank are not accountants and their staff cannot give accountancy advice. Please do speak to your financial advisor or Accountant to design a specific solution to meet your investment needs and tax planning requirements.

TYPES OF TENANCIES

Assured Shorthold Tenancies (AST). Created by the Housing Act 1988 (as amended by the Housing Act 1996).

Definitions:

- ♦ The Property let must be let as a separate dwelling;
- ♦ The tenant must be an individual and must occupy the property as their only and or principal home;
- ♦ The landlord must give a minimum of two months' notice to gain possession;
- ♦ The tenancy can be any specified period either for a fixed term or periodic (open ended);
- ♦ The rent must not exceed £100,000 per annum;
- ♦ The deposit must be protected with an approved deposit protection scheme.

Possession

Under Section 21 of the Housing Act 1988 (provided that a true AST has been created) the landlord is guaranteed an order for possession if

- ♦ The term of the tenancy has expired (not applicable for a periodic tenancy);
- ♦ The landlord has given two months' notice stating that he / she requires possession.

Company tenancies

This type of tenancy will be governed by contract law and not the Housing Act 1988. The tenancy is granted to a bona fida limited company or embassy only (i.e. not a partnership). It could be difficult or costly to pursue a foreign company not registered in the UK. A bona fida company has no security of tenure, the financial status can be more secure than with an individual, a longer term of tenancy is usually requested and rental payments are often paid quarterly in advance.

Contractual tenancies

This is a tenancy not regulated by statute and therefore falls outside the provisions of the Housing Act 1988. The most common occurrence is where the tenancy is to an individual and the rent exceeds £100,000 per annum. The parties therefore are bound solely by provisions of the tenancy agreement which should have all the necessary provisions incorporated.



LANDLORD AND TENANT COSTS EXPLAINED – WHO PAYS WHAT?

Landlord's costs

A brief outline of what costs to expect when renting out an investment property

- ♦ Furnishing cost and installation
- ♦ Licence to sublet (licence granted by the freeholder or block manager)
- ♦ Tenancy agreement fee
- ♦ Inventory and check in
- ♦ Buildings and contents insurance
- ♦ Preparation for the property prior to letting (clean and freshen up)
- ♦ Letting and renewal fees (as set out in the Terms of Business)
- ♦ Service Charges and Ground Rents
- ♦ Maintenance and repairs of landlord's fixtures and fittings
- ♦ Annual gas safety checks (where applicable)
- ♦ Annual electrical checks
- ♦ Garden Maintenance (where applicable)
- ♦ Tax
- ♦ Utilities and council tax when your property is empty.

Tenant's Costs

A brief outline of what costs are apportioned to your tenant

- ♦ Tenancy agreement fee
- ♦ Inventory check out
- ♦ Personal and contents insurance
- ♦ Multi media / visual services
- ♦ Rental payments
- ♦ Utilities including council tax
- ♦ Deposit against damage
- ♦ Water Rates
- ♦ Contribution to the cooling and heating charges within the service charge
- ♦ TV licence
- ♦ Stamp Duty Land Tax for tenancies exceeding £125,000.

Time line post exhibition what happens next?

If you are new to the new development purchase process, the following is a brief outline on what to expect next.

- ♦ Reservation Fee on the day and sign a contract
- ♦ First percentage (typically 10%) paid within a month of reservation
- ♦ In the second year pay the second tranche payment
- ♦ Possibly a third tranche payment to be made sometime thereafter
- ♦ Arrange finance for purchase
- ♦ Discuss your investment with the Knight Frank lettings team and sign paperwork
- ♦ Provide Knight Frank lettings team with essential ID
- ♦ Pay balance and complete
- ♦ Property check on completion carried out by the Knight Frank Lettings Team
- ♦ Introduction to your dedicated property manager
- ♦ Introduction to the Knight Frank tax team
- ♦ Knight Frank Lettings office instructed, corporate home search informed
- ♦ Photos and floor plans created
- ♦ Property marketed
- ♦ Accompanied and targeted viewings with qualified tenants
- ♦ Find the tenant and negotiate an offer
- ♦ Comprehensive references obtained and sent to you for approval
- ♦ Tenancy contract is signed
- ♦ Property is fully managed with peace of mind for rest of tenancy.

GLOSSARY OF TERMS

Freehold

Freehold means the building and the land it stands on is owned outright and in perpetuity. It is your name on the land registry as "freeholder".

Leasehold

Leasehold means that you just have a lease from the freeholder (sometimes called the landlord) to use the home for a certain number of years.

Service Charge

A charge made for maintenance on a property which has been leased and is paid annually to the Building Management Company appointed (The Managing Agent).

Managing Agent

The Agent that manages the building and is responsible for the building, estates, common parts, lifts and concierge. The Service Charge is paid to the Managing Agent.

Ground Rent

Rent paid under the terms of a lease by the owner of an apartment to the owner of the land on which it is built. This is an annual charge.

SDLT

The Stamp Duty Land Tax is the tax payable on purchasing your property and it varies depending on the value of the property at the time of purchase.

TDS

The Dispute Service is an independent, not-for-profit, company established in 2003 to resolve tenancy deposit disputes in the private rented sector. Knight Frank is a member of this scheme and automatically registers all client tenancies with this service.

The Landlord

Is the person or company that has the legal right as freeholder or leaseholder to let the property.

The Tenant

Is the person or company that rents the Property during the term agreed in the Tenancy Agreement.

Rent

Is the total sum payable by the Tenant.

Inventory

A Schedule of contents and condition that is prepared by an independent inventory clerk at the commencement and end of a Tenancy.

Deposit

A deposit in relation to a tenancy is a sum of money paid in relation to a rented property to ensure it is returned in good condition at the end tenancy.

Stakeholder

Means that at the end of the tenancy deductions can only be made from the deposit with the written consent of both landlord and the Tenant.

ARLA

The Association of Residential Letting Agents.

NAEA

National Association of Estate Agents.

RICS

Royal Institute of Chartered Surveyors.

HMRC

Her Majesty's Revenue and Customs (UK Tax Office).

NRL1

Non Resident Exemption Tax Form if you hold a property in an individual name.

NRL2

Non Resident Exemption Tax Form if you hold a property in a company name (non-Natural Structure).

NRL3

Non Resident Exemption Tax Form if the property is held in a Trust.

VAT

Value Added Tax (VAT) is a tax that is charged on most goods and services that VAT-registered businesses provide in the UK.

OTHER SERVICES

Knight Frank offer a complete range of expert services.

The Buying Solution

Offering an independent, personal and confidential buying and rental service for all types of residential property, the department enables clients to benefit from the expertise of experienced professional buying consultants. Taking advantage of the wide range of contacts, they can find exceptional properties often before they come on to the market.

Commercial Property Services

Complementing our residential services is Knight Frank's commercial division which provides Capital Markets, Agency and Professional Services available throughout the UK, continental Europe, and across Africa, North and South America and Asia Pacific.

Residential Development

This dedicated department provides a unique facility across the UK, working with a wide spectrum of clients including house builders, charities, local councils, private land owners, on residential and mixed-used schemes. Tailored services include land and property sales, valuations, development consultancy, affordable housing, student housing, institutional consultancy and new homes sales and marketing.

Leasehold Reform

Our team advises on all aspects of lease extensions or freehold purchases for houses and flats (including blocks of flats). Led by a former barrister with in-depth knowledge of Leasehold Reform legislation, we offer expert guidance through all legal and financial intricacies.

Residential Valuations

Our highly qualified and experienced valuers work closely with our agency and research teams to ensure that owners and lenders benefit from the most up-to-date knowledge of all factors affecting a property's value.

Residential Investments

Our team act for UK and overseas clients, ranging from major property corporates to private landlords, to deliver a complete range of strategic, transactional and asset management services. We hold an agency and valuation service for residential investment stock, including blocks of flats and portfolios of units. We manage the sale of existing and tenanted stock, as well as newly-built units and 'off-plan' investments.

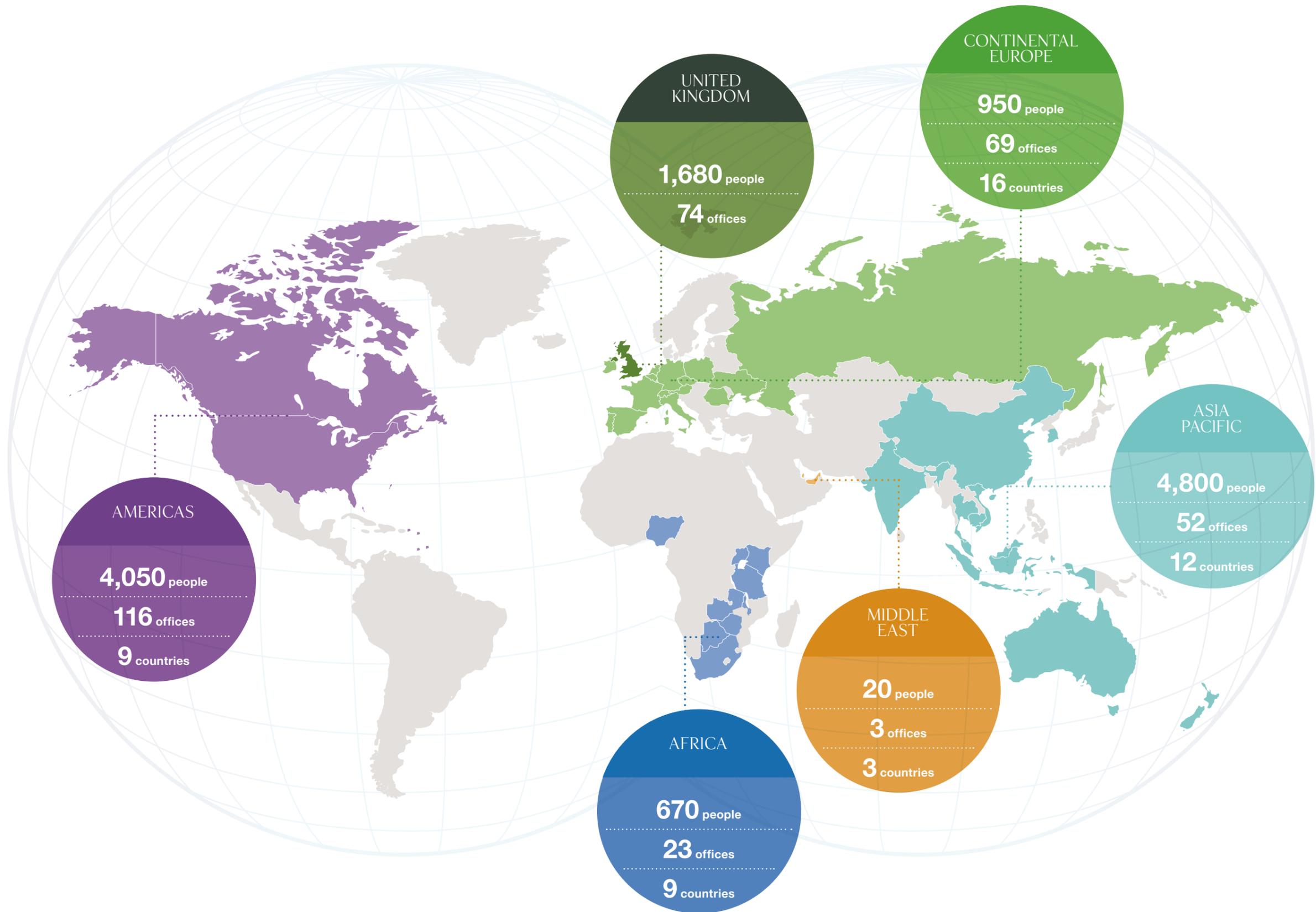
OUR GLOBAL NETWORK

OVER
335
 OFFICES
 IN **52**
 COUNTRIES

Knight Frank began in 1896 predominantly as a valuation, surveying and auction business. Today Knight Frank is recognised as the leading independent, real estate consultancy operating in key hubs across the Globe. With 335 offices worldwide in 52 different countries based on 5 different continents Knight Frank provides the highest standards of quality and integrity in global residential and commercial property advisory services.

We have a growing network of over 30 offices across London and the Home Counties dedicated to Residential Sales and Lettings and specialist divisions handling all New Build Sales and Lettings.

We put teamwork, innovation and our passion for property at the heart of everything we do, striving to go the extra mile to exceed our clients' expectations. With one point of contact, you will be in touch with all our people and services across the Globe.



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[KnightFrank.co.uk/lettings](https://www.knightfrank.co.uk/lettings)

The Knight Frank network consists of Knight Frank LLP, its subsidiaries and affiliates, and other independent entities or practices that are authorised to practice using the Knight Frank name.