

MIDDLE EAST
PROPERTY
ASSET
MANAGEMENT



BUILDING RELATIONSHIPS

Knight Frank is the world's largest privately-owned global property agency and consultancy firm.

We provide comprehensive real estate solutions to corporations, institutions, property owners, investors and developers around the world.

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.

We pride ourselves on our innovative, integrated approach to property asset management and our leading software and proprietary systems.

Our Middle East Property Asset Management team specialises in delivering a complete range of management and consultancy services, including:

- ◆ Property management;
- ◆ Facilities management;
- ◆ Property accounting; and
- ◆ Consultancy services.

We provide bespoke, creative solutions that will enhance and protect your property investments

PROPERTY MANAGEMENT

Knight Frank's goal is to maximise investor returns through responsible, proactive management. We achieve this through:

- ◆ Tenant retention strategies based on building strong relationships with tenants and gaining a deep understanding of their requirements;
- ◆ Comprehensive reports and facilities management services which enhance the tenant's occupancy experience;
- ◆ Regular communications, including independent tenant feedback via surveys, documented tenant meetings, promotions, newsletters and building websites;
- ◆ Pragmatic solutions for day-to-day issues;
- ◆ Rigorous and diligent arrears management;
- ◆ Minimising operating costs; and
- ◆ Driving performance against operational budget.

Knight Frank specialises in Commercial and Retail Asset Management, and our services include:

- ◆ Lease compliance management;
- ◆ Operations management;
- ◆ Centre management;
- ◆ Financial management;
- ◆ Leasing strategies;
- ◆ Leasing services;
- ◆ Tenant mix analysis;
- ◆ Occupancy cost and turnover analysis; and
- ◆ Retailer relationships and proactive tenant services.



FACILITIES MANAGEMENT

We take a structured and rigorous approach to the procurement and management of operational facilities providers, improving the services delivered to owners and tenants through:

- ◆ Benchmarking outgoings and contract costs to adopt realistic budgeting and capital expenditure results;
- ◆ Procurement processes that foster competitive pressure on pricing and service;
- ◆ Performance management of contractors to agreed SLAs and KPIs; and
- ◆ A reporting framework that measures and tracks outcomes to ensure deliverables are realised.

CONSULTANCY SERVICES

In addition to “hands-on” operational management services, we are also able to offer key consultancy services relevant to all stages of a property's life cycle, including:

- ◆ Operational review and advice at design, pre-construction and construction stage;
- ◆ Mobilisation advisory services;
- ◆ Lease documentation review;
- ◆ Service charge consultancy; and
- ◆ Production of operational documentation such as tenant fit-out guides, tenant handbooks, etc., in accordance with best practice.
- ◆ Sustainability services, including:
 - Environmental assessments and ratings for development projects;
 - Renewable energy services; and
 - Bespoke “green benchmarking” services measuring sustainability performance of properties against other comparable properties and industry-recognised benchmarks.

In dynamic markets, our continued commitment to market-leading systems is imperative



PROPERTY ACCOUNTING

Financial Management

Knight Frank delivers a full range of client accounting and income management services, including:

- ◆ Rent and service charge collection and management;
- ◆ Service charge budget forecasting and expenditure management;
- ◆ Service charge reconciliation;
- ◆ Bought ledger, cashing and credit control.

Reporting

Prophecy is Knight Frank's web-based business intelligence solution, allowing for total transparency and real-time reporting.

Intuitive graphics and flexible navigation options mean that key property data including rent collection statistics, tenant critical dates and property service charges is easily accessible.

With such comprehensive information available at your fingertips 24/7, users have the ability to produce, export and print detailed revenue projections, cash flow data, and bespoke reports in a matter of minutes.

With all information available in one place, at any time, our clients have total visibility and control of the data that matters.



OUR TRACK RECORD



1 DUBAI DESIGN DISTRICT (D3)

Leasing strategy, tenant mix and leasing services
Leasing documentation advisory
Operational document production



2 BAHRAIN WORLD TRADE CENTRE & MODA MALL

Management mobilisation
Operational property & facilities management



3 YAS MARINA

Strategic retail leasing advisory services

4 CAPITAL MALL

Property & facilities management advisory services
Management mobilisation



5 GB CORP TOWER

Management mobilisation
Operational property & facilities management



6 EMAAR BUSINESS PARK, BUILDINGS 2 & 4

Asset management advisory services

"Knight Frank have consistently provided the syndicate of banks who own Emaar Business Park with considered and commercial advice. They have brought energy and commitment to the leasing campaign helping us to identify opportunities and occupiers. We would not hesitate to recommend Knight Frank for similar work."

Osman Malik
Head of Dubai and Jebel Ali Corporates
Noor Islamic Bank

A PARTNERSHIP APPROACH

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

Headquartered in London, Knight Frank has more than 13,000 people operating from over 400 offices across 58 countries. These figures include Newmark Grubb Knight Frank in the Americas, and Douglas Elliman Fine Homes in the USA.

Being a partnership allows us to put our clients first, we focus on giving them the best advice and putting long term relationships ahead of 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 property solution.

WITH
418 IN **60**
OFFICES COUNTRIES

There's a human element in the world of property that is too easily overlooked.

At Knight Frank we build long-term relationships, which allow us to provide personalised, clear and considered advice on all areas of property in all key markets. We believe personal interaction is a crucial part of ensuring every client is matched to the property that suits their needs best – be it commercial or residential.

Operating in locations where our clients need us to be, we provide a worldwide service that's locally expert and globally connected.

We believe that inspired teams naturally provide excellent and dedicated client service. Therefore, we've created a workplace where opinions are respected, where everyone is invited to contribute to the success of our business and where they're rewarded for excellence. The result is that our people are more motivated, ensuring your experience with us is the best that it can be.



OUR PEOPLE

We employ professionals who are experts in their respective real estate sectors. Depending on the nature and scope of the assignment, the relevant expertise is brought into the consulting team.

Great care is taken to maintain cultural and practical synergies with regards to standards, ethics, resources and risk management.

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OUR SERVICES

Residential Transactional Services

- ♦ International Residential Sales
- ♦ Residential Project Marketing
- ♦ UAE Residential Sales

Commercial Transactional Services

- ♦ Capital Markets and Investments
- ♦ Commercial Leasing
- ♦ Industrial and Logistics
- ♦ Retail Advisory & Consultancy

Advisory Services

- ♦ Development Consultancy & Research
- ♦ Hospitality Consultancy
- ♦ Project Monitoring
- ♦ Property Asset Management
- ♦ Valuation

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 Knight Frank Middle East

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