The St Botolph Building, London EC3

THE BRIEF
Full service provision comprising estates, FM and finance functions. There is 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.

KEY OBJECTIVES AND CONSTRAINTS
To maintain a high standard of presentation of the building whilst demonstrating fiscal prudence. With occupancy of 45% there are constraints over expenditure compared to a fully occupied property.

ACTIONS AND OUTCOME
- Managing transition from development site to standing investment.
- Recruited, trained and deployed site teams.
- Established various service charge scenarios dependant upon level of occupancy.
- Ensuring protection of warranties through close supervision of maintenance contracts.
- Monitoring of tenant fit-out process.
- Redefined scope of key service contracts and secured savings as a result.

<table>
<thead>
<tr>
<th>Client</th>
<th>Minerva Plc</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Size &amp; Use</td>
<td>555,000 sq ft of Grade A office accommodation</td>
</tr>
<tr>
<td>Appointment</td>
<td>Property Asset Management commenced October 2010</td>
</tr>
<tr>
<td>Rent Roll</td>
<td>£30,000,000+ pa once fully occupied</td>
</tr>
<tr>
<td>Service Charge</td>
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</tbody>
</table>

Rent Roll | £30,000,000+ pa once fully occupied |
Service Charge | Approximately £7.50 per sq ft once fully occupied |
# CASE STUDY

**Property Asset Management**

**Knight Frank**

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## The Walbrook Building, London EC4

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### 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. 100% vacant so all expenditure has to be rigorously monitored.

### 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.

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### Client

| Minerva Plc |

### Building Size & Use

| 445,000 sq ft Grade A office accommodation and ground floor retail |

### Appointment

| Property Asset Management commenced October 2010 |

### Rent Roll

| £25,000,000+ pa once fully occupied |

### Service Charge

| £7.50 per sq ft once fully occupied |

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**Updated Q1 2012**

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CASE STUDY
Property Asset Management
Knight Frank

33 Grosvenor Place, London SW1

Client: Hess Limited
Building Size & Use: 198,000 sq ft of B1 offices
Appointment: Property Asset Management commenced January 2008
Rent Roll: £8,466,715 pa
Service Charge: £1,975,000 pa

THE BRIEF
To provide a wide range of property management services to multi-tenanted high-class office accommodation in Victoria. The client had an expiring long leasehold interest in which maintaining revenue stream was key, so an element of asset management was also required. The final part of the brief was to manage the planned preventative maintenance process to mitigate the dilapidations position when the overriding lease expired. Tenants include Mirabaud Bank, CQS Management, TATA, DONG Energy, Hay Group.

KEY OBJECTIVES AND CONSTRAINTS
To substantially improve service delivery by managing both agent and on-site management, restoring contractor performance and tenant relationships, void management to maintain rental income and appointment of consultants to assist with the production of phased planned preventative maintenance over the remaining term of the sub leases.

ACTIONS AND OUTCOME
- Regularising 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 A grade 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.
CASE STUDY
Property Asset Management
Knight Frank

Cardiff Bay, Wales

THE BRIEF
At the heart of Cardiff’s growing waterfront, the office accommodation is spread over seven buildings that house over 25 different companies, ranging from the National Assembly for Wales and KPMG, to Ofcom and the British Medical Association. Cardiff Waterside’s newest speculatively built office building, 3 Assembly Square, completed June 2009.

Knight Frank is the discretionary asset manager for the Cardiff Bay Partnership (Aviva Investors) who is the sole owner of Cardiff Waterside. The role includes coordinating the master planning, working on the brand image and promoting a tenant focused environment. As asset managers, Knight Frank has coordinated a multi-disciplinary team (both in and out house) and provided a single point of contact for the client.

ACTIONS AND OUTCOME
◆ Property Management, including rent collection, service charges, PPM programmes, tenant liaison initiatives and the management of the on site estates team.

◆ Asset Management, including re-gearing leases, rent reviews, lease renewals, leasing, disposals and acquisitions. Knight Frank works closely with tenants to generate added value, protect income and setting annual business plans.

◆ Management of the car park, providing detailed quarterly reports and driving out income and marketing opportunities.

◆ Development management of 3 Assembly Square and the multi-storey car park.

Client
Aviva Investors

Building Size & Use
500,000 sq ft of Grade A office accommodation (outline planning consent for an additional 500,000 sq ft) with a small element of retail and 1238 space, multi-storey car park.

Appointment
Property Asset Management commenced
June 2004

Rent Roll
£7,250,000 pa

Service Charge
£1,345,600 pa
Lancashire County Pension Fund

THE BRIEF
To support our Fund Management department (Knight Frank Investors) in investing in commercial property and then providing asset management advice to ensure investment returns outperform IPD.

To provide a full property management service incorporating rent collection, service charge management, facilities management, diary control, health and safety implementation and sustainability.

ACTIONS AND OUTCOME
◆ We have built the fund from inception, investing in all areas of commercial property throughout the UK. The portfolio currently consists of 52 properties.

◆ Implementing robust financial management. This involves tight control of rent, service charge and insurance premium collection together with the production of accurate client statements and quick transfer of income to the client.

◆ Pursuing asset management initiatives through close cooperation with tenants to improve total returns.

◆ Ensuring the client complies with all health and safety legislation through coordination of our web-enabled system Enviros.
CASE STUDY
Property Asset Management
Knight Frank

Quorum Business Park, Newcastle upon Tyne

THE BRIEF
Quorum Business Park currently consists of 800,000 sq ft of multi-tenanted office space set in a business park environment located on the outskirts of Newcastle upon Tyne. The office space is spread over 13 buildings with occupiers including Tesco Bank, IBM, National Grid, Balfour Beatty, HMRC, Convergys and OCG. A further five buildings are in the development pipeline.

Knight Frank is property manager for the Quorum Development Partnership who develops and manages the business park, with individual buildings owned and managed through separate syndicates set up by Tritax. The role includes providing a full asset management service and on-site facilities management support.

ACTIONS AND OUTCOME

- Property Management, including, service charge collection and administration, planned preventative maintenance programmes and tenant liaison initiatives.
- Management of estate common parts.
- Providing detailed quarterly management reports and driving out income and marketing opportunities.
- Liaison with the joint letting agents (which includes Knight Frank) and the on-site management team.

| Client | Quorum Development Partners LLP and Tritax Syndicates |
| Building Size & Use | 800,000 sq ft of Grade A office accommodation under management (an additional 150,000 sq ft under construction or with planning permission) |
| Appointment | Property Asset Management commenced June 2010 |
| Service Charge | £1.2 million |

Updated Q1 2012

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