

COMMERCIAL BUILDING SERVICES & ENGINEERING

CAPABILITY DOCUMENT 2024



Making workplaces
into places that work.

WHO WE ARE

APPROACH AND TEAM

Our expert team specialises in upfront feasibility, concept construction design, and operational asset management. Led by partners who are chartered building services engineers, the team is uniquely positioned to visualise the building or asset in its entire lifecycle, including creating, designing, managing and undertaking complex surveying. This seamless integration of all building services engineering aspects within one team ensures a unified approach and provides a maximum yield for an asset.

WHY KNIGHT FRANK?

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 taking a personal approach is crucial when interacting with our clients, as it gives us a detailed understanding of how we can deliver the perfect building for both landlords and occupiers.

As one of the last true partnerships in our industry, we have the enviable position that the company is managed and driven by the people who own it. This means we can focus on delivering exemplary service to our clients at all times and drive the business in the direction it needs to go for future generations of partners and clients alike.

**“ We care, your project becomes our project.
What would a successful project look like to you? ”**

WHAT WE DO

Our building services engineering team offers holistic, practical and sustainable advice on all mechanical and electrical elements of a building or asset portfolio. This includes fire safety, security, and BMS. We ensure energy efficiency throughout the entire lifecycle of a building or asset portfolio.

We have an extensive knowledge base and depth of experience across all building types and sectors across the UK.

Our offering for building services engineering can be grouped into three leading divisions:

- 1. DESIGN**
- 2. OPERATIONAL ASSET MANAGEMENT**
- 3. SURVEYING**

SERVICES WITHIN THESE DIVISIONS INCLUDE:

DESIGN	OPERATIONAL ASSET MANAGEMENT	SURVEYING
<ul style="list-style-type: none">• Feasibility studies• Employer's requirements• Construction and development monitoring• Plant replacement• Technical design to RIBA Stage 4/BSRIA BG 6/2018 Proforma 4• Technical audits - peer reviews• Design overseeing• Procurement services	<ul style="list-style-type: none">• Technical advice• Contract monitoring• Maintenance contractor procurement tenders• Technical compliance audits• Planned preventative maintenance programmes (PPMP)• Asset registers• Plant replacement• Licence to Alter	<ul style="list-style-type: none">• Dilapidations (landlord and/or occupier)• Technical due diligence reports• Vendors packs• General condition surveys• EPC reports• Partial occupation surveys



WHY US



Our team is part of the wider Knight Frank global network, which enables us to access a wealth of resources and expert knowledge.



With design expertise and asset management capabilities, we have a holistic understanding of a building's lifecycle strategy.



We have an excellent track record of client retention. Our clients return to us repeatedly, and with each instruction, we aim to fine-tune our service to exceed client expectations at every opportunity.



The team is partner-led, which means that a high level of knowledge and experience is implemented in every instruction. Each partner is accountable for their client's experience and satisfaction.

DESIGN

INTRODUCTION / BENEFITS

Our engineering design team provides engineering design and construction monitoring for CAT A and CAT B fit outs and plant services replacement design, tendering and installation overview.

DESIGN SERVICES

LANDLORD/INVESTOR CLIENTS
OCCUPIER CLIENTS
ALL CLIENTS

FEASIBILITY STUDIES:

Our team conducts feasibility studies for landlord clients to assess property investment viability. We inspect existing systems, estimate upgrade costs, evaluate energy efficiency, and analyse compliance with regulations. We also recommend innovative solutions and consider sustainability, risk, and lifecycle costs.

FEASIBILITY STUDIES:

We evaluate the suitability of a building's mechanical, electrical and associated services against each client's specific requirements, including data infrastructure, security requirements, standby power, etc.

EMPLOYER'S REQUIREMENTS:

We outline specific building service needs, compliance with regulations, technology integration, sustainability goals, and budget considerations.

EMPLOYER'S REQUIREMENTS:

Working closely with our occupier clients, we produce a comprehensive and tested set of employer's requirements. There must be a thorough understanding of each client's needs, as these can vary based on the nature of the business, specific industry requirements, and organisational priorities. Collaboration with clients and the rest of their design team is crucial to understanding and meeting these requirements effectively.



TECHNICAL DESIGNS

In addition to producing employer's requirements, the team has a wealth of mechanical, electrical, and public health design experience across many sectors and can develop the design of these requirements.

We appreciate that our clients have a wide range of project needs, so ensure a flexible approach is taken to meet each client's specific needs. We can assist on any project, from smaller design schemes to whole building projects.

The level of design can be varied to suit the requirements of the project and client. Still, it can typically be to either Concept Design (to RIBA Stage 2/BSRIA BG 6/2018 Proforma 2), Developed Design (to RIBA Stage 3/BSRIA BG 6/2018 Proforma 3) or Technical Design (to RIBA Stage 4/BSRIA BG 6/2018 Proforma 4).

TECHNICAL DESIGNS

This is similar to the design provisions for landlord or investor clients but focuses on tenant fit-out or re-stack works.

As well as ensuring that the design reflects our client's specific requirements, we strive to provide a solution that has little or no impact on the existing systems and services infrastructure,



CONSTRUCTION AND DEVELOPMENT MONITORING:

Working closely with our clients at the outset of a project, we help them make informed decisions about its viability. We carry out data collection, technical evaluation, cost analysis, compliance checks and risk assessments.

Once the project progresses to the design and construction stages, we review designs, conduct inspections, ensure compliance, and coordinate with contractors. The team also verifies energy efficiency and provides progress reports.

CONSTRUCTION MONITORING:

By conducting thorough construction monitoring for our fit-out projects, the team ensures that installed systems align with the intended design, meet quality standards, comply with regulations, and deliver the desired functionality and performance. This helps create a well-executed fit-out that provides our occupier clients a comfortable and efficient workspace.

PLANT REPLACEMENT

Assessment of the existing plant capacity versus demands of the property to ascertain whether the replacement asset meets the needs of the building. The design includes consideration for any modifications to facilitate the new plant. Further, delivery of the new plant is considered to ensure contingency plans are in place and disruption is minimised.

TECHNICAL AUDITS - PEER REVIEWS:

The focus of technical audits (otherwise known as peer reviews) is to verify that the designs reviewed are in accordance with the employer's requirements and design standards such as CIBSE/British Standards publications. The key aspect of presenting any findings is to identify any deviations in an informative and assisting manner.

DESIGN OVERSEEING:

This is a variation on a technical audit whereby we act as an intermediary between the client and the design and build contractor who undertakes the design. Typically, we would be appointed to review the design deliverables and identify any deviations from the employer's requirements. Following this, we would assist the design and build contractor in developing design solutions to ensure compliance with the ERs and ease the approvals process.

PROCUREMENT SERVICES:

In addition to providing upfront advice on the most appropriate procurement route for a specific building services scheme to complete the design process, our team can take an active role in the procurement process of the building services installations. Typically, we would produce a shortlist of suitable contractors (for both design and build and traditional procurement methods), manage the tender process and undertake an analytical review of the returned submissions. A report outlining a recommendation for appointment would then be issued, summarising our findings.

OPERATIONAL ASSET MANAGEMENT

INTRODUCTION / BENEFITS

Our asset management team supports our landlord and investor clients through implementing a true asset management approach, from strategy to implementation, ensuring that building services are maintained, monitored, and optimised to deliver reliable and efficient performance throughout their lifecycle. By adopting this approach, operational risks are minimised, asset lifespan is prolonged, energy consumption is reduced, and the overall functionality and sustainability of the building is enhanced.

OUR SERVICE COVERS A WIDE RANGE OF SERVICES:

- **TECHNICAL ADVICE:** General building services advice to the Asset Manager and Property Managers for continued optimal operation of the property.
- **CONTRACT MONITORING:** Management of the maintenance contract to ensure the contractual obligations and KPIs are met.
- **MAINTENANCE CONTRACTOR PROCUREMENT TENDERS:** Undertake M&E tender exercises to test the market and ensure that the maintenance provision for the property meets the service guidelines, both standard and condition based.
- **TECHNICAL COMPLIANCE AUDITS:** Review of maintenance compliance (both statutory and service delivery) to ensure that the upkeep is being undertaken in accordance with the contract and appropriate maintenance guide.
- **ASSET REGISTERS:** Drafting of asset registers to enable service plans to be developed.
- **PLANNED PREVENTATIVE MAINTENANCE PROGRAMMES (PPMPs):** Drafting of CAPEX lifecycle plans, which include systematic schedules of inspections, repairs, and upkeep aimed at proactively maintaining equipment and facilities to aid future budget planning and reduce serviceability failures.
- **PLANT REPLACEMENT:** Assessment of the existing plant capacity versus demands of the property to ascertain whether the replacement asset meets the needs of the building. The design includes consideration for any modifications to facilitate the new plant. Further, delivery of the new plant is considered to ensure contingency plans are in place and disruption is minimised.
- **LICENCE TO ALTER:** Review of the occupier's design proposals to assess the impact on the landlord's building services and provision of recommendations to the landlord as part of the approval process for the Licence to Alter (LtA).



SURVEYING

INTRODUCTION / BENEFITS

We work either directly for our clients or alongside our building surveyor's colleagues to assess the quality of a building's mechanical, electrical, and plumbing systems and other technical installations that are crucial for the optimal operation and functionality of a building.

OUR SURVEY REPORTING INCLUDES THE FOLLOWING:

- **DILAPIDATIONS (FOR LANDLORD AND/OR OCCUPIER):** Documenting defects and tenant modifications, checking compliance with regulations, estimating repair and reinstatement costs, and providing recommendations for necessary actions in preparation for the end of a lease term with regard to the condition of mechanical, electrical and public health and other systems.
- **TECHNICAL DUE DILIGENCE REPORTS:** Providing a survey of properties or portfolios that are being considered for acquisition to evaluate and analyse the condition, risks, and compliance of a property's systems (MEPH), estimating costs and offering recommendations for potential investors or buyers to inform the risk impact to their investment and inform negotiations.
- **VENDOR'S PACKS:** These are survey reports commissioned by vendor landlords that provide compliance information, maintenance records, and risk assessments to enhance the

technical aspect of the property information for potential buyers and advise the vendor of risk impacts to their asset sale.

- **GENERAL CONDITION SURVEYS:** Assessing and evaluating the technical aspects of a property or portfolio, checking system compliance, performance, and efficiency. We identify risks and provide recommendations for improvements.
- **EPC REPORTS:** Our in-house EPC team can assess and report on the most complex and large-scale commercial buildings, providing an EPC Level 5 report. Using Dynamic Simulation Modelling (DSM) software, the team can provide greater detail and a more accurate reflection of a property to inform landlords of the potential investment to improve the EPC or, if required, to meet MEES regulations.



WHAT WE STAND FOR

WE HAVE SPENT A CONSIDERABLE AMOUNT OF TIME CHALLENGING OURSELVES TO ARTICULATE THE CORE VALUES THAT WE STAND FOR. THESE ARE SUMMARISED AS FOLLOWS:



PROACTIVE

We do not choose any option because it makes our life easier, it is not about us. It is about ensuring best value and quality for our clients.



BESPOKE

We tailor individual client's needs as not one size fits all. We have a relentless focus on research to analyse market and occupier requirements to help maximise value, inform our clients, reduce waste and reduce construction timeframes.



CHALLENGING

Adopting a challenging mentality helps generate great ideas and outcomes. We do not accept the norm.



CONSIDERED

We provide the right advice to reach the correct decision.



COLLABORATIVE

Working with our colleagues, other professionals and clients to deliver successful projects.



DRIVEN

Our success is aligned with our client's successes.

GLOBAL PARTNERSHIP



CASE STUDY

FARSOUND CAT B FIT OUT

CLIENT: Farsound Aviation

SIZE: 50,000 sq ft

LOCATION: Unit 4,
Easton Horndon Business Park

SCOPE OF SERVICE:

The team acted as the building services engineering consultant for the CAT B fit out of Farsound Aviation's warehouse and office suite.

Responsibilities included drafting employers requirements, design reviews, project management and witness commissioning.



CASE STUDY

THE HEIGHTS, PLANT REPLACEMENT, B1 & B5

CLIENT: Kennedy Wilson

SIZE: 300,000 sq ft

LOCATION: The Heights, Surrey

SCOPE OF SERVICE:

The team managed the procurement and delivery for the replacement of the central plant for buildings B1 and B5 at The Heights, a 5 building campus in Weybridge, Surrey. This included gas-fired boilers, air-cooled chillers, air handling units and other associated equipment.

Our services for this instruction included tendering, contract award and project management of the works.



CASE STUDY

THE HEIGHTS, EVCP PROJECT

CLIENT: Kennedy Wilson

SIZE: 300,000 sq ft

LOCATION: B2 & B3 The Heights, Surrey

SCOPE OF SERVICE:

Our team carried out project management services for the installation of electric vehicle (EV) chargers to the external parking bays at buildings B2 and B3 at The Heights, a 5 building campus in Weybridge, Surrey.

The EVCPs improve the ESG credentials for the landlord as well as for the assets, which in turn allows Kennedy Wilson to meet their ESG targets and lease obligations to their occupiers.



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Your partners in property

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