

BUILDING CONSULTANCY & BUILDING SERVICES

CAPABILITY DOCUMENT



Advising commercial clients
across a building's lifecycle.

WHO WE ARE

A TRUSTED ADVISER OFFERING COMMERCIALLY MINDED, INNOVATIVE ADVICE.

Working with developers, investors, landlords, funds and tenants, we provide a comprehensive range of professional building surveying services associated with the practical aspects of owning, leasing, maintaining, developing and investing in commercial property across a building's lifecycle.

Our impartiality, independent approach and breadth of knowledge means we strive for optimum solutions to suit your business plan and act in our clients best interests.

Our experienced national building consultancy team comprises over fifty chartered building surveyors and project managers. We are located in twelve offices with full coverage across the UK and Ireland.

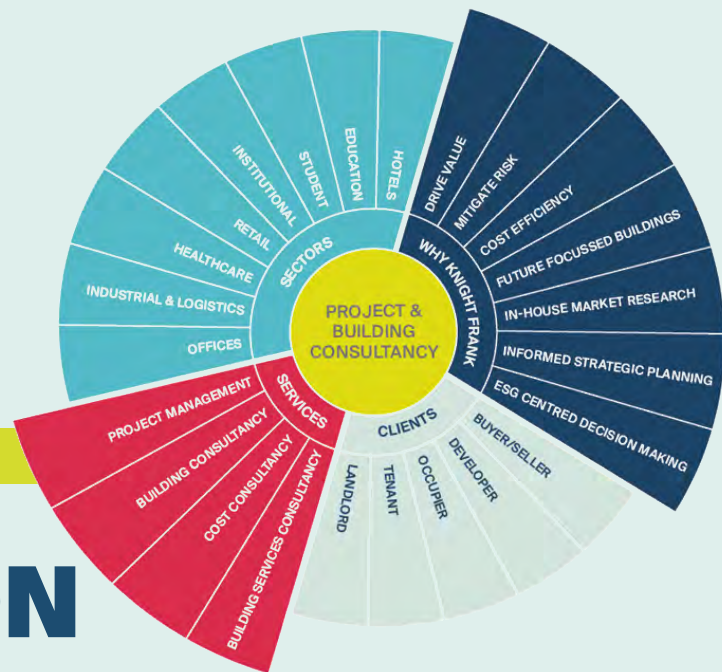
We operate across all commercial property sectors including offices, industrial, hotels, healthcare, retail, education, student property and institutional properties.

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 on the clients business plan. 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.

*Helping clients achieve
their business plans
through practical and
pragmatic advice*



INTRODUCTION



Andrew Burt
Partner & Head of
Commercial Building Surveying

From initial engagement of any instruction my team and I are there to provide our expert input and challenging minds to help implement our clients' asset strategies.

Throughout this introductory document, we outline our approach, track record and insight on all types of instructions showing how we use our great research to bring the latest and best practices to bear on your properties and business plans. We hope you can see that our approach is slightly different which we believe gives you the best possible opportunity to achieve your goals.

We guarantee to bring great energy, enthusiasm and experience throughout our delivery. It is an exciting time in the property sector, and one of much change and fierce competition. To be successful and ahead

of the game, clients need sector-specific experts to navigate their way through these challenges.

As a partnership, our team places huge importance on our culture, our values and our professionalism; accordingly we believe that Knight Frank is ideally qualified to meet your specific requirements. Our procedures and our values reflect our commitment to delivering excellence.

As part of the Knight Frank network my team is committed to providing efficient, environmentally sustainable solutions that reduce waste and energy consumption and that minimise costs for our clients.



WHAT WE STAND FOR

WE CONTINUALLY CHALLENGE OURSELVES TO ARTICULATE THE CORE VALUES THAT OUR TEAM STANDS FOR. THESE ARE SUMMARISED AS FOLLOWS:



BESPOKE

We tailor our services to suit individual clients' needs against their business plan using research to guide our decision-making and inform our advice.



PROACTIVE

We provide proactive strategic options and advice that support decision-making and financial planning to ensure a successful outcome. It's about ensuring the best value and quality for our clients.



CHALLENGING

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



COLLABORATIVE

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



CONSIDERED

We provide the right advice to reach the correct decision.



DRIVEN

Our success is aligned with our client's success.

BUILDING CONSULTANCY

Our building surveying team provide expert advice to a range of clients on instructions across the UK. By using our commercial and practical skills, we offer added value to clients from the key stage of project inception, setting the asset strategy, delivering on the business plan right through to completion.

Our success is based on providing robust and accurate advice whilst using our expert construction and sector knowledge to challenge the norm. We work closely with our Knight Frank colleagues across the business to understand the market nuances.

Our surveyors provide input to commercial clients across the full building lifecycle. We have an extensive track record across all of our services and typically undertake over 1,000 instructions per year for retained and repeat clients. We believe in honest and transparent communication, and always strive to understand the bigger picture.

STATISTICS

**OVER
2,250**

instructions acted
on in the past 18
months

OVER 50

chartered building
surveyors operating with
full coverage across the
UK and Ireland

**OVER
22 MILLION
SQ FT**

inspected since
2021

SERVICES

- Acquisition Surveys
- Building surveys
- Consultancy advice
- Contract administration
- Expert witness
- Vendor Packs
- Dilapidations - landlord/tenant
- Neighbourly Matters
- Letter of reliance
- Licence to alter
- Planned maintenance programmes
- Project monitoring
- Refurbishment
- Reinstatement cost assessment
- Schedule of condition
- Tenant alterations

TESTIMONIALS

"Knight Frank building services team project managed the replacement of the central plant in two out of the five buildings at The Heights. This project encountered many challenges from plant procurement, sitting occupiers and tenant fit out all of which were overcome and the project was delivered on time and within budget. Knight Frank was diligent throughout and we are now expanding the project to further properties on the estate"

Alasdair McInnes
Kennedy Wilson

TECHNICAL DUE DILIGENCE CASE STUDIES

CASE STUDY 1

Excel London



We were pleased to assist Excel London with the acquisition of this building, which had the added complexity of an ongoing operational lease agreement and required tailored advice to ensure the client was fully advised on the condition and compliance of the asset.



Leesa Paton
Partner



Testimonial

Knight Frank prepared a building survey for the acquisition of a hotel to add to our portfolio. The report was prepared in good time and provided clear and commercial advice on what was quite a complex acquisition. Communication was easy and they were able to provide timely

advice including participation in calls with the wider team of interested parties.

We would recommend their services and look forward to working together again in the future.

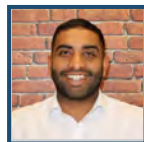
CASE STUDY 2

10 Queen Street Place



We were appointed to produce a vendors technical due diligence report. We acted as lead consultant in the coordination of mechanical and electrical, cladding and environmental consultants feeding into the overriding report. Included within our scope of service was the issue of the report to the 'home team' in draft along with liaison with

building management and their incumbent engineers and consultants to work through and resolve issues of note to present the building in its best light before the final report was issued.



Puneet Vedhera
Associate



Iconic London hotel
Confidential client



Iconic manufacturing centre
Confidential client

CONTRACT ADMINISTRATION CASE STUDIES

CASE STUDY 1

2 Savoy Court



We have been working on this building for a number of years for this client, starting with the acquisition survey when they bought it. Following that we undertook a PPM survey and have since been implementing the phased external works package. The property is Grade II Listed and due to the extensive nature of the repairs that were required to the building and the service charge requirements we are now into the third phase of the works. Listed building consent was obtained to replace large high level faience cornicing and the lead roof cladding. It has been a fascinating building to work on given its history and nature of construction.



Sam Thornton
Partner



Testimonial

Savoy Court Investments Ltd has worked with Knight Frank Building Consultancy on 2 Savoy Court since acquisition. We highly recommend their services in relation to due diligence, building pathology, project management, contract administration and principal designer roles. Throughout the last seven years we have been assisted by the expertise of the Knight Frank building

consultancy team. Repairs and redecoration works were required for what is a historically significant Grade II listed trophy asset within our property portfolio. The Knight Frank team has helped us embark on a period of extensive investment in the fabric of the building. The external works that have been completed over the years have been on time, on budget and to a high quality.

CASE STUDY 2

Bow Square, Southampton



Patrizia instructed Knight Frank to act as Employers Agent and Contract Administrator to manage the façade remedial works to Bow Square, Southampton. The scope of works involved replacing over 200 timber balconies and sections of cladding with non combustible materials in order to achieve an acceptable EWS1 and PAS 9980 assessment rating. The instruction included managing a full design team and delivering the project while the property remained fully occupied, which subsequently assisted the client in successfully transacting the property.



Andrew Burt
Partner



CONTRACT ADMINISTRATION CASE STUDIES

CASE STUDY 3

Pentagon Freight, Equinox Dartford



We were involved at an early stage by the client through undertaking the acquisition survey and related due diligence of the landlord's works, through to pulling together the design team for the client's fit-out works and then managing those through to completion as project manager, contract administrator and principal designer. Our in-house M&E team were also involved providing the MEP design for the fit-out. All in all a great project to have been involved with all the way through.



Sam Thornton
Partner



Testimonial

Pentagon Freight Services thoroughly recommend the services of Knight Frank, who were engaged to manage our office fit out. From the outset we retained full transparency during the process, and were guided by the expertise of the Knight Frank team from end-to-end. This included initial sourcing of the property, through to contract management for interior office

design, M&E management and warehouse fitout. Aftercare management was also of a high standard and we would have no hesitation in using Knight Frank again in a similar capacity. This was all achieved both on time and budget, which was made more so impressive due to the constraints faced during a particularly challenging time globally.



Mold
Smurfit Kappa

CASE STUDY 4

Stockton Council



The project saw the refurbishment/ conversion of a former 13,000 sq ft retail unit into 8,400 sq ft of office space and six new retail units of circa 500sqft and back of house accommodation. The purpose of the scheme was to create facilities to relocate small businesses from a neighbouring shopping centre that was subject to demolition

for redevelopment by the Local Authority. The office accommodation is being let for Local Authority Employment and Training services to again benefit the local area. The works have provided a new high street frontage that will drive footfall along what was previously a less used part of the shopping centre which is already 85% let/under offer prior to handover with only one retail unit remaining.



3 Mills MHCLG Grant Project
London Legacy Development Corporation



Ian Tew
Partner

DILAPIDATIONS CASE STUDIES

CASE STUDY 1

McGuireWoods



We were appointed to act on behalf of American law firm McGuireWoods to negotiate a dilapidations settlement with the landlord as part of their office relocation in the City of London. Working collaboratively with our agency colleagues to obtain market intelligence, we established that the property was due a major refurbishment which enabled us to confidently adopt a robust stance in our defence that ultimately achieved a saving of £700K against the landlords claim.



Elliot Clarke
Associate



Testimonial

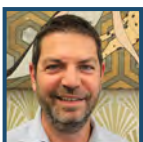
We are so grateful for the tremendous work you did on this negotiation on our behalf. We couldn't be more pleased with the results all things considered. I will certainly keep you in mind for any future needs in this market

CASE STUDY 2

Taylor Wimpey



Negotiations were made more complicated by virtue of the fact that the client had separate landlords for each property that they occupied and the personnel representing one of the landlords changed midway through the negotiation process. Despite the complexities, we were still able to achieve savings of 65% against the original overall claims for both properties combined.



Simon West
Partner



Testimonial

Knight Frank has handled the vast majority of Taylor Wimpey commercial property dilapidations claims in the last ten years. The experience and professionalism they brought to the Newmarket negotiations was absolutely invaluable. Knight Frank delivered an exceptionally efficient and professional service. Dealing with sometimes difficult, and unresponsive landlord agents, Knight Frank

kept us in the loop at all times.

Ultimately, Knight Frank provided a very satisfactory outcome for the Taylor Wimpey business. We would have no hesitations in recommending Knight Frank services to other clients. A fantastic job done in all respects and we continue to instruct them across our commercial property portfolio.

DILAPIDATIONS CASE STUDIES

CASE STUDY 3

Vevo, The Lighthouse Building



We were instructed to act for the tenant in relation to dilapidations for the whole building. It was a lease break, so we had to engage early and negotiate with the landlord to reach a swift settlement for our client. We also had two sub-tenants to reach separate dilapidations settlements with for the client and also make sure they had fully vacated their demises by the break date. Significant savings of 25% were made on the landlord's initial claim and despite schedules of condition being appended to the sub-leases, we were to achieve good financial settlements with the sub-tenants prior to the break date. We also undertook the acquisition survey for the client as they moved to a new building close by.



Sam Thornton
Partner



CASE STUDY 4

DAC Beachcroft



Knight Frank were retained to provide dilapidations and lease exit advice to DAC Beachcroft across a series of their UK offices, including their two London sites and Birmingham.

Having provided initial dilapidations assessments, we subsequently successfully managed elements of reinstatement works and negotiated financial settlements of landlords claims, saving the client in excess of £2.5m.



Andrew Burt
Partner
Head of Building Consultancy



Large Investment Bank
Confidential client



Part 2nd Floor, Woolgate Exchange
Global Reach Group

REINSTATEMENT COST ASSESSMENT CASE STUDIES

CASE STUDY 1

The Pollen Estate



We were delighted to be appointed by The Pollen Estate Trustee Company Limited given that Insurance Reinstatement Cost Assessments do not form part of the framework agreement that we have with Pollen for building surveying services that we provide across the estate. The timeframe to complete the 33 assessments was a little over a month from instruction through to completion due to the fact that the insurance broker needed to go out to the market to obtain the most competitive renewal quote.



Simon West
Partner



Testimonial

The RCA reports we received were thorough and insightful and any queries we had were quickly responded to and resolved with the minimum of fuss - Tom Hughes (Knight Frank)

CASE STUDY 2

McKay Securities



We have been providing annual reinstatement cost assessments to McKay Securities since 2017. The mixed use portfolio is located in London/ South-East regions, and extends to in excess of 1.5M sq ft. The initial exercise was to undertake desktop assessments, followed by a programme of annual appraisals and inflation adjustments. *McKay Securities has been acquired by Workspace Group PLC.*



David Mills
Partner



REINSTATEMENT COST ASSESSMENT CASE STUDIES

CASE STUDY 3

Elysium Healthcare



Elysium Healthcare approached us to assist with assessing the reinstatement costs for their nationwide portfolio of healthcare facilities. We were delighted to assist, drawing in support from across all our regional offices to prepare RCAs for 65 assets from small residential schemes to large complex secure facilities with a total reinstatement value of £460m.



Leesa Paton
Partner



CASE STUDY 4

Kennedy Wilson



We were initially engaged by Kennedy Wilson in 2015 to provide annual reinstatement cost assessments for their Gatsby Portfolio (then 72 mixed use properties located throughout the UK). In 2021 the mandate was extended to include all Kennedy Wilson's UK properties (individual buildings, business parks and industrial estates) in excess of 8M sq ft.



David Mills
Partner



Dorrigton Portfolio
Dorrigton PLC



Iconic London Hotel
Confidential client

DEVELOPMENT MONITORING CASE STUDIES

CASE STUDY 1

Copley Point Capital



The project provides for 170,000 sq ft of new industrial space immediately adjacent to the 4million sq ft. Nissan car plant. We facilitated the occupiers as well as monitoring the development on behalf of the eventual landlord.



Ian Tew
Partner



Link 9, Bicester
Redefine International Group Services Ltd



Paddington Gardens, London
Ahli United Bank



Unilever HQ, Kingston
Hathaway Opportunity Fund

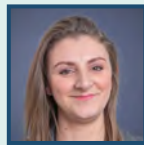


10 Trinity Sq, London
Deutsche Bank AG

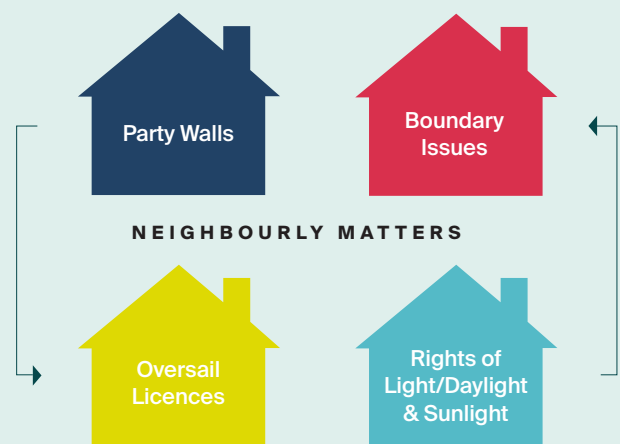
NEIGHBOURLY MATTERS

A key element of any development work is how the proposals will impact neighbouring properties. How that impact is managed is essential to the success of that project, from inception, to completion and ultimately, occupation.

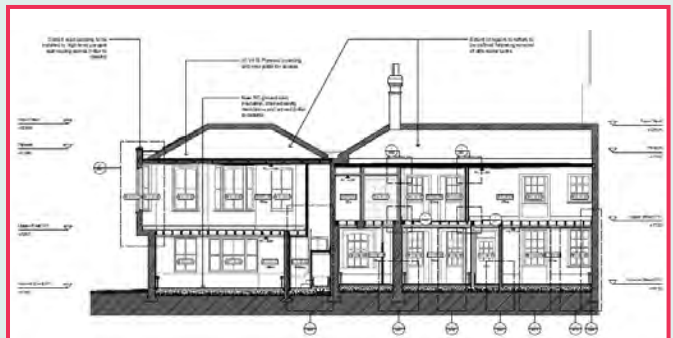
Neighbourly Matters is a niche area of surveying which requires a specialist. Instructing at the very start of a project is crucial. This will ensure that any high-risk elements, that could leave clients open to lengthy (and potentially costly) negotiations, can be considered and designed out if necessary. This also allows for an efficient communication pathway between the whole of the project team from design to commencement on site and beyond.



Holly Harris
Associate
Head of Neighbourly
Matters (Commercial)



Acting as Adjoining Owner Surveyor
25 Golden Square, London
Golden Square Investments Ltd



Acting as Building Owner Surveyor
Custom House, 3 Mills
London Legacy Development Corporation



Acting as Adjoining Owner Surveyor
Edmonton Police Station, London
Mayor's Office for Policing and Crime



Acting as Adjoining Owner Surveyor
Griffin Park, Brentford
Kew Bridge Gate Developments LLP

BUILDING SERVICES

Being part of the wider project & building consultancy team, we provide a fully comprehensive approach in our building services offering. By working closely with our surveyors we bring added value to our clients as we provide a seamless service throughout the entire lifecycle of a building.

As occupiers have greater expectations and with the increasingly demanding changes in regulations, such as net zero carbon and EPC, the need of technical support and advice has never been more important.

STATISTICS

100 %

Projects are partner led

Providing general M&E Consultancy to over

2M sq ft

of properties

Over
200

instructions in 2022

SERVICES

- **TECHNICAL DUE DILIGENCE**
Acquisitions and Vendor's Packs
- **DILAPIDATIONS** Surveys and Advice
- **CONDITION SURVEYS**
- **LIFE CYCLE INVESTMENT PLANS**
Planned Maintenance Plans
- **BUSINESS CONTINUITY** and Resilience
- **PLANT AND SYSTEM REPLACEMENTS**
and Project Management
- **FACILITIES MANAGEMENT**
(FM) Audits and FM Procurement/Strategies
- **COMMISSIONING MANAGEMENT**
- **CONTRACT ADMINISTRATION**
- **PRE-DEVELOPMENT**
Advice and Management
- **FEASIBILITY STUDIES**
Asset Verification
- **LICENCE TO ALTER REVIEWS**
- **CDM MANAGEMENT**
Including Principal Designer
- **VERTICAL TRANSPORT AUDITS**
and Consultancy (3rd Party Consultant)
- **DEVELOPMENT MONITORING**
- **EPC AND NET ZERO CARBON ROADMAPS**

TESTIMONIALS

"I have always found the team happy to assist, very responsive to my international clients and someone who would be my first port of call for project management, building consultancy and cost consultancy"

Edward Fairweather
Capital Markets, Knight Frank

BUILDING SERVICES CASE STUDIES

CASE STUDY 1

The Heights Plant Project



Kennedy Wilson, M&E Survey

£1.5M central plant replacement on two buildings with more energy efficient equipment including new air cooled chillers, gas fired boilers, pump sets and air handling units with heat recovery.

CASE STUDY 2

Farsound Aviation, Brentwood



Farsound Aviation Limited, M&E Consultancy

M&E consultancy service with the power purchase agreement and PV mechanism advising the tenant on the proposals.

CASE STUDY 3

Pembroke Portfolio



Pembroke Estate, M&E Tendering

M&E tendering for the Pembroke Portfolio comprising three properties. Including managing the tender process and mobilisation of the contract.

CASE STUDY 4

Touchwood Shopping Centre, Solihull



The Ardent Companies UK Limited,

Technical Due Diligence Survey for 650,000 sq. ft shopping centre.

CASE STUDY 5

Pentagon Freight, Equinox Dartford



Pentagon Freight Services Plc, M&E Refurbishment

M&E consultant for a CAT A warehouse fit out.

EPC AND NET ZERO CARBON

FUTURE-PROOFING FOR CLIMATE CHANGE

With 40% of global carbon emissions coming from real estate, business leaders acknowledge that addressing the challenge of sustainability makes strong business sense as well as offering a branding opportunity. As a result energy usage, EPCs (Energy Performance Certificates) and net zero targets are now key factors in almost all major commercial real estate decisions. The industry has embraced a collective responsibility to address ESG challenges, making it apparent to even the most cynical observer that there is a genuine desire to be a force for good.

The building consultancy team are delighted to be able to extend our offering to clients by reviewing current building portfolios, existing EPC ratings and developing their net zero pathway plans and EPC improvement strategies to future-proof properties. Our team can now guide you through the entire journey from EPC MEES (Minimum Energy Efficiency Standards) targeting a B rating to achieving science-based net zero targets while also including stranding risks and asset resilience to future climate change.

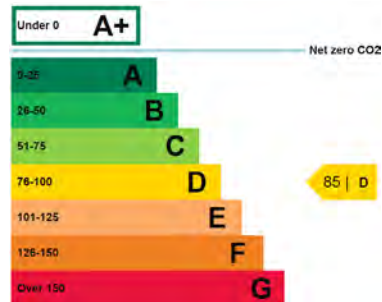


Joe Warren
Associate

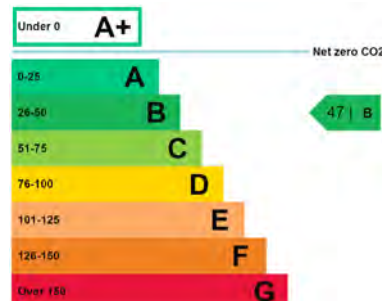
REVIEW OF EPC & IMPROVEMENT ROAD MAP CASE STUDIES



BEFORE



AFTER

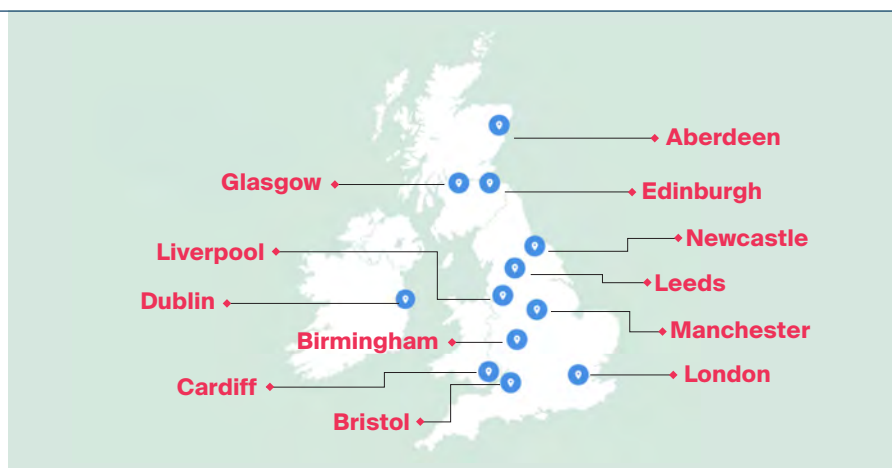


NATIONAL & INTERNATIONAL

UK REGIONS AND OUR EMEA NETWORK

Our experienced building consultancy team comprises over 50 chartered building surveyors and building services consultants operating from 12 offices with full coverage across the UK and Ireland. Our team work extensively on regional, national and international instructions and have provided consultancy advice and services to over 23 million sq ft of properties in 2021-2022 alone. But wherever you are in the world, our aim remains the same, ensuring our clients have a consistent service and delivery wherever their project may be.

UK AND IRELAND OFFICES



TESTIMONIAL

"Knight Frank's advice is prompt, focused and commercial. Their grasp of the practical issues when undertaking works as affected by the requirements of the law has saved us time and money on many occasions. The team, ably led by Andrew Burt, is very easy to work with, friendly and professional."

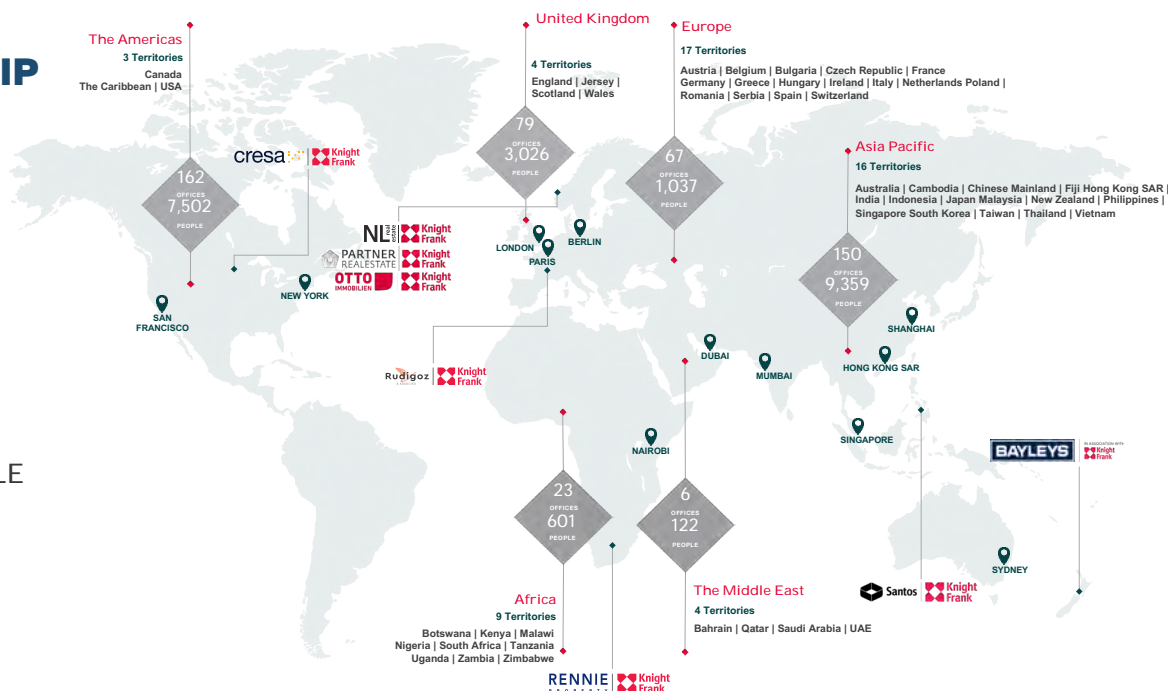
Lesley Hughes
DAC Beachcroft LLP

GLOBAL PARTNERSHIP



487 OFFICES
53 TERRITORIES
20,000+ PEOPLE
1 GLOBAL TEAM

Your partners in property
Independent & debt free
With over 125 years of experience



MAKING A DIFFERENCE

KNIGHT FRANK IS FOUNDED ON STRONG VALUES.

They are integral to our corporate culture, and underpin the way we work with each other and with our clients. Our values and the Building Foundations programme are at the heart of the way we work. Partnership is embedded in our culture and we believe we have a firm responsibility to society, our employees and the real estate sector.

KNIGHT FRANK VALUES

- INNOVATIVE
- COMMITTED
- INSPIRATIONAL
- RESPECTFUL
- COLLABORATIVE
- ENDURING



Building Foundations

Creating a better world for
our people, places and planet



PEOPLE



At Knight Frank, we promise to promote a safe and secure environment that values diversity, promotes equal opportunities and encourages teamwork at every level. We are dedicated to ensuring that our employees' health and welfare are looked after and that they are involved in the issues affecting the direction of the business.

We also support our employees with a comprehensive range of learning and development opportunities, to help them grow and maximise their contribution to the firm. Such contributions will be recognised by the business, with both individual and collective contributions rewarded.

**We make a
difference by what
we give, not what
we get**

PLACE



We strive to be a responsible business and one that supports the local communities it sits within all over the world. We support a selection of charities by giving to them every year, in relationships that last for at least five years. Currently, in the UK, Knight Frank supports Rainbow Trust and the property industry's charity, LandAid.

All our employees are given two volunteering days a year and we support them and our clients through financial donations for voluntary activities, such as internal fundraising and sporting events held between departments and other businesses.

Every two years, Knight Frank holds a 'Day of Giving', an organisation-wide fundraising drive where all departments and offices raise money for our two partner charities and three nominated charities.

PLANET



As a responsible business, Knight Frank is committed to conserving energy, paper and other resources, while reducing waste, and controlling our impact on the environment through more sustainable office operations.

Conscious of the global impact from discarded plastics; we are committed to removing single-use plastics, reducing our reliance on plastic products, and positively influencing the personal choices of our employees.

We also keep up-to-date with all the relevant environmental legislation and regulations, and monitor our progress so that we can produce a regular status report for internal review by the management. This way we can build towards our commitment to becoming a greener, more holistic business.



BUSINESS BALANCE



LGBT+

Gender

Health &
Wellbeing

Race &
Faith

GALLERY SNAPSHOT



The Hayes, Cardiff
Review of EPC & Improvement Roadmap
Michael Testlar



120 Long Acre, Covent Garden
Contract Administration
The Mercers' Company



The Bonhill Building
Planned & Preventative Maintenance
Programme, Allied Irish Bank



Premier Inn, St Albans
Development Monitoring
Lancashire County Pension Fund



Units 3-6 Anderson Road
Contract Administration
Orchard Street Investment Management LLP



Great Scotland Yard, London
Development Monitoring
LuLu International



Project Paris, Nationwide
Building Survey
W M Morrisons Supermarkets Ltd



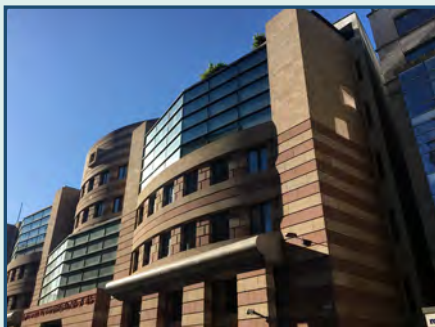
Aberdeen Standard
Development Monitoring
Aberdeen Standard



British Land Retail Portfolio, Nationwide
Building Survey
British Land



39 Trinity Church Square, London
Contract Administration
Corporation of Trinity House



No.1 Poultry, London EC2
Building Survey
Wood Grafton One S.a.r.l.



Junction 56, Ipswich
Development Monitoring
Lay and Wheeler

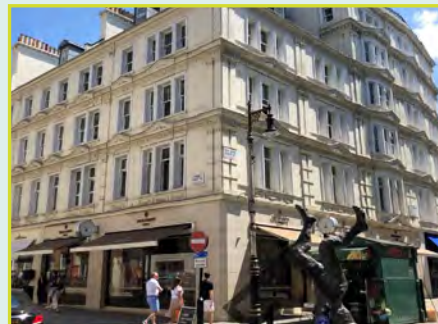
GALLERY SNAPSHOT



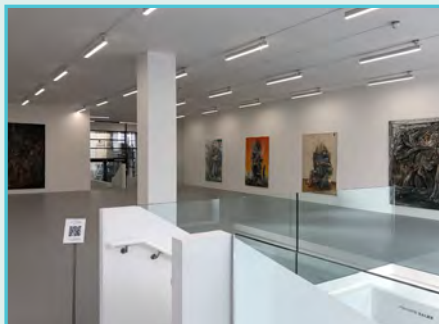
Project Atom
Consultancy Advice
Brookfield Asset Management



Cornwalls Meadow, Buckinghamshire
Development Monitoring
Allied Irish Bank



Bond Street House
Building Survey
Aermont



5-6 Cork Street
Contract Administration
The Pollen Estate Trustee Company Ltd



Project Bardia - various
Building Surveys (200)
Grove Limited



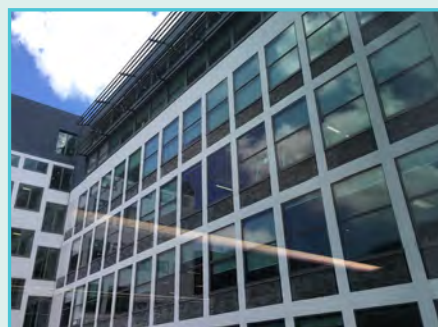
UK portfolio
Development Monitoring
Irish Allied Bank



Project Royal
Building Surveys
Alpha Real Capital LLP



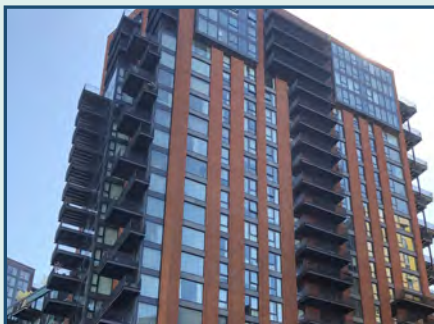
Project Birch - Care Homes
Development Monitoring
Country Court Care



The Bonhill Building
Building Survey
Mayfair Capital Investment Management Ltd



M H Star Portfolio
Building Survey
M H Star UK Limited



Ballymore RCA Portfolio
Reinstatement Cost Assessment
Ballymore Asset Management Ltd



Rutland House, Knighstridge
Building Survey
Cheval Property Management Ltd

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