



# ASSET MANAGEMENT SERVICES

One team with one goal: managing assets  
to maximise your financial returns.

**Knight Frank**

# ASSET MANAGEMENT SERVICES

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.

Our team specialise in delivering the full range of Asset Management Services including; property, facilities and project management, property accounting, sustainability and a facilities response centre to commercial, industrial and retail properties across Australia.



# PROPERTY MANAGEMENT

## Tenant Management And Retention

Attracting and retaining the right tenants, together with efficiently managing our client's buildings is core to improving asset value.

### Knight Frank delivers:

- 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

## Maximising Financial Performance

Our focus is to maximise financial returns to our clients.

### Knight Frank delivers:

- Leasing and rental strategies to ensure rental income is maximised
- Rigorous and diligent arrears management
- Minimising operating costs
- Driving performance against operational budget

# PROPERTY ACCOUNTING

## Financial Management And Reporting

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

### Knight Frank delivers:

- *Vision*: an industry leading platform that delivers timely, accurate and consolidated property information
- *Cougar V8*; providing clients with a fully integrated budgeting and forecasting solution
- Access to real-time information in a relevant format, tailored to property owners and property managers' requirements
- Continued development of systems through significant investment

# RETAIL SERVICES

Our retail property division specialises in providing comprehensive management and leasing services for a range of retail assets across Australia.

### Knight Frank delivers:

- Management services; including centre management, operations management, retailer relationships and proactive tenant services
- Services for neighbourhood centres, CBD centres, local strip retail centres and bulky goods centres
- Leasing services; including leasing strategies, project leasing services, tenancy mix analysis, occupancy cost and turnover analysis
- Marketing services; including media planning advice, promotions advice and retailer training schemes



## CASE STUDY:

## ASSET MANAGEMENT

Knight Frank secured the management of The Octagon (one of the largest commercial buildings in Parramatta, NSW) on 1 July, 2010. Since then we have delivered leasing strategies which have resulted in the commercial space now being fully leased and maximised rental incomes.

In addition, our facilities managers have worked hard to roll out environmental initiatives, resulting in the NABERS Energy rating improving from 3.5 stars to 4.0 stars (with 4.5 stars pending).

“Knight Frank’s achievements as a result of their leasing and environmental management initiatives are illustrative of the diligent, high quality management service they provide to us.”

Owners  
Westlawn Property Trust



# FACILITIES MANAGEMENT

## Risk Management

As the first major Australian Real Estate Agency to achieve certification through the internationally recognised AS-4801: 2001 Standard on OH&S, Knight Frank is committed to disciplined risk management for your property.

### Knight Frank delivers:

- Integrated Management System (IMS) that covers Safety, Quality and Environmental Risks
- Comprehensive reporting on contractor management
- An online contractor induction process to track contractor compliance
- To find out more about this system please visit: [www.kfcontractorinduction.com.au](http://www.kfcontractorinduction.com.au)

## Cost Controls

We take a structured and rigorous approach to procurement; improving the services we deliver to owners and tenants.

### Knight Frank delivers:

- Benchmarking of tenants' outgoings and contract costs to adopt realistic budgeting and capital expenditure results
- Procurement processes that foster competitive pressure on pricing and service
- Aggregated purchasing power when selecting service suppliers for utilities and consumables
- A reporting framework that measures and tracks outcomes to ensure deliverables are realised

## Commissioning and Establishment

Our approach to commissioning can optimise building systems and effectively reduce energy and water consumption.

### Knight Frank delivers:

- Established commissioning processes that address all operating issues
- Coordinated witness testing for newly commissioned equipment and services, including fire, mechanical and electrical consultants
- Improved operational costs and compliance assurance



“Certification to AS-4801 means our integrated system for managing OH&S across our portfolio is internationally recognised as best practice. Certification to this standard demonstrates our serious commitment to OH&S.”

Craig Morris  
National Director  
Facilities Management  
Asset Management Services  
Knight Frank Australia

## FACILITIES RESPONSE CENTRE

Our Facilities Response Centre (FRC) is a unique, innovative platform readily accessible by mobile devices; allowing facilities and property managers to action work requests at any time.

### **Knight Frank delivers:**

- Efficient processes for managing work requests from tenants
- Detailed reporting and analysis of tenant activity for property owners
- To find out more about this system, visit: [www.knightfrankfrc.com.au](http://www.knightfrankfrc.com.au)
- Access to real-time information in a relevant format, tailored to owners' and property managers' requirements



## PROJECT MANAGEMENT AND CONSULTANCY

We act independently and in the best interest of our clients to ensure a project provides maximised value.

### **Knight Frank delivers:**

- Integrated project management from the planning, control and coordination of projects, to agreed cost, time and quality requirements
- Building Consultancy providing strategic technical advice on property at any stage in its cycle
- Current and accurate building cost advice, through our involvement in the construction, refurbishment and fit-out sectors
- Sustainability and environmental management in connection with existing buildings, fit-out projects and new build systems

## SUSTAINABILITY

Our commitment to sustainability applies to all facilities we manage. We provide practical recommendations to improve environmental performance.

### **Knight Frank delivers:**

- NABERS ratings and improvement plans
- Green Star development and management programs
- Project Management of commissioning, re-commissioning and capital works programs
- Building performance reviews
- Strategic consultancy - Capital expenditure reviews, funding applications and green leasing
- Procurement - Evaluation and management of sustainable procurement processes

“Having the online Facilities Response Centre (FRC) system, which fully interacts with handheld devices such as iPhones, allows the facilities and property managers working on our assets to action work requests while on the run. As a result, our tenants receive real-time updates on the status of their requests without delay.”

Investa Property Group



## **Knight Frank Asset Management Services**

While our reach is global, we focus on the needs of our clients on a local level. To discuss your requirements, please contact your local Knight Frank office.

### **Australia**

#### **Sydney**

Level 18, Angel Place  
123 Pitt Street  
Sydney NSW 2000  
T +61 (0)2 9036 6666

#### **Melbourne**

Level 31, 360 Collins Street  
Melbourne VIC 3000  
T +61 (0)3 9602 5722

#### **Brisbane**

Level 11  
10 Eagle Street  
Brisbane QLD 4000  
T +61 (0)7 3246 8888

#### **Perth**

Level 10, Exchange Plaza  
2 The Esplanade  
Perth WA 6000  
T +61 (0)8 9325 2533

#### **Adelaide**

Level 25, Westpac House  
91 King William Street  
Adelaide SA 5000  
T +61 (0)8 8233 5222

#### **Canberra**

Level 12, 221 London Circuit  
Canberra ACT 2600  
T +61 (0)2 6230 7855

#### **Darwin**

Level 2, 46 Smith St Mall  
Darwin NT 0800  
T +61 (0)8 8982 2500

#### **Hobart**

5 Victoria Street  
Hobart TAS 7000  
T +61 (0)3 6234 5866

#### **Cairns**

1st Floor, 32 Sheridan Street  
Cairns QLD 4870  
T +61 (0)7 4046 5300

#### **Fraser Coast**

Shop 4, 65 Main Street  
Hervey Bay QLD 4655  
T +61 (0)7 4124 4941

#### **Geelong**

Shop 1, 240 Pakington St  
Geelong West VIC 3218  
T +61 (0)3 5223 8333

#### **Glen Waverley**

Building 1  
540 Springvale Road  
Glen Waverley VIC 3150  
T +61 (0)3 8545 8600

#### **Launceston**

Level 1, 53 Brisbane Street  
Launceston TAS 7250  
T +61 (0)3 6333 7888

#### **Mackay**

Ground Floor  
56 Gordon Street  
Mackay QLD 4740  
T +61 (0)7 4953 3311

#### **Newcastle**

Suite 2, Ground Floor  
400 Hunter Street  
Newcastle NSW 2300  
T +61 (0)2 4920 5700

#### **North Sydney**

Level 9, 2 Elizabeth Plaza  
North Sydney NSW 2060  
T +61 (0)2 9028 1100

#### **Rockhampton**

171 Bolsover Street  
Rockhampton QLD 4700  
T +61 (0)7 4921 2347

#### **Parramatta**

Level 3, 3 Horwood Place  
Parramatta NSW 2150  
T +61 (0)2 9761 1800

#### **Strathpine**

Level 1, Shop 4  
259 Leitchs Road  
Brendale QLD 4500  
T +61 (0)7 3482 6000

#### **Townsville**

Central, Ground Level  
520 Flinders Street  
Townsville QLD 4810  
T +61 (0)7 4750 3000

#### **Wagga Wagga**

Shop 44, Koorringal Mall  
Lake Albert Road  
Wagga Wagga NSW 2650  
T +61 (0)2 6923 8000