

A very important  
**purchase.**

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# Customer Care from Knight Frank.

The Knight Frank Customer Care team links buyers of new build residential property with our award-winning services. Comprehensive and bespoke to you, the experienced Customer Care team will guide you through the purchase process from original commitment to practical completion.

Knight Frank's dedicated Customer Care team maximises returns on your investment with a hassle-free approach, desired by overseas and domestic investors alike. A range of services are brought together through a single point of contact which includes:

- Finance
- Lettings and Management
- Furnishing & Interior Design
- Tax / Accounts



# Our team.



## Michael Toogood

*Partner – Department Head of Customer Care*

Michael set up the Customer Care function for Knight Frank in 2014 and now heads a multi-lingual team dedicated to looking after the needs of New Homes buyers from the point of exchange up to and beyond completion. The service has been particularly successful with investor buyers who appreciate a single point of contact for their mortgage finance, furnishing, lettings and management needs.



## Freddie Hills

*Associate Partner – Customer Care*

Freddie has worked in the property industry his whole career and has experience in real estate investment, residential sales and lettings, property management & working with high net worth clients. Having worked in the UK, Hong Kong & Singapore, he has gained experience across numerous markets and cultures. Freddie currently heads up the Customer Care team, delivering bespoke post-investment advice to investors of London new build property. In addition to this, Freddie works closely with Knight Frank's developer clients to ensure buyers are looked after throughout the buying process.



## Victoria Fenton

*Asset Manager*

Victoria established her career in the Prime Central London lettings market, negotiating transactions across all levels of the market. This experience underpins her current role in Customer Care. It is her comprehensive knowledge of the lettings market, combined with that of New Homes, that ensures Victoria is able to offer her clients honest and reliable advice. Victoria deals with a diverse client base across Europe, the Middle East and Asia and is therefore accustomed to adapting Knight Frank's services to suit a wide range of purchasers.



## Jenny Truong

*Asset Manager – Mandarin & Cantonese speaking*

Jenny is fluent in both Cantonese and Mandarin, allowing the team to accommodate our non-English speaking Asian investors. By conversing with each individual through their primary language, Jenny is able to fully understand each investor's residential requirements, offering reassurance and a high level of service that purchasers expect and require.

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# Our service.

## How we can help you

The Knight Frank Customer Care team builds long – term relationships with our clients. This allows us to provide personalised, clear and considered advice to you and all purchasers of residential property. Operating in locations where you need us to be, we provide a worldwide service that's locally expert and globally connected.

## What we do for you:

- Develop a strategy to ensure your property or portfolio performs to the best of its ability
- Assign you with a dedicated Customer Care asset manager to ensure communications are streamlined and clear
- Maintain strong developer relations to gain preferred lettings agency status, ensuring tighter post completion control with minimum void periods and maximum rental values
- Provide you with market updates and education throughout the process, where required
- The Customer Care team puts procedures in place to ensure the smooth handover of each property. Upon completion an experienced property manager will meet with the developers' Customer Care team to complete a key handover and visual inspection of the property. The property manager will continue to liaise with the developer to ensure any defects are remedied. This is particularly important for our overseas landlords
- Introduce you to our in-house tax & accounts team to assist with your tax filing

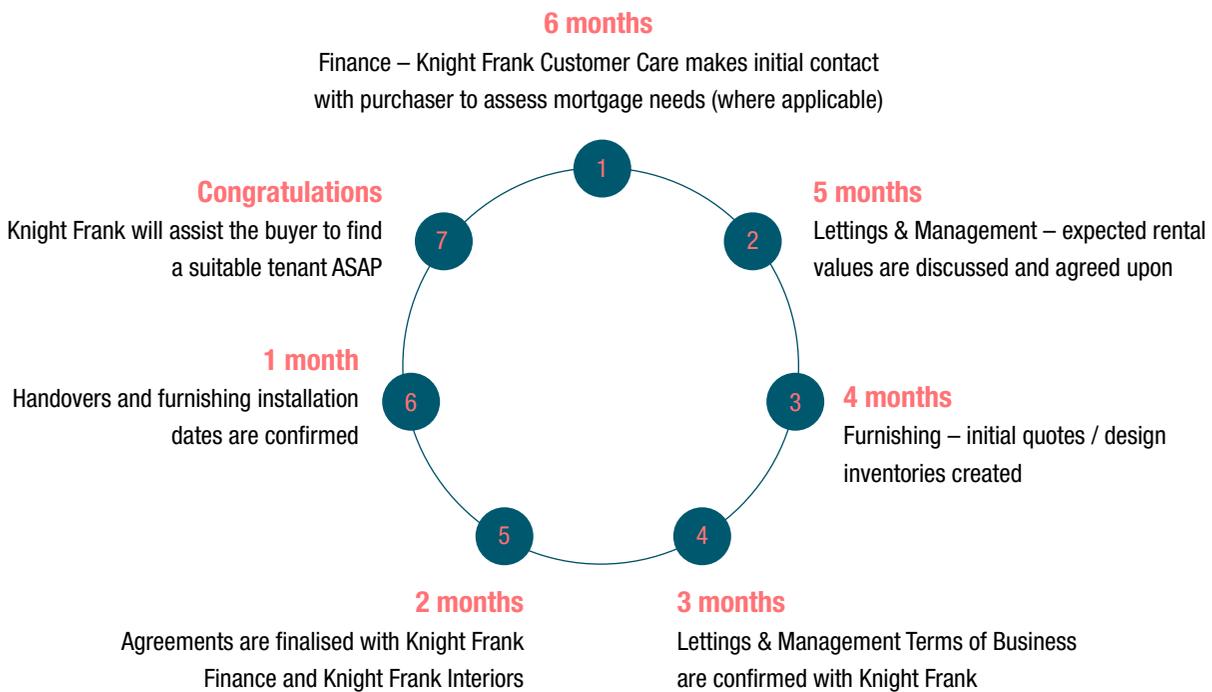
**66%**

of our business  
is repeat

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# There every step of the way.

A dedicated asset manager will provide support to you at exhibitions and beyond, by supplying detailed market intelligence. We will be in regular communication throughout the pre-completion process to ensure that you achieve the smooth and hassle free completion you desire.



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# Finance.

In order to make an investment successful a mortgage solution is often required, and sometimes preferential to purchasing in cash. The Customer Care team are on hand to introduce you to our specialist mortgage brokers who are able to search the whole of the market to find the right solution for you. Knight Frank Finance is a market-leading adviser on mortgages and insurance. The team secures mortgages and re-financing options for a wide range of property needs; from single purchase, portfolio investments and development mortgages, to specialist lending such as bridging and Lombard loans.

For international buyers, foreign exchange options are probably the most important consideration. We have relationships with specific brokers for not just spot price transactions, but forwards, options and most other currency hedging tools. This cannot be done through a high street or private bank.

## The Process

- One of our Account Managers will identify the best product specific to your circumstances
- They will then decide on the most suitable mortgage through using research and market analysis
- The specialist broker will then negotiate the best deal possible. Our brokers regularly have access to solutions that are unobtainable if the individual were to go direct
- We will provide continued advice and guidance throughout the process
- Finally ensure that the completion deadline is met and avoid non-completion

David Hall, Head of New Homes Finance, and his team have been advising clients on mortgages and alternative property financing structures since December 2005. The team's reputation for introducing innovative private banking products and unique lending structures to clients is well established. As well as working on complex property purchases, the team also arranges large loans for clients, working to find the best, often exclusive deals, from an extensive range of lending contacts.



### David Hall

*Partner – New Homes  
Knight Frank Finance*

# Lettings.

By providing expert lettings advice and an exceptional service, we can maximise your return on your investments. We aim to ensure your new investment starts to make you a return as soon as possible.

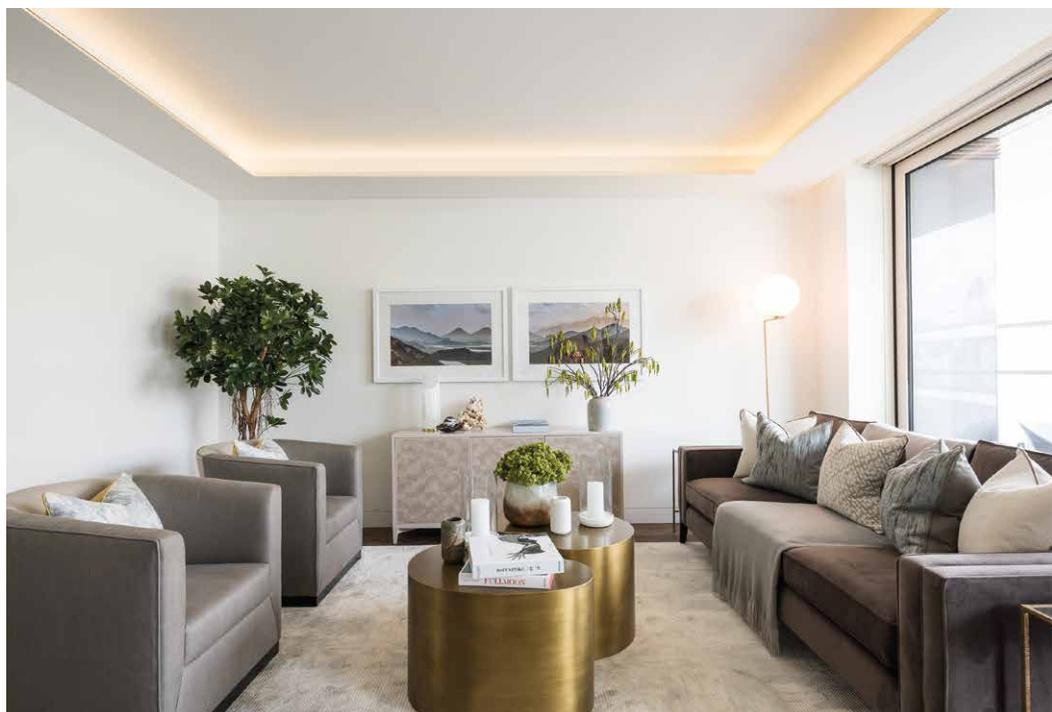
Knight Frank lettings is an end-to-end service for landlords offering outstanding local knowledge, experience and professionalism. We have an exceptional track record in all of our locations and achieve record prices for our landlords.

Every property transaction is unique, so every Knight Frank lettings service is tailored to match the individual needs of our clients – from first-time landlords and tenants to experienced developers and investors. As well as a diverse client base, we advise on a wide range of properties, from city apartments to large investor portfolios.

Many of our clients have a life-long relationship with us and two thirds of our business is repeat. They value stability and a sense of belonging and their satisfaction is always our number one priority.

The personal insight and experience we offer at Knight Frank provides an unprecedented level of reassurance and trust. We support our clients through every step of the process, from advising on how best to prepare a property for letting to finalising the tenancy agreement and providing an on-going management service. By providing outstanding service and advice, we ensure our landlords achieve the best possible rent.

At Knight Frank, our agents place great emphasis on client communication in order to establish a successful working relationship and ensure a smooth and stress-free process.



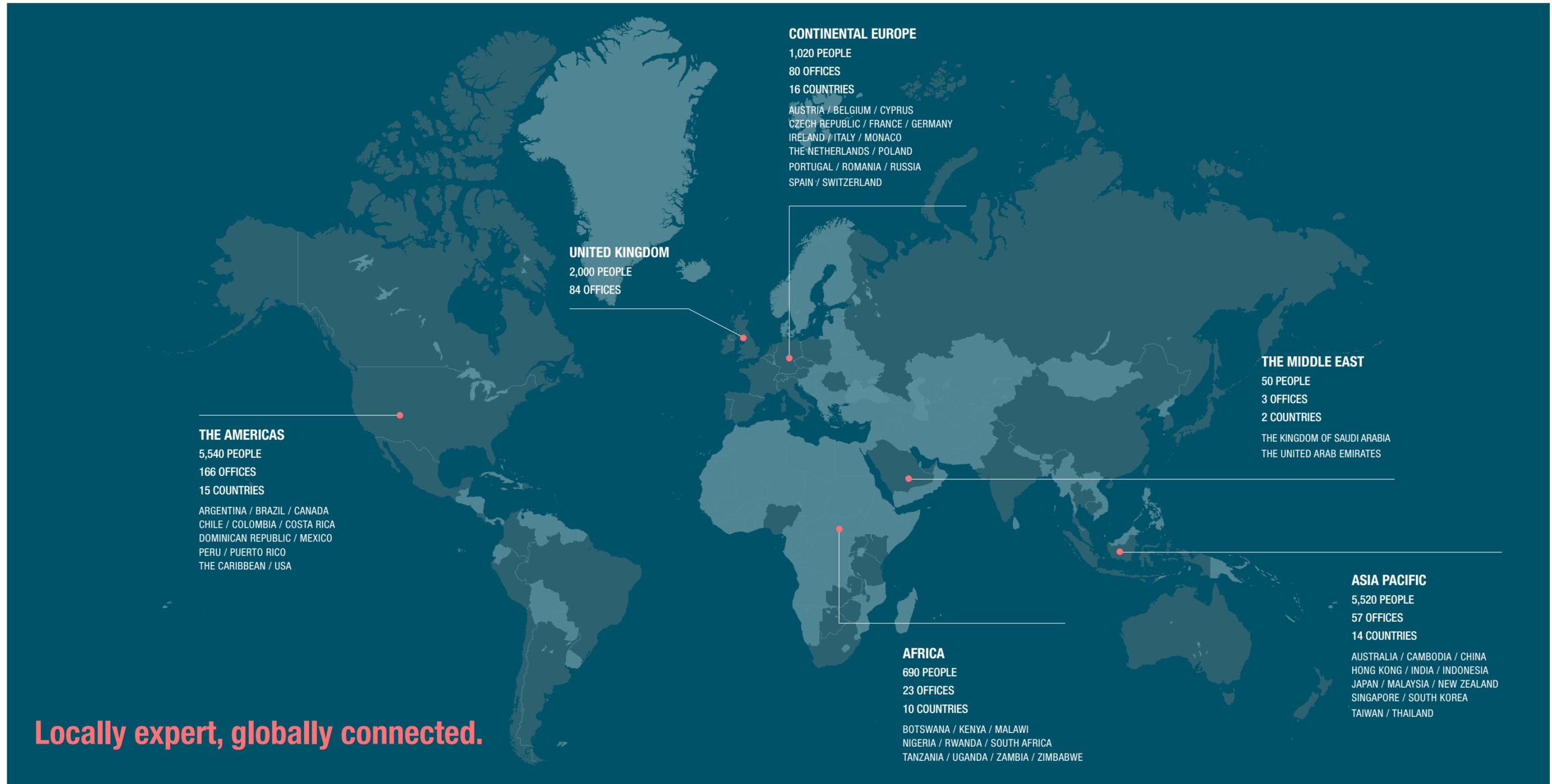
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# Lettings compliance.

As your agent we will ensure you are fully aware of your legal and safety requirements as a landlord. Below are a few of the main ones you should be aware of:

- The Gas Safety (Installation and Use) Regulations 1998
- The Electrical Equipment (Safety) Regulations 1994
- The Building Regulations 1991
- The Furniture and Furnishings (Fire) (Safety) (Amendment) Regulations 1993
- Taxation for overseas landlords
- The Housing Act 2004 – Houses in Multiple Occupation
- Housing Health & Safety Rating System
- The Regulatory Reform (Fire Safety) Order 2005
- Immigration Act 2014 (tenant's Right to Rent)
- Deposit Protection Scheme
- Smoke and Carbon Monoxide Alarms (England) Regulations 2015
- Landlord Repairing Obligations
- Landlord Licensing





The UK is an exciting and vibrant place to live and continue to attract tenants from around the world. In fact, last year alone we let properties in London to 99 different nationalities.

The Knight Frank offices in London form part of a global network of over 413 offices spread across 60 countries. Last year we expanded our network with new offices in South Africa, Taiwan and Vancouver. We have also established a significant network in nine key locations in the United States through our alliance with Douglas Elliman Real Estate.

Our London, UK and global offices collaborate to bring the right tenants to look round the properties we market. With such growing international interest in London, we have established Chinese, Russian, Middle Eastern and South Asia teams to help tenants from these regions find their perfect UK property.

**60**  
countries  
worldwide

**413**  
offices  
worldwide

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# Development marketing.

The Customer Care team works closely with each developer, and Knight Frank lettings branch, to ensure we put a clear marketing strategy in place for the lead up to completion and beyond. The careful coordination of each campaign ensures Knight Frank remains the go to agent.

- Public Transport Campaigns e.g. tube stations, branded taxis
- Door films on local Knight Frank offices
- Pay per click on Google
- Dedicated development specific pages on our website
- Co-branded investor guides in each marketing suite
- E-mailers to existing tenants promoting the development



# Interiors / furnishing.

Presenting a property in the best possible way is essential to ensuring the best rental returns or sale price. At Knight Frank we understand that we are selling more than just a property, we are selling a lifestyle. If someone can see themselves living in a property then the job is half-done. Knight Frank Interiors ensure all units are furnished differently but in keeping with the development specification to maintain the highest of standards.

Knight Frank Interior Service is a world class interior design service offered by the world's largest independent property consultant. Our interior design service is best equipped to advise you on the optimum way to present your property for sale or let by applying our residential market expertise.

## We can provide:

- Furniture packages for landlords and homeowners
- Property marketing services for sales and lettings
- Tailored interior design
- Tailored rental packages

The linked up service between Knight Frank interiors and the Customer Care team ensures purchasers are helped through the whole process with a single point of contact. This streamlined approach helps achieve fast results and maximises return on investment for investors.

At Knight Frank Interior Services we have a team of experienced project managers and designers that will manage enquiries through to installation. The process typically involves:

- Acquisition of a property floor plan so that the design team can get a feeling for space and layout
- A tailored furnishing inventory and quotation will be returned within 24 hours without obligation
- A Knight Frank Interior specialist will normally visit the property to confirm the proposal and any further recommendations will be submitted for approval within two working days
- Once confirmed we will liaise with the appropriate contractors, deliver and install furnishings within an agreed timeframe

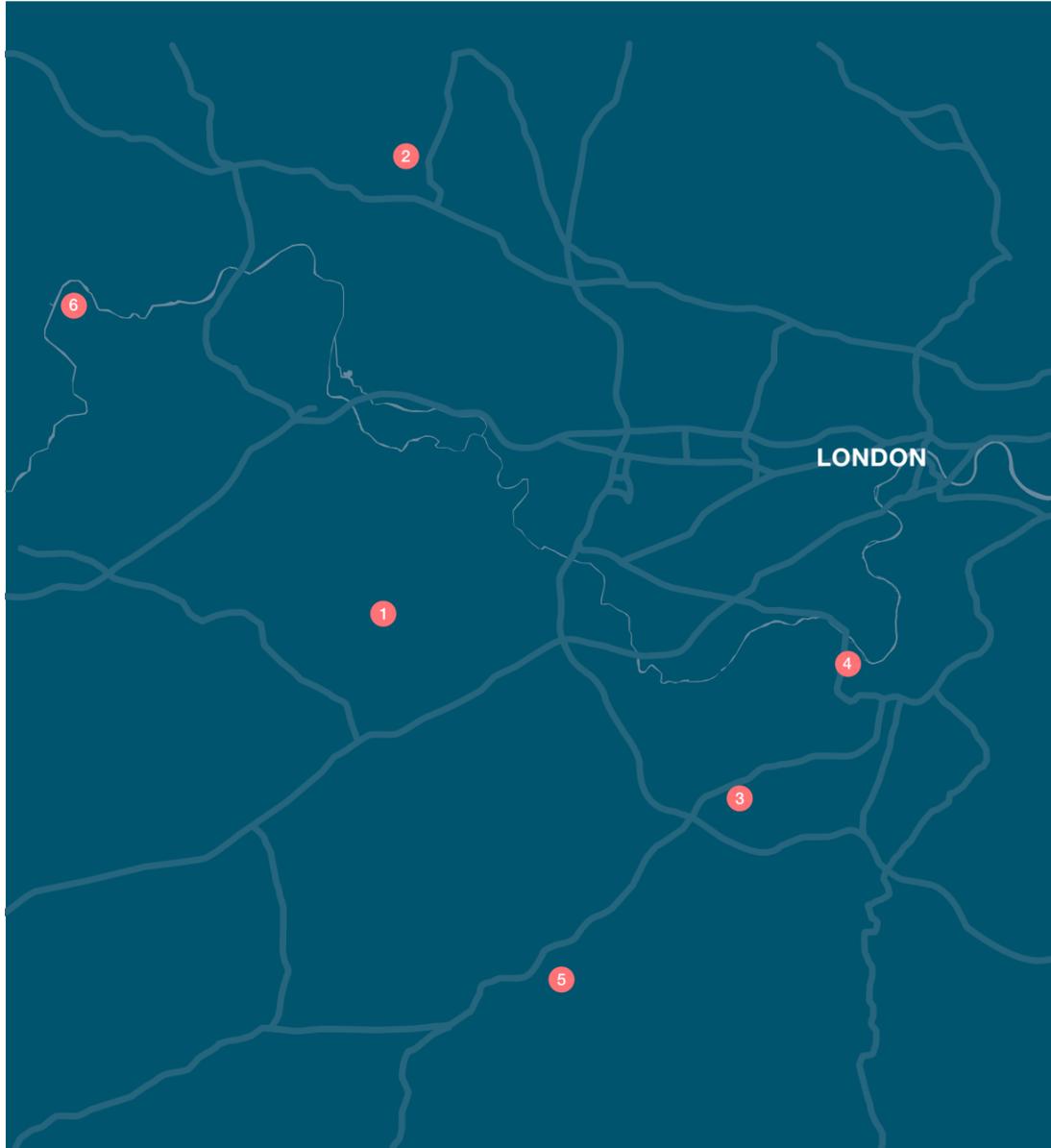
**95% of new build properties let through Knight Frank are furnished, reflecting the demands of the tenant base.**

## The process.



**Tara Welsh**  
*Associate Partner  
Furnishings*

# Our offices.



## Our lettings offices in the Home Counties:

1. Ascot
2. Beaconsfield
3. Cobham
4. Esher
5. Guildford
6. Henley



## Our offices in London:

- |                          |                     |                   |                      |                            |
|--------------------------|---------------------|-------------------|----------------------|----------------------------|
| 1. Aldgate               | 7. Chelsea          | 13. Hyde Park     | 19. Mayfair          | 25. St John's Wood         |
| 2. Barnes                | 8. Chiswick         | 14. Islington     | 20. Notting Hill     | 26. Tower Bridge           |
| 3. Battersea & Nine Elms | 9. Clapham          | 15. Kensington    | 21. Queen's Park     | 27. Victoria & Westminster |
| 4. Belgravia             | 10. Dulwich Village | 16. King's Cross  | 22. Richmond         | 28. Wandsworth             |
| 5. Belsize Park          | 11. Fulham          | 17. Knightsbridge | 23. Riverside        | 29. Wapping                |
| 6. Canary Wharf          | 12. Hampstead       | 18. Marylebone    | 24. South Kensington | 30. Wimbledon              |

# Property management.

As an investor landlord it is essential that your investments are in safe hands and looked after by your tenants.

The Knight Frank New Development Property Management Team are specialists in their field, with our rapidly expanding management department combining over 175 years of experience. We are committed to providing an unrivalled customer service throughout the process.

At no additional cost we will provide:

- Handover and key collection upon legal completion
- Complimentary visual inspection, if required
- Home demonstration of the property to the tenants
- Payment of Service Charge and Ground Rent Invoices where specified
- Payment of Utility Bills to avoid late payment fees being applied

Whether you own a single property or an investment portfolio our dedicated New Development Property Management Team will effectively manage your properties on your behalf from the point of completion.

Knight Frank assume responsibility for ensuring that any snagging defects are remedied promptly and satisfactorily, and manage your investment on a day-to-day basis once a tenant is found. We offer a comprehensive service that covers everything from rent collection and routine property visits, through to managing the end of tenancy deposit negotiations.

You will be allocated a New Development Property Manager who will be your main point of contact from legal completion through to the end of the stipulated warranty period. The Knight Frank New Development Property Management service is guaranteed to give you peace of mind, knowing that we have the knowledge and expertise to ensure that the process will run smoothly for the duration of all tenancies that we are managing.



# Contacts.

## LONDON HEADQUARTERS

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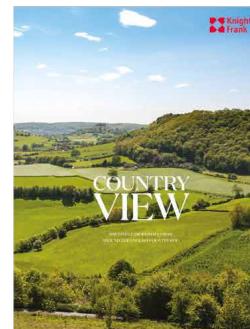
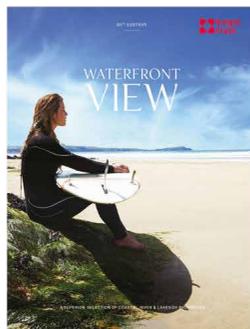
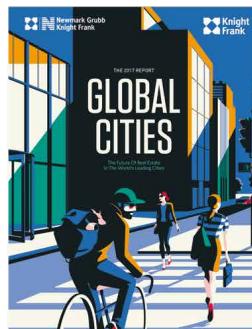
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# Our research.

Our market intelligence and analysis is what sets Knight Frank apart from the competition. Our research is shared with our agents every day, giving them a thorough understanding of all aspects of the property sector, including key market drivers and global, national and local trends. Armed with this additional knowledge, our agents help answer the questions that matter most to your clients.

Our team is highly respected in the industry. Liam Bailey, Head of Residential Research, and Grainne Gilmore, Head of UK Residential Research, both appear regularly on Sky News, the BBC and CNN to discuss UK and international trends and the state of the UK housing market.



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