

Asset management activities and *transaction services*

1. Strategic Portfolio Advice

- Development of an investment strategy and objectives within the framework of a business plan
- Regular revision and modification of property and portfolio strategies in line with investment strategy
- Implementation of portfolio and property strategies for the optimisation of investment performance
- Ongoing monitoring of the portfolio as a whole

2. Reporting

- Compilation of quarterly and annual reports composed of target vs. actual comparison, cash flow, lease-ups, arrears (see table at Appendix B)
- Compilation of monthly reports of arrears and tenancy schedules
- Report on significant, exceptional items, or those which are not included in the budget

3. Support corporate activities

- Provision of information to consultants seeking financing and undertaking valuations
- Managing fiscal and legal advisors, where appropriate, relating to property issues

4. *Transaction (buy) services*

- *Pre-acquisition asset planning and financial modelling*
- *Legal, technical and environmental due diligence management and negotiation services*

5. Real Estate Management

- Management and implementation of the property strategy for the maximisation of performance
- Managing the relationship between landlord and tenants for binding the core tenants to the respective property and advising with regard to termination without notice of lessees
- Monitoring and control of the contractual obligations of the property manager and oversight of invoices for services rendered
- Continual implementation of measures for achieving rental increase and cost savings
- Monitoring the property managers' execution of payment arrears and claims management work

6. Leasing Management

A. Standard Asset Manager Functions

- Recommending strategy to achieve full lease-up. This includes analysis of strengths and weaknesses of subject properties as well as competitive analysis of surrounding area
- Collaboration with letting agents where required

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6. Leasing Management (continued)

- Public invitation to tender and integration of further specialists (e.g. agents, architects, sections of construction) for the purpose of letting and/or maximising rent

B. Transaction (letting) Services

- *Development of a PR concept through the integration of selected and specialised PR agencies*
- *Proactively renewing leases with existing tenants where possible*
- *Sourcing new tenants*
- *Conduct and coordination of negotiations with lessees within the framework of the business plan. Includes checking draft lease agreements, where applicable in conjunction with legal advisors*

7. Construction & Refurbishment

- Advice on maintenance/repairs, refurbishment, redevelopment, and work performed by lessees
- Examination and inspection of maintenance work and overall condition of the properties at regular intervals
- Estimation of annual construction/refurbishment budgets for each property using third party technicians where required
- Negotiation, appointment and monitoring of contractors including architects and civil engineers for the execution of any required works
- Commissioning of all appropriate measures for the orderly removal of defects prior to the expiration of warranties. Pursuit of claims which result from warranties and guarantees, in conjunction with construction advisors or lawyers

8. Refurbishment/Development (not Project Management services)

- Ongoing analysis of the portfolio for potential project development, restructuring and alterations of use (e.g. extensions)
- Analysis and forecasting of project development returns
- Invitation to tender and assignment of project development and project control services
- Presentation of development appraisals for submission to relevant parties
- Taking appropriate measure for enforcement of contractual claims and fulfilment of the obligations of contracting parties. Liaison with structural engineering advisors or, as the case may be, lawyers

9. Transaction (sell) Services

A. Standard Asset Manager Functions

- Preparation and advice on the most effective marketing strategy and process. Preparation of a budget for sales related expenses
- Management and monitoring of the sales process up until signing of the purchase agreement. Advice on selection of lawyers, tax advisors as well as other specialists and external consultants relevant to the sale

B. Transaction (sale) Services

- *Sourcing purchasers*
- *Conducting the entire negotiation process including the form of agreement if required. Coordination of the settlement of the purchase*