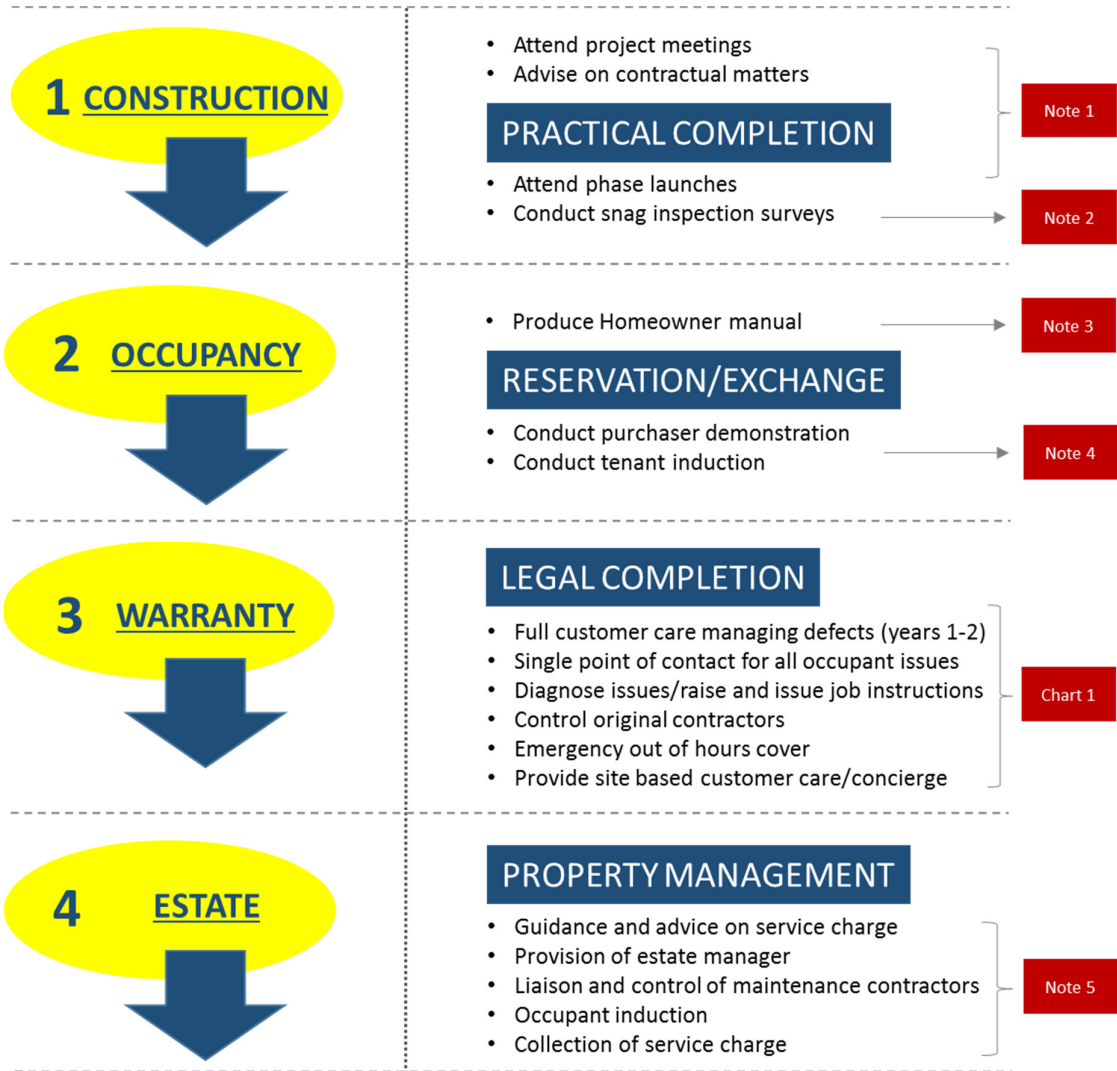




PROPERTY MANAGEMENT

OPERATIONAL PROCESS



NOTES:

1. Early participation can be invaluable, providing an understanding of the construction issues and nuances which later pays dividends in terms of project management;
2. Snag inspection surveys offer a final opportunity to identify overlooked snags. Captured in a photographic report and emailed to the site team, this is an excellent 'quality control' measure.
3. We can design and print any number of consumer based publications around the concept of a homeowner manual;
4. Meeting with the purchaser/tenant prior to occupation to conduct a 'familiarisation' and demonstration of the property and fielding any questions which may arise helps set consumer expectations from an early stage, making for better long-term relationships;
5. Creating and delivering the infrastructure necessary to manage the estate over the long-term, providing requisite support to occupants;
6. After Build operate in accordance with the build standards of all recognised 10 year warranty providers;
7. The above process steps outline the extent of services available, however each agreement is constructed around the client's needs – taking no more than may be required.



PROPERTY MANAGEMENT

CHART 1

