

Our vision. Your opportunity.



PROPERTY MANAGEMENT &
LETTINGS SERVICES

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COMPANY BACKGROUND

TVO Europe Property and Facility Management Services is an affiliate of TVO Groupe, a company with over twenty five years of experience in the Real Estate, Investment, Development and Property Management sector. TVO North America, a division of TVO Groupe, owns and manages in excess of 14,000 residential units and in excess of 250000 square meters of industrial warehouse/logistics and medical office/specialty healthcare buildings across the United States. Over the years, we have constantly created added value for our clients and partners due to customized renovation programs and our ability to execute the fundamentals of property and facility management. TVO Europe Property and Facility operates throughout Central and Eastern Europe providing Property & Facility Management and other related services for Developers, Investors, Financial Institutions and Home Owners' Associations. The company is headquartered in Prague, Czech Republic.

OUR MISSION

Is to be the most recognized and respected real-estate investment and property management services company within Central and Eastern Europe. We will achieve this by living our core values and providing unparalleled services to our customers and clients. We create a work environment where employees are committed, both individually and as a team, to doing their very best and achieving exemplary results and benefits for our customers and clients. Our Prague based team has wide ranging experience in the local property management market and will provide a holistic property management service. We aim to maximize the return on your investment whilst ensuring the day to day concerns are addressed.

Our fundamentals are:

RENT, COLLECT, RETAIN.

PROPERTY MANAGEMENT SERVICES

Once the property has been let, we offer full property management services to ensure that everything remains running smoothly. Our goal is to maximize the return on your investment whilst ensuring that the day-to-day concerns are totally managed. We understand that managing a property from a distance, whilst simultaneously juggling work and personal commitments is a big challenge. Therefore, TVO Europe will ensure that; your property is being looked after, your tenant is happy, and your income is achieved.

Our management service includes:

- Secure key holding services
- Dealing with any maintenance issues related to the property
- Sourcing and overseeing any construction and maintenance issues within agreed timescales
- Representation and voting on behalf of the client at Owners Association Meetings
- Collection & redirection of post related to the property
- Regular inspections of the property
- Creating the terms of lease contracts
- Regular communication with the tenant
- Regular inspections of the property
- Collection of rent and deposits.
- Handover and inspection of the property at the end of a lease period
- Renewal or termination of lease contracts
- End of lease assessment to establish any deposit return

We will ensure that you are kept up to date at regular intervals with all news pertaining to your property, as we understand that whilst a “hands free” approach is liberating for our clients, it is also important to keep them fully informed. We do not subscribe to the “no news is good news” approach, and we will give all our clients a minimum bi-monthly update on their property, regardless of the circumstances.

OUR SERVICES

We provide all services necessary to make your 'buy to let' investment a success, from ensuring the handover is successfully completed on a 'new build' property, to sourcing and securing residents.

HANDOVER SERVICE

For 'new build' properties, we offer a handover service to ensure that all aspects of the property are completed to the expected standard. The handover is a two-part process. Firstly, TVO Europe will conduct a First Survey two months before completion. Secondly, a Final Survey & Handover will take place, where we take legal possession of the keys and the relevant legal documents. For the First Surveys, TVO Europe uses a qualified Surveyor who will inspect the unit for any defects. Any defects are documented and signed off by both the Developer and Surveyor in an official report. When the Final Handover is scheduled, the Surveyor will only accept the unit if it is in perfect condition. If any defects remain, a date will be set for both the repair of these defects and a subsequent Final Handover. This service is again charged at a fixed price, without additional charges for any repeated inspections.

LETTING AND TENANT SERVICES

We begin advertising the development prior to completion of the property in order to build rental interest. We will then co-ordinate viewings in order to achieve an accelerated rental of the property.

Our Letting Service includes:

- Advice and guidance on an achievable rental income
- Placement of advertising on professional Real Estate portals
- Organization and coordination of property visits with potential tenants.
- Negotiation with potential tenants.
- Collecting signed authorization from Client prior to any conclusion of a Residential Lease Contract.
- Creating the terms of lease contracts.
- Ensuring collection of minimum one month security deposit which will be held by TVO Europe
- Providing the client with fortnightly rental updates for unleased properties.

Our goal is twofold.

1. To achieve an immediate rent.
2. To place a reliable and credit-worthy tenant in your property.

TENANT SERVICES

Tenant satisfaction is vital to ensuring that your property provides you with the optimum income possible. We therefore provide the following services to ensure that your tenant has every reason to stay in your property as long as possible:

- Access to 24 hour 'helpline' in English and also the relevant local language
- Service to provide all necessary documentation upon request
- Emergency Call-out Service and non- emergency maintenance service.

We seek to build strong relationships with each individual tenant. TVO Europe is committed to providing unparalleled service to all of our clients, tenants included. The tenants are, in effect, your customers, and will be treated as so. Satisfied tenants lead to contract extensions, recommendations and reliable timely payments. This is why TVO Europe is committed to making their occupancy on your property both a pleasurable and lasting experience.

INSURANCE

TVO Europe offers a comprehensive selection of insurance packages to take care of all aspects of your property investment. Our Household Insurance product protects your property in case of damage by natural events or theft, and includes complete contents insurance. In addition, TVO can arrange Property Insurance to cover the building in which your unit is situated. Our advisors can help to explain which parts of your property need to be covered by the respective policies. If you have financed your property using a mortgage, then you will have had to take out insurance as a prerequisite. However, should you have used another method of financing or simply need to renew an existing policy, we can offer you a full range of insurance packages to suit your specific needs.

ACCOUNTANCY

A crucial part of the property investment process will be filing your annual tax returns. A key element of our Property Management Service is the collection and accumulation of all documents related to your investment, including all contracts associated with the purchase. Once we have filed your initial income tax return, we will archive your documents for subsequent years. In the last quarter of the tax year, TVO Europe contacts all clients that have (or will have) completed their purchase during the year and offer them our accountancy tax return service for individuals and companies. Included in the cost of your annual income tax return, TVO Europe will organize your Property Tax payment that needs to be paid every year to the financial offices. Your accountancy documents will be available to view at any time upon due notice.



TVO

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