



PROPERTY MANAGEMENT SERVICES

WHY HIRE A PROPERTY MANAGER?

In our more than 45 years experience, countless owner managed properties have been observed and are often seen as underperforming, costing the owner money rather than providing a steady stream of income as these investments should do. Nearly every property can see improved performance after hiring an experienced and professional management company, as it prevents many of the common issues those properties encounter.

LEASE ADMINISTRATION



Hold Thyssen handles all lease administration for each client's property, ensuring that both tenant and landlord are fulfilling their lease obligations. Additional tasks taken on by the property manager include:

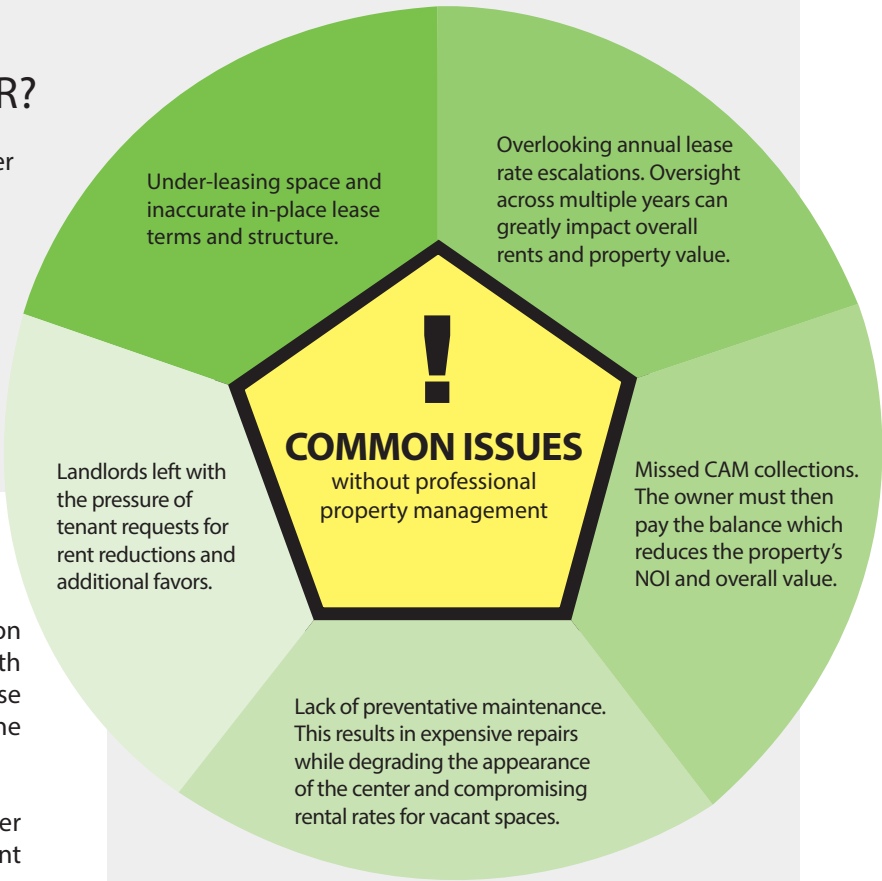
- Creating and sending out monthly rent invoices in order to minimize the occurrence of tenants missing a payment
- Quickly and clearly providing tenants with a full ledger of their past and current charges and payments
- Both the property management and leasing team ensuring that the appropriate parties are aware of and understand the lease terms and options (renewal, right of first offer, right of first refusal, expansion options, insurance requirements and notice time frame required)
- Handling monthly CAM collection as well as annual reconciliations

HIRING AND SUPERVISING



Certain properties require on-site employees. In these cases, Hold Thyssen searches for quality individuals to provide the highest level of service. Full background checks are performed after each initial interview.

After the hiring process, Hold Thyssen provides ongoing supervision of all on-site employees and additional training or support when necessary.



SERVICE CONTRACT NEGOTIATION
AND VENDOR ADMINISTRATION



Allowing a property management company to handle all service contract negotiations and vendor administration before, during and after each service term ensures the following:

- Insurance requirements for each vendor and type of service are met
- Access to high quality vendors, including those who offer bulk discount rates, guaranteeing the client receives the best service in the most cost-effective way
- The property is consistently maintained and vendors are meeting their contractual obligations

CONSTRUCTION MANAGEMENT



When taking on any type of construction project, a significant amount of time is required in order to properly manage the process. Hold Thyssen offers full construction management services, taking on the task of overseeing the project. This service provides:

- Client protection from liens
- Continuous oversight of work being done to guarantee high quality workmanship
- Past experience with a number of high quality vendors, many of which may provide volume discounts and will ultimately save money on the project
- Specified insurance requirements are met throughout the project
- Effective communication of construction costs to the tenant and client, in addition to keeping current tenants aware of the project schedule and time-line in order to minimize any inconvenience to their business

ACCOUNTING



All accounting services are performed out of our corporate office in Winter Park, Florida. Using the industry standard Yardi accounting software, combined with years of experience, Hold Thyssen is able to create easily customizable and audit-ready reporting to fit the needs of each client. In addition to handling all accounts receivable and accounts payable, detailed below are reporting processes that are available at any time for review.

Monthly Narrative	Clients will receive a complete narrative that will include a summation of the financial activity for the current month and will highlight any issues of importance.	Journal Register	Details credits and debits to all accounts inclusive of mortgage payments, bank charges, escrow reserves and insurance.
Cash Flow Statement	Details all income and expenses based on Month To Date actuals, compared to Month To Date budgets with a resulting monthly variance. Also available in a Year To Date format.	Receivable Detail	Breaks down individual tenant activity and payment history with control numbers, transaction date, monthly postings and balances or credits to each account.
Balance Sheet	Covers current assets including cash on hand in operating, lock-box and security accounts with security liabilities.	Rent Roll	Includes name of each tenant, lease type, area leased, lease dates, term, monthly rent and rent per square foot.
General Ledger	Reflects all income from tenants and all expenses, which are recorded with each vendor clearly delineated with invoice numbers and balances.	Bank Reconciliation Report	Reports beginning and ending balances on all bank accounts as well as all check numbers, dates and amounts, wire transfers, daily balances and any fees.





In the world of business, the only constant is change. Companies that survive and prosper have positioned themselves to accept the changing demands of the marketplace and conduct business in a pro-active manner. There are static elements in every business and they are the foundation of every good company. These elements include honesty, hard work, and retention of quality employees, with the end goal of providing the client with the very best in services.

We pride ourselves in remaining constant regarding the values that have ensured our business success for over 45 years. This is reflected in the fact that we have had the privilege of representing several of our clients for over 40 years. Our average client retention is over 15 years with relationships that last far beyond the ownership of the assets managed. To continue such long term relationships through varied economies, tenancies, and property rehabilitation requires a philosophy of mutual trust. This trust can only be built upon a business atmosphere that creates and maintains a daily philosophy of ensuring that the client's needs are served first, every day, every month, and for every year to come.

Robert P. Hold
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**For more information on our management services,
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