



# FACILITIES MANAGEMENT

and  
Property Services

TAILORED SOLUTIONS FOR THE PROPERTY INDUSTRY IN INDIA

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# I. INTEGRATED & HOLISTIC SOLUTIONS

The L J Hooker Facility Management team is dedicated to solving the day to day problems associated with your property by providing a single point of reference and contact, with a holistic total solution package.

We offer core strengths in the key areas of financial analysis and budgeting, structural and building maintenance, housekeeping, security and general facility management.

Our associated Letting Management division ensures that should owners wish to be absentee investors they will have a full service solution that is totally integrated with the facility management team.

We seek to ensure that your property runs at peak efficiency 365 days per year and that ownership is a passive arms length experience where you need not worry about the day to day operational issues and have comfort that the quality of management will ensure your assets long term capital appreciation.

**Whilst our objective is relatively simple, the steps to achieve it are not.**

We have a broad range of detailed systems and processes in place so that we leave no stone unturned to ensure our clients achieve the best result possible in every area of the management of their property.

Our holistic approach guarantees that our clients have a best case outcome every time.

We have the systems, the experience and most importantly the right people, to make sure we produce the best results, every time.

## MISSION STATEMENT

To provide integrated, holistic, client focused solutions that ensure we maximize our clients returns and minimize their costs, in both the short and long term.

To develop and nurture a transparent relationship based on integrity, trust and mutual respect between this agency and our clients.

## 2. CORPORATE HISTORY

LJ Hooker was established in 1928 and is now considered a truly international property company and a 'superbrand' in the Asia Pacific marketplace.

The company has close to 800 offices, with a total staffing of around 10,000 employees, and over \$50 Billion USD in property under management.

The L.J. Hooker network extends across the following markets;

**Australia • New Zealand • UAE (United Arab Emirates) • Papua New Guinea  
Indonesia • Fiji • Japan • Vietnam • Hong Kong • China • India**



The L.J. Hooker name has been synonymous with strength, presence, high visibility, integrity, reliability, dependability and innovation in the property industry since its inception in 1928.

L.J. Hooker does it all and does it better, with specialist local knowledge combined with highly specialised and skilled personnel, who provide tailored solutions that go beyond managing the property.

**L.J. HOOKER OFFERS A SEAMLESS SERVICE TAILORED TO SUIT OUR CLIENTS NEEDS.**

L.J. Hooker launched its India operations in 2007 and is in the process of establishing a dynamic network across the major markets of India.

We can offer the highest level of expertise and service in the India market for all aspects of management of both commercial and residential property.

### 3. CORE CLIENT SERVICES

We offer a full suite of services to ensure comprehensive management of both commercial and residential property.

Some of our key client services ;

- Asset management and life cycle planning
- Financial Budgeting for annual management services & owner accounts
- Financial Budgeting of long term accrual expenses
- Depreciation scheduling and analysis
- Fully audited accounting for income and expenditure to international standards
- Security services
- Concierge services
- Pest control
- Housekeeping
- Open space & grounds maintenance
- Capital works & project management
- Management of water, gas and sewer
- Building maintenance (Electrical, Hydraulic, Mechanical, A/C)
- General Facility maintenance, both planned and reactive
- Insurance & risk management
- Preventative and predictive maintenance planning
- Energy consumption management
- Workplace health and safety management
- Crisis & emergency management
- Integrated letting management services
- Monthly detailed financial and operational reporting
- World leading software management systems

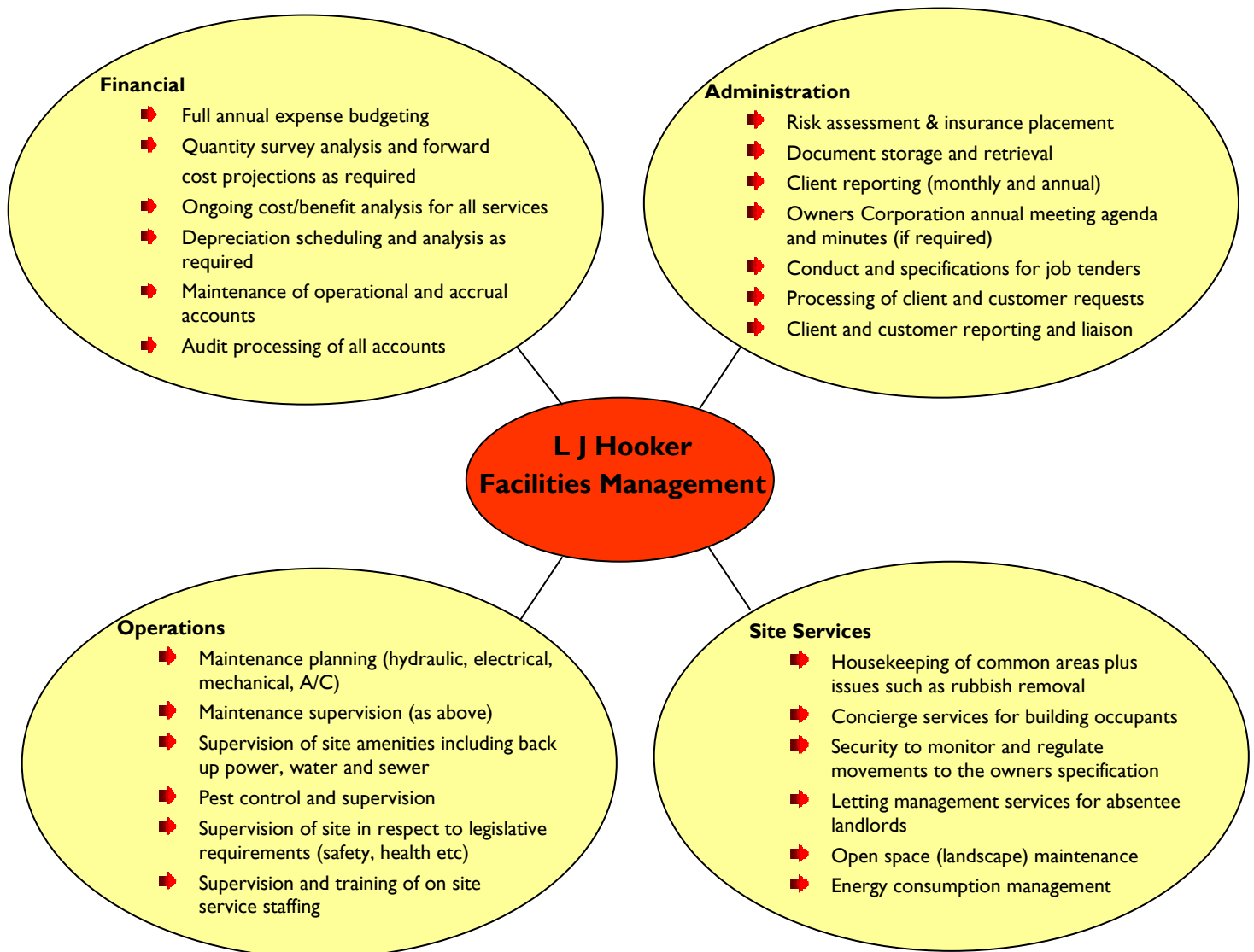
## 4. PRIMARY SERVICES - DETAIL

LJ Hooker Facilities Management provides the link that ensures smooth coordination of all activities on a site, whether they are provided directly or indirectly.

With our on site and off site management teams we ensure the day to day operations are run efficiently and pro actively so that our clients can concentrate on their core businesses knowing their property is effectively managed.

Our integrated approach to the management ensures we not only provide the highest levels of service, but that we also provide the greatest efficiencies and cost benefits.

Our services are divided into key departments;



## 5. CLIENT BENEFITS

The primary function of our service delivery is to provide positive benefit to our clients over both the short and long term.

Some of these benefits include;

- Improved business processes
- Enhanced asset performance
- Lowering of future maintenance liabilities
- Reliable asset and performance information
- Reduced procurement costs

Essentially the services we provide are aimed at minimising your costs whilst providing first class asset maintenance that will enhance and maximise the asset's value over time.

We also understand that providing concierge style services to the occupants is a natural extension of the FM process that will lead to enhanced value for the occupants.

Our reporting systems are first class and allow you to understand the process and to be aware of the asset status at all times.

At L J Hooker we use world class systems and processes to provide you with a world class result.



## 6. CLIENT SERVICE CHARTER

### ◆ **OUR PHILOSOPHY**

Our aim is to build ongoing client relationships based on Integrity, trust and the delivery of market leading services, to act with the utmost veracity, and be guided by what is ethical and fair for our clients.

### ◆ **OUR COMMITMENT**

Our 'Client Service Charter' details our total commitment to providing our clients with the highest level of service that is designed to meet your needs, in a professional, honest and accountable manner. We are dedicated to ensuring that our clients receive the best possible service and advice at all times.

### ◆ **COMMUNICATION COMMITMENT**

Your designated Property Manager will make a personal commitment to regularly advise you in respect of your property and general issues that may affect your property in the future.

You will be given detailed briefings at monthly intervals and supplied with written monthly and annual status reports. We will chair annual owner's corporation meetings and provide full reporting.

Budgeting will be completed and distributed annually and revised as required

Our team will be available to discuss your property seven days a week. Your property Manager will respond promptly to all communication from you.

### ◆ **GUARANTEE OF SERVICE**

We are committed to meeting the highest standard of service to our clients. We promise to promptly rectify any problem which has occurred due to any failure on our part to perform any of our services to the standard promised.

We will consider all feedback and listen to your suggestions as to how we can improve our services. If we make an error, we will immediately acknowledge it, apologise, do what we can to rectify the error and introduce internal procedures to ensure that it does not happen again.

### ◆ **ACCOUNTABILITY**

We will continue to monitor our performance against the service standards detailed in this charter and industry best practise. We are committed to continually improving our client services and we ensure our consultants and administration staff are regularly inducted into our training programs and external training that is considered appropriate

### ◆ **TRANSPARENCY**

We undertake to have fully transparent systems and processes and a reporting and audit process that is world class and industry 'best practise'

### ◆ **PRIVACY POLICY**

We undertake not to disclose any confidential and or personal information you provide to us, unless authorised by you, or if required by law to do so.

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