



ASIAWIDE LIFESPACES & PROPERTY MANAGEMENT CORPORATION

SERVICE PRIMER - ALTIERRA RESIDENCES

### Introduction

**Asiawide Lifespaces & Property Management Corporation (ALPMC)** is a wholly-owned subsidiary of WRLD Capital Holdings Inc. We provide property management services to residential and commercial properties. Our primary goal is to uphold and maintain the promised lifestyle to our clients by overseeing the management and maintenance of its spaces.

ALPMC is the property owners' partner in maximizing the potential value creation and return on investment of the property through efficient performance of these functional areas of responsibility. The property management company acts in the best interests of the owner to maintain the property in keeping with the general atmosphere and environment set by the shareholders, vanguard of the collective policies set by the shareholders, collect dues, preserve budget integrity and maintain records.

### Vision

We envision to be the premiere property management company in both commercial and residential life spaces. We are passionate in bringing about quality of life to our dwellers, enhancing the value of their assets, and provide opportunities for growth potential, through excellent standards and innovations.

### Mission

- Enable quality of life through consistent implementation of principles of common living, environmental standards, and compliances to institutional regulatory policies.
- Apply standards, protocols & tools for adequate maintenance and improvement of common area facilities.
- Hire, train & develop property management professionals who are responsive to the needs of our communities.
- Contribute and mitigate environmental impacts through the design, use and operation of our resources.

## SERVICES

We provide adequate service to meet the demands of the tenants/occupants of each property or shareholders appropriate to the desired and designed structures, lifestyle or spaces. As such, as property manager, we impose set regulations, respond to their requests, monitor the activities on lease agreements, facility or community requirements, collect rent and approved dues in a timely manner, and continually assess the tenants' or shareholders' satisfaction.

ALPMC may also at the discretion of the developer or the Home Owners' Association (HOA) perform representation for legal remedies of eviction for violations or non-payment or lien on properties and other considerable management functions in relation to the set regulations and policies by the developer or the HOA.

Service	Schedule	Person to Look For	Note
Acceptance of New Members	Mon - Sat, 8AM - 5PM	Property Officer	
New Member Orientation			
New Member Registration			
HOA Meetings			
* Regular	Every last Monday of every other month		
* Special	As needed		
* General Membership Assembly	Annual		
Fire Safety & Earthquake Drills			
First-Aid Training for Household Help			
New Construction Review & Approval	As requested		Village Engineer
House Improvement Review & Approval			

### - Acceptance and Notification of New Members

At the endorsement of the developer, we will invite the new members to an on-boarding process to help them get acclimated to their new residence or leasable space. Should they be unable to attend the ceremony, we will send out a welcome letter (via registered mail) at the lapse of the 30 day-prescriptive period.

### - New Member / Tenant Orientation (by appointment, 8AM - 5PM)

Each member of the community is required to register the members of their household to ensure that only authorized persons are given access in the village. This is done upon turn-over of their unit and can be updated at any time. All new members are also subject to the HOA on-boarding process as they take residence inside the village. The new members are also given a facility tour of the village.

#### Requirements for Registration:

- Endorsement from Asiawide Land Specialist Development Corporation
- Participation in HOA on-boarding & orientation
- Accomplished Household Registration Form
- Government IDs for each registered member
- Lease agreement contract (if applicable)

### - Organizing of HOA Meetings

- General Membership Assembly (Annual)
- Regular HOA Meetings (as per by-laws)
- Special HOA Meetings (as needed)

- **Village Security (24 hours a day, 7 days a week)**

The goal of village security is to provide each resident of the village peace-of-mind. To be able to live the promised lifestyle without any worry for the safety of their family.

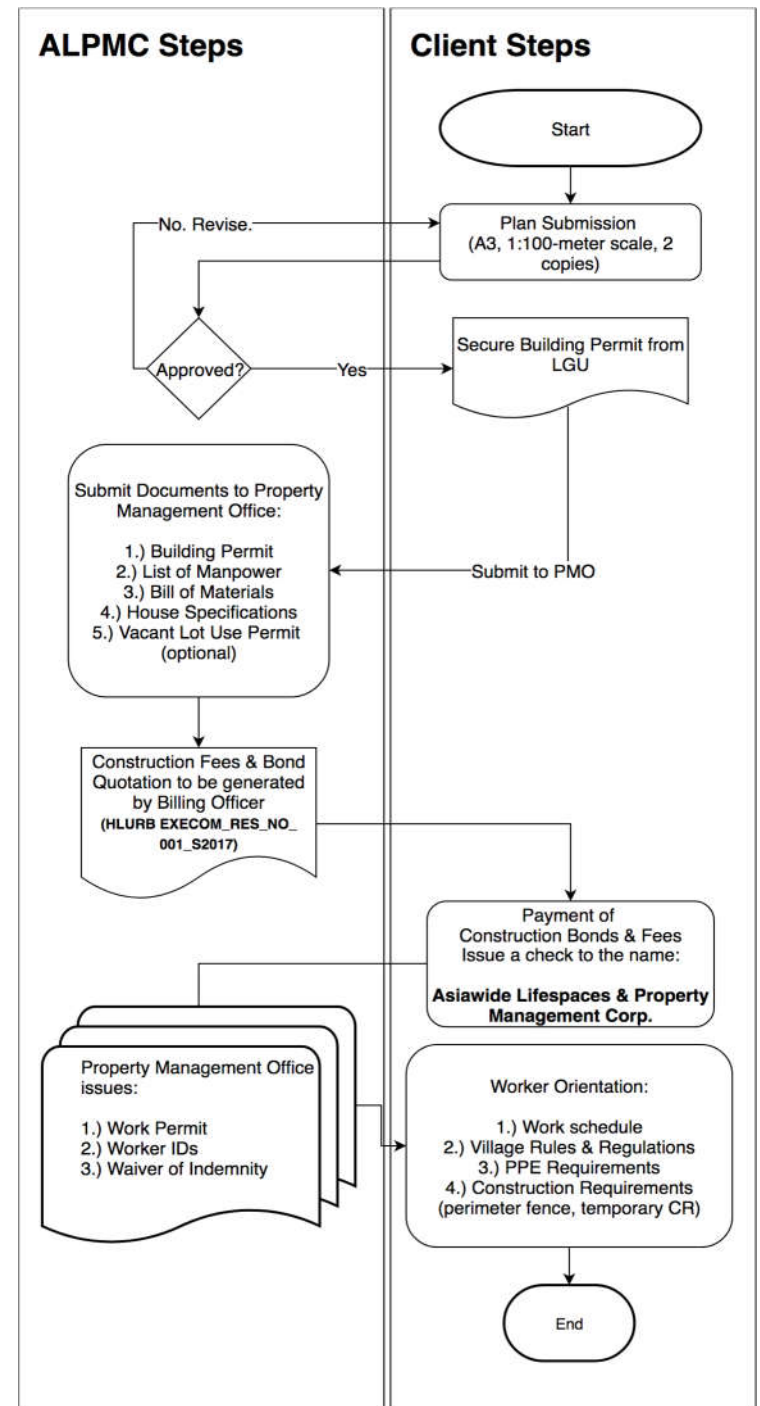
- **24/7 Security Guards**
- **Gate Pass / Visitor Pass** - Scheduled and expected guests' entries are moderated through the village gate passes.
- **Village Member IDs**
- **Vehicle Stickers (Annual)** - Members of the community that own a vehicle can apply for vehicle stickers for seamless access into the village.

- **Construction Review, Approval & Work Permit Issuance (By appointment)**

Pursuant to the Deed of Restriction and Guidelines for Design and Construction of each village, the assigned Property Officer reviews each construction project with violations noted and corrected prior to the start of construction. *(See diagram on the next page)*

- **House Improvement Review & Approval (By appointment)**

All structural and aesthetic modifications are reviewed and approved by the Property Management Office if found to be compliant to the village construction and design guidelines. *(See diagram on the next page)*



**Marketing & Financial Management**

ALPMC is a real estate property management that provides services towards the understanding of operating expenses and budgeting. From this information, we derive appropriate equitable allocation of dues to shareholders, able to set rental fees that are balanced by the current market trend and supportive of the objectives of the property owners. A firm knowledge of the area, community development, and regulatory compliance is required. As property manager we may recommend marketing programs, special promotions and other advertising strategies to the owner to minimize inventories, maximize income and rental rates. Regular financial reporting to the owners is required. Understanding financial statements, profit and loss, income taxes and budgeting are all very crucial for the property manager.

Service	Schedule	Person to Look For	Note
Billing distribution	Every 5th of each month	Billing Officer	
Billing reconciliation	Tuesdays, Thursdays, Saturdays 8AM - 5PM		
Collection of monthly dues	Mon - Sat, 8AM - 5PM	Property Officer	
Presentation of HOA financial statement	Every Annual General Membership Meeting (as per by-laws)	Accounting Team	<b>Good standing members only</b>
Inspection of HOA financial documents	24 hours after request	Accounting Team	<b>Good standing members only</b>

- **Accounting & Billing (Monday - Saturday, 8AM - 5PM)** - ALPMC’s billing and accounting officers are tasked with the proper billing of its members, and the accounting of the village’s finances.
  - o **Billing & collection of monthly dues & special assessments** (Every 5th of the month) - members of the association are regularly billed for the Monthly Dues.
  - o **Billing & collection of construction bonds & fees** (as needed) - to ensure compliance with the guidelines for construction, the Property Management Office imposes fees and bonds on the projects.
  - o **Billing Reconciliation** (8AM - 5PM)
  
- **Events management (Booking: Monday - Saturday, 8AM - 5PM)** - the Property Management Office manages the reservation and booking of events within the village’s clubhouse.
  - o **Supplier accreditation** - suppliers for events are required to submit documentation for review and approval of the Property Management Office.
  - o **Event security** - security detail of each event is coordinated by the Property Management Office. The amount of security personnel is determined by the scope and size of the event.

## Facility Management

We provide service in management of the structures and outdoor areas. Landscaping, electrical, plumbing, roof, walls, appliances, and much more are all part of the physical property.

ALPMC maintains relationships with contractors and repair companies, budget capital expenditures, and monitor the quality of all repairs and maintenance. This function ties in with the financial piece, as some improvements will require significant capital expenditures and budgeting for them. It ties in with shareholders, owners, and tenant and occupancy management because it is important to the long-term viability to well-maintained properties.

### - **Open Spaces Management (Mon. - Sat., 8AM - 5PM)**

The village's open spaces, such as roads, sidewalks, parks, and other similar facilities managed and maintained to ensure that the residents of the village can utilize them at any time.

### - **Facilities Monitoring and Repair (Mon. - Sat., 8AM - 5PM)**

Supporting facilities such as lighting and plumbing of the open spaces of the village are regularly checked for defects and are repaired as soon as possible.

### - **Landscaping & Maintenance (Mon. - Sat., 8AM - 5PM)**

To preserve the natural beauty of the village, the Property Management Office employs trained landscape personnel that plants and maintains landscaping around the village.

### - **Solid Waste Management (Mon. - Sat. 8AM, Once a day)**

Each household's trash is collected for temporary holding at the Materials Recovery Facility of the village. Collection of the LGU garbage trucks are coordinated for scheduled pick-up three times a week.

### - **Allied services**

We maintain strong working relationships with top performing service providers in various industries such as Pest control, insurance, and events-related companies such as catering, events planning & coordination, lights and sounds, make-up, etc.

## **Administration & Risk Management**

We provide service on the keeping of the files and records, a crucial part of the property management function. National authorities such as the Housing and Land Use Regulatory Board (HLURB), national statutes, local governments, and deeds of restrictions all have some jurisdiction over real estate property management activities.

Certain reporting requirements must be met for all of them. Meticulous records for accounting and taxes are a must. For reasons of liability, all activities of tenant, shareholders and owners' interaction must be recorded and maintained for specified periods. Though also related to financial functions, there are very rigid requirements in most cases the property management company shall be sanctioned to hire an independent auditing firm for the handling of funds paid by shareholders, tenants or property owners.

### **- Reports Generation & Compliance with BIR & HLURB (Annual)**

The operations, combined with the accounting team, will prepare the reports that are required by the Housing and Land Use Regulatory Board and the Bureau of Internal Revenue - and submit them as required by these agencies.

### **- Inspection of HOA records**

Aside from the financial statements, good standing members of the village can request for the following records. These will be provided within no more than 24 hours after the request:

- Financial Reports
- Incident & Security Reports
- Service Contracts

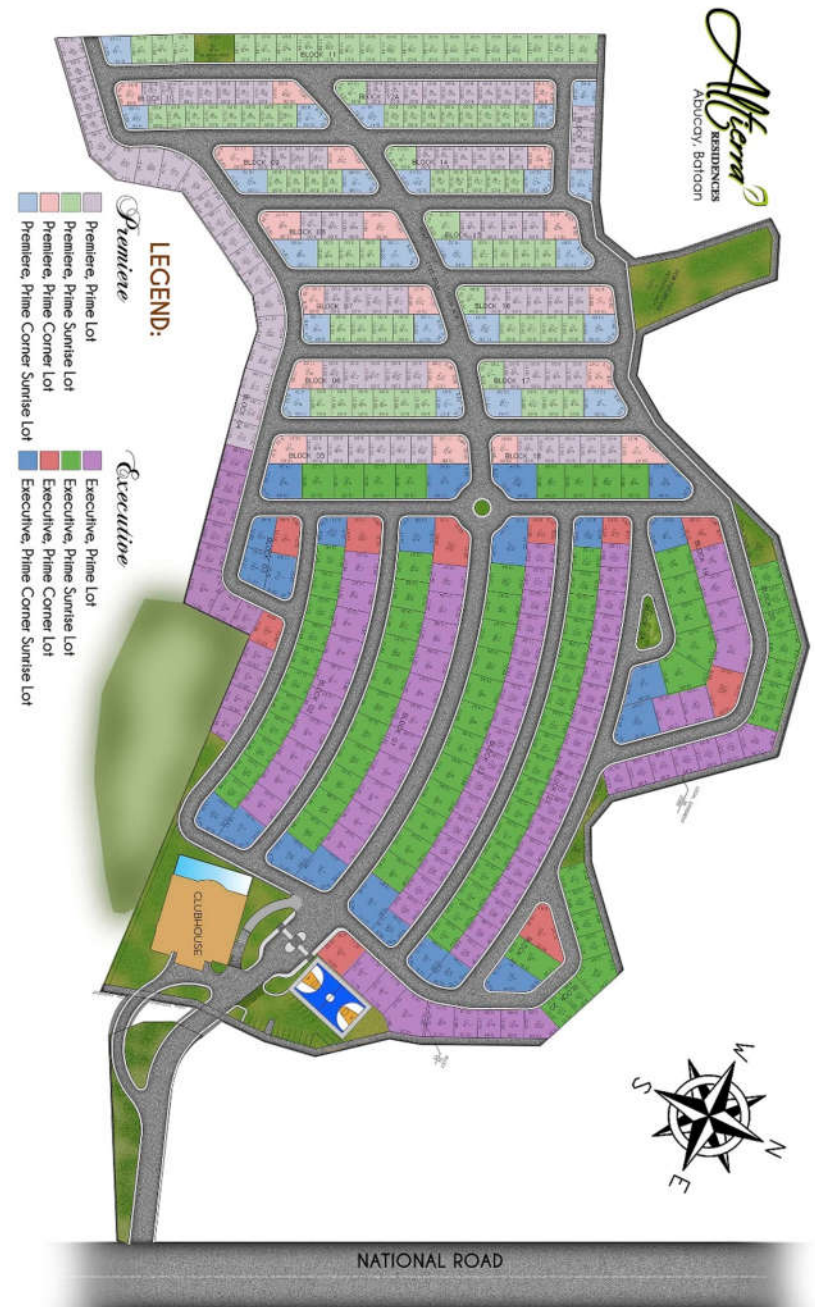
### **- Coordination with Local Government Unit (LGU)**

As part of a bigger community, we make sure that we do our part in reaching out and coordinating with the barangay and municipal offices to ensure that all the common services that they offer are also enjoyed by the residents of the village

### **- Village Emergency Preparedness and Response**

We ensure that village personnel are trained and equipped properly to respond to emergencies. Tools, rations, and medical supplies are ensured to be available always.

ALTIERRA RESIDENCES		
SUMMARY OF FEES		
<b>REGULAR VILLAGE FEES:</b>		
1. I.D fee (Staff of the developer, contractors, homeowner, residents, household employees and sales agents)		
2. Toll fees for deliveries except basic essential such as water and drink (regular household need) / Development Fee		
3. Vehicle Sticker		
4. Use of amenities for guests and special events		
5. Beneficiary and Association dues		
Type of Fee	Who shall and when to pay?	Amount
Membership Fee	Homeowners, one time payment	TBD
Association Dues	Homeowners & Lot owners	TBD
Beneficiary Dues	Non-association members who are beneficiaries of the services provided by the HOA / Declarant	TBD
Special Assesments	all members , upon the determination of the BOD	per special concern, member/sq.m
CONSTRUCTION FEES & BONDS		
<i>Construction fees and bonds applies to new development, renovation (including but not limited to addition, removal, or modification of architectural elements), building expansions, demolitions, hardscape and fence construction.</i>		
Type of Fee	Purpose	Amount
Design Review Fee	Payment given by the owner/contractor to the HOA for the review and approval of drawing	Php 1,000.00
Construction and Inspection Fees	Payment given by the owner/contractor to the HOA for the HOA clearances and inspection. There shall be four (4) mandatory inspections: during layout, before concrete pouring of foundation, during finishing works and on final inspection of the construction.	<b>Premier Lots:</b> Php 5,000 <b>Executive Lots:</b> Php 10,000
Construction Bond	A type of surety bond to protect the village from incidental damages, failure to complete the project, and deviation from approved plans. This bond is 100% refundable upon completion and evaluation of the construction project by the village Architect/Engineer.	<b>Premier Lots:</b> Php 20,000 or 2% of BOM, whichever is higher. <b>Executive Lots:</b> Php 50,000 or 3% of BOM, whichever is higher.
Administrative Services Fee	Garbage collection during construction but limited to normal household residual refuse, security guard inspection but limited to the usual entry/delivery/pull out of items ans in-out of staff, personal items of the construction workers are subject to random inspections.	Php 3,200 or Php 40 x Construction Floor Area whichever is higher.
Development Fee	in lieu of the toll fees during construction	Php 3,000 or Php 40 x Construction lot Area, whichever is higher.
Note: The construction floor area (CFA) is the total areas of all floor plan levels. CFA shall be measured and validated on the submitted drawings by the village Architect or Engineer.		



## Definition of Terms

**RA 9904** - otherwise known as the **Magna Carta for Homeowners & Homeowners Associations**. These declared policies are in fulfilment of the constitutional principles directing the State to encourage, promote and respect nongovernmental, community-based and people's organization in serving their legitimate collective interests in our participatory democracy.

**HLURB** - The Housing and Land Use Regulatory Board (HLURB) is a national government agency tasked as the planning, regulatory and quasi-judicial body for land use development and real estate and housing regulation. These roles are done via a triad of strategies namely, policy development, planning and regulation.

**HOA / Association** - refers to the homeowners' association which is a nonstock, nonprofit association registered with the Housing and Land Use Regulatory Board (*RA9904*)

**Bylaws** - refer to rules of action adopted by the association for its internal government and for the government of its members and those having the direction, management and control of its affairs in their relation to the association and as among themselves. (*RA9904*)

**Monthly Dues** - refers to the dues that are to be paid by either a member of the association, or a beneficial user to defray the costs of day-to-day operations of the village. (*HLURB EXECOM RES 001 S2017*)

**BOM** - stands for Bill of Materials, is a list of the raw materials, sub-assemblies, intermediate assemblies, sub-components, parts, and the quantities of each needed to manufacture an end product. In this case, a house or an extension thereof.