



Capitalize on your property. Make it work for you.

Better Homes Property Management



Introduction

At its core, Better Homes brings buyers together with sellers, tenants with Property Owners, and investors with developers, in both the UAE's residential and commercial property markets.

Founded in Dubai in 1986, Better Homes has become the Emirate's most reputable real estate agency, proving repeatedly its commitment to building long-term professional relationships. With over 400 staff and a dozen offices throughout the UAE, Better Homes is also the largest agency in the Middle East.

In addition to its core sales and leasing business, the company has developed several specialized divisions to service the growing needs of the real estate industry.

We are delighted to have the opportunity to provide you with a profile of our property management service. We seek to prove our commitment to professionalism by exceeding your expectations at every opportunity.

We understand that optimum financial performance of a property asset requires continual proactive management. Our business model has been developed to constantly seek to improve income, marketability, and value to the property owner.

We will provide advice on all aspects of management relating to property and ensure that obligations of both tenant and Property Owner are met in full. Further, we hold a firm belief in fostering goodwill through a respectful and professional relationship with tenants.

Track Record

Our Property Management Division, established in 1996, was one of our first new areas of business and has become an industry leader, proving its competitiveness throughout the past decade.

Better Homes Property Management works with a substantial number of clients including property companies, financial institutions, private investors and local governing bodies and currently manages over 4,500 separate tenancies. We have thus gained an extensive track record in property management and wide-ranging experience in the types of management issues that arise throughout the course of ownership.

In addition to stand-alone compounds, towers, and apartment blocks, Better Homes set up the management systems for the largest exclusive residential community in the UAE – Emirates Lakes, developed by several of Dubai's top developers.

As the property market has changed substantially over the past 10 years, we have evolved to accommodate the freehold market, with a strong portfolio in Dubai Marina, Al Barshaa, The Springs, The Meadows, The Greens, Arabian Ranches and many other freehold communities in Dubai.

Services at a Glance



Leasing



Marketing



Handover and Inspection



*Administration and
Dispute Resolution*



*Rent Collection and
Lease Management*



*Property Maintenance
and Services*



*Reporting and
Financial Management*



Banking Services



Energy Conservation



Property Insurance



Legal Guidance



Leasing

Better Homes started over 20 years ago as a leasing company. This core element of our business has grown rapidly with the development in Dubai and we now offer the largest leasing team in the UAE.

Our professional leasing team:

- Keeps an accurate record of number and availability of units
- Accompanies ALL viewings with potential tenants
- Initiates a complete post-viewing follow-up
- Advises of all offers in writing, providing a profile of the client
- Completes regular reviews of viewing number and leasing rates and provide updated market advice and recommendations at regular intervals
- Collects all payments, prepares and arranges for the client to sign all Tenancy Contracts whilst collecting all the paperwork necessary under leasing requirements in the UAE.
- Prepares a Condition Report to ascertain any outstanding maintenance or cleaning requirements prior to occupation
- Hands over all payments, documentation, etc. to the Property Management division who ensures that the handover and follow-up with the client is of a high standard.



Administration and Dispute Resolution

In order to manage your property, an experienced Property Administrator is assigned. The Property Administrator operates under the normal hours of operation for Better Homes' management offices. We provide a Property Administrator with excellent customer relations and administrative skills, who reports directly to the Portfolio Manager.

The Property Administrator will handle all complaints being submitted by tenants; such complaints may be maintenance related to or regarding incidents within the property. All complaints, requests and incidents are followed up and resolved quickly to maintain good tenant relations.



Marketing

In order to attract tenants quickly, we advertise vacant properties throughout our vast marketing network. This network includes the Better Homes Magazine, daily print advertising, strategically targeted email campaigns, location signage, bhomes.com (website listings), and a network of over 60 agents.

When your property is ready for lease, the details are immediately displayed on our website, viewed by over 3,000 unique individuals every day. Upon seeing your property online, potential tenants are able to gather important details, view photos, and even print an accurate location map of the property using satellite imagery from Google Maps.

Better Homes is the first point of contact for most companies when relocating new staff in Dubai. We maintain a regular dialogue with most of the major companies, organizations and educational institutes in Dubai.

Finally, Better Homes maintains a dedicated internal call centre open seven days per week to track and distribute customer requirements to the appropriate leasing consultant. A vast number of leasing enquiries can be handled in this way through the call centre using our computerized management system, Masterkey. In tandem, our agents maintain live lists of those clients with whom they are working to resolve requirements efficiently.



Handover and Inspection

Property Management will arrange a formal handover from developer to Property Owner, including all necessary paperwork to make the transition efficient. During this process, the property will be critically inspected (known as "snagging") to ensure the developer has adequately completed contractual requirements for the handover.



Rent Collection and Lease Management

The Property Administrator will maintain a register of the commencement and expiry details of all leases on our computerized management system. All lease renewals will be handled and completed by the Property Administrator.

Requests from tenants will be submitted to the management office. All such requests will then be submitted to the Property Owner for consent along with our recommendations and all of the necessary information regarding the request. During the day-to-day running of your property, the Property Administrator will identify any breaches of the lease agreement or rules and regulations of the unit by the tenants. We will advise on the appropriate course of action for each individual case.



Property Maintenance and Services

Throughout the duration of each tenancy in your property, the Property Administrator will conduct regular internal and external inspections. These inspections will ensure that tenants are maintaining the property, as well as detect any minor maintenance issues that may arise.

If your property does happen to require maintenance, we arrange for such maintenance to be undertaken in a professional manner. Repairs are closely monitored for quality and the work is carried out so as to cause as little inconvenience to your tenants as possible.

Properties are recommended to take advantage of Annual Maintenance Contracts in order to save money in the long-term by preventing large-scale maintenance problems.

During the initial term of the management of new properties, Better Homes will ensure that the warranties supplied by the developer are not affected and that any items that arise during that period are dealt with quickly and without expense or inconvenience to the owner or the tenants. The Property Administrator will assist with conducting a thorough inspection of new properties upon the site handover by the developer, as well as just prior to the expiry of the developer's warranty. It must also be noted that a review of the developer's defect liability period is strongly advised as it may not cover certain types of maintenance.



Reporting and Financial Management

We provide a full set of accounts summarising all financial transactions on a property including all receipts and payments, cash reconciliation, funds supplied for management, direct payments, disbursements, direct banking, commission schedules and arrears. We will submit expense reports and revenue reports along with continual monitoring of the rental market.



Banking Services

The Property Administrator will deal with the collection of all rental cheques and deposit them to the Property Owner's account. If a cheque is returned, the matter will be promptly followed up with the tenant and authorities where necessary.



Energy Conservation

We will advise the Property Owner on energy conservation systems for the property, and oversee the implementation of technologies to limit wasted energy. Our associated energy systems can reduce the utility (DEWA) cost by as much as 25%.



Property Insurance

We will obtain professional advice from our insurance brokers, ensuring a full understanding of the contractual aspects of the insurance proposal and enabling us to obtain the best rates in the market for the most comprehensive contracts. Additionally, the Property Administrator will be trained to follow protocol should an insurance situation occur to protect the Property Owner's contractual rights.



Legal Guidance

We have good relations and liaise with the government bodies on a regular basis including the Rent Committee, Municipality, Civil Defense, DEWA, Police and Etisalat with all matters regarding the operations of the building to ensure you are fully protected as a Property Owner.

We log any legal issue with the Rent Committee and provide the required documents should the matter of returned cheques not be settled within a reasonable timeframe.



The Village Mall

Legal Disclaimers

Any legal Issues raised in conjunction with tenant issues will be dealt with by Better Homes' legal team accordingly and promptly with the Property Owner's consent. However, the fees for any such cases forwarded to the Dubai Courts or Rent Committee and not recoverable from The Tenant will be borne by the Property Owner. Our legal team along with our Property Management team will provide full advice on the cases and any proceeding action deemed necessary.

Better Homes will, at all times, honor the rental cap placed by the Government of Dubai, and, along with any future amendments we will keep you informed of the Government regulations.

Fee Structure

The fee for our Property Management service varies based on the type of property, the number of units, and whether management is done on-site or from a remote office. Every Property Management contract is tailor-made for the Property Owner.



Summary

Our principle objective is to provide a personal, pro-active and efficient service combining the extensive knowledgebase of the most well established property consultancy in the UAE with the professionalism and practices of a major international agency.

Regarding your project, we will produce your tailor-made proposal within five working days of our visit.

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Testimonials

“The level of service in a booming real estate economy is not always at its best, especially in a situation where a long-term relationship is required. Better Homes has maintained theirs at a level of very high satisfaction to its clients.”

Simon Walter, Director, Siemens

“Better Homes has played a major role in facilitating the accommodation of our employees in Dubai and making them feel at home. We appreciate your efforts and looking forward to such high standards of service in the future.”

Imad A. Ghazal, Regional Manager, Adidas

“Dealing with Better Homes gave me the ‘comfort feeling’ of dealing with a big and trusted establishment, which is of paramount importance when it comes to the biggest investments many of us make in our life.”

Thomas Edelmann, Vice President, Mastercard