



COMPANY PROFILE



**national
real estate**

NATIONAL REAL ESTATE

We add value to Property !!!

Vision

National Real Estate specialises in property management and related industries. We are totally committed to serve our customers more effectively than our opposition through efficient management of our business with highly skilled and dedicated people.



1. MISSION STATEMENT

It is our mission at National Real Estate to be totally committed in serving our customers by the most effective means possible.

We at National Real Estate want to achieve this through:

-  A high emphasis on personal service,
-  Efficient management of our business and
-  Highly skilled and dedicated personnel.

At National Real Estate our policy is service excellence in all aspects of property management, and we strive to adapt our service to the specific requirements and instructions of each individual owner, and act accordingly.

We believe in going *that* extra mile for our clients and therefore our mission is to proudly state

WE ADD VALUE TO YOUR PROPERTY.

2. BACKGROUND INFORMATION

National Real Estate was originally founded in 1933 and has since been the market leader in property management, resulting in continuous growth over the years.

The current Chief Executive Officer, Mr Marius du Toit, has been with the company since 1990 and has extensive experience in all aspects of the property industry.



Mr Wilco du Toit took over the duties as Managing Director of National Real Estate in 2005. Through the years the management and staff of our company have worked relentlessly in establishing National Real Estate as the market leader in the property industry in the Free State area.

With this dynamic workforce and vast expertise, National Real Estate has doubled their portfolio in the last four years and are currently the biggest property managers within the Free State and Northern Cape area.

National Real Estate currently manages over 14 000 residential units in both the sectional title and rental portfolios.

We also manage more than 550 commercial units. We currently have 130 well-trained and professional in-house staff members and approximately 300 in the field.

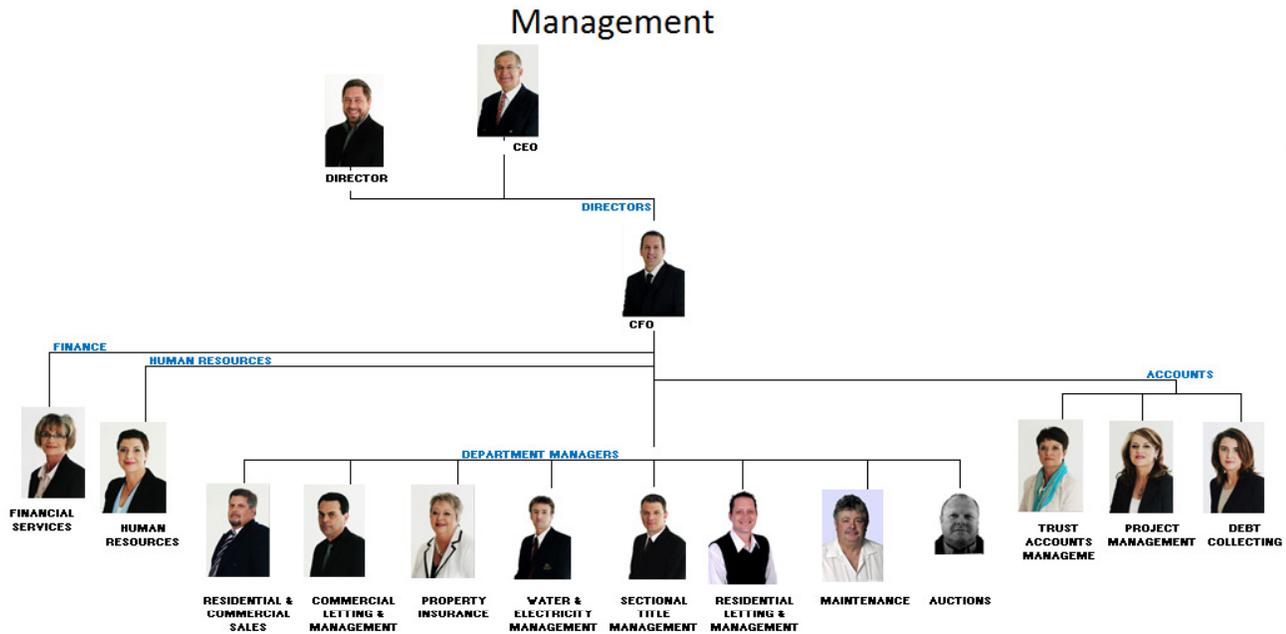
The offices are currently situated in the main business centre of Bloemfontein.

Our online system enables small or large companies to outsource their invoicing, email, sms rental collections, bookkeeping, trust and general account management.

With the combination of our vast experience and professional well-trained staff, and with the necessary infrastructure and advanced systems, we can avoid the pitfalls and deal with the headaches associated with the managing of any property portfolio no matter how big or small.



3. ORGANOGRAM



4. MANAGEMENT AND STAFF

National Real Estate is identified by its competent and friendly staff. Since we, as a company, specialise in service delivery our workforce are our greatest asset.

National Real Estate comprises of 120 on site members of staff, all of whom are well-trained in their various capacities. Continuous training from experts in various fields keep our staff up to date with improved methods and modern trends.

National Real Estate also makes use of strictly selected contractors who deliver a brisk and professional service. Contract firms' merits and work performances are discussed quarterly at the open contractors meeting. Complaints that are received from customers are discussed and can lead to the termination of their services.

It is our view that the contractors that are promoted by our company bear our name and should be impeccable in their work performance and human relations.

5. OPERATIONAL SERVICES



1. RESIDENTIAL LETTING & MANAGEMENT

With more than 2 000 units in our residential letting portfolio, we boast the highest footcount through our office.



Our Residential Letting Department offers you a unique service, which will not only be cost efficient for you, but also gives you peace of mind and optimizes your investment by allowing it to reach its maximum potential.

Our team, headed by John de Bruyn has more than 20 years experience in the industry and offer a comprehensive service

for the administration and control in the letting of property and we have the necessary infrastructure and advanced systems to avoid the pitfalls and deal with the headaches associated with the letting of your property to ensure that you are not burdened with them.



Our multi-channel marketing methods will ensure that your property is intensively marketed to the community. Prior to signing a lease, prospective tenants undergo a strict credit-approval procedure - at no extra expense to you.



Upon appointing us as your letting agent you will be assigned to a highly specialized and experienced team of staff members which will consist of a Building Inspector, Maintenance Manager, Credit Controller and Portfolio Manager.

2. COMMERCIAL LETTING & MANAGEMENT



Our Commercial Letting Department proudly manages more than 550 commercial units. The department is headed by Paul du Preez who has been dealing in the commercial letting industry for more than 20 years.

The Key Performance Indicators for buildings managed by us are in line with the parameters being achieved by companies such as Broll and JHI.



A detailed performance management report covering the key performance indicators of your Portfolio will be reported monthly - we are also able to supply you with Due Dilligence Reports.

The recommended monthly performance reviews include all the key role players together with the representatives and ensures that the management focus and performance is maintained and where possible enhanced.



With our competent & helpful staff, it comes as no surprise that we are the largest commercial property managers in the Free State and the Northern Cape.



3. SECTIONAL TITLE MANAGEMENT

Our team, headed by George Muller, has more than 32 years experience in the professional management and administration of sectional title schemes. We manage portfolios of more than 8300 units in more than 290 schemes. This is the largest sectional title scheme portfolio South of the Vaal and serves as a confirmation and a clear indication of the quality of service we render when it comes to sectional title management.



SECTIONAL TITLE AND HOME OWNERS ASSOCIATION ('HOA') PROPERTY MANAGEMENT YOU CAN TRUST

National Real Estate understands the significant asset and emotional value of residential properties and therefore the importance of robust and trusted property management services.

That is why we are dedicated to providing a comprehensive and tailored property management service. With over forty years' experience as professional property managers, National Real Estate strives to add value to our clients' lifestyles and property assets.

National Real Estate is fully registered with the Estate Agency Affairs Board ("EAAB"), the National Association of Managing Agents ("NAMA") and the Council for Debt Collectors. National Real Estate's residential property management service covers the full management requirements of Sectional Title Bodies Corporate and Home Owners Associations (HOA's), and consists of the following features:

1. Collections

- a. Billing and distribution of owner levy statements by email, post or delivery to the property
- b. Collection of levies and monthly charges
Follow-up of unpaid charges
- c. Liaising with attorneys appointed to manage legal collections

2. Financial Management

- a. Payment of and accounting for approved expenses, including salaries and wages and municipal accounts.
- b. Preparation of the Annual Budget of Income and Expenditure.

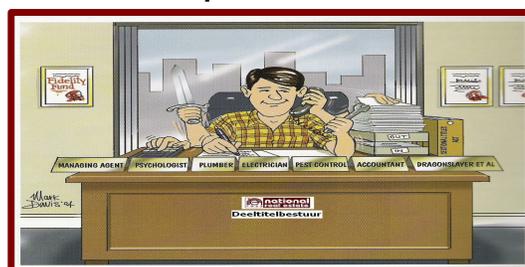
- c. Monthly financial reporting, including performance to budget, balance sheet, levy roll, unit arrears and credit control reports, surplus report, investment account and bank statement(s).
- d. Annual audit file preparation.
- e. Completion and submission of most statutory returns.
- f. Surplus funds invested in call accounts to maximize interest earnings.

3. Administration, Secretarial and Advisory Services

- a. Preparation and circulation of notices for General Meetings
- b. Arranging, attending and taking minutes for trustee or directors' meetings
- c. Preparation and mailing of correspondence
- d. Preparation and issuing of Clearance Certificates
- e. Sectional Title and Home Owners Association management advice
- f. Liaison with maintenance and building contractors
- g. Maintenance of statutory and permanent records

4. Professional Team

A dedicated team consisting of an experienced Residential Property Portfolio Manager, assisted by a Credit Controller, bookkeeper and Personal Assistant will be assigned to manage all aspects of your property management service requirements.



4. PROPERTY INSURANCE

Our Property Insurance Department, headed by Elsje Inocco, acts as an in-house brokerage, which has a total portfolio of R24 billion worth of residential, commercial & sectional title property.



Because of our immense property portfolio, we are able to negotiate the most competitive tariffs possible. We specialise in commercial insurance, which includes factories, office blocks, and sectional and full title complexes.

A dedicated broker with experience in property insurance will be assigned to your portfolio to ensure that the necessary cover is in place at all times.

We are registered with the FSB (Financial Services Board).



5. COMMERCIAL AND RESIDENTIAL SALES

National Real Estate has one of the most dynamic Commercial and Residential Sales Teams in Bloemfontein, with twenty five agents actively working in today's competitive market.

The department is headed by Llewellyn Pelsler as principal. He has over 25 years experience in the industry.

The Residential Sales Team has over sixty years combined experience in Residential Sales and has successfully sold homes to happy clients for many years. We are extremely proud of our achievements over the years. We are also a member of the MLS Referral System and can provide maximum exposure to our buyers and sellers to over 50 member estate agencies with almost 250 active estate agents.

A few examples of developments where National Real Estate is appointed as Sole Marketing Agents.

PARK AVENUE



DELANO VIEW



BLUE RIDGE



Commercial

National Real Estate has always been the biggest Commercial Sales Office in the Free State and Northern Cape and can boast with some of the biggest successful sales in the property history of Bloemfontein.

The agent with the most experience in the property business has been selling Commercial Property for over thirty years. Ronnie Storkey is a well-known figure in Bloemfontein.

They are supported by an enthusiastic team of eight other agents working the Commercial Market, making it the largest Commercial Property Division in the Free State & Northern Cape.

We have concluded most BEE transactions regarding the sale and lease of premium properties let to government in the Free State.

6. WATER & ELECTRICITY MANAGEMENT



The current situation at the municipality, whereby the management of water and electricity creates a constant problem for the owner, has resulted in a growing demand for the professional management of water and electricity.

Our Energy Management Department, Headed by Flippie Olivier, has many years of experience with water and electricity management. We currently manage the water and electricity of about 8 300 households and 290 sectional title and full title complexes.

Their intimate knowledge of the internal procedures of the accounts of various departments (water & electricity, rates & sanitation, etc.) at Mangaung Local Municipality is of critical value to our clients.

We can reconcile your Mangaung accounts and resolve your account enquiries.

National Real Estate acts as a “watchdog” by means of managing and monitoring these accounts on behalf of our clients, in order to prevent the owners from being at the losing end of the deal.



PREPAID ELECTRICITY

The consumer is able to purchase electricity at any Easy Pay pay point; these include Pick&Pay, Spar, Checkers, Total, Caltex, Lewis Stores, OK and many more. The consumer is also able to make purchases via the internet by registering on www.ipay.co.za or via cellphone banking.

The funds from the purchases made by the client moves from I Pay and Easy Pay via our service provider, Actaris, back to us. We then administrate the Centlec account. Alternatively, some clients prefer to administer the accounts themselves and the incoming funds are therefore transferred to the owner’s account.

We can provide you with a monthly report on all purchases made on the meters, which gives an accurate view of the purchase patterns of the residents.

National Real Estate is registered with ESKOM as a service provider and therefore has its own SGC (Supply Group Code).

7. ADMINISTRATION MANAGEMENT

The computer system currently in use at National Real Estate is tailor-made for the property industry, specifically aimed at financial management. The program (Propsys) was procured in 2004 and is “Windows-based” which simplifies the integration of all aspects of the property industry.

Since the program is aimed at simplifying accounting and data processing, it enables National Real Estate, to immediately provide updated information.

Bank balances, arrear levies, income and expenditure can, with the press of a button, be immediately provided (Propsys is updated monthly to keep in pace with new developments).

Income and expense statements, expense summaries, ledger statements, individual accounts, historical records and actual to budget statements can be provided up to date. Record keeping of owners’

accounts, unit specifications (quota's, sizes etc), scheme particulars and plans are a mouseclick away. The system is email-friendly appointed which facilitates and expedites the rendering of monthly accounts.

8. SPECIAL PROJECTS

With our experience and expertise, National Real Estate can take on and manage any special projects as required by individual entities. We can assist in construction management, contract management, monitoring and auditing.

9. AUCTIONS

NRE Auctioneers was established in 2014 and can assist in any auctions from property, farms, cattle, household goods, etc.

6. OFFICE FACILITIES

Our offices are situated at 162 Zastron Street, Westdene, Bloemfontein, and were occupied during November 2004.

These offices are easily accessible and user-friendly to clients and undercover parking and security is readily available.

Beautifully furnished and practical conference facilities are provided for meetings. There are also three smaller consultation rooms that can be utilised as meeting rooms. Up to and including a maximum of six (6) meetings can be held at any given point in time. Ample safe parking with a security guard is provided.



7. BRANCH DETAILS

BLOEMFONTEIN

162 ZASTRON STREET

TEL: 051 - 405 9990

FAX: 051 - 430 1322

EMAIL: admin@nationalre.co.za

URL: <http://www.nationalre.co.za>

This office is used as our main branch but from here we facilitate all our services through the entire Free State as well as any other province in order to answer to the requirements of our clients.

8. BANKERS AND AUDITORS

Bankers : Standard Bank
Brandwag Branch
Contact person: Meshie Naidoo
051 403 4737

Auditors: Newtons
P.O. Box 20292,
Willows
9320
Contact person: Schalk Gouws
051 403 4100

