

# CORPORATE CAPABILITY STATEMENT

**CELEBRATING THE PAST AND TRANSFORMING THE FUTURE** 

2016 - 2017

2017 - 2018















ASSET MANAGEMENT LEASING **VALUATION & ADVISORY** BUILDING CONSULTANCY

**OWNERS ASSOCIATION** 



We provide innovative property solutions and a quality service to our Customers with integrity, transparency and professionalism as the cornerstone of our business.



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# **ABU DHABI**



AL AIN





**JORDAN** 



**SHARJAH** 



# Overview

Asteco was formed in Dubai in 1985. Over the years, Asteco has gained enormous respect for consistently delivering high quality, professional, value-added services in a transparent manner. It is also widely recognised for its involvement with many of the projects that have defined the landscape and physical infrastructure of the Emirates.

Asteco has an essential combination of local knowledge and international expertise. A deeply established brand, renowned for its application of the latest technological advances, its commitment to transparency, winning strategies and human expertise. Undisputed Real Estate experts, Asteco represents a significant number of the region's top property Owners, Developers and Investors.

Asteco has witnessed outstanding growth and diversification over the decades and has built a strong regional network of offices.

The Middle East's

LARGEST FULL SERVICE

Real Estate services company



ASSET **MANAGEMENT** 





19.5bn TOTAL SALES

**5,725** BUILDINGS 25.9mil SINCE 1985 SQ FT SOLD

9,651 UNITS SOLD



**LEASING** 



16,001 UNITS LET

**AED** 

**AED** 

OF DUBAI

2011-2019

419bn TOTAL MARKET

326bn

TOTAL MARKET

VALUE OF ABU

DHABI VALUATIONS

19.5mil

500+ PROJECTS ACROSS THE UAE



**VALUATION & ADVISORY** 



BUILDING CONSULTANCY



AED 1.5bn

TECHNICAL AUDITS COMPLETED FOR FINANCIAL

**AED** 4.2bn / REPLACEMENT



**OWNERS** 



5,000+ UNITS UNDER

5.75mil SQ FT UNDER MANAGEMENT

95%+



FRANCHISE



**167%** ANNUAL INCOME GROWTH

13

# Services

As a truly integrated property services company, the core business lines Asteco conducts from its offices throughout the Middle East are shown.

All of these are headed up by highly qualified Directors with decades of local and international experience in their respective fields.

Our property services cover all land use categories /market sectors including:



**RESIDENTIAL** 



COMMERCIAL













# Defining Landscapes

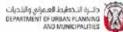




Since

1985



































































their Real Estate assets.

































































# Financial Institutions

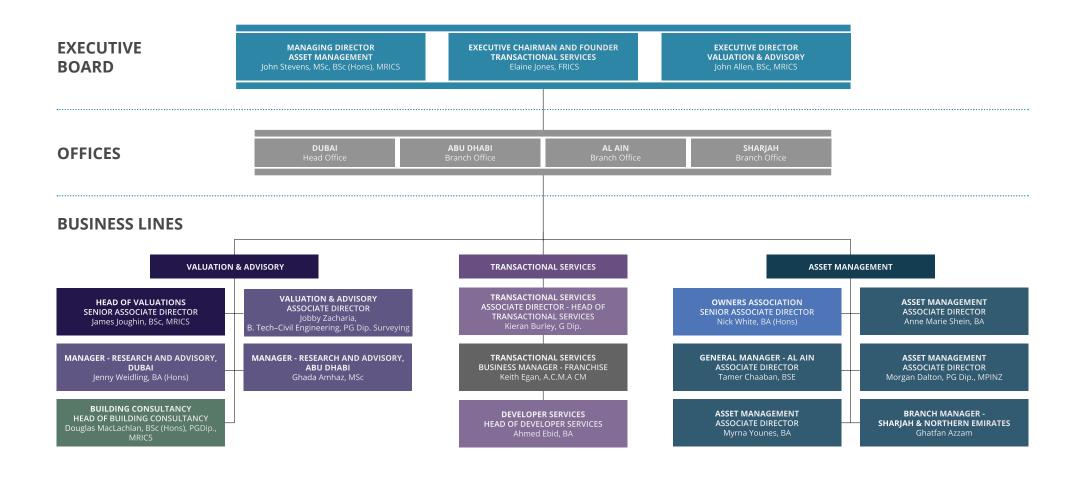
At Asteco, we are committed to using our extensive

industry knowledge, consultative approach and vast pool

of resources to help our Clients maximise the value of

150+ Satisfied Clients

# Organisation Chart



**180+** staff under eminent Management

# Project Development Value Chain







# Asset Management

Owning a property is one thing, but managing the investment correctly so that it is performing to the best of its ability is something rather different. As a long term market leader in the United Arab Emirates, Asteco Property Management have been involved in some of the UAE's most iconic developments such as the UAE University, Jumeirah Emirates Towers, Sama Tower and ABCD Headquarters. Our local knowledge and international best practices place Asteco at the forefront of the market.

From an individual apartment or villa through to a nationwide portfolio of mixed use assets, it is important to ensure that your property is performing well and affording you the best returns over the longest term possible. Asteco can assist you with them all.



**John Stevens,** MSc, BSc (Hons), MRICS Managing Director / Director - Asset Management

### **SERVICES**



Rent Collection



Rent Assessment



Consultancy and Advisory Service



Financial Management



Maintenance Supervision



Inspection



Sub-Contractor Tender Process



Operating Expense Management



Insurance Advice



Budgeting



Building and Community Management



Lease Management

### **ASSET CLASS EXPERTISE**

- Residential Units (Villas / Apartments / Compounds)
- · Commercial Units (Office / Retail)
- Mixed-Use Developments (Commercial Retail and Residential)
- Residential Apartments Associated to Hotels
- · Labour Camps / Staff Accommodation
- · Industrial (Warehousing / Logistics / Cold Storage)





# ি Sales

Asteco's internationally qualified Sales Team has dominated the UAE's highly dynamic Real Estate and property market for over two decades and has gained enormous respect for consistently delivering high quality, professional, value-add services in a transparent manner.

Asteco represents a significant number of the region's top property Owners, Developers and Investors and is widely recognised for its involvement with many of the projects that have defined the landscape and physical infrastructure of the UAE.

Our sales and marketing methods are strategic and innovative and our reach is far and wide. Asteco is the most experienced independent project sales company in the UAE with an exceptional track record having coordinated some of the highest volume off-plan project sales in the UAE.



Kieran Burley, GDip. Associate Director -Head of Transactional Services

### **SERVICES**











Establishment of Sales Offices Administration Systems

Accompanying Prospective Clients on Viewings

Negotiating with Prospective Clients



Responding to

Compliance and

Financial Queries







Documentation Processing

Investment Sales

Property Listing

Open Market Sales



Bulk Sales







Sales Strategy

**Property Transfer** Assistance

### ASSET CLASS EXPERTISE

- Residential Units (Villas / Apartments / Compounds)
- · Commercial Units (Office / Retail)
- Mixed-Use Developments (Commercial Retail and Residential)
- Residential Apartments Associated to Hotels
- · Labour Camps / Staff Accommodation
- · Industrial (Warehousing / Logistics / Cold Storage)
- · Retail Malls
- Hospitality
- · Plots / Land



25.9mil SQ FT SOLD

9,651 LINITS SOLD



# Leasing

Asteco has been instrumental in the leasing of many high-profile developments across the GCC. Asteco has a large number of Leasing Consultants who speak a multitude of languages actively working within their specific field within the regional Real Estate market.

Asteco has over 30 years experience in Leasing, offering a best in class service to its Client base who consist of family offices, single Owner buildings, professional Landlords and Individual Property Owners.

Asteco's Leasing services also extend to Commercial and Retail properties.



**Kieran Burley,** GDip. Associate Director -Head of Transactional Services

### **SERVICES**











Establishment of Leasing Offices Administration Systems Accompanying Prospective Tenants on Viewings Negotiating with Prospective Tenants









Responding to Compliance and Financial Queries

Corporate Leasing

Documentation Processing Property Listing

Open Market leasing















Tenant Representation

### **ASSET CLASS EXPERTISE**

- Residential Units (Villas / Apartments / Compounds)
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- Residential Apartments Associated to Hotels
- · Labour Camps / Staff Accommodation
- Industrial (Warehousing / Logistics / Cold Storage)
- · Retail Malls
- Hospitality
- · Plots / Land



16,001

19.5mil

500+
PROJECTS ACROS



# Valuation & Advisory

Asteco's Valuation & Advisory reports are prepared by a team of highly experienced Valuers and Researchers based in both our Dubai and Abu Dhabi offices.

The team has extensive local and international experience, earning a market leading reputation through consistently providing accurate, and well qualified advice and information.

All of our reports are signed by a professionally qualified Member of the Royal Institution of Chartered Surveyors (or equivalent international bodies).

Asteco works closely with all major lenders and key real estate stakeholders in the region.



**John Allen,** BSc, MRICS Executive Director - Valuation & Advisory

### **SERVICES**



Loan Security / Refinancing



Accounting / Year-End-Valuations



Mortgage Valuations



Financial Feasibility Studies



Development Finance



Highest and Best Use Studies



Market Research



Development Review / Critique



Price Benchmarking Studies



Purchase and Disposal



Rental Assessments



Trend Analysis and Occupancy Surveys

### **ASSET CLASS EXPERTISE**

- Residential Units (Villas / Apartments / Compounds)
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- Mixed-Use Developments (Commercial Retail and Residential)
- Labour Camps / Staff Accommodation
- Industrial (Warehousing / Logistics / Cold Storage)
- Agriculture
- Hospitality
- · Plots / Land



AED326bn TOTAL MARKET VALUE OF ABU DHABI VALUATIONS

AED419bn TOTAL MARKET VALUE OF DUBAI VALUATIONS



# Building Consultancy

The Building Consultancy Team at Asteco have a wealth of experience supporting their clients throughout all stages of the built asset lifecycle. Each of the team's highly trained surveyors have an in-depth knowledge of construction technology, building pathology and effective project management methods which enable us to provide our clients with a comprehensive building consultancy service.

We pride ourselves on delivering high quality, technical services which cater to our client's individual requirements. Our technical survey reports give our clients valuable information that can minimise their risk exposure and help identify requirements for major capital expenditure, which may otherwise have not been considered. The strategic approach we take to project management covers the whole project, from inception to completion and is focused on collaboration with all involved parties to maintain control of key client drivers such as cost, programme, quality and safety.



**Douglas MacLachlan,** BSc (Hons), PGDip., MRICS Head of Building Consultancy

### **SERVICES**

Technical Due

Diligence





Snagging

Inspections





F

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Area Verification

Life Cycle Costing







Schedules of Schedules of Dilapidations Condition

Project Monitoring and Audits

RERA Technical Reports



Surveys

**Building Condition** 









Defect Analysis Project Management

Insurance Reinstatement Valuation

### **ASSET CLASS EXPERTISE**

- Residential Units (Villas / Apartments / Compounds)
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- · Residential Apartments Associated to Hotels
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- Industrial (Warehousing / Logistics / Cold Storage)
- · Retail Malls
- Hospitality
- · Plots / Land





# Owners Association

Asteco's Owners Association team strives to constantly set the benchmark of industry best practice. Our experienced team provides valuable Jointly Owned Property knowledge and expertise to achieve effective management solutions.

Since inception in 2007, we have been using our established standard operating procedures to offer bespoke and transparent solutions to manage complicated jointly owned property. Our core skills and competencies of financial administration and facility management supervision are based on strong disciplined procedures and a structured approach to operations.

Asteco will guide and support you as part of a team that ensures you have the best association management services necessary to assist with managing a successful community association.



**Nicholas White,** BA (Hons) Senior Associate Director - Owners Association

### **SERVICES**



Community Management



Facility Management



Financial Management



Energy Management



Consultancy and Advisory Service



Jointly Owned Property Management Solutions



Service Charge Modelling



Reserve Fund Studies



**GAP Audits** 



**H&S Inspections** 



Project Legal Structuring



Implementation of Standard Operating Procedures

### **ASSET CLASS EXPERTISE**

- Residential Units (Villas / Apartments / Compounds)
- · Commercial Units (Office / Retail)
- Mixed-Use Developments (Commercial Retail and Residential)
- Residential Apartments Associated to Hotels



**5,000+** UNITS UNDER

**5.75mil** SQ.FT UNDER

95%+
ANNUAL COLLECTION
RATES



# Franchise

Our Franchise network extends across the UAE, GCC and Levant region. Our Franchise operations are built on a wealth of experience and expertise that has been developed over the past 33 years.

Asteco's brand and reputation is based on experience driven systems and procedures that support a market leading operation. This enables our Franchise network to excel in the market place operating in emerging markets, increasing sales and developing leasing opportunities. All supported by an award winning brand and Franchise model.

The Asteco Franchise opportunity is the safe option for existing or new real estate professionals who are looking to start their new business or grow their brokerage business.



Keith Egan, A.C.M.A CM Business Manager – Franchise

### **SERVICES**



Local and International Property Listings

Tried and

Systems and

Procedures

Tested



Network of International and GCC Buyers



Processes, Systems and Technology



Accredited Training Academy



International Brand Recognition



Marketing Support System



Advice, Support and Mentorship



**Project Sales** and Leasing



Establishment of Sales / Leasing Offices prospective Clients / Administration Systems



Accompanying Tenants on Viewings



Responding to Compliance and Financial Queries

### ASSET CLASS EXPERTISE

- Residential Units (Villas / Apartments / Compounds)
- · Commercial Units (Office / Retail)
- Mixed-Use Developments (Commercial Retail and Residential)
- · Residential Apartments Associated to Hotels
- · Labour Camps / Staff Accommodation
- · Industrial (Warehousing / Logistics / Cold Storage)
- · Retail Malls
- Hospitality
- · Plots / Land



167%

13



# Executive Chairman and Founder / Director - Transactional Services



Elaine is one of today's leading experts in the Emirates Real Estate market. With an unprecedented 38 years of regional experience, Elaine not only understands the market with all its intricacies, she is a thought leader on emerging UAE Real Estate trends. Elaine pioneered office leasing in Dubai, she often lectures and has published extensively throughout the Middle East. In 1985, Elaine founded Asteco Property Management, a multi-disciplinary Real Estate practice, which has grown considerably over the years. Asset Management, Valuation & Consultancy and Transactional Services are the main strength of the business.

Elaine has extensive experience in bringing projects through a feasibility study to market through to handover and set up of Home Owners Association/Property Management. Elaine has been instrumental in the development of New Dubai and plays a significant role in the regulatory framework of the industry. She has sound experience in residential commercial and retail property transactional and property management business.

Elaine was elected as an Eminent Fellow of the Royal Institute of Chartered Surveyors in September 2012, the first eminent member in the region and now actively promotes and participates in RICS matters. Elaine has been instructed to provide an expert opinion in respect of matters relating to Real Estate issues on a number of occasions.

**ELAINE JONES** 

**FRICS** 

## Directors



**Managing Director /**Director - Asset Management

**JOHN STEVENS**MSC, BSC (HONS), MRICS

John is responsible for developing, managing and delivering business strategy, to maximise Shareholder value and return-on-investment. Prior to his appointment as Managing Director, John was responsible for the operations of the Asteco Property Management Department across the region. With the experience of providing strategic property advice to Owners and Occupiers, he has a unique and detailed understanding of the operation, maintenance and planning involved in managing Clients' portfolios with the goal of assisting them to achieve their Real Estate objectives.



**Executive Director** Valuation & Advisory

### **JOHN ALLEN**

BSC, MRICS

John brings a wealth of international property expertise to the company, having worked over the past thirty years in both the property services and Real Estate development sectors in the UK, Australia, Singapore, Hong Kong, Philippines and the GCC. His specific area of expertise is development management, dealing with the master planning and design process and commercial analysis of all Real Estate categories within medium to large scale projects.

# **Associate Directors**



Senior Associate
Director
Head of Valuations



Senior Associate
Director
Owners Association



**Associate Director** Information Technology



**Associate Director** Asset Management



**Associate Director** Valuation & Advisory

### **JAMES JOUGHIN**

BSC (HONS), MRICS

James has over 12 years' experience working in real estate consultancy and corporate property investment through which he has gained extensive knowledge of valuations, development consultancy, disposals and acquisitions. Prior to joining Asteco, he was employed as Head of Valuation – Abu Dhabi for DTZ-International. James has valued a range of properties, including master planned developments, landmark commercial and residential towers, hotels and retail malls located across the UAE, Oman and Saudi Arabia.

### **NICK WHITE**

BA

Nick joined Asteco in 2010; he brings Property Management experience from the UK and wide skill set from Management, Construction and Civil fields. Nick previously managed multiple property portfolios with a focus on block (Jointly Owned) sites. He currently manages our Jointly Owned Property portfolio of Owners Associations which comprises of residential, commercial and retail units.

### AJITH CYRIAC MATHEW

**BSC** 

An Information Technology professional with over 20 years of Information Technology experience having worked in the Middle East since 1997. He setup the IT department for Asteco and was instrumental in implementing the CRM Software. Asteco was the first real estate company in the UAE to implement the CRM Software. He also setup an in-house Software development team who have developed Estateman Property Management software, The Hub (intranet portal), eAccounts / eHRMS software for the Finance and HR departments. Software developed are also being implemented for group companies.

### **ANNE MARIE SHEIN**

BA

Anne Marie has acquired exceptional Real Estate market experience and knowledge during her 15-year career. Previously responsible for the sizeable portfolio of UAE-headquartered Union Properties, she is an expert in the areas of commercial and residential property management as well as leasing, facilities management, client relationships and retail management.

### **JOBBY ZACHARIA**

B. TECH – CIVIL ENGINEERING, PG DIP. SURVEYING

Jobby has over 13 years of Valuation experience in the UAE and has extensive knowledge and understanding of the UAE Property market. Jobby's experience has been primarily in the Freehold market. He has been involved in various projects for major banks and Developers in providing Valuation reports, advice on LTV and pricing structures. During his career Jobby has secured a valuable network of contacts in the Valuation services industry.

# **Associate Directors**



**Associate Director** Head of Transactional Services



**Associate Director** Finance



**Associate Director** Asset Management



**Associate Director** Asset Management



**Associate Director** General Manager -Al Ain

### **KIERAN BURLEY**

GDIP.

With 9 years of commercial Real Estate experience in the Middle East from event management, marketing to sales and leasing consultancy, Kieran's knowledge and competency in the world of property is exceptional. With a Client focused approach to sales and leasing that is second to none, Kieran has placed individual Tenants and multinational companies into some of Dubai's most sought after commercial buildings.

### **MELNORA F. BURAYAG**

**BCOM** 

An expert finance professional with over nine years' experience handling all the fiscal aspects of Asteco, Melnora is responsible for the review and evaluation of financial accounting systems, management reporting, review of accounting and collection procedures, operating systems, preparation of budgets and other financial control functions.

### **MORGAN DALTON**

PG DIP, NZPI

Reporting to the Managing Director/
Director-Asset Services, Morgan
is a senior member of the Asset
Management team with a mandate
to provide direction and assistance to
the property management team, and
ensuring a quality-led service for the
company's large Client list representing
all asset classes from single unit
properties to multi-storey towers.
Morgan also oversees policy and process
revision and implementation to ensure
world class service standards and Real
Estate service delivery.

### **MYRNA YOUNES**

**BA BUSINESS DEGREE** 

Since 2007, Myrna has been working in the field of Real Estate management in Abu Dhabi. Initially joining the Asteco Abu Dhabi Property Management Team, she was quickly seconded to be part of the core team conducting the proof of concept on the ADCP/Khalifa Committee instruction. As part of the Asteco ADCP Team, her Customer service experience was further developed as well as managing a number of prestigious properties in Abu Dubai and handling both the government and leasing teams whilst acting as Branch Manager reliever.

### **TAMER CHAABAN**

BE

Tamer Chaaban is responsible for the smooth running of the Al Ain branch and for the overall operations of Property Management, Leasing, Financial and Administration.

Tamer has previously managed the operations for financial matters and settlements of cases including bad debts and settlement of accounts. He also monitors, controls and oversees the sales and purchase of properties for the Branch.

# HODs and Employee of the year



Head of Building Consultancy



**Business Manager -** Franchise



Branch Manager -Sharjah and Northern Emirates



Asteco Employee of the Year 2019

### **DOUGLAS MACLACHLAN**

BSC (HONS), PGDIP, MRICS

Douglas has over 11 years of international project and building consultancy experience. Since 2014, Douglas has carried out over 600+ property inspections across the UAE and GCC, including AED30+ billion of Insurance Valuations and Building Surveying services on projects valued up to AED1 billion. He has also conducted a multitude of portfolio sized Reserve Fund Studies, RERA Building Completion Audits and Technical Due Diligence Surveys for master communities and Owners Associations.

### **KEITH EGAN**

**BUSINESS MANAGER - FRANCHISE** 

Keith has over 15 years' experience in the International Franchise Real Estate sector, working with the two biggest Property Franchises in the United Kingdom, as well as companies in the UAE and Europe. Keith is responsible for providing direct Operational Business Consulting, Marketing Support Services to Asteco Franchisees and continually guiding Franchise partners and their staff to uphold the company's philosophy and operating standards. Prior to his appointment at Asteco, Keith worked for Martin and Co. PLC, the largest Property Franchise in the UK with 272 offices. providing all levels of support to them and increasing their growth by double their previous year's growth. Keith was instrumental in rolling out Estate Agency to Martin and Co. Franchisees. Also, whilst in the UK, Keith himself was a Franchisee for the UK's second largest Property Franchise. In the first year of trading he broke many records for a new start operation and quickly became established as one of the top 5 performing Franchisees in the group.

### **GHATFAN AZZAM**

**BECO** 

Ghatfan has developed a strong Customer service ethic with Tenants, Customers and individuals. He thrives in a challenging environment and continually looks for new areas to enhance skills and knowledge in order to provide a more comprehensive service for his Customers. Having worked hard to build trusted, long term relationships with Asteco Clients, Ghatfan has been able to take on and manage growing portfolios for existing Clients and their referrals.

### **MOHANAN MANIKKAN**

Winner of the Q4 "Employee of the Quarter" award, Mohan was presented with the prestigious "Employee of the Year" title in December 2019.

Mohan, as he likes to be known, was born in Kerala, India and has been with Asteco for 23 years. He initially joined Asteco as part of the Service team based at the Gold Plaza Hotel in Deira and went on to take over the Reception duties.

Since 2004 Mohan has been a member of our Logistics team and on a daily basis, undertakes various tasks including document delivery/collections and banking transactions for the Company.

Outside of work, Mohan is a keen cricketer and key member of the Asteco cricket team.

Mohan is a very valuable and trusted member of the team and we congratulate him on this well-deserved award from his peers.

# ASTECO VIDEOS

### **ASTECO CORPORATE VIDEO**



asteco.com/links/corporate

### **CITYSCAPE GLOBAL 2017**



asteco.com/links/cityscape2017

### **CITYSCAPE GLOBAL 2015**



asteco.com/links/cityscape2015

### **CITYSCAPE ABU DHABI 2017**

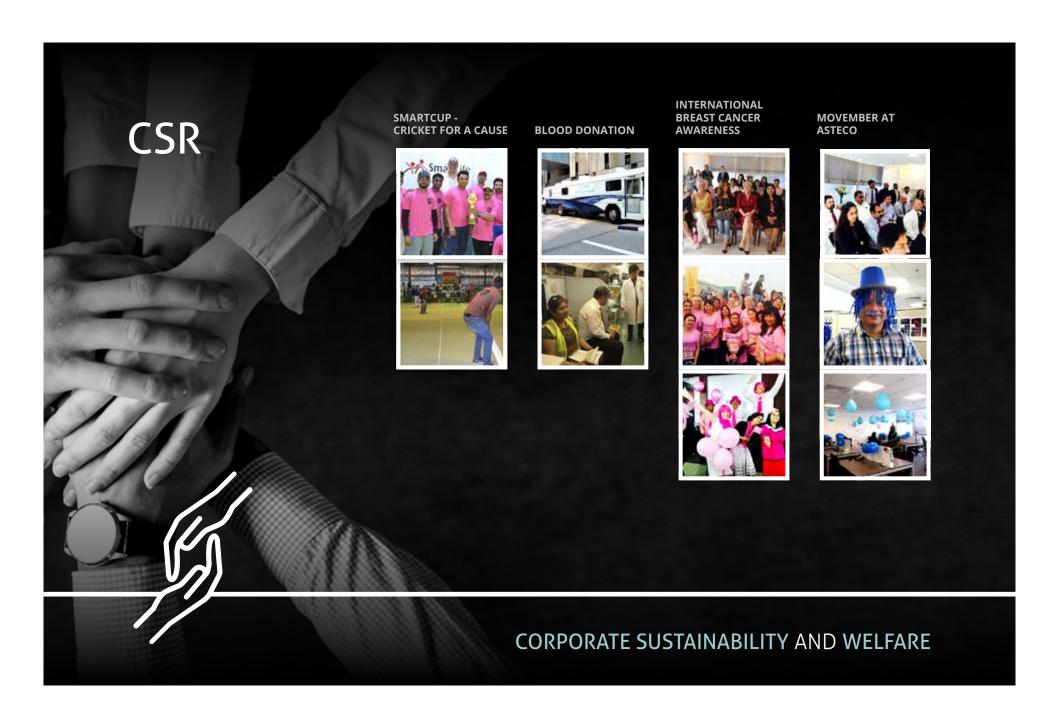


asteco.com/links/cityscapeauh2017

**35+ YEARS OF LEGACY** 









BESPOKE MARKETING SERVICES



