

Corporate Profile



Accelerating Success.

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Island Falcon Group

Island Falcon Property Management was established in 2008 as a part of the Island Falcon Group with its head office located in Khalidiya, Abu Dhabi, UAE. **Island Falcon Property Management** is a leader in UAE real estate services, defined by our spirit of enterprise. Through a culture of service excellence and a shared sense of initiative **Island Falcon Property Management** integrates the resources local real estate specialists. This is done to accelerate the success of our partners, clients, professional and communities.

The foundation of our service is the strength and depth of our direct specialists. Island Falcon clients depend on our ability to draw on years of direct local market experience in the market. Our professionals know their communities and the industry inside and out. Whether they are a local firm or organization, Island Falcon provides creative solutions for all real estate needs.

Founded in 2008 in Abu Dhabi, UAE, **Island Falcon Property Management** is currently one of the best commercial, retail, and residential real estate service companies in the UAE. **Island Falcon Property Management** has been providing a wide range of real estate management and brokerage services throughout the Emirates for over 12 years. With over 12 years' experience working in the property management, leasing and consultancy fields, our staff have an

in-depth knowledge of the UAE market. They have developed strong relationships that bind the success of any project.

Why Island Falcon

- HONESTY
- TRANSPARENCY
- INTEGRITY
- PROFESSIONALISM
- DEDICATION
- COMMITMENT
- BEST SERVICE
- RELIABILITY
- TRUSTWORTHY
- CONSISTENCY
- EXPERIENCE

Vision and Mission

- *To be leaders in our activities, innovative in our strategy, proactive in our management, and transparent in our dealing with clients.*
- *To be the company of choice for supplying the best service in the industry, as well as providing the highest service standards to our clients and continuous community support.*



What was established in 2008 as a humble real estate company has worked its way up among the pioneers of the industry today. Be it waterfront properties, luxury properties, vacation homes, studio apartments, villas, mortgage, financial advice, maintenance, and property management. **IFRE** will support you. You connect with convenience when you connect with **IFRE**.

> About Us

Driven by the dedication for innovation, excellence, and integrity. **IFRE** is led by its brand positioning, which emphasizes customer satisfaction, quality, and excellence. **IFRE** provides comprehensive real estate solutions. Both our clients and our personnel are crucial to our success. We're committed to finding, nurturing, and advancing a multicultural team of agents and other experts. We believe that diverse viewpoints promote innovative thinking and our entrepreneurial culture resulting in great outcomes for our company and all its stakeholders, partners, clients, investors, and workers.

As society evolves today, we look towards the future to give our vision a deeper perspective: to build shared values for all our clients and the communities we serve to have a positive impact. We firmly believe in utilizing the power of business and innovation for mutual benefits.

> Services

- Property
- Management
- Mortgage Services
- Holiday Homes
- Property Valuation
- Snagging
- Luxury Properties
- Furnishing Services

Consisting of a dedicated and experienced real estate team, Island Falcon Group thrives on a client-centric culture and has since become a trusted real estate company and a leading voice in the region. With a group of accomplished professionals, and +10 years of selling experience, we are ready to help those looking to rent and lease residential and commercial properties in the UAE. It's what we do best.

IFRE offers far-reaching property management solutions and complete range of real estate services. Our extensive portfolio consists of numerous options for properties all over the UAE. We hold a reputation for experienced and skilled team that can help you find the finest property in the UAE. Moreover, our solutions are for the property owners and investors both. Our diverse team consists of financial consultants. Additionally, we offer mortgage services and are in partnership with various banks in the UAE.





ISLAND FALCON
PROPERTY MANAGEMENT

***Island Falcon Group** is one of the leading property management companies in the UAE with an extensive range of properties under management since 2008. We strive to deliver unsurpassed services focused on innovation and building solid partnerships with our customers based on trust and mutual respect.*

› Who We Are

Our vision at Island Falcon is to be a leading property management company across the UAE, providing all-encompassing solutions to our clients and partners. The satisfaction of our clients is the cornerstone of our success. Therefore, we strive to make management services as cost-effective as possible according to the industry's highest standards.

At Island Falcon, we aim to extend superior customer service and support for landlords and tenants, building long-standing relationships based on trust upheld by our industry expertise.



PROPERTY MANAGEMENT

In any property or project, the property and facility managers have a key responsibility to arrange and manage the relevant facility management and all service providers. This ensures the correct levels of service are being provided for a fair fee. Any development is only as good as how its managed.

Properties and facility managers should work closely with the property owners and tenants for the benefits of all customers and stakeholders. Balancing integrity and track records for safety and legal compliances must also be achieved. Typically, the management service provider will include the following:

1. Financial Property Accounting
2. Records and IT
3. Product and Policies Manuals
4. Managing Tenants Obligation and Applications
5. Management of Sub-Contractors and other Supervisory Services.

In this regard, *IFPM* will develop for each property or property owner a range of standards and indicators. These will cover the service categories of properties management that incorporate both industries, best practice, and service excellence. Customer service is a key priority that is embedded in the standards we uphold. Preparing each property to maintain it to the highest standards will be our priority. Customer experience starts with management.

Property should be viewed as long terms income generating asset which should be managed and maintained in the efficient and cost-effective manner to ensure optimum preference, and value to the owner. Typically, the management service provided will include the following:

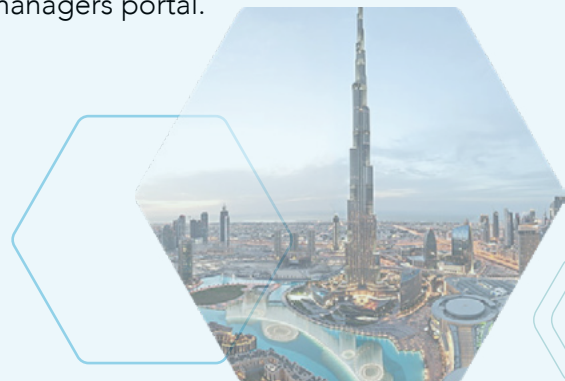


A.FINANCIAL PROPERTY ACCOUNTING:

- Preparation of comprehensive annual operating budgets for the property for approval by the owners. This will include revenue and expenditure projections, capital expenditure projections, revenue targets, operating expenses, profit and loss statement, sub-contractor charges etc.
- Calculate, issue rental demands and collections of rents, service charges, insurance premium, appropriate, and any other payments due from the tenants.
- Prepare and submit to the landlord monthly property reports which will include details on all income received and expended on his behalf and budget comparisons.
- Open and maintain an escrow building bank account if required into which all property income would be deposited and from which all expenditure would be paid.
- Surplus funds would be transferred to the landlord and instructed.

B.RECORD & IT

- Maintain accurate property records and documents to include a record system for lease start and termination dates, lease renewals, rent review due, break clauses, and insurance renewals. Advise the client in advance of these dates, so that **IFPM** can take appropriate action on behalf of client.
- Implementation of property management system and IT in line with the requirements of the project on budget as may have been pre-approved by client. Cost of purchasing and installation of dedication IT system for the project is excluded from any fees.
- **IFPM** currently runs Property Manager software across our management portfolio. As such, implementation of this system can be of immediate benefit thanks to our experienced and trained operators. One of the benefits of **IFPM** using this software is that it can be accessed remotely by the clients and approved through a dedication owners/ asset managers portal.



IFPM Services

C. PROCEDURE & POLICIES MANUALS

- Develop and implement standard operating procedures and guidelines in relation to the subject property in accordance with the directives of the property owner. This can include:
 - Staffing structures and relationship charts, including job description and working parameters.
 - Reporting procedures and structures.
 - Office procedures and policies manuals.
 - Management regular.
 - Accounting policies and producers.
 - Recommendations on suitable management IT system.
 - Staff training requirements.

D. MANAGING TENANTS OBLIGATIONS & APPLICATIONS

- Consider and take actions on with the approval of the owner applications by tenants for consent to assign sub-let, under-let change the use, or otherwise vary the terms of the lease and to alert and improve the property.
- Property and complete exchange of letters on behalf of landlord authorizing for example minor alteration to the property.
- Enforce tenants and sub-tenant's legal obligations and covenants including obtaining legal remedies in cooperation with client authoress if necessary.

- Conduct all actions necessary to ensure the building operates smoothly, efficiently, and without the need for the owner to be continuously involved in dealing with time consuming day to day issues.

E. MANAGING OF SUB-CONTRACTORS & OTHER SUPERVISOR SERVICES

- Administrate and supervise all services and maintenance contracts on behalf of the owner. *IFPM*, in cooperation with the landlord, will tender all maintenance requirements to experienced sub-contractors agreement which will protect the landlord's interest.
- Prepare service charges statement where appropriate with the landlord accounts where the service charges costs are to be audited.
- Administer building insurance policies and supervise the submission of insurance claims on behalf of the owner where requested.
- Provide general supervision of the property, including regular inspection and advice on any action to be taken and the arrangement and supervision of minor repair, improvements, and alterations.
- Consider improvements that need to be carried out to the property in the pursuit of good estate management and make appropriate recommendations to the landlord.
- Prepare periodic financial and management reports to include management comment and building performance analysis.



> IFPM Services

- Coordinate advertising and promotional activities.
- Our aim is to ensure that the landlord real estate investment maintains its competitive presence in its market and the broader market. This is achieved by providing the owner with a responsive and pro-active management service that focuses on maximizing rental returns, maintaining high occupancy levels, and ensuring value for money from the building services.

GENERAL MAINTENANCE

- We maintain your property with %100 efficiency and effectiveness.
- We provide the utmost satisfaction for our clients which involves the processes, systems and manpower required to manage the life cycle of all acquired property. This includes accountability and responsibility, maintenance, utilization, and disposition.
- We provide a range of services, including building maintenance, interior and exterior fit outworks, facilities management for commercial properties such as offices, banks, and restaurants as well as residential properties, including villas, flats etc.
- We provide customers a complete experience that is simplified, trustworthy, professional. Our friendly team are here to assist, either with commercial or residential projects.

REAL ESTATE BROKERAGE

- We negotiate and arrange real estate transactions.
- We help buyers locate all properties in their desired area which meet their price range and criteria.



RESIDENTIAL AND COMMERCIAL SALES

- We have been handling residential and commercial sales for a decade.
 - We aim to ensure client investments maintain their competitive presence in the market.
- We create an extraordinary marketing to help clients sell their properties.
- We obtain required information that could increase the marketability of properties.

RESIDENTIAL AND COMMERCIAL LEASING

- Our goal and objective are to save you time and money while decreasing the stress of your rental property.
 - We arrange viewings of your rental property with prospective tenants and promptly respond to any inquiries.
- With our in-depth knowledge of the real estate business, we strive to provide the best services to our clients and partners.



WELHOME

VACATION HOME RENTAL

*Supported by the **Island Falcon Group** and with 15 years of extensive industry experience under our belt, and fully licensed by the DTCM, Welhome are proud to say we are experts. Experts in managing short term vacation rentals and holiday homes in the UAE.*

› About Us

Established in 2008, our owners Island Falcon Group, bring 15 years of experience to the table. We stand for transparency, quality & exceptional service.

Our Real Estate Brokerage company specializes in Buying, Selling, Leasing & Management Services. The Company grew alongside the city and now boasts a Management Portfolio of over 3000 properties including Sales, Long-term, Short Rentals & Vacation Homes. Welhome is fully licensed by the (DTCM).

Welhome offers easy-to access solutions for property owners seeking to rent out their homes as vacation rentals. We promise a seamless and smooth rental process.

You can count on us to meet all your needs. We take pride in assisting a diverse clientele in owning and renting residential and commercial properties across the UAE. Our team is highly experienced in all aspects of real estate transactions, from the design stage to completion and beyond.



Welhome Services

Photography and Styling

At Welhome, we will support you in attracting the best guests possible for your property. We offer homeowners the chance to get their home staged and pictures beautifully. Your home will be flawlessly styled and photographed by our exquisite team to ensure that it stands out on all the platforms. Additionally, we offer crisp, hotel-grade linen and towels to ensure 5 star ratings.

Profile

Our in-house expert writers will curate a bespoke profile for your house, detailing all the amenities and unique perks to make it the most appealing to guests. We will offer your house on several homestay websites, frequently adjusting the pricing to maximise occupancy and income.

Guest Management

We understand, there is no place like your home, especially yours. Therefore, prior to and during guest's arrival, we will always conduct careful screenings and checks. We will also be liaising with the Dubai government who receive all passports and IDs that are scanned and uploaded.

We will also conduct and oversee the checking-in and out for guests, facilitate guest communication before and during their stay, and provide welcome packs and hotel amenities. Ensuring effortless and smooth stays for your guests.

Cleanliness and Maintenance

Our team will take care of it all! We offer a first-rate cleaning service in between guest stays. Additionally, any unforeseen maintenance concerns will be accounted for by us, providing speedy solutions so that your home maintains its pristine condition.

Property Management

We will manage your home on your behalf. You will have direct access to the calendar and complete transparency regarding when and who is staying at your house.





Mortgage and Finance- The Key

Island Falcon is neither a bank nor a mortgage broker! We are a Consultancy company with activities focusing on mortgages and property transaction consultation.

We secure our clients the best mortgage products in the market and provide expert property transaction consultation from start to finish.

A bank will only offer their own mortgage products, whereas Island Falcon can provide the right mortgage solution from hundreds of options available in the market, with many exclusive offers.



About Us

Our team have years of experience in the banking and finance industry. We are committed to providing independent mortgage consultancy to our clients with best mortgage options which fit their needs. Mortgage Advice. Complete information and selection of financial institutions. Comparison of interest rates. Cost and time saving options. Transparent mortgage process and more.



When buying or refinancing a property in the UAE, we help you save money and reduce risk by securing the "best of breed" products and by providing expert property transaction services. Island Falcon has a unique mortgage and home buying consultancy proposition, which is unrivalled in the UAE. So, if you require the best financial and property transaction advice, look no further, you have the right partner in Island Falcon.

Our Services

- Financing for both residential and commercial properties.
- Valuing the planned real estate and/or mortgages
- Examining various funding solutions and their financial efficiency.





Our Team

Our CEO and management team have over 25 years of experience in Property Management, Real Estate Market and Financial planning and Mortgage Finance.

We aim to consistently provide the best services to earn the lifetime loyalty of our clients.

Our Team of experienced Management, Leasing and Development Staff of 40 are ready to further assists and engage to meet your Project Milestones.



Sister Companies



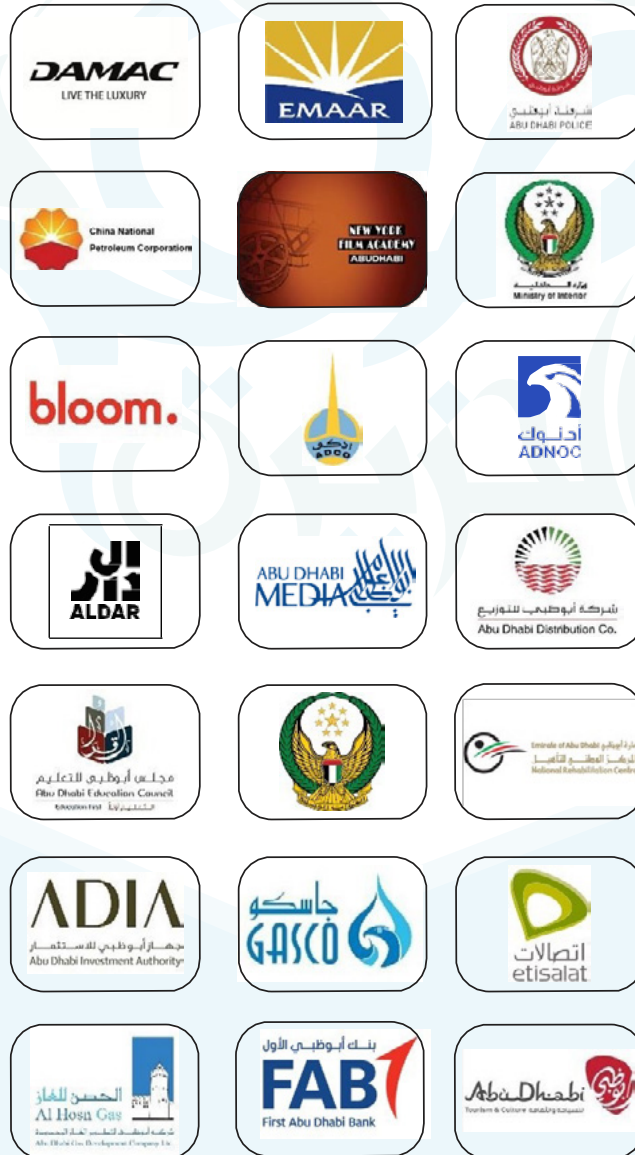


Our Key Clients

Island Falcon

believe in transparent and long-term relationships which have led us to be an accredited Property Management Company with **First Abu Dhabi Bank**.

IFPM collaborates closely with all the major banks and developers in the UAE. Mentioned below are a few of our key clients:



Thank You



Accelerating Success.

