

# ERES a. s.

## **The seat of the company:**

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## Administration of Residential and Non-Residential Buildings and Apartments Offer

### **Corporate Background**

ERES a. s. company was established in year 1997 as a corporation concerned in a business with operating and administering heat-producing technical facilities. ERES a. s. company deals with administration of apartment buildings, non-residential buildings, industrial buildings, shopping and entertainment centers, garages, and multifunctional buildings. ERES a. s. performs also specialized controls and official revision reports of certain technical equipment, repairs and services of electricity installations, water, sewage, and gas pipelines as well as complete service of heating systems and related metalwork. As a non-separable part of business our company offers a professional advice in energetic, investment, building administration, residential and housing administration, and heating systems management.

ERES a. s. company offers multifunctional services in the residual field for wide public, apartment houses and industrial buildings owners, self-administering apartment houses communities, owners of industrial buildings, municipal and local offices, shopping and business centers, and also medical centers. We are one of the major market players in respective field with the main seat in Trenčín and a branch in Bratislava.

ERES a. s. currently administers more than 5 000 apartment and non-residential objects in Trenčín region. Our company secures over 80 heat-producing technical facilities. ERES a. s. supervise apartment houses in Trenčianska Turná, Trenčianske Stankovce, Soblahov, Skalka nad Váhom, Modrová, Beckov, Kočovce, Nové Mesto nad Váhom, Dubnica nad Váhom – we manage more than 120 communal self-administering residential communities in the Trenčín region. Therefore, ERES a. s. can offer its large experience, knowledge, and professionalism gained over the years in areas of house and industrial buildings administration, technical

heating systems equipment, real estate efficiency and insulation investments, heating and building commerce and administration.

### **RANGE OF SERVICES**

#### **Economic and business area:**

- administration of apartment houses, industrial, business, and other non-residential buildings and objects
- accrual accounting performance and management of direct costs for particular buildings, houses, and apartments
- accrual accounting performance and allocating individual costs of owners and tenants
- keeping register of payments and advanced payments evidence
- final financial statement reports and division of payments for all utilities (including heat, hot water, sewage, waste, electricity, communal expenses, specialized official revisions, rent, administration)
- accounting and final statement reports from the heat recorded on thermo meters
- analytical accounting with separate book keeping of individual buildings or sites
- Final Tax Report performance for each individual site, building, house, or object
- accounting, controlling, and payments transferring for individual houses or tenants
- administration and keeping of separate analytical account
- invoices and payments monitoring and controlling
- reminding due payments and obligations including demanded overdue payment claims
- informing and dealing with tenants and owners via delegated rights and powers
- preparations of background data for budgets, advanced calculations for utility, service, and administration costs

Your company, house, building, or community of owners will be provided with a contact person from our company that will take closer care of your concerns. The administration costs include all the services that you may need. The Final Annual Report is also included in the administration costs except for final accountancy of the heat thermo meters (the detail list can be found in the attachment of this offer). You will receive a detailed analytical report of incomes and expenditures related to each building, houses, and objects; moreover, we will attach the current list of energy spends together with current energy price list, list of overdue payments, the names or titles of the owing individuals.

#### **Energy area**

- controlling and management of energy consumption and costs in buildings and houses
- water, electricity, and gas meter reading and administration
- heating system meter reading and supervision
- calculations and monitoring of heating market price
- energy advisory management
- communication with energy suppliers, arrangements of supplier relations and contract proposals
- energy advice and conception planning individually for each building and area
- administration of economic energy analysis for individual building

Your building or house will be provided with an energy proficient specialist that will manage necessary documentation, control your suppliers' agreements fulfillment and administer complete communication, lead the agenda concerning consumption measurement. The specialist would prepare calculations – suggestions for cutting energy costs and financial savings. Moreover, he would adjust the agreements of heat and hot water supply accordingly; therefore, the ordered amounts for individual buildings and areas would become more precise and advantageous. In case the customer had his own heat producing unit, the energy specialist would calculate orders of gas supplies in optimal amounts. Consequently, our company can recalculate the energy distribution to separate buildings, house units, apartments, or industrial building departments and areas in transparent overview according to individual consumption. The advisory management in energy and finance savings, technical solutions, and real estate capital revaluation area is surely a non-separable part of services that we provide to our customers.

#### Technological area (including emergency service and dispatching)

- technological consulting in building revaluation – repairs, services, and investments
- technological and energetic management and conception planning for buildings
- technological investment consultancy
- management of complete maintenance, services and repairs (gasoline, electricity installations, water and sewage, heat systems with related metalwork, heating units maintenance, after work remodeling and refurbishment, painting, carpentry...)
- guidance of supplier contracts regarding technological solutions in services and investments
- building and real estate investment assistance regarding heat systems installations, house insulation, and utilizations of alternative energy sources
- heating systems and related building revaluation consultancy management
- operative emergency dispatching and service in heating systems and pipelines, it's maintenance, service, and repair
- realization of complete repairs and services of heat technology facilities, regulations and optimal efficiency system solutions for heat and hot water systems
- management of buildings and objects investment projects to their final realization
- securing fire safety and protection
- we provide building and area disinfection and deratization
- realization of specialized official technical revisions – pressure, gas, electricity, lightning conductors, fire extinguishers...
- review of budget capital suggestions aimed for revaluation buildings and areas

We will provide you with a building administration specialist – caretaker that will perform regular physical building check regarding technological networks every week, or immediately in case of an emergency need after notification of either phone, mail, e-mail notification or on a basis of regular order. In case of an advisory assistance our company is ready to help you with project planning, provide specialist suggestions, carry-out projects or agreements. Dispatching including emergency service is available 24 hours a day.

#### Operational area

- operation of heating units with internal specialists and dispatch control of actions

- monitoring and control of water meters, electricity records etc.
- building and objects cleaning and maintenance
- secure an insurance service with advantageous conditions
- concluding contracts with energy source suppliers and network providers including control of fulfillment
- measurements and meter readings administration and book keeping
- communication and dealing with tenants and owners or their representatives
- emergency 24-hour service

Our company uses the top quality software IFOSOFT that enables us to clearly see the payments evidence, records of energy due payments division, utility meter records, final consumption statements, analytical building register with individual tenant index, payment claims, excess payments, individual utility consumption, and utility bank account statements of each administered subject. Our company can perform everything you need in this field clearly, transparently, and thoroughly for your understanding and convenience.

### Law and legal area

All the actions related to extortions of due payments as well as urgent appeals, attempts at conciliation, appeals for payment orders would be after the agreement with owners included into the administration payment except those that would directly relate to the possible court sessions. We can also manage controlling of your contracts fulfillment with utilities, repairs, and revisions suppliers.

In case there is a need to conclude a representative for communal building administrator we can recommend you the best solution and consequently resolve the situation for you. In case of your interest you can contact us and we will be glad to have an appointment with you in which you present us your priorities and we will plan the solution for you accordingly.

### Special Offer

We offer all kinds of service repairs on gasoline, water pipeline, electricity installations, and heating systems in your buildings, objects, and apartment houses. We offer immediate solutions and projects for emergency happenings in your building or house – gasoline, water pipeline, or electricity installments with 24-hour supervision. We offer installations and fittings of heat meters for efficiency of heat consumption in individual housing units, industrial buildings, or rented apartments.

### Prices

All prices and performance actions are discussed in advance with building owners, apartment house community foremen or their representatives.

We will consult the prices for our administration and building management individually with each partner and will negotiate the amount to mutual acceptance.

(the price list is an enclosed attachment to this offer and is negotiable in each area of individual administration and services).

Price List

(the prices in the list are excluding VAT).

The price for one housing unit (apartment) per month is Eur 4, 81.

**Activities that are included in the price for administration:**

Opening and keeping an individual bank account for each administered unit	YES
Bookkeeping and accrual accounting for each unit	YES
Payment evidence, costs and payments to the utility suppliers controlling	YES
Monthly advanced payment records and register performance	YES
Payments, use, and evidence of maintenance fund	YES
Payments, use, and evidence of service payment fund	YES
Final annual statement of expenditures for individual purpose related to the use of housing units, non-residual buildings, and garages	1 x a year
Review completion of creating and using of the maintenance fund by the owner or representative of the owners	1 x quarterly
Completion of a project concept for gaining extra financial sources (e. g. advertisement...)	upon request
Securing of utility supplies and conducting contracts with their providers	YES
Preparation, evidence, and registering of current contract fulfillment related to the use of apartments, building properties, and garages	YES
Conducting of new agreements	YES
Preparation of documents for extortion of long-term due payments	YES
Representing the owners in dealing with official authorities and state offices (excluding court sessions)	YES
Organization of business tenders for investment activities and planned repairs	YES
Administration and service over the regular conditions	YES

Securing the building insurance with advantageous conditions	YES
Carry-out a conceptual project for revitalization of the apartment fund	YES
Controlling the buildings and objects including possible defective parts, consultancy directly at the customer premises	4 x a month
Personal meeting with owners of residual and non-residual buildings	if necessary (usually 2 x a year)
Presenting the final statement of the building's communal parts and it's communal facilities (till May 31 <sup>st</sup> of the next year)	YES
Organizing of business tenders for investment activities, planned repairs and maintenance over the agreed limit for service	YES
Sending monthly reports presenting utilization of maintenance fund and unpaid contributions	Eur 0,30/unit
Project documentation copies	YES
Unlimited personal meetings with the building and object owners	YES
Securing 24-hour information service at the customer building	individual
Arrange 24-hour security service at the customer building	individual
Exterior care with gardening service	individual
Winter maintenance	individual
Confirmation about the age of the building	Eur 2, -
Confirmation about clearing the debts and obligations	Eur 0, 50 –
Confirmation for the state social support	YES
Other confirmations	YES
Creation of rental contract of communal or commercial areas and objects	Eur 5,-
Annual Tax Statement for each owner or representative of communal owners of apartment houses	Eur 13,-
Performance and completion of social insurance reports, health insurance and tax office reports	YES

## **ERES a. s. References**

We administer apartment houses, buildings, non-residential objects, and garages

- administration and housing management for more than 4000 residential and non-residential building units in Trenčín, Nové Mesto nad Váhom, Dubnica nad Váhom, Trenčianska Turná, Trenčianske Stankovce, Beckov, Soblahov, Skalka nad Váhom, Kočovce, Modrová, Hôrka nad Váhom, Hrádok...
- administration of more than 120 communities of housing and non-residential building owners
- establishment of communities of housing and non-residential building owners
- management for multifunctional buildings and health care centers
- advisory assistance for housing and non-residual buildings management
- performance of final accounting statements for OZC Južanka for over 2 years
- accounting and book keeping – common and accrual plus final tax and financial statements for community of houses and non-residential building owners
- coordination and communication with state official organizations and their controls done by Tax Office, Social Insurance Office, healthcare insurance companies, Slovak Energy Inspection, National Control Office...
- complete administration and housing management for residential building owners in Bratislava and surrounding area

### **Administration and operation of heat-technical systems (heat producing units)**

- administration and operation of more than 80 heat producing units in Trenčín and surrounding area since 1997
- administration and operation of complete heat systems owned by City Trenčín since 2005
- administration and operation of complete heat systems owned by Trenčianska Turná since 2006
- administration and operation of heat systems owned by communities of apartment house owners
- centralized dispatching controlling and managing heat systems that are contracted with our company, providing non-stop supervision and emergency service in case of malfunctioning, failure, or a complete breakdown on the heat-technical systems under ERES a. s. supervision. Our dispatch center operates all these heat systems through computerized monitoring system that records all working factors and activities that are significant in regular and secure operation of complete heat systems and their units, airconditions and ventilations, and necessary chemical substances for that process (e. g. chlorine or sodium solution). ERES dispatch center has a non-stop operation duty and very prompt and professional emergency service that has been functioning since 2005.
- in years 1998 to 2001 ERES a. s. was operating the large heat system in Bošany.

## **Realization and construction of heat-technical systems**

- heat producing units Bošany: 5 heat units (built in 2 apartment buildings, elementary school, cultural center, and health care center) in years 1997 – 1998
- heat producing units in Trenčín: (elementary school Kubranská, elementary school Stromová, primary school Východná, primary school Novomeského, ice-hockey stadium) in years 2005 – 2009
- heat producing unit for community of house owners, K výstavisku 530, year 2009
- repairs and services on contracted property – heat-technical systems taken care by ERES a. s.
- realization of complete heating and hot water systems and equipment, apartment building in M. Bela street, Trenčín in year 2009

## **Realization of measurements and heat regulations achieving energy efficiency**

- unified system managing heat sources efficiently done for the city Trenčín in year 2003
- replacement of gas generated heat system during cement burning at CEMMAC company in 2003
- expansion of dispatch centers for TEBYS company in year 2004
- supply and installation of measurement and heat efficiency for OZC MAX Trenčín in 2004
- performance of project documentation and coordination of project works
- realization of SW for Mar LOTN company in year 2006 (Aircraft service company)
- general service for Trellis company since 2005
- heat system efficiency transformation for community of apartment owners, Beckovska street, Trenčín in year 2007
- heat system efficiency transformation for community of apartment owners, M. Bela street, Trenčín in year 2008

## **Service of gas heater-rings**

- service of the gas heater-rings has been performed by our company ERES a. s. since 2005, every year we perform about 180 service operations at gas heaters
- service of the gas heater-rings is performed also at the complete heat systems controlled by ERES company
- service and maintenance of household gas heaters

## **Installment of heat measure devices from the company Metra Šumperk**

- ERES a. s. is representative of the company Metra Šumperk – major supplier of heat measure devices for central heating equipment. ERES a. s. secures the installments, change, and records it to the electronic program. Our company also administers registering of these devices that can be also done in remote technology. ERES a. s. provides performance of final counter statements on the thermo meters.

## **Advisory management in administration area regarding houses, buildings, communities of house owners, and administering complete heat systems**

- ERES a. s. in its operation secures advisory service in area regarding houses, buildings, and commercial multifunctional objects including communities of house owners. In this specialized field ERES a. s. company takes complete care, service, and consultancy in energy, administration, and technical evaluation or re-investment. ERES a. s. every year cooperates with more than one hundred corporate entities that use our complete in the field of administration and representative actions for their buildings, apartment houses, objects, multifunctional buildings and business centers. ERES a. s. and its team has been over 18 years in this area and is very well experienced.
- ERES a. s. assures in its operation that complete advisory in the field of heat systems, especially heat-technical equipment (heat producing units), ventilations, air conditioning, chlorine solution technology, and utilization of alternative energy sources. This opportunity has been already used by many our clients as city offices in Trenčín, Trenčianska Turná, Soblahov, Modrová, Skalka nad Váhom and certain communities of house and apartment owners...

## **Service, repairs, emergency service**

ERES a. s. in its main functions secures the emergency service mostly in these areas:

- heating systems
- water and sewage pipeline
- gasoline connection
- electricity installment
- measurement and energy efficiency
- related metalwork
- related carpentry
- related refurbishment and painting
- service of gas heaters
- in sub-supply contracts: elevators and lifts service

ERES a. s. can cover complete service in case of an emergency for households, apartment houses, multifunctional buildings, objects, public or state offices, communities of house owners etc...

## **Specialized inspections – revisions:**

ERES a. s. provides next actions in the specialized inspections – revisions area:

- revisions on electricity installments
- revisions on lightning conductors
- pressure inspections
- revisions of chimneys and smoke ventilations
- revisions on gasoline
- revisions of fire extinguishers and fire protective devices

- revisions and service of household heat producers
- in sub-supply revisions of elevators and lifts

### **Other operational services:**

ERES a. s. provides also additional services such as:

- cleaning and maintenance service for houses, communities of house and apartment owners, multifunctional buildings, industrial buildings and objects
- security service in sub-supply
- administration of sport, health care, or business centers
- in sub-supply we offer high-demand clients following service: dry cleaning and ironing services, household cleaning, security service, taxi and airport service, flight reservations, and much more for your complete convenience...

### **Internal values and policies of ERES a. s.**

- customer satisfaction is our priority
- quality matters first and it is the fundamental measurement according to which our employees are managed and motivated in all positions
- we provide quality services in all areas for house and building owners for over 18 years, in which we guarantee high quality standards in complete administration and representative services
- we also provide quality service in operation and assistance with complete heating systems
- our goal is to improve our services in area of housing problematic, for communities of house and apartment owners, in energy and heating system field and related customer advisory management
- each employee of our company represents the company culture and through his actions presents our high corporate values, improve the company reputation, and firm good relations between our company and customers
- our company is insured for cases it would face liability towards it's clients
- our objective is to be the exact advisor for contractual partnership offering reliability, certainty, and secure approach
- we protect and save your finance and do everything to reach your satisfaction
- our company supports sport clubs, civil organizations, and non-governmental organizations as well as foundations and keep a positive public perception thanks to it's social responsibility program.