

## **Albertov Rental Apartments – offered services overview**

Below-mentioned services are included in rent as a lump sum.

### Property management

Above all ARA's technical staff provides these services for tenants:

- repairs of all electrical appliances, waste, power failures, water and heating, internet, TV and satellite TV connection
- Prompt intervention in case of silent hours disturbance. The company has 100% ownership of the ARA complex so it can control and ensure the compliance of house rules inside its area.
- 24/7 emergency service in case of accidents or urgent failures
- complete reparation and maintenance of buildings, including the total area of ARA and its surroundings, garages and parking lots
- reading of meters and settlement of services

### Cleaning of common areas

Cleaning of indoor common areas such as corridors, elevators, and stairs as well as outdoor common areas that include roads and paths in and surrounding the area of ARA. The whole area of ARA and front gardens provides vegetation and lawn upkeep, snow removal, etc. All services are provided by ARA's staff.

### Reception and security system

Reception provides these services on work days during the office's open hours:

- cash and cashless payments
- fault reporting, claims, and reparation requests.
- Receiving of registered mails for our clients. After receiving a formal notice the client can collect his mail at reception and he does not have to go to the post office
- 24/7 security system spanning the entire area
- answering questions, approving complaints, fulfilling maintenance requests
- provides keys, electronic cards and garage remote controls to ARA's tenants

### Waste

Household waste collection is provided by a waste collection service at least once a week depending on sort of waste.

### Elevator and elevator checks

Obligatory checks and inspections of ARA complex are provided by specialized external companies. They provide frequent elevator checks, inspections of fire safety and firefighting apparatuses, regular checks of TV and satellite receivers, and inspections of entrance doors, entrance gates and roller shutters etc.

### Internet connection

Speed of internet connection is 60Mb.

### Electricity in common areas

Electricity consumption of indoor and outdoor common areas – corridors, parking lot, outdoor lighting, etc.