

## Property Management

ECO Developments Siam has entered into an agreement with Hospitality Management Solutions (HMS) Asia Pacific - Property Management. HMS Asia Pacific specializes in complete management of Residential Properties including resorts, hotels, multi-owned condominium estates, private villa management, managing body corporate structures, trust account management, gardening and property maintenance as well as owner representation for repairs and maintenance. Providing management, maintenance, service and marketing & rental solutions (both Holiday letting and Long term), our team at HMS Asia Pacific are able to provide piece of mind for our owners asset or investment property.

HMS Asia Pacific understand the financial investment that you have made and strive to "Deliver beyond Expectation" and ensure that your asset is managed and maintained to guarantee your return on investment: whether that be as a rental property, holiday home or commercial property. They guarantee this to you by providing only the most competent and industry respected service providers when it comes to maintaining your property.

Our Team&hellip;.is your team

The team at HMS Asia Pacific is unique and not like any other Hospitality Management Company. The team is based on strong and lasting relationships that span over many years of friendship, support and personal growth. The team is proud of all accomplishments made by the individual or as a team. The only goal and ambition is to &ldquo;Deliver beyond Expectation&rdquo; and HMS Asia Pacific take this seriously in both their work and personal lives. Their customers, clients and employees all benefit from their core fundamental beliefs and their commitment and dedication to themselves and their business.

David Coyle (Joint Managing Director):

David Coyle first arrived in Thailand in 2004 after being appointed as General Manager of the Pacific International Resort and Spa in Thalang, Phuket (now operating as &ldquo;At Panta Resort and Spa&rdquo;). His employment history spans back to 1989 when he started in the Hospitality Industry as a Porter on a small island resort in the Whitsunday Island off the Queensland coast of Australia. His passion for the industry soon developed and installed in him an ambition to one day become a General Manager of a Hotel or Resort. After working his way through every department within various Corporate Hotels and Leisure Resorts, David was appointed General Manager of the Award Winning Boutique property &ndash; The Hotel Lindrum at the age of 30. David furthered his career by accepting a position with &ldquo;Peppers Hotel and Resorts&rdquo; as General Manager of the elite Peppers Palm Bay Resort, his last position before heading to Asia and ultimately making Thailand his new home. In Thailand David opened and managed the first Pacific International Resort in Asia. He then opened two Ramada properties under contract before starting his own Hotel, Resort and Property Management company.

### Travel and Tourism Trends in Thailand Sustained Growth in Tourism

Last year, Thailand received record high international visitor arrivals of 14.46 million, making it the 5th largest inbound tourism destination in Asia Pacific region. With expected CAGR of 6.6%, international arrivals to Thailand could reach 29.2 million by 2018, based on visitor exports forecast by World Travel & Tourism Council. While Malaysia, Japan, South Korea, China and Singapore were the top five source markets, double-digit CAGRs were posted by arrivals from Laos (+31.9%), India (+13.9%), South Korea (+13.3%) and Australia (+10.1). In terms of visitors&rsquo; profile, 83% of the international arrivals visited Thailand for holiday. Average age of visitors is 39.4 years old, with 50% of the arrivals in the 25-44 year-old age group. Visitors spent an average length of stay of 8.6 days, generating US\$12.73 billion in tourism receipts.

The TAT has segmented and regrouped its core national tourism products into a seven-point package that will be marketed worldwide under the banner of &ldquo;Seven Amazing Wonders&rdquo; of Thailand (e.g. beaches, health & wellness). It is also planning intensive promotions to attract visitors from Asia-Pacific, East Asia and Europe; as well as emerging markets such as Indonesia, the Philippines and Vietnam, Russia, CIS, Eastern Europe and the Middle East. The core focus will be on attracting quality tourists with high yields. TAT is actively targeting China, which is expected to be Thailand&rsquo;s top source of visitor arrivals by 2010; it recently signed an agreement with the Beijing Tourism Administration to combine Beijing and Bangkok as dual destinations before or after the 2008 Olympic Games in Beijing. It will leverage on the new Suvarnabhumi Airport as a hub for Southeast Asia.

### Key factors to Tourism

&bull; In addition to being a key medical tourist destination in the country, Thailand is also tapping on the potential of the

growing spa and wellness market; and following the positioning of Thailand as the "Spa Capital of Asia", upper-tier properties.

- Although the number of accommodation establishments and rooms increased, the occupancy rates declined by 4% points to reach 64.2%.

- Visitors to Samui tend to stay longer, with average length of stay of 7.4 days.

- Bulk of the hotel guests stay in higher end hotels. There is healthy growth in foreign arrivals (especially from UK, Australia, Russia, USA, Japan and Korea).

## Services and solutions

### Commissioning

- Liaising with the developer to ascertain needs
- Consultation with the owner/s corporation
- Property evaluation prior to handover / testing of all systems and equipment
- Liaising with developer regarding all guarantees / warranties with property systems / equipment

### Property Management

- Property grounds management to maintain property value
- Provide and manage property security (only international renowned and professional services contracted).
- Property maintenance using reputable service providers and guaranteeing price / warranties
- Waste disposal management as required including sewerage and daily waste disposal.
- Swimming pool maintenance including daily monitoring to ensure user health and safety regulations are adhered to
- Property Manager / Representative on call 24 hours / 7 days a week for emergency assistance if required

### Owner services

- Obtain and provide ongoing payment of owner insurances
- Housekeeping services daily/weekly/monthly/prior to arrival or as required by owner/tenant
- Property VIP service - a service provided to owners not occupying or renting their property which includes airing, cleaning, preparation prior to owner arrival etc
- Airport pickup/drop off service, grocery shopping, apartment decorating, flowers, interior design services

### Administrating, Accounting and Auditing

- Preparation of property Management Budgets
- Billing and collection of owner management fees
- Payment of utilities and onward billing
- Maintaining separate funds for owners and provide monthly statements of rent collections, utility payments, management fees, commissions etc

### Rental services both holiday, short and long term

- Liaise with owner on properties presentation so as to maximize income
- Provide marketing initiatives to increase properties awareness in the rental arenas available
- Preparation and management of property specific inventories
- Collection of rental fees, payment of taxes and provide income statements accordingly
- Reprobation of Rental Agreements
- Perform property inspections and reporting as required or contracted with the tenancy agreements

### Property sales and market evaluations

- Having managed your property HMS Asia Pacific can effectively advise on current market conditions, values and your properties position
- Being the appointed manager of the property automatically provides potential buyers confidence of purchase / knowledge
- Legalities and regarding sales, transfers etc handled by a reputable company