



- Mall Management Services
- Security Management Services
- House keeping Management Services



**SLV** is leading Comprehensive Property Management Services provider having Pan India Presence, Corporate Office in Delhi-NCR. We are providing one stop solutions to all vertical for Comprehensive Management Services, which includes **Real Estate Sector, Business Centre, Malls, IT Sector, Corporate, Banks, ATM, Health Care, Hospitality, Government Sector, Cinemas and Airports.**

- **SLV** provides Integrated Facility Management Services with an International coverage suiting to Indian corporate working environment which cover overall Operations, Consultancy and Advisory Services. CMS focus on non core business and examine the benefit plans for developers.
- **Under the Facility Management Division** we have a dedicated team of qualified operations managers along with engineers for the operation, to upkeep and maintenance of property, backed by supervisors and the office support staff. By coordinating its vast range of maintenance capabilities, CMS provides a complete and seamless building systems service structure to free our customers from the timely and costly uncertainties of service staff and departments.
- **Vision:** To provide quality services that exceeds the outlook of our valued customers.
- **Mission:** statement: To build long term relationships with our customers and provide exceptional customer services by pursuing business through innovation and advanced technology
- **Goal:** Global expansion in the field of comprehensive property management services

SLV

- **Comprehensive property Management Services**
- **Property Management Services**
- **Residential, Facility Management Services**

SLV

- **Operation & Maintenance**
- **Technical Services**
- **Marketing & Leasing**
- **Parking Management**

SLV

- **Security Management**
- **House keeping**
- **Horticulture**

**PROPERTY MANAGEMENT SERVICES**

**FACILITIES MANAGEMENT**

**MALL MANAGEMENT**

**MAINTENANCE MANAGEMENT**

**OPERATIONS MANAGEMENT**

**MARKETING & LEASING**

**FINANCIAL MANAGEMENT**

**OVERSEAS STAFFING**



# SLV management services Vertical

## Operation & Maintenance

Power generation  
& distribution

Periodic Energy  
Audit

HVAC Systems

AMC Coordination

Fire Fighting  
systems

Inventory  
Management

## Finance

MIS

Billing

Collection

Maintaining  
Books of Accounts

CAM  
Calculation Details

Co-ordination

## Housekeeping

Scheduled  
Cleaning of Areas

External Area &  
Façade Cleaning

Floor Polishing  
& Glass Cleaning

Pest Control

Debris  
Removal

Replenishment  
Public Amenities

# management services Vertical

## Occupant Management

Attending  
Grievances

Helpdesk

Co-ordination

Periodic  
Feedback

## Security Services

In-Out  
moment Records

Control Systems

Day\Night  
Security Watch

Managing Public  
& Private Area

CCTV Monitoring

## Marketing And Leasing

Space

Signage's

Event  
Marketing

Celebrity's  
Endorsements

Enhancing  
Footfalls

Customer  
Feedback

- ❖ We have been working with our prestigious client since long and can offer you a comprehensive cost plus business model where in all the services will be taken care by CMS.
- ❖ Strict Adherence to applicable government statutory norms
- ❖ Having Presence in more than 20 locations PAN India
- ❖ We offer a simple solution to a complex problem.
- ❖ Single point of contact for all Integrated Facility Management Services
- ❖ Best in class processes in the industry
- ❖ Accurate Budget & MIS
- ❖ Standardize Service Levels at all locations
- ❖ Client's relationship management with Occupants
- ❖ 24 X 7 Corporate Office Support
- ❖ Dedicated team of professionals with exposure in Property Management Services
- ❖ Management concentration towards service standards with cost effective operations
- ❖ Transparent business model with complete documentations
- ❖ Reliable and efficient service 7 days a week
- ❖ Operational expertise
- ❖ Reasonable costs without compromising on quality
- ❖ Expertise and Knowledge of local market
- ❖ Savings of the facility by reducing costs, minimizing risk & increases end user satisfaction



**Target  
Segment**



**Mall**



**Education  
Sector**



**Residential**



**Bank /ATM**



**Commercial**



**Business Center**



**Cinemas**



**Airport**



**Corporates**



**IT Sector**



**Govt. Sector**



**Health Care**





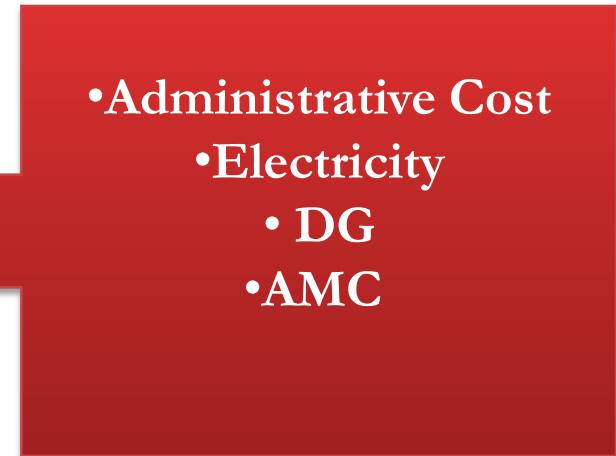
## Our Presence





## **Business Drivers and Business Outlook**

- To provide the best Property management and real estate services to the owner, tenant, investor and the consumer, the company would initiate, act and provide high value services as third party management, keeping business interest of all components in mind.
- To offer services to a vast number of clients looking for professional help in property / mall management and advisory services.
- Charging the profile of the realty tenant and the developer, where both partners now need the professional financial and physical management services.



## Property Management Checklists maintained at Sites

### Housekeeping Checklist

1. Deployment Register
2. Area Checklist
3. HK Logbook
4. Machinery Checklist
5. Grooming Checklist
6. Façade Cleaning Checklist
7. Basement \Terrace Cleaning Checklist
8. Atrium / Staircase / Exterior / Corridor Cleaning Logbook
9. Toilet Cleaning Logbook

### Security Checklist

1. Grooming Checklist
2. Deployment Register
3. Lost / Found Register
4. Inward / Outward Register
5. Time Register
6. Parking Logbook
7. Footfall Logbook
8. Keys Register

### Technical Checklist

1. Status for Updated AMC's
2. Daily Activity Report
3. Complaint Register
4. Break Down Logbook
5. Temperature Logbook
6. Electrical Panel Checklist
7. Diesel Logbook
8. Electrical Reading Meter Logbook
9. PPM Schedule
10. Stock Received Logbook
11. Stock Consumption Logbook
12. Stock in Hand
13. Electrical PM Checklist
14. R & M Logbook
15. Water Meter Reading Logbook

### Marketing Checklist

1. Daily sales Report
2. Monthly Business report
3. Fixed Income Cost Sheet
4. Annual marketing Budget
5. Marketing Initiatives report
6. Area wise benchmarking
7. Inventory Checklist
8. Agreements Documentation
9. Promotions Report
10. Events & Endorsement Reports
11. Yearly Event Calendar.

## **Site Operating Standards**

- ❖ Quality Assurance Reports (QAR)
- ❖ Client Feedback Reports (CFR)
- ❖ Monthly Reports (MIS)
- ❖ Monthly Energy Audits
- ❖ Site specific operating manuals (SOP's)
- ❖ Incident reports and action taken
- ❖ Facts Recording
- ❖ Key Performance Indicators (KPI's)
- ❖ Customer Satisfaction Reports (CSR's)

## Reports @ Site

### 1. Property /monthly report containing the following:

- ❖ Consumption of consumables
  - Soft Service
  - Mechanical
  - Electrical
  - Civil
- ❖ AMC activities for the month detailing actual Vs scheduled
- ❖ Help Desk MIS
- ❖ Expense Reports
- ❖ Energy consumption – by utility, by premise
- ❖ All deviations and exceptions
- ❖ Facility Inspection
- ❖ MIS

### 2. Property Management Quarterly Reports:

- ❖ Energy consumption analysis
- ❖ Suggestions, if any, for modifications, up gradation with supporting estimate

### 3. Property Management Bi-annual Report containing:

- ❖ Comprehensive Analysis of each service
- ❖ Highlight Critical Issues /
- ❖ Problems with recommended solutions which should contain the technical recommendations /
- ❖ alternatives, cost, time schedules, etc.

### 4. Property Management Annual Report containing:

- Energy Audit / Conservation measures
- Progress Report

### 5. MIS on Statutory payments and any other invoices processed.

**max**

LOOK GOOD. FEEL GOOD.

pantaloons

IN LOVE WITH LIFE  
IN  WITH FASHION

 LANDMARK  
GROUP



ADITYA BIRLA GROUP

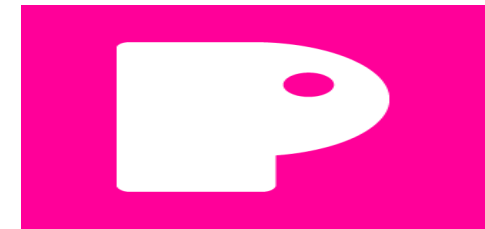




**ARKIS**



**KAMBAL GHAR**





# Thank You !



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