

PROPERTY MANAGEMENT

OUR SERVICES

CONTACT

# PROPERTY MANAGEMENT



**BNP PARIBAS**  
**REAL ESTATE**

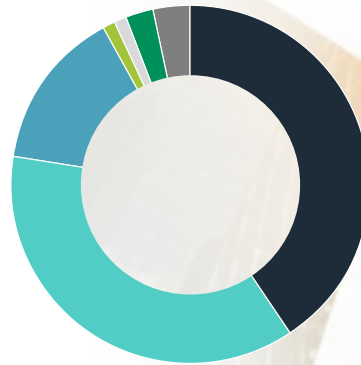
Real estate for a changing world

# Best in Class – Property Management Services

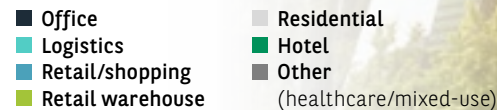
**Effective management concepts, custom commercial and technical property management and high-quality maintenance support are key when it comes to generating value with real estate. These strategies are the only way to optimise costs and sustainably increase returns.**

We have been providing end-to-end advisory services that touch upon every aspect of property management for over 60 years.

The varied spectrum of properties that we have worked with and the challenges we have taken on combined with our extensive experience enable us to offer each of our clients the perfect solution for their property – solutions as unique as the property itself.



**Managed space by asset class** (last update: 31 Dec 2022)





# Our core expertise

**As a leading real estate service provider, we offer reliable, solid fundamentals combined with core property management services, from traditional property management and technical property management to quarter and centre management.**

## **Environmental, social, governance (ESG)**

- ♦ End-to-end energy management services for cost optimisation and control
- ♦ Help with certification
- ♦ Carbon footprint analysis to reduce greenhouse gas emissions
- ♦ Creating a strategy for your property

## **Procurement**

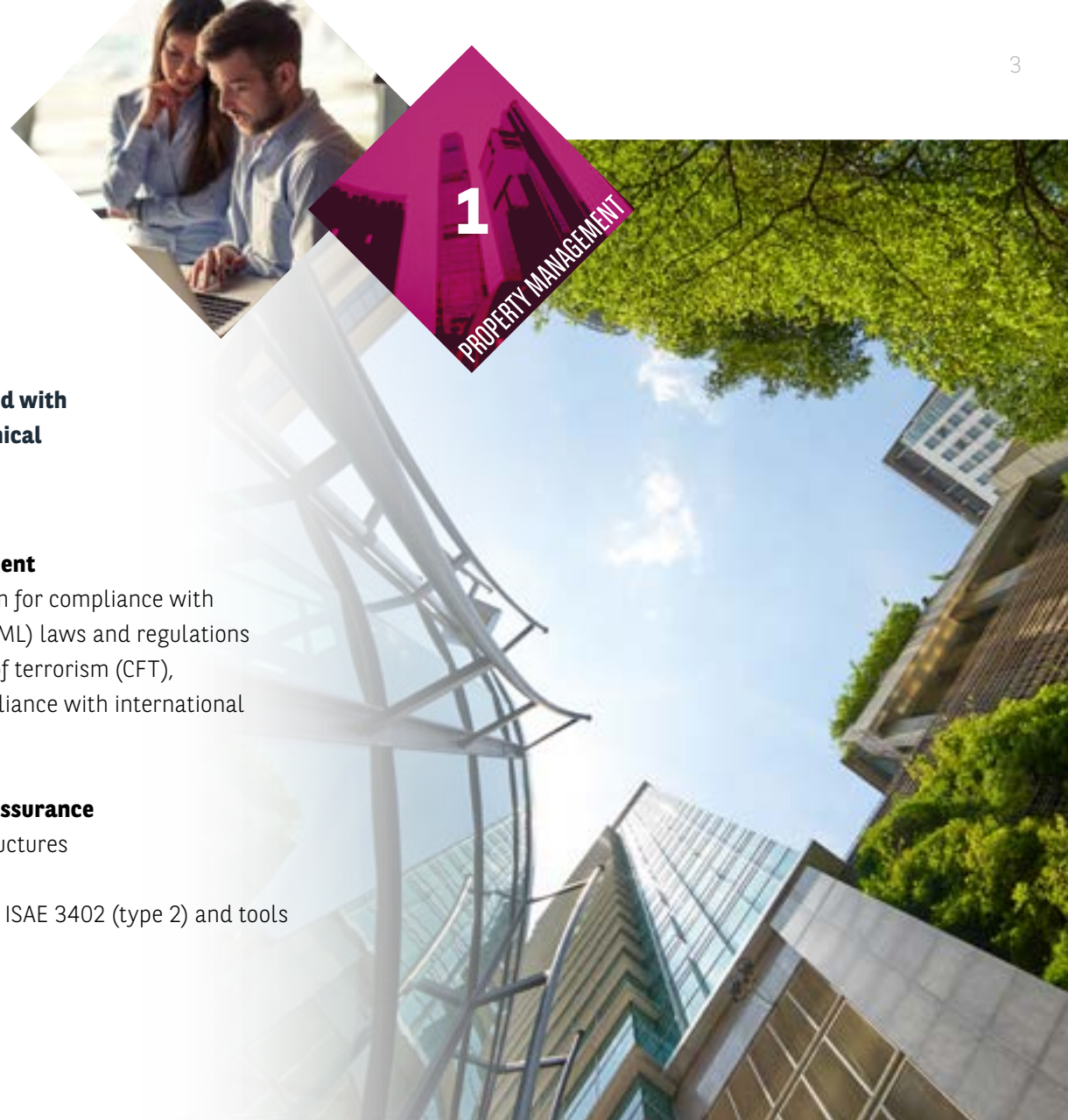
- ♦ Central services procurement
- ♦ Supplier management
- ♦ Expanded range of services through multiple master agreements in compliance with know your supplier (KYS) standards and the BNP Paribas Real Estate CSR Charter

## **Risk/compliance management**

- ♦ Global risk-based program for compliance with anti-money laundering (AML) laws and regulations
- ♦ Combating the financing of terrorism (CFT), anti-corruption and compliance with international financial sanctions

## **Quality management and assurance**

- ♦ Implementing process structures
- ♦ Risk mapping
- ♦ Audits in accordance with ISAE 3402 (type 2) and tools for monitoring KPIs



# Your strategic partner

**As an international company, we offer a pan-European approach in combination with additional innovative, specialised services that generate added value for your property.**

## **Digitisation**

- ♦ Efficient, scalable systems
- ♦ Access to real-time data

## **Sustainability consulting**

- ♦ ESG expertise and skills
- ♦ Optimisation in line with green building criteria

## **Letting coordination**

- ♦ Vacancy management
- ♦ Subsequent letting

## **Project management**

- ♦ Project steering/management
- ♦ Project controlling
- ♦ Client representation
- ♦ Green buildings, ESG, taxonomy

## **Document management solutions**

- ♦ Setting up transaction data rooms
- ♦ Implementing and maintaining digital document management systems





2

OUR SERVICES

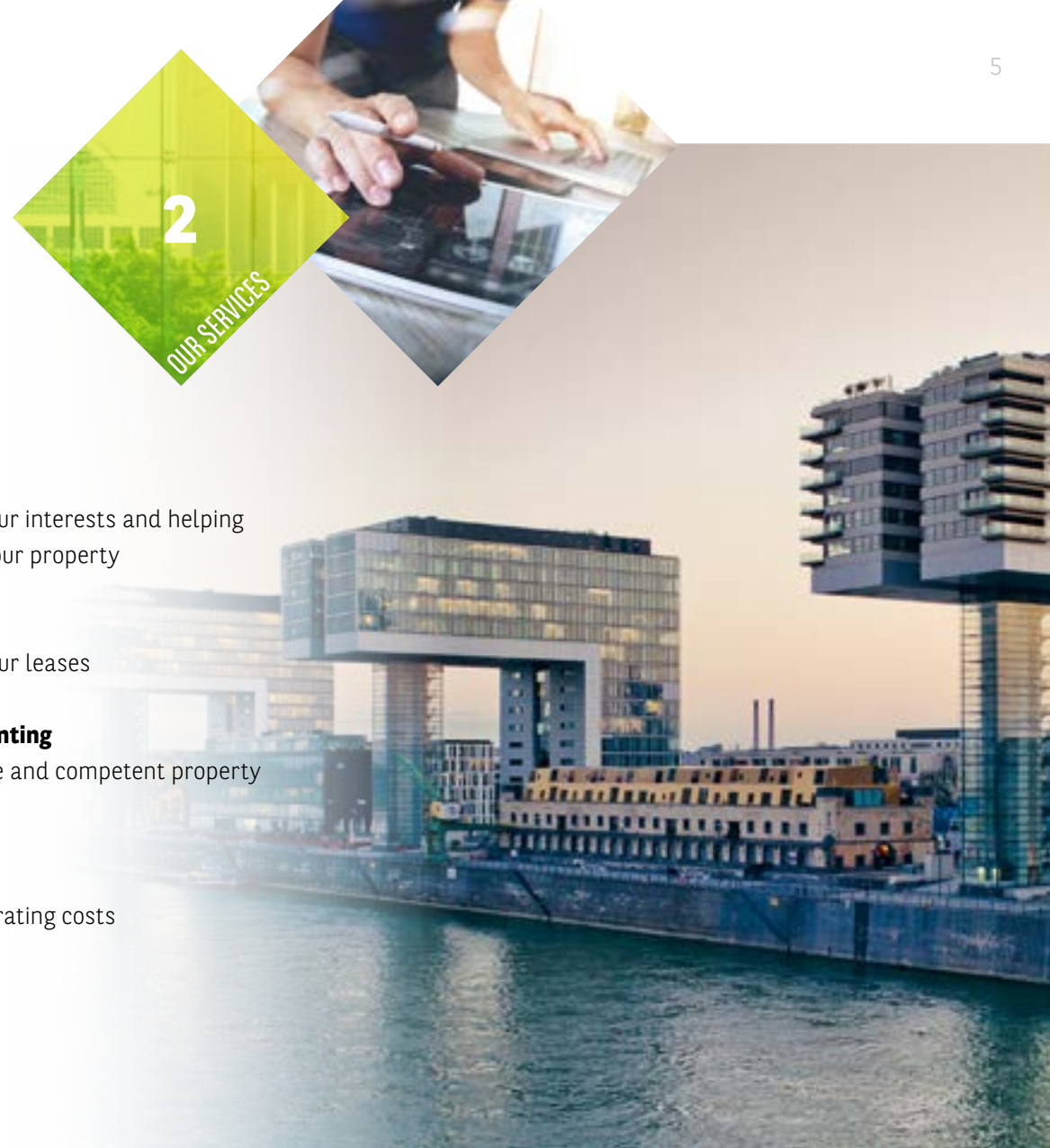
# Property Management

Each property is unique, which is why we base our service concept on the individual needs of our clients, their specific properties and the tenants that use those properties. Our employees have extensive experience in managing high-end, sophisticated properties. We guarantee short processing and response times, offer high quality and provide best-in-class property management services.

As part of the BNP Paribas Group, we place particularly high standards around regulatory sensitivities, meeting special requirements, traceable processes including compliance and documentation and independent, third-party audits. We are always developing new services and products for our clients and tenants thanks to our international network and our experience in managing sophisticated properties for institutional investors. These additional services and optimised costs increase occupier satisfaction.

## Our services at a glance

- ♦ **Owner representation**  
Extensive representation of your interests and helping you with all matters around your property
- ♦ **Lease management**  
End-to-end management of your leases
- ♦ **Property and financial accounting**  
Cost security thanks to reliable and competent property and financial accounting
- ♦ **Operating cost management**  
Long-term optimisation of operating costs



# Technical Property Management

## Building management to increase value

Effective building management creates an excellent working environment for your employees and boosts tenant loyalty and quality of life.

Perfect building management means providing custom services at your property. We manage and improve operating processes and ensure high-quality infrastructure and technology maintenance at your buildings.

Our 360-degree approach makes us the perfect partner when it comes to maintaining and increasing the value of your property.

## Our services at a glance

- ◆ Efficient technical management
- ◆ Maintenance management
- ◆ Warranty management
- ◆ Defect and damage management
- ◆ Facility management coordination
- ◆ Ensuring effective property operation and full operator responsibility
- ◆ Taking properties past the project planning phase (pre-closing advisory)
- ◆ ESG/sustainability management

2

OUR SERVICES







# Technical Property Management

## Additional services

### Project steering/project management

- ♦ Tenant fit-out
- ♦ Renovation, conversion and updating
- ♦ Maintenance
- ♦ Estimating removal costs when tenants move out

### Project steering/client representation

- ♦ Monitoring tenant fit-out work
- ♦ Monitoring removal obligations
- ♦ Monitoring construction cost subsidy requirements
- ♦ Coordinating external project managers
- ♦ Pre-closing/after-sale advisory services around transactions

### Green buildings/ESG/taxonomy

- ♦ Creating and implementing ESG strategies and measures at property and portfolio level
- ♦ Building certification project management including pre-checks
- ♦ Project management for energy and decarbonisation audits
- ♦ Implementing relevant measures and campaigns
- ♦ Property-specific service life assessment for main systems including budgeting (2-10 years), in alignment with relevant ESG strategy
- ♦ Project management and coordinating large and small-scale measures around sustainability (ESG, taxonomy)

# Quarter and centre management

## Management, advisory and promoting quarter and centres

Our experts will effectively position your land, property or building site while securing and increasing value in line with your objectives.

We accompany and advise you around modern and urban concepts that take a targeted approach to promoting districts and centres. We also work with you to enhance the image, attractiveness and, as a result, the value of your location. Let our experienced experts assist you in all of this and more.

We have the expertise to help you in all project phases, including management and operation, always in line with your objectives.

A popular, lively location calls for creative, committed management that builds, develops and sees what is needed while actively making sure that these needs are addressed.



2

OUR SERVICES



# Quarter and centre management

## Our services at a glance

### "Mayor activities"

- ♦ Coordinating with owners, tenants and authorities
- ♦ Ensuring order and safety
- ♦ Technical services, systems checks
- ♦ Defining and monitoring quality standards
- ♦ Parking and underground car park management
- ♦ Waste disposal management
- ♦ Creating custom use concepts
- ♦ Implementing occupancy concepts
- ♦ Outdoor space management
- ♦ Location marketing, public relations and press work
- ♦ Event organisation
- ♦ Managing joint advertising
- ♦ Further developing location concepts

### Quarter management

### "Landlord activities"

- ♦ Centre management
- ♦ Analysis of sector-mix structure, customer target groups and lease situation
- ♦ Ongoing centre concept updates
- ♦ Assortment coordination/control
- ♦ Regular talks with tenants
- ♦ Revenue documentation and tenant assessments
- ♦ Contact for tenants regarding product display, service, using the mall, revenue issues
- ♦ Creating custom use concepts
- ♦ Handling letting and interim occupancy
- ♦ Outdoor space management
- ♦ Location marketing, public relations and press work
- ♦ Centre-related events

### Centre management

2

OUR SERVICES



## Our contacts



### Christina Neuper

#### Managing Director

Maximilianstraße 35, Building C/  
Entrance Herzog-Rudolf-Straße  
80539 Munich

Tel. +49 (0)89-55 23 00-650

[christina.neuper@bnpparibas.com](mailto:christina.neuper@bnpparibas.com)



### Sebastian Sasserath

#### Managing Director

Fritz-Vomfelde-Straße 26  
40547 Düsseldorf

Tel. +49 (0)211-301 82-1020

[sebastian.sasserath@bnpparibas.com](mailto:sebastian.sasserath@bnpparibas.com)



#### 10719 Berlin

Kranzler Eck Berlin  
Kurfürstendamm 22

#### 01067 Dresden

Ammonstraße 72

#### 40213 Düsseldorf

Fritz-Vomfelde-Straße 26

#### 60594 Frankfurt

Walther-von-Cronberg-  
Platz 2

#### 20355 Hamburg

Axel-Springer-Platz 3

#### 30159 Hanover

Karmarschstraße 20-22

#### 04109 Leipzig

Messehaus am Markt/  
Markt 16

#### 80539 Munich

Maximilianstraße 35,  
Building C/Entrance  
Herzog-Rudolf-Straße

#### 70173 Stuttgart

c/o CONTORA Office  
Solutions GmbH & Co. KG  
Königstraße 38 Entrance  
Kronprinzstraße 3



Stay up to date with the BNP Paribas Real Estate newsletter.

Publisher and copyright: BNP Paribas Real Estate Photos: Travel mania - shutterstock (p. 1); Zixp@ck - stock.adobe.com - Oliver Schöning (p. 2); lassedesignen - shutterstock (p. 2); BNPPRE (p. 2-3, 5-6); hacohob - stock.adobe.com - Alexander Nasonov (p. 3); Thomas E. Götz (p. 3-5); rosstomei - shutterstock (p. 4); Panthermedia - Marc Griggel, photographer (p. 4); zhu difeng - Fotolia (p. 5); hacohob - shutterstock (p. 6); VTT Studio - stock.adobe.com (p. 7). Last update: September 2023

*Diversity is vital to us as a company. We therefore also advocate the use of inclusive, appreciative language. For B2B topics, however, we have chosen not to use terms such as customer, partner or investor to refer to individuals but rather as neutral language referring to companies, institutions or other organisations.*



**BNP PARIBAS  
REAL ESTATE**

**Real estate for a changing world**