



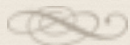
Our property managers provide 24/7/365 emergency services and are on-call to answer any question or concern you may have. We take pride in our client relationships and ensure a member of our team will participate in every monthly board meeting, as well as your property's quarterly and annual meetings.

Our Property Managers strive to ensure each property we manage is performing at its optimal level: that residents are safe and comfortable at all times, and that the communities which we manage are enhanced and steadily improving with our efforts.

We are here to help you enjoy your home. With this in mind, our mission is to improve the lifestyle of residents and homeowners by providing premium property management services.



TOTAL MANAGEMENT NYC
45-31 Bell Boulevard Bayside, NY 11361
Tel: 718-312-8841 Fax: 718-475-6866
www.TotalManagement.us



ONLINE PORTAL



Take advantage of our online account portal to:

- Submit and track work orders
- Submit complaints
- Review financial statements
- Review property documents
- Communicate with management
- Review your account balance
- Make online payments



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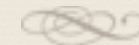


TOTAL MANAGEMENT



Co-op | Condo | Multifamily
Property Management Services

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SPECIAL SERVICES

As an Advisor, we provide a wide-range of specialty services for clients who require an advanced level of attention. Total Management's advisory service is where we draw the greatest distinction from standard management firms. With highly judicious and experienced legal and accounting personnel, who have access to a full set of resources, we have the unique ability to provide the following services:

We recognize that change is often challenging, however, when you decide to engage Total Management, we pledge to do everything in our professional power to ensure the initial transition period is as seamless and trouble-free as possible.

Specific and immediate attention will be paid to the transfer of the numerous documents and records relating to your property's daily operation, personnel staff, residential files, and financial information. Every effort will be used to establish cooperative communication with your previous managing agent so that all files are delivered complete and in a timely manner, and the greatest possible degree of management continuity is assured.

Upon their arrival at our office, your property's physical documents and records will be organized into a customized filing system developed specifically for your property.

All pertinent electronic data gathered from both written documentation and information conveyed by your previous agent will be uploaded immediately into our secure database, which will also be customized to accommodate your property's unique requirements.

A professional assigned to your account will work with you consistently to learn the particular "ins and outs" of your individual property, and in a remarkably short time, you, your decision-making associates, and your property's residents will feel completely at home.

ACCOUNTING & FINANCIAL SERVICES

Our team of financial experts will keep track of all the financial aspects of your property and will generate a monthly report that will be included in your monthly management report. We will also work closely with you on putting together your annual operating budget and will advise you on how to operate at an optimal level.



Flushing, Queens



Manhattan

CLOSING SERVICES

Our closing department staff brings years of transaction experience and will make sure that all of your closing documents are in order from the moment the purchase application is submitted to management all the way to the closing table.



Astoria, Queens



Flushing, Queens

PROJECT MANAGEMENT

Our team of professionals will bring years of project management experience to your project and will work one on one with your property to supervise your project from the bidding phase all the way to completion.



Park Slope, Brooklyn



Elmhurst, Queens