

**PROFESSIONAL
COMMERCIAL REAL
ESTATE MANAGEMENT**

ABOUT COMPANY

18 years

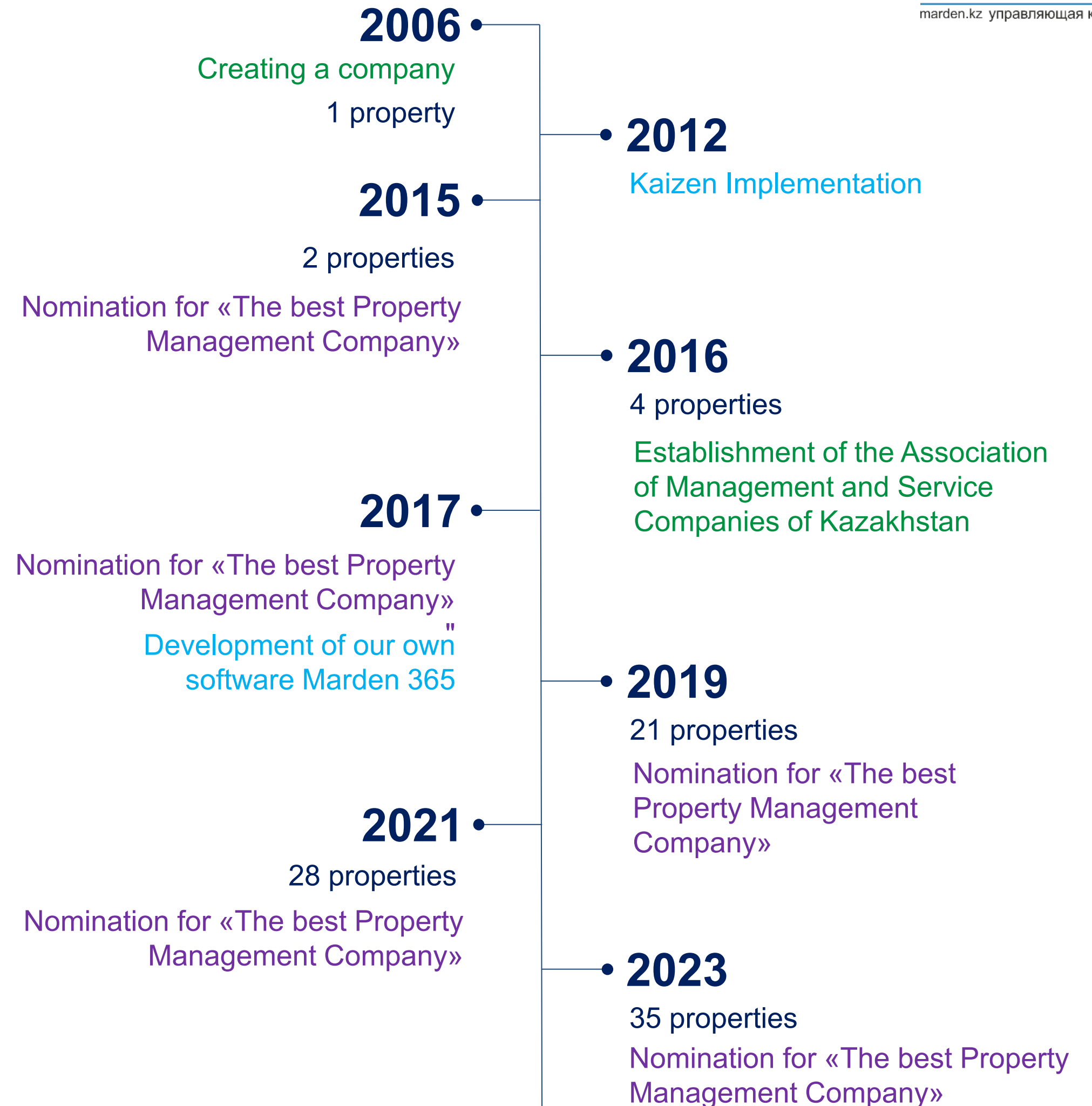
Experience in managing commercial real estate properties

675 000 sq. m.

The total area of managed properties

30 properties

In the portfolio



MISSION. VISION. VALUE

MISSION

The best service for everyone!

The best services for tenants.

The best results for owners.

The best atmosphere for visitors.

The best place to work for employees.

VISION

The No. 1 company for the management and ownership of commercial real estate in the Kazakhstan.

VALUE

We strive for everyone to be a winner.

We do not let down our colleagues, clients and partners.

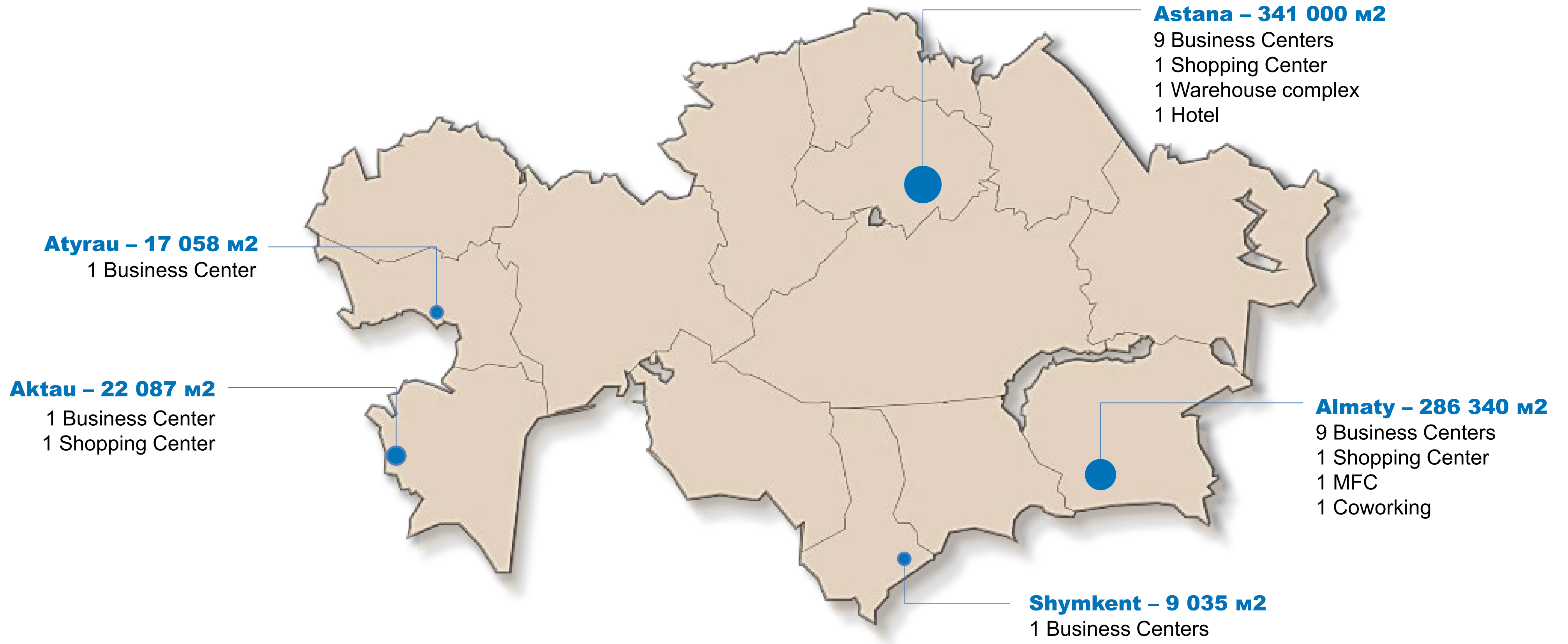
We help every employee in the company grow.

We do not work at the expense of the company and protect its interests.

We value our work and do not work for free.



SITE GEOGRAPHY



PORTFOLIO



+22 other
properties

OUR SERVICES

WAYS OF COOPERATION

Asset Management

Property Management

Facility Management

Brokerage

Construction

Consulting

Property management

- Performed on the basis of the Real Estate Trust Management Agreement or the Lease Agreement for the building.
- Full management is transferred to a professional management company.
- The company reward is established as a % of operating profit (NOI, EBITDA) or revenue of the facility.
- Contract period – 3 years and more.

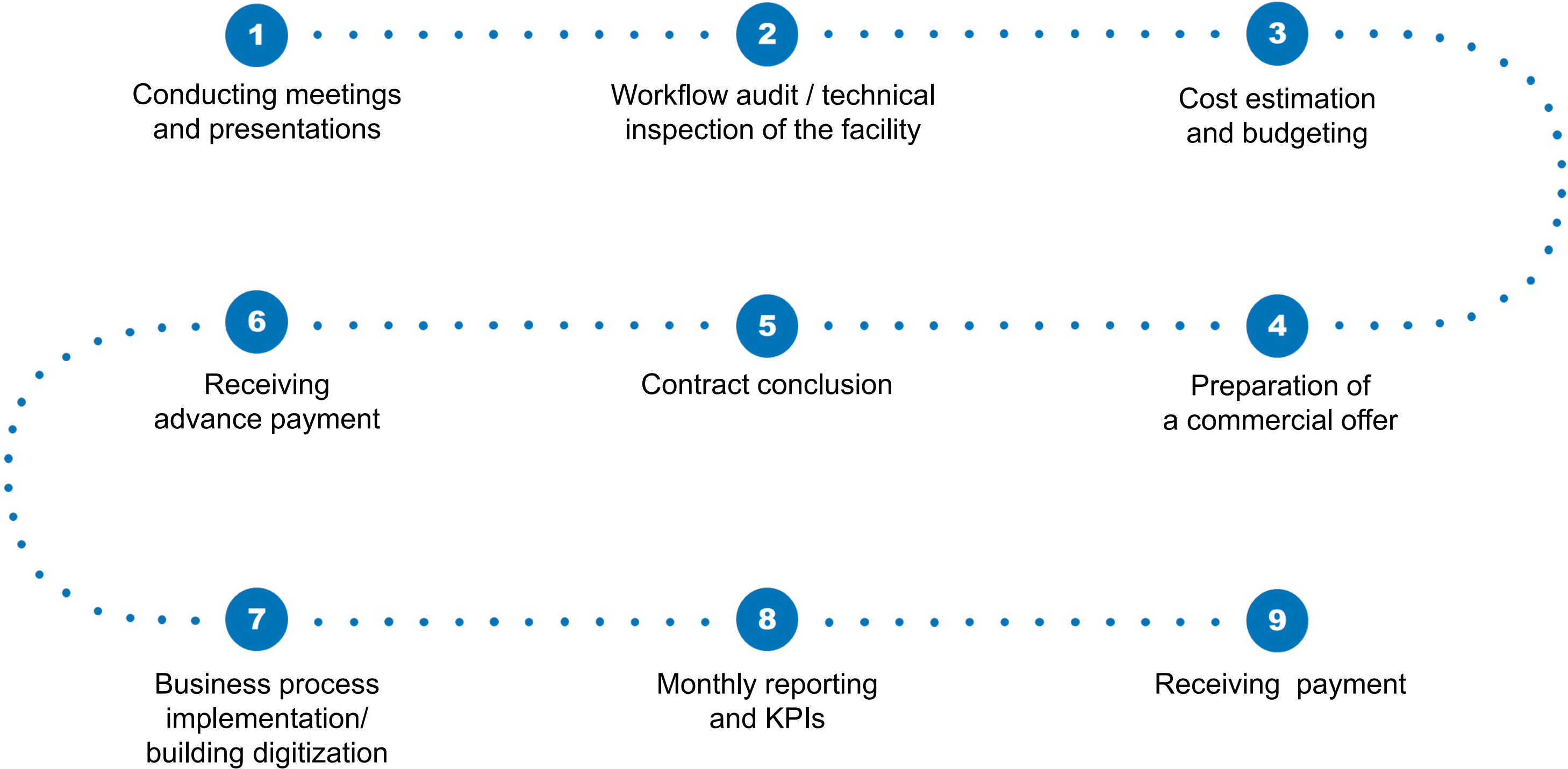
Facility management

- Carried out under a contract with a specified scope of services in the form of terms of reference and SLA (service level agreement)
- Payment includes compensation for operating expenses, overhead costs, and management company reward.
- Contract period – 1 years and more.

Brokerage

- Payment of the fee is made after the actual occupancy of the tenant and the signing of the lease agreement, in the form of a one-time payment.
- The amount of the fee – 8.33% of the annual rent paid by the tenant.

COOPERATION CARD



KAIZEN

Since 2012, "Marden Property" has been employing the philosophy of continuous improvement and lean production known as KAIZEN.

5S in the workplace - sorting, setting things in order, systematic cleaning, standardizing, sustaining the discipline

Universal quality control

Work of quality club

Process visualization

Universal equipment maintenance

Employees' rational suggestions for company improvement

Kanban – creating inventories for continuous production flow.

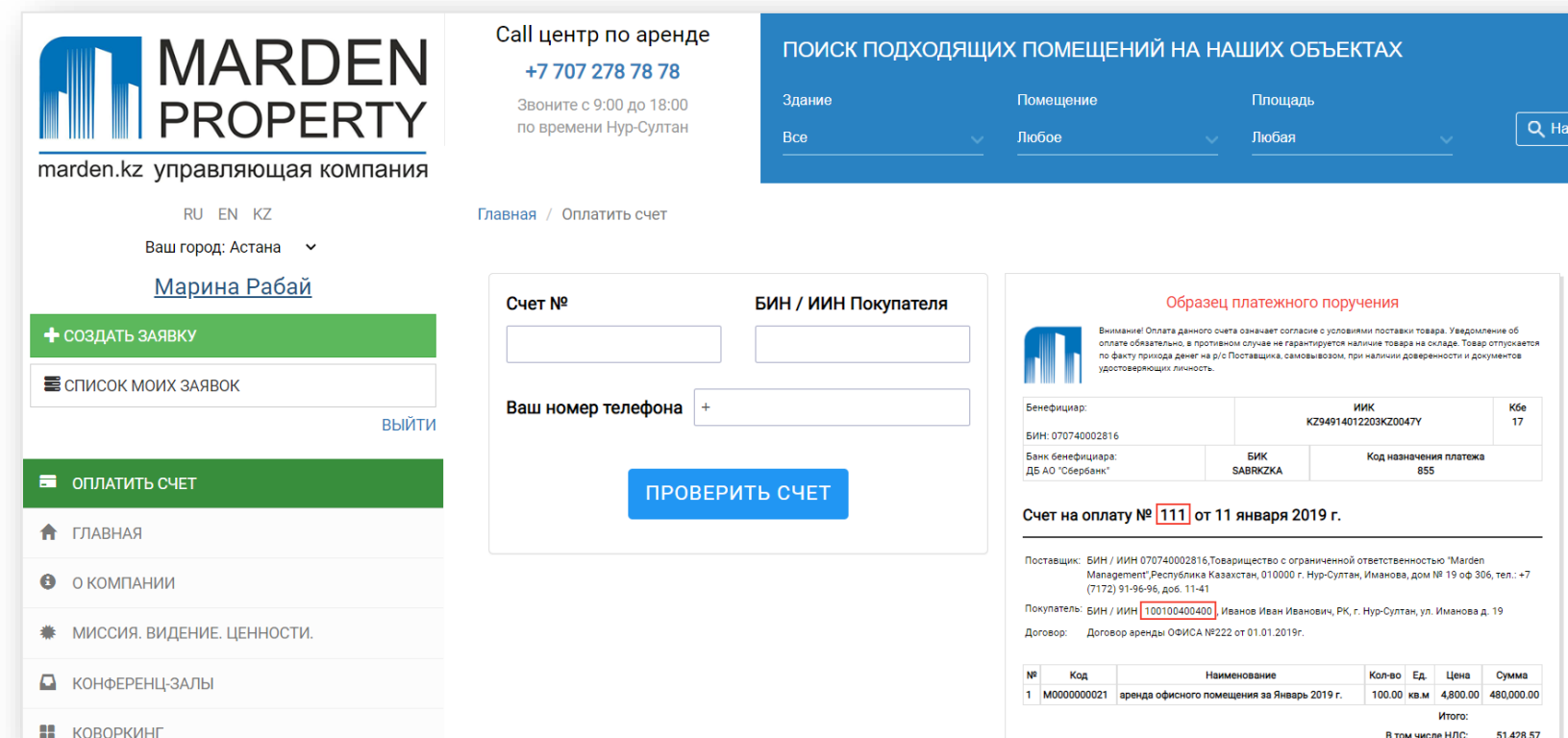
Workplace discipline

Reduction of waste and cost cutting.

OUR TECHNOLOGY

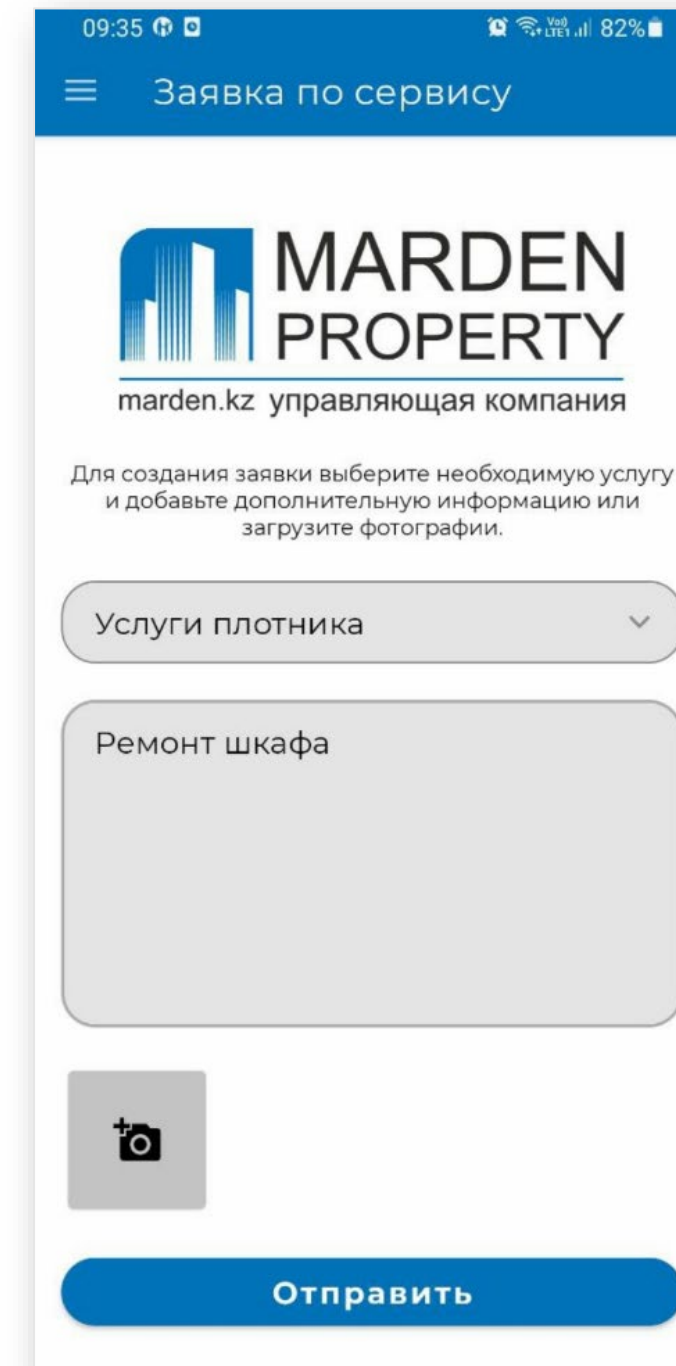
Marden.kz mobile app - a service for tenants

- Receiving and executing service requests;
- Payment of requests;
- Questioning of renters;
- Conference room reservations;
- Publicity matters;
- Informing about company news.



The screenshot shows the Marden Property website interface. On the left is a navigation menu with options like 'СОЗДАТЬ ЗАЯВКУ', 'СПИСОК МОИХ ЗАЯВОК', 'ОПЛАТИТЬ СЧЕТ', 'ГЛАВНАЯ', 'О КОМПАНИИ', 'МИССИЯ. ВИДЕНИЕ. ЦЕННОСТИ.', 'КОНФЕРЕНЦ-ЗАЛЫ', and 'КОВОРКИНГ'. The main content area includes a 'Call центр по аренде' with the phone number +7 707 278 78 78, a search bar for 'ПОИСК ПОДХОДЯЩИХ ПОМЕЩЕНИЙ НА НАШИХ ОБЪЕКТАХ', and a 'Счет №' form with a 'ПРОВЕРИТЬ СЧЕТ' button. Below the form is a 'Образец платежного поручения' (sample payment order) for a rent payment of 480,000.00 KZD for January 2019.

№	Код	Наименование	Кол-во	Ед.	Цена	Сумма
1	M0000000021	аренда офисного помещения за Январь 2019 г.	100.00	кв.м	4800.00	480,000.00
						Итого:
						В том числе НДС: 51,428.57



The screenshot shows the Marden Property mobile app interface. At the top, it says 'Заявка по сервису'. Below the Marden Property logo, there is a text prompt: 'Для создания заявки выберите необходимую услугу и добавьте дополнительную информацию или загрузите фотографии.' There is a dropdown menu with 'Услуги плотника' selected. Below that is a text input field with 'Ремонт шкафа'. There is a camera icon for uploading photos. At the bottom is a blue 'Отправить' button.

Online payment for rent and services via company website

PROFESSIONAL RECOGNITION

Marden Property has been multiple recognized as the Best management company by CRE Awards (Kazakhstan Real Estate Forum)

the Best management company

2015

2017

2019

2021

2023



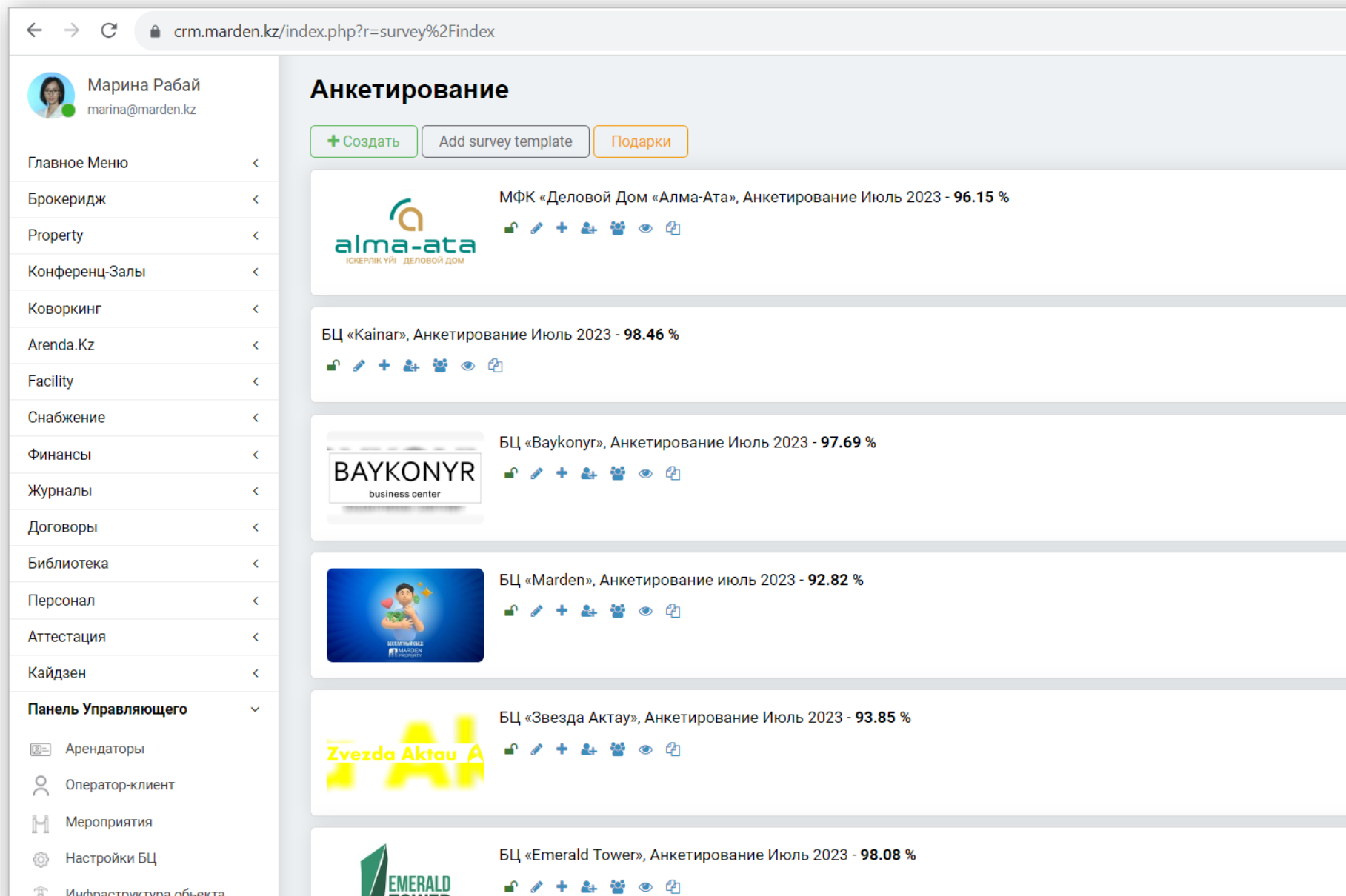
TENANTS QUESTIONNAIRE

Conducted at sites monthly/quarterly through a mobile application for 5 services:

- Reception service
- Security Service
- Maintenance and engineering systems
- Cleaning and the surrounding area
- Administration

Приглашенные пользователи

name	email	office_no	phone	code	status
Камила Курманбаева	ka_mila99@mail.ru	910	+7 702 9742101	7548	Завершил
Нурболат Абдиш	nurik_abdish@mail.ru	Жануя	+7 702 6668581	3935	Завершил
Нариман Баймакашев	nbaimakashev@gmail.com	Жануя	+7 778 8143916	1898	Завершил
Гульнара Темирбекова	asiafilter06@gmail.com	1404	+7 747 1112022	2251	Завершил
Куралай Хасенова	kuralay.ktcl@gmail.com	306	+7 701 2858750	1067	Завершил
Иван Гладилин	s_ulday@mail.ru	603	+7 701 8006801	2625	Завершил
Серикжан Ержигитов	serikzhan1989@gmail.com	305	+7 747 2999291	6061	Завершил
		304 F	+7 701 1695639	6163	Приглашен
		708	+7 776 5226968	9278	Приглашен
		903	+7 702 6344000	9418	Приглашен
		604	+7 777 5220795	4813	Приглашен
		903	+7 701 5140672	8290	Приглашен
		Жануя	+7 700 0818900	4833	Приглашен
		802	+7 771 5226060	2616	Приглашен
		802	+7 708 3968910	4915	Приглашен



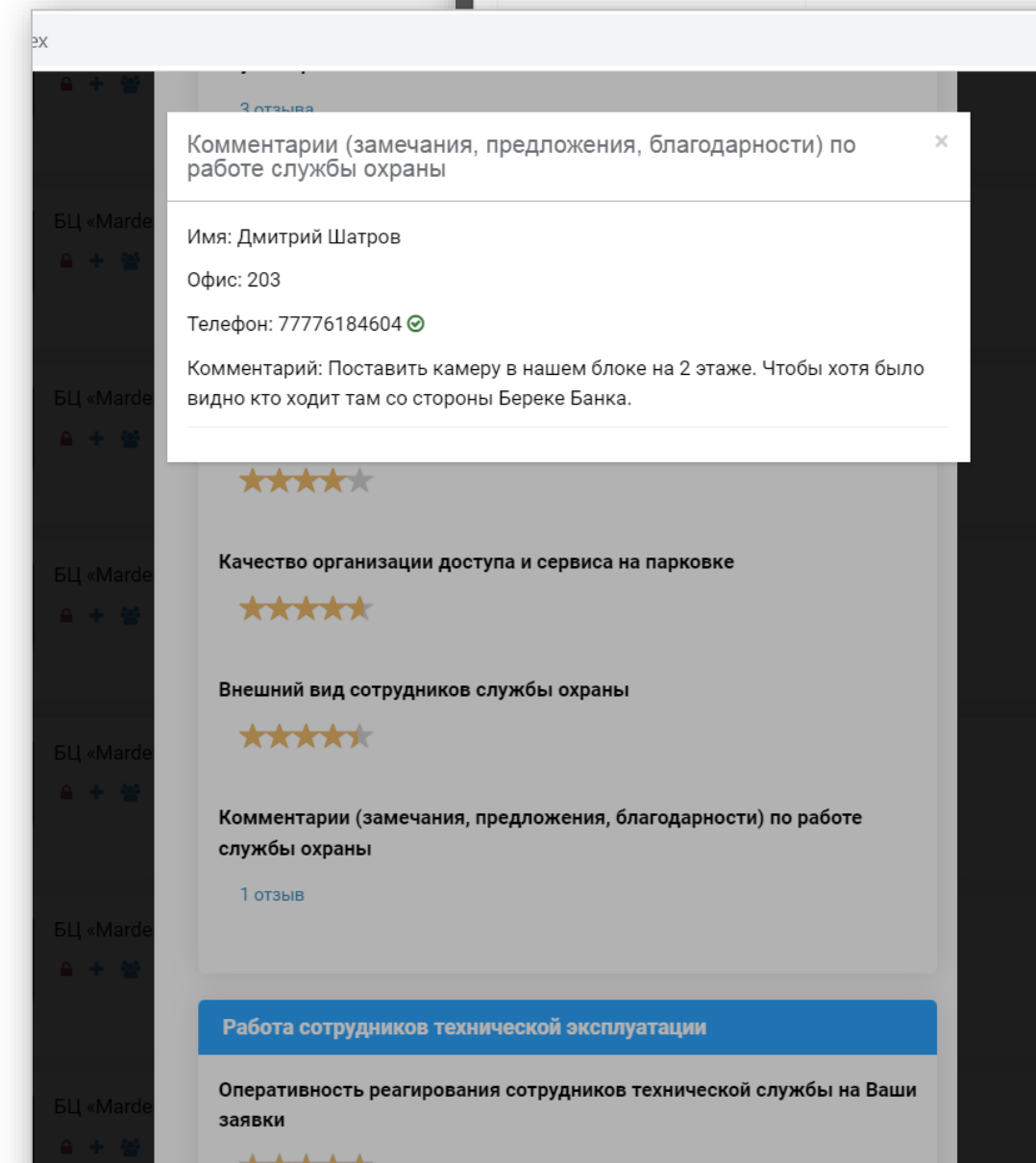
crm.marden.kz/index.php?r=survey%2Findex

Марина Рабай
marina@marden.kz

Анкетирование

+ Создать Add survey template Подарки

- МФК «Деловой Дом «Алма-Ата», Анкетирование Июль 2023 - 96.15 %
- БЦ «Кайнаг», Анкетирование Июль 2023 - 98.46 %
- БЦ «Ваукопуг», Анкетирование Июль 2023 - 97.69 %
- БЦ «Marden», Анкетирование июль 2023 - 92.82 %
- БЦ «Звезда Актау», Анкетирование Июль 2023 - 93.85 %
- БЦ «Emerald Tower», Анкетирование Июль 2023 - 98.08 %



Комментарии (замечания, предложения, благодарности) по работе службы охраны

Имя: Дмитрий Шатров
Офис: 203
Телефон: 77776184604

Комментарий: Поставить камеру в нашем блоке на 2 этаже. Чтобы хотя было видно кто ходит там со стороны Береге Банка.

★★★★★

Качество организации доступа и сервиса на парковке

★★★★★

Внешний вид сотрудников службы охраны

★★★★★

Комментарии (замечания, предложения, благодарности) по работе службы охраны

1 отзыв

Работа сотрудников технической эксплуатации

Оперативность реагирования сотрудников технической службы на Ваши заявки

★★★★★



marden.kz управляющая компания

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