

JOINT LIST OF SERVICES | PROPERTY MANAGEMENT GERMANY

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BAMBI
Circle of Real Estate

in Cooperation with:



Point	Number	Service	Specification	Basic service	Optional service	Special service
I Onboarding						
1	Documents					
	1.1	Transfer of all documents required for the performance of the contract (tenant and property documents) from owner, in orderly condition including logging	Client and contractor must coordinate the structure and type of the logging system; custody of originals must be specified	X		
	1.2	Organisation of professional archiving at third party companies of documents not required for contract performance, provided they are not taken over by the client	Third-party costs usually assumed by client		X	
	1.3	Assessment of the plausibility and apparent completeness of the documents typically required for contract performance	This also applies to documents required for the discharge of the operator's responsibility, provided this was stipulated in the contract	X		
	1.4	Notification regarding missing documents required for contract fulfillment according to the result of the above assessment, in writing or text form (e.g. email)		X		
	1.5	Procurement of missing documents, including those relating to third-party obligations (seller, other servicer providers, etc.)			X	



Point	Number	Service	Specification	Basic service	Optional service	Special service
2	Data recording, data processing					
	2.1	Initial recording of relevant property and contract data including quality assurance	If a system other than the owner's system is being used and the data are available on this system	X		
	2.2	Commercial verification of tenant master data and VAT key on the basis of existing tenancy agreements	The parties should agree on conclusion of the contract whether and to what extent they consider this service to be necessary		X	
	2.3	Transfer of tenants' balances including quality assurance (plausibility, structure and supporting documents)	The result of the quality assurance should be documented in a report	X		
3	Communication of mandate assumption					
	3.1	Notification of tenants in coordination with the client		X		
	3.2	Notifications of change to suppliers and authorities	As a rule, this task should be completed no later than 14 days after the start of service provision; where applicable, several communications may be required in the event of delays, such as delayed availability of the bank accounts	X		
	3.3	Involvement in the adjustment of banking authorisations for the management accounts		X		
4	Transfer of open transactions					
	4.1	Pending transactions to the extent customary in the market	'extent customary in the market' should be defined jointly by client and contractor (e.g. 6 months)	X		
	4.2	Transfer of open items (debtors and creditors)		X		
	4.3	Transfer of pending legal matters concerning current tenants		X		
	4.4	Transfer of pending legal matters concerning former tenants				X
	4.5	Clarification of open items (debtors and creditors) from preceding periods (before assumption of mandate)			X	
	4.6	Preparation, dispatch and posting of ancillary cost statements from preceding years	This also includes associated documents, for instance third-party consumption statements		X	
	4.7	Identification and implementation of outstanding maintenance work and specialist inspections from preceding years			X	
	4.8	Continuation and completion of initiated repair and capex measures within the agreed value limits		X		
	4.9	Continuation and completion of initiated repair and capex measures above the agreed value limits			X	
	4.10	Transfer and continuation of warranty management	Including transfer of associated amounts retained/guarantees			X



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5	Inventory data room					
	5.1	Structuring, establishment and initial population of an inventory data room	This service is contracted and compensated separately if the services are agreed separately in addition to or instead of document management pursuant to Point 14			X
	5.2	Digitisation of existing documents				X
6	Miscellaneous					
	6.1	Joint site inspection with client	As a rule within four weeks of the start of service provision	X		
	6.2	Documenting the current state, particularly in relation to ESG (Environmental, Social, Governance) relevant issues.		X		
	6.3	Providing client with an initial assessment regarding the termination or continuation of main property-related contracts	Within six months of the start of the contract; may also include insurance policies	X		
	6.4	Development and coordination of a concept governing the discharge of the operator's responsibility including specifications concerning organisation, documentation and control	The parties must specifically define who will cover the different aspects of the operator's responsibility	X		
	6.5	Coordination of the client's objectives and requirements in the field of sustainability, e.g. regarding the selection and contracting of service providers and suppliers, including coordination of respective framework parameters		X		
	6.6	Coordination of concrete implementation of reporting requirements (e.g. account system, mapping, dataflows) in regard of operational needs and due regulatory requirements, unless already stipulated in the contract	Respective specifications may already be defined in the actual contract	X		
	6.7	Definition of responsibilities and services as well as subsequent inspection of peak/buyer statements (operating and ancillary costs including respective tenants' prepayments) with sellers	As a rule, this service is only necessary when there is a change in ownership; it is only considered a basic service in the case of peak statements where the contract for sale does not contain any respective special details (client must report special details in the contract for sale and the costs of their incorporation must be agreed between client and contractor)	X		
	6.8	Conducting a workshop on the strategic alignment of the managed portfolio, including ESG (Environmental, Social, Governance) relevant issues.	By explaining the portfolio strategy, the aim is to enable the contractor to provide recommendations that align with the object strategy.	X		
	6.9	Assistance in developing an ESG strategy with measurable objectives and actions.			X	
	6.10	Coordination with client regarding required authorisations		X		

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II Commercial Property Management						
7	Client / owner support services					
	7.1	Guarantee of availability for telephone calls (within the normal core business hours the parties have agreed)	Coordination of a communication and escalation plan is advisable for large-scale contracts, where applicable with feedback rounds / workshops	X		
	7.2	Attendance of regular meetings with client, including records of the meetings	Where applicable, refund of travel expenses; frequency depends on complexity	X		
	7.3	Attendance of tenants' or owners' meetings on behalf of the client	Basic service in the case of annual cycle	X		
	7.4	Direct notification in the event of significant unusual divergences (accidents, major damages, catastrophes)		X		
8	Tenant support services					
	8.1	Guarantee of availability as first point of contact for tenants and service providers, within the normal core business hours which the parties have agreed		X		
	8.2	Organisation of 24-hour emergency call availability for technical incidents etc., e.g. via a FM service provider	If the contractor provides this service, it is classified as a special service	X		
	8.3	Provision, maintenance and operation of a web-based tenants' portal for questions, damage reports, etc.	Scope must be defined; also includes incorporation into / interfaces with contractor's processes and reporting to client			X
	8.4	Handling correspondence with tenants as well as clarifying and answering tenants' questions/concerns	Principally, it is assumed that the contractor is always the first point of contact for tenants	X		
	8.5	Monitoring and assertion of obligations arising from tenancy agreements	Client must ensure that the property manager has such opportunity to verify the obligations; if necessary, rights such as entering the rented property should be granted	X		
	8.6	Implementation and documentation (record, photos) of the commercial and technical transfer and return of the rented property	Return also includes verification, request and follow-up on tenants' obligations and, where applicable, deduction of rent collateral; this is an optional service for more complex transfers involving a dismantling obligation (e.g. tenant's interference with the building stock).	X	(X)	
	8.7	Conversion of lease agreements to Green Leases				X
	8.8	Establishing monitoring and analysis of tenant satisfaction / Conducting tenant surveys	Aims, among other things, at the 'Social' aspect of ESG		X	



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9	General commercial property management					
	9.1	Handling of communication (written, personal, etc.) with authorities, public offices, neighbours and suppliers as well as exercising the client's rights	Including required updating of authorisations	X		
	9.2	Monitoring of current service, utility and disposal contracts re. potential contract extensions and terminations and timely submission of corresponding recommendations for action	See also para. 17.8 Technical PM / maintenance, inspection and service contracts	X		
	9.3	Reviewing and adjusting service contracts based on ESG criteria.			X	
	9.4	Event-related support of FM or client / landlord / expert outside regular site survey appointments			X	
	9.5	Checking and implementation of rent increase options (index, graduated, revenue-dependent rent, other) in coordination with the client	Usually submission of proposals to client and implementation after client's approval; parties should agree on frequency (e.g. monthly)	X		
	9.6	Budget preparation including all income from current agreements (rental and lease income) and expenses (operating and ancillary costs as well as maintenance and repair), in consideration of information from previous periods available to the contractor and of discernible, necessary maintenance	Note: assumptions regarding new tenancies are usually made by the client	x		
	9.7	Insurance management including recording of current insurance policies, writing or receipt (e.g. from tenant) of damage reports, immediate and effective reporting of damages to insurance broker appointed by the client and correspondence with the insurance company as well as handling of damage and payments	Note: technical damage processing/handling of insurance claims: see para. 22	X		
	9.8	Filing of property tax waiver applications (enquiry and application at the local authorities)	Prior consultation of client required		X	
	9.9	Organisation of archiving of property-relevant documents at a (national) archiving service at the expense and in the name of the owner	Third-party services, such as file collection and initial recording, updating initial recording and cataloguing, 24-hour archive requests and data-secure disposal on expiry of the legal retention periods in coordination with the client	X		
	9.10	Management of code card systems and keys, including security certificate, issue and collection of code cards or keys including documents	Special PM service in exceptional cases only (usually provided by a FM service provider)			X



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10	Property accounting: debit-side transactions and receivables management					
	10.1	Recording and maintenance of all relevant property and contract data, such as tenancy agreements and tenancy agreement debit positions		X		
	10.2	Posting, monitoring and clearing of debtors' incoming payments	This includes any required assignment / account reconciliation	X		
	10.3	Suggestion and, where applicable, posting of allowances relating to tenancy agreements in consideration of rent collateral		X		
	10.4	Cost transfers to tenants and other receivables from third parties according to accounting specifications		X		
	10.5	Recording and management of rent collateral and, where applicable, investment of tenants' deposits according to statutory requirements and client's specifications	Management of rent collateral also includes regular checks and topping up if rent collateral has been claimed fully or partially by the landlord	X		
	10.6	Monthly check of account balances and comments on balances and outstanding items	Comments should reveal processing status of outstanding items	X		
	10.7	Out-of-court pursuit of claims arising from the contractual relationships under management, for instance assertion of payment claims (e.g. rent arrears, entire reminder process up to the 2nd reminder including proposal for further course of action)		X		
	10.8	Transfer to and assistance in the judicial prosecution of claims arising from the contractual relationships under management in cooperation with a lawyer appointed by the owner/client, including the necessary preparatory work		X		
	10.9	Agreement and management of instalment /deferment agreements in coordination with the client		X		



Point	Number	Service	Specification	Basic service	Optional service	Special service
11	Property accounting: credit-side transactions					
	11.1	Recording of credit-side transactions, for example incoming invoices including maintenance of credit-side master data		X		
	11.2	Checking invoices for content and accuracy, as well as account assignment and posting of invoices according to client's specifications, invoice clearance and payment	Auditing and processing of invoices includes a break-down into apportionable and non-apportionable elements as well as a proposal regarding VAT accounting; for invoice approval and payment, any approval reservations that may exist on the client's side must be observed; discount periods must be observed when corresponding funds are available	X		
	11.3	Setup and clearance of recurring postings		X		
	11.4	Ongoing monitoring and settlement of open items on accounts payable		X		
	11.5	Liquidity planning of management accounts and timely requests addressed to client (cash request)		X		
12	Support of financial statement preparation					
	12.1	Timely delivery of any data required for the owners' monthly and annual financial statements according to client's schedule; support of all other work arising in connection with the preparation of monthly and annual financial statements, where applicable in coordination with the responsible auditors (allowances, provisions, etc.)	Basic service, unless required more than once every three months	X		
	12.2	Timely delivery of documents and figures required to prepare VAT registration and tax returns		X		
	12.3	Support of all work connected with tax audits according to client's requirements	This is an optional service if the audit period precedes the start of the contractor's contract	X		
	12.4	§15a Value Added Tax Act (UStG): transfer of legacy data from the §15a register including historical option rates and correction items for the last ten years	The transfer of legacy data requires an organised form and proper documentation. Where this is not assured, the contractor must provide the client with a respective notification. In this case, the parties must agree separately on their course of action (e.g. implementing the register as a special service). Note: In cases where this service is to be classified as a basic service, the parties should make a respective agreement before concluding the contract.		X	
	12.5	Creation and maintenance of correction items pursuant to §15a VAT Act and coordination of the §15a register with the client or a third party contracted by the client and transfer of corrections to such third party	Contents of the §15a register must be included in the preliminary VAT returns. Note: In cases where this service is to be classified as a basic service, the parties should make a respective agreement before concluding the contract.		X	



Point	Number	Service	Specification	Basic service	Optional service	Special service
13		Ancillary cost accounting				
	13.1	Creation and ongoing administration of ancillary cost structure and participation in accounting		X		
	13.2	Implementation and posting of ancillary cost accounting for the accounting periods starting at the beginning of the contract and ending before the end of the contract, including adjustments of prepayments	Where applicable, contracting of external consumption cost accountants and deviation analysis	X		
	13.3	Implementation and posting of ancillary cost accounting for the accounting periods ending before the beginning of the contract (where applicable including adjustments of prepayments)	Before the conclusion of the contract, client and contractor should agree on the remuneration of this optional service and whether this service is likely to be required		X	
	13.4	Processing of appeals and queries from tenants, including inspection of supporting documents etc. for accounts prepared by the client	This may also be the case after the contract has effectively ended	X		



Point	Number	Service	Specification	Basic service	Optional service	Special service
III Data management, reporting und document management						
14	Data management (for interfaces see reporting)					
	14.1	The contractor is responsible for the proper recording and documentation of all administrative transactions as well as the storage and archiving of the data collected and processed by the contractor.		X		
	14.2	The contractor shall protect the client-related data against unauthorised access and make sure that the data are stored, used and processed pursuant to the applicable statutory or supervisory provisions as well as the client's specifications.	Where the client is subject to supervisory provisions, such provisions must be specified in advance.	X		
15	Reporting					
	15.1	Setup and operation of an interface between the contractor's and the client's ERP system(s)	The parties must agree in advance whether interfaces should be configured manually, via import files or as an automated interface in accordance with the client's specifications.			X
	15.2	Agreement of a schedule for purposes of reporting and data and document provision		X		
	15.3	Monthly delivery of accounting data to the client's financial accounting department in a format specified by the client and further processed by the contractor, including trial balance and	The data must be suitable for processing for monthly/quarterly/annual financial statements; it must be determined whether changes may be made after the end of the month; closing deadline and delivery date must be agreed	X		
	15.4	Monthly delivery of the VAT option key (in consideration of client specifications regarding the VAT status of vacant units and the VAT treatment of parking spaces)	Derivation of the VAT key (surface area, rent, VAT status) must be plausible	X		
	15.5	Annual delivery of data for the annual financial statements, including evidence of non-allocatable operating costs and vacant units, balance confirmation of accounts kept by the contractor, valuation of receivables and payables, deposit certificates, etc.	Deadlines must be fixed and the financial year specified	X		



Point	Number	Service	Specification	Basic service	Optional service	Special service
	15.6	Monthly annotated delivery of the standard reports agreed between client and contractor in terms of type, content, format and delivery dates, for instance: - Tenant list including residual terms, options, terminations, vacant units, etc. - Arrears list including comments on processing status - Rent abatement list including reason and status - Rent increase proposal list with explanations - Rent collateral report - Operating cost accounting and appeal reporting - Liquidity plan - Litigation - Reporting on insurance claims - Maintenance and inspection schedule - Target-actual comparison of technical measures across all measures	When setting up automated interfaces, it must be verified to what extent standard reports are still required and to what degree such information is already mapped in the target system (avoidance of parallel delivery of data)	X		
	15.7	Preparation of generally feasible special reports according to the client's specifications	This optional service cannot be priced in advance; however, it should be calculated by the contractor according to the client's specification and provided on the client's request, in case of doubt remuneration according to cost		X	
	15.8	Reporting on unexpected and exceptional significant events			X	
	15.9	Modification of contents and/or form of reporting due to new requirements specified by client, legislators or other stakeholders	This optional service cannot be priced in advance; however, it should be calculated by the contractor on the client's request and provided on call; in case of doubt remuneration according to cost	X		
	15.10	Modifying the content and/or format of reporting due to new requirements from the client, legislators, or other stakeholders (including changes due to ESG mandates).	This optional service cannot be priced in advance but should be calculated by the contractor upon request by the client and provided upon call-off; in case of doubt, compensation will be based on effort		X	
	15.10.1	Delivery/Provision/Supply of consumption data (heat, cooling, electricity, water, waste).	Standardized reporting according to a specified template		X	
	15.10.2	Bewertung und Analyse der gelieferten Verbrauchsdaten	Standardized reporting according to a specified template		X	
	15.10.3	Delivery/Provision/Supply of other ESG-relevant key figures			X	
	15.10.4	Deliver/Provision/Supply of data for responding to scope ratings	Standardized reporting according to a specified template		X	
	15.10.5	Delivery/Provision/Supply of sustainability data (ESG) of the assets based on tenant enquiries	No standardised reporting (event-driven query of information and data if a tenant submits queries to clients as part of its supplier management)		X	



Point	Number	Service	Specification	Basic service	Optional service	Special service
16	Document management					
	16.1	In coordination with the client, the contractor actively pursues the enforcement of the procurement of missing records and documents	This optional service cannot be priced in advance; however, it should be calculated by the contractor on the client's request and provided on call; in case of doubt remuneration according to cost		X	
	16.2	The contractor ensures proper recording and documentation of all administrative transactions and manages all property-related documents in a filing structure agreed with the client (either as hard copies or in electronic form).		X		
	16.3	Organisation of professional archiving at third parties of documents that are no longer needed for the provision of the services, provided the documents are not transferred to the client and, on the client's request, assistance in retrieving archived documents	External costs are assumed by the client, assistance in retrieval of documents, for instance on expenses basis		X	
	16.4	Client's and contractor's up-to-date delivery of specified documents to a platform provided by the client, for example: - Tenancy agreements with supplementary agreements and, where applicable, important correspondence - Sureties and important warranty documents - Supply and service agreements - Ground plans and land register map - Inspection and maintenance logs (fire protection, drinking water supply, lifts) - Documentation proving that the operator's responsibility is being accomplished - Site survey records - Key books/access documentation, unless this is the responsibility of the facility management - Energy certificates	May be agreed as basic service on contract conclusion if required on a permanent basis and if scope and nature of the provision is also agreed; access and storage rights should be granted to client if contractor operates a digital document storage system (to be specified); where applicable, the parties may agree backup or mirroring to a destination to be determined by the client		X	
	16.5	On request, the contractor shall provide the client with complete duplicates or copies of all documents relevant to commercial management.				X
	16.6	The originals of the contracts and contractual documents (if in the contractor's possession) and important written correspondence are backed up by the contractor and stored in accordance with the legal requirements (e.g. tenancy agreements; rent collateral, rent adjustment letters; termination letters; transfer logs and return records).	The parties must define in principle which original documents, for instance tenancy agreements and rent collateral, are stored by which party and which requirements apply to storage and accessibility.	X		

Point	Number	Service	Specification	Basic service	Optional service	Special service
IV Technical Property Management						
17	Maintenance and inspection / service agreements					
	17.1	Monitoring of technical requirements and intervals for maintenance services and inspection of technical equipment based on the current property documentation		X		
	17.2	Inspection of maintenance services owed by tenants in accordance with the provisions of their tenancy agreements		X		
	17.3	Ongoing retrieval, documentation and verification of completeness of maintenance logs, inspection reports, TÜV assessments in respect of contracted service providers, especially facility managers as well as tenants in accordance with such agreed regulations		X		
	17.4	Notification of client of material defects		X		
	17.5	Initiation of repair of defects listed in the documented records (unless they relate to stock that has been taken over) - in the case of tenants' obligations: requirements for tenants	Para. 19 and para. 20 apply to the implementation of any technical measures that may be required in this context	X		
	17.6	Verification of removal of defects and defect clearance notifications		X		
	17.7	Contracting of specialist and technical inspections (unless provided by facility manager) and monitoring of implementation		X		
	17.8	Management of maintenance and service contracts (excluding facility management): conclusion/contract amendment/renewal/termination/optimisation proposals according to principles of proper management	Applies exclusively where no facility management contract has been concluded. For facility management tender see paragraphs 26 and 27	X		
	17.9	Retendering of individual maintenance and service agreements based on the current list of services (cost check)	Applies exclusively where no facility management contract has been concluded. For facility management tender see paragraphs 26 and 27	X		
	17.10	Retendering of individual maintenance and service agreements involving modification of the list of services or current service range	Applies exclusively where no facility management contract has been concluded. For facility management tender see paragraphs 26 and 27		X	



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18	Property management					
	18.1	Identification, documentation and initiation of appropriate / necessary repair and maintenance measures (short, medium, long term)		x		
	18.2	Regular site surveys for inspection of technical condition and safety including documentation and follow-up on identified defects	A minimum and maximum frequency (as basic service) should be agreed for the individual property before the contract is concluded	x		
	18.3	Annual preparation of a technical report for the property including the budget for technical work		x		
	18.4	Technical tenancy supervision, specifically receipt and documentation of defect reports		x		
	18.5	Damage assessment and recording including documentation		x		
	18.6	Monitoring and control of technical onsite supervisor or facility manager		x		
	18.7	Audit and approval of invoices (service invoices)		x		
	18.8	Ongoing maintenance (at least initiation and verification) of existing technical documentation for measures carried out or controlled by the contractor, including ongoing operation		x		
	18.9	Ongoing maintenance (at least initiation and verification) of the existing technical documentation for measures not carried out or controlled by the contractor			x	
	18.10	Assisting the client in the collection of data and information as well as delivery for ESG monitoring and respective reporting / benchmarking	E.g. GRESB, ECORE, etc.			x
	18.11	Conducting of an ESG rating or ESG scoring	For example, auditing of buildings, building sections, or system components, tenants, or operators			x
	18.12	Collection and/or consolidation as well as further processing of consumption and consumption-related, ESG-relevant data such as for energy, water/wastewater, and waste.	ESG-relevant consumption data (with the fundamental assumption that the actual collection is carried out by third parties such as facility management or by tenants) will be obtained, consolidated, and processed in coordination with the property		x	



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19	Implementation of technical work involving construction and ancillary construction costs up to EUR ... net					
	19.1	Identification of type and scope of the respective maintenance and renovation measure		X		
	19.2	Consultation with client in accordance with the applicable clearance arrangements		X		
	19.3	Placing of orders, inspection of service provision (also informally) and invoice processing and approval	Formal final inspections are not part of this service unless they have been expressly agreed	X		
20	Implementation of technical work involving construction and ancillary construction costs of EUR ... net and above					
	20.1	Identification of type and scope of the respective technical measure	As a rule, external planners are involved with respect to the following items: - Measures with corresponding planning applications of any kind (change of use, ventilation application, new fire protection concept, other building applications) - Complex tenant improvements involving special measures and necessary technical buildings systems (TBS) planning as well as plant and assembly planning - Complex TBS and fire protection projects		X	
	20.2	Consideration of general parameters under the applicable licence regulations and, where necessary, initiation of verification and procurement of required licences			X	
	20.3	Preparation of a cost projection (construction and ancillary construction costs based on DIN 276, cost groups 300 to 700)			X	
	20.4	Comparison and preparation of measure-specific budgets and coordination with client (construction and ancillary construction costs based on DIN 276, cost groups 300 to 700)			X	
	20.5	Preparation of a decision paper and obtaining decisions and clearance from client in accordance with the applicable clearance arrangements			X	
	20.6	Ongoing, measure-specific budget monitoring			X	
	20.7	Procurement of quotes including list of services			X	
	20.8	Request for comparative quotes for measures with a total volume in excess of EUR ...			X	
	20.9	Placing of orders, processing and formal inspection of measure	In this case, the project supervision of the property management assumes the task pursuant to point 25. This is an independent monitoring responsibility of the builder's representative rather than an additional task		X	
	20.10	Assessment / control of companies involved in the planning and construction process in regard of the contractual performance obligations			X	



Point	Number	Service	Specification	Basic service	Optional service	Special service
	20.11	Invoice processing (audit, approval and transfer to payment run)			X	
	20.12	Random checks of the rectification and clearance of defects identified during the building inspection			X	
	20.13	Collection of agreed collateral			X	
	20.14	Documentation of warranty deadlines for completed construction measures			X	
	20.15	Documentation and management of measure-specific collateral retentions and guarantees			X	
	20.16	Receipt and classification of measure-specific defect reports			X	
	20.17	Notification of warrantor re. defects			X	
	20.18	Monitoring of deadlines, setting of additional deadlines			X	
	20.19	Management of stakeholder appointments			X	
	20.20	Request of defect clearance notifications from the warrantor			X	
	20.21	Verification of defect clearance notification			X	
	20.22	Release of retained collateral and guarantees			X	
	20.23	Processing/payment of guarantees and retained collateral			X	
	20.24	Measure-specific communication with tenants in coordination with commercial property management			X	

21 Commercial support for third-party technical measures

	21.1	Commercial support (preparation of the order document, etc.)	According to client's specifications and instructions	X		
	21.2	Account assignment and payment of invoices	Audit and approval of invoices by client or optional service	X		
	21.3	Audit of invoices/budget tracking/liquidity management, mapping in ERP system			X	
	21.4	Support of measure-specific tenant communication (information)		X		
	21.5	Tenancy supervision and coordination of tenant appointments			X	



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22	Management of insurance claims					
	22.1	Implementation of emergency measures in the event of damage to prevent personal injury and damage to property, subsequent notification of client		X		
	22.2	Damage report to insurance company		X		
	22.3	Contracting of companies for damage processing in coordination with the insurance company	Para. 19 and para. 20 apply to the implementation of any technical measures that may be required in this context	X		
	22.4	Settlement with the insurance company, account assignment according to client's specifications	In some cases, costs relating to insured measures are posted separately	X		
23	Warranty management of measures not implemented by the contractor (final inspection shortfalls from project development / new buildings are usually client's responsibility)					
	23.1	Submission of proposals and procurement of quotes for the provision of warranty tracking services			X	
	23.2	Involvement in the award process and submission of an award proposal			X	
	23.3	Involvement in the contracting of a third party for warranty tracking services after clearance by client (including contract preparation)			X	
	23.4	Forwarding of defect, damage and malfunction reports to the third party contracted for warranty tracking			X	
	23.5	Regular requests of processing status (overview lists, statements)			X	
	23.6	Request of inspection records, final inspections, evidence, etc. regarding the removal of reported defects			X	
	23.7	Plausibility check of defect removal reports (overview lists, consultation of tenants, facility management, building caretaker or other service providers)			X	
	23.8	Tracking of warranty deadlines, initiation of inspection appointments required by third parties pursuant to the client's documented information			X	
	23.9	Notification of client and recommendation of measures			X	
	23.10	Attendance of final inspections by third party contracted for warranty tracking			X	
	23.11	Measure-specific communication with tenants in coordination with commercial property management			X	



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24	Warranty tracking of measures not implemented by the contractor					
	24.1	Receipt and classification of measure-specific defect reports				X
	24.2	Notification of warrantor re. defects				X
	24.3	Monitoring of deadlines, setting of additional deadlines				X
	24.4	Tendering and support of substitute measures, support of any legal steps the client may have to initiate, e.g. proceedings for the preservation of evidence				X
	24.5	Management of stakeholder appointments				X
	24.6	Request of defect clearance notifications from the warrantor				X
	24.7	Verification of defect clearance notification				X
	24.8	Release of retained collateral and guarantees				X
	24.9	Processing / payment of guarantees and retained collateral				X
	24.10	Measure-specific communication with tenants in coordination with commercial property management				X



Point	Number	Service	Specification	Basic service	Optional service	Special service
25	Project management					
	25.1	Definition of the tasks, coordination of programme for the overall project and definition of project term				X
	25.2	Involvement in customary tenant consultations for planning updates				X
	25.3	Assistance in establishing the budget				X
	25.4	Clarification of requirements for deployment of (expert) planners and other specialists				X
	25.5	Involvement in the procurement and evaluation of quotes, award negotiations and order placement with project participants				X
	25.6	Involvement in the award process and order placement with contracting companies				X
	25.7	Coordination and management of project participants (excluding contracting companies) in regard of costs, deadlines, quality				X
	25.8	Updating of project targets				X
	25.9	Preparation and inducement of client's decisions				X
	25.10	Monitoring of deadlines and costs with reference to project targets				X
	25.11	Invoice processing				X
	25.12	Organisation and participation in final inspections on a random basis				X
	25.13	Organisation and participation in transfers / start-up operations on a random basis				X
	25.14	Involvement in the verification and compilation of project documentation				X



Point	Number	Service	Specification	Basic service	Optional service	Special service
26	Supervision of facility management tenders (by third parties)					
	26.1	Clarification of task				X
	26.2	Involvement in the determination of required principles and information				X
	26.3	Submission of proposals and request for bids for a facility management tender				X
	26.4	Coordination and supervision of project participants				X
	26.5	Involvement in the award process and submission of an award proposal for a facility management tender				X
	26.6	Involvement in the tender, negotiation, preparation and conclusion of a facility management contract				X
	26.7	Audit and approval of invoices				X
	26.8	Support during the facility manager's start-up phase				X
27	Implementation of facility management tenders (by contractor)					
	27.1	Procurement of bids based on existing list of services				X
	27.2	Where necessary, commissioning of a facility management list of services				X
	27.3	Submission of an award proposal				X
	27.4	Preparation of award according to client's specifications				X
	27.5	Coordination of contract conclusion by client				X



Point	Number	Service	Specification	Basic service	Optional service	Special service
V Letting / Rental services						
28 Preparatory support for letting services						
	28.1	Preparation and maintenance of an occupancy plan			X	
	28.2	Guarantee of appropriate condition of space intended for letting	Guarantee in this context means coordination and control, not the provision of the actual service, e.g. cleaning	X		
	28.3	Vacancy management in the sense of comprehensive management of empty spaces and buildings beyond temporary vacancy management	For properties with high, longer-term vacancy rates, e.g. properties subject to ongoing revitalisation			X
29 Activities relating to new tenancies						
	29.1	Selection and management of external estate agents	Contracting is usually the client's responsibility			X
	29.2	Procurement of credit rating information				X
	29.3	Conduct of tenancy agreement negotiations				X
	29.4	Preparation of the tenancy agreement according to the client's template and conclusion of the tenancy agreement	Basic service if templates are used (e.g. residential tenancy agreements)		X	
	29.5	Supporting the client in regard of letting activities in the usual extent, for example: - Provision of data and property information - Coordination of access for site inspections - Depending on authorisation scheme, signing of tenancy agreements according to client's instructions (i.e. no review of content)	Includes neither sight inspections nor planning services or coordination with prospective tenants	X		
30 Additional new tenancy activities by property manager (services included, provided commission is paid)						
	30.1	Preparation and implementation of a tenancy concept, or examination of current tenancy concepts as to their marketability				X
	30.2	Coordination, preparation and implementation of site inspections				X
	30.3	Conduct of tenancy agreement negotiations, including credit rating assessments, etc.				X
	30.4	Preparation of the tenancy agreement according to the client's template and/or coordination with a legal advisor and conclusion of the tenancy agreement				X



Point	Number	Service	Specification	Basic service	Optional service	Special service
31	Activities relating to current tenancies					
	31.1	Processing of exercise of options without changes in content		X		
	31.2	Active tenancy extensions and changes in floor space involving existing tenants			X	
32	Technical support of letting activities					
	32.1	Involvement in the preparation of technical letting concepts and economic efficiency calculations				X
	32.2	Involvement in planning coordination with tenants (including special tenant requests) before and after conclusion of the tenancy agreement				X
	32.3	Preparation of tenants' space planning				X
	32.4	Preparation of cost and time projections				X
	32.5	Preparation or involvement in the preparation of documents relating to tenancy agreements (building and amenities description, tenant improvements planning, tenant improvements budget)				X
VI	Support of selling activities					
33	Preparation and support of sales activities					
	33.1	Upload of digital documents into a data room provided by the client	Includes implementation of a naming convention defined by the client		X	
	33.2	Procurement and digitisation of non-existent documents	Provided the documents are accessible and available to the contractor			X
	33.3	Update/refresh of property data (including tenants' consumption data) according to current ESG criteria				X
	33.4	Attendance of site inspections with prospective buyers	This is an optional service if the scope or number of inspections exceed the customary scope in the management field - excluding sales		X	
	33.5	Involvement and support of the Q&A process			X	
	33.6	Preparation of an overview of the completed maintenance work of the last 5 years (at most: since start of the mandate)	ESG-relevant measures must be processed separately on client's request		X	



Point	Number	Service	Specification	Basic service	Optional service	Special service
VII Offboarding						
34	Handovers					
	34.1	Compilation and organised handover of all physical and digital files and documents, which have been taken over, updated or newly created by the contractor, to the client or a third party that has been contracted by the client and is obligated to take over the documents	This also applies to access systems, unless these are management by a facility manager, and to original contracts, guarantees, collateral, etc. The contractor is usually not responsible for any costs associated with returns, for instance transport	X		
	34.2	Update/refresh of property data (including tenants' consumption data) according to current ESG criteria				X
	34.3	Transfer of an electronic copy of the master data and other management-related transferable information from the contractor's IT system to the client or a third party appointed by the client in a format that can be digitally processed	Data format, e.g. xlsx or .csv; on client's request before end of contract; for example VAT correction items (including §15a register, provided such a register is maintained by the contractor)	X		
	34.4	Compilation and organised handover of pending transactions to the client		X		
	34.5	Participation in a transfer site inspection involving a third party appointed by the client	Within four weeks of the expiry of the contract		X	
35	Communication					
	35.1	Forwarding an information letter to tenants in coordination with the client	Prior consultation of client required	X		
	35.2	Notification of change to suppliers and authorities	Unless it has been agreed that this is the buyer's/new PM's responsibility	X		
	35.3	Termination of bank accounts after consultation with client		X		
	35.4	Answering queries for a maximum period of three months after the end of the contract	Optional service if the period is longer	X		



Point	Number	Service	Specification	Basic service	Optional service	Special service
36	Subsequent activities					
	36.1	Delivery of reports for the period until contract expiry		X		
	36.2	Disbursement of rents arriving after the end of the contract on accounts held by the contractor	As a rule, accounts should be closed promptly on expiry of the contract (e.g. 65 days after transfer of rights and obligations or end of management mandate)	X		
	36.3	Involvement in preparing the statement of account as at the transfer date for the new owner		X		
	36.4	Preparation of the statement of account as at the transfer date for the new owner			X	
	36.5	Accounting of heating and operating costs for all accounting periods ending within the contractual term		X		
	36.6	Assertion and collection of client's rent receivables, including after contract expiry, for example in cases where receivables were not included in the sale				X