

TVO NORTH AMERICA

Facility Management Services



HOSPITALITY



MULTI-FAMILY



MEDICAL

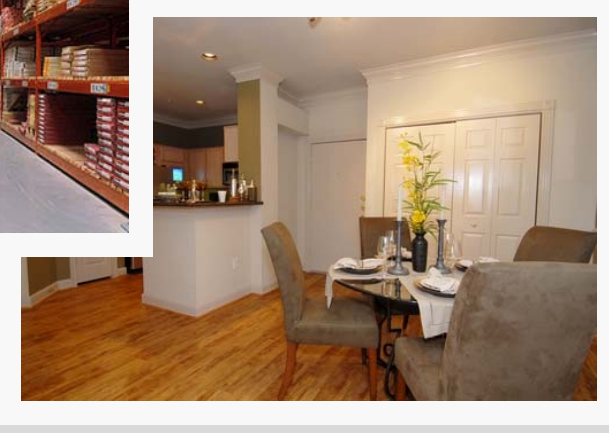
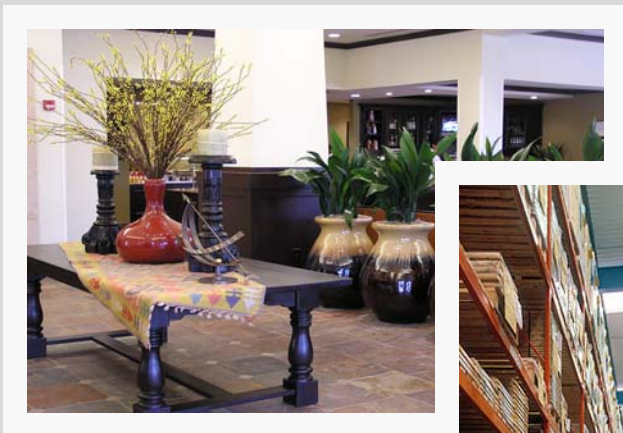


INDUSTRIAL

TVO NORTH AMERICA

TVO North America, an affiliate of TVO Groupe, is a privately held real estate investment and services company with over 26 years of management experience in the United States and Europe. TVO acquires, renovates, develops and manages real estate assets while providing both acquisition sponsorship and capital markets execution. TVO North America's activities include investment, property and asset management in the following property sectors:

Multi-family residential communities & condominium conversions, hospitality, medical/health care, office, neighborhood retail and industrial & logistics centers.



TVO NORTH AMERICA SERVICES

ASSET MANAGEMENT

The Asset Management group oversees implementation of the business plans and budgets, while monitoring capital expenditures and providing recommendations that target the investor's performance goals and expectations. This group's objective is to maximize the value of the asset.

CAPITAL MARKETS

The Capital Markets group identifies potential strategic investment opportunities and oversees all aspects of an acquisition. Each asset is systematically evaluated for its financial stability and growth potential including sale/hold analysis and refinancing opportunities.

CONSTRUCTION SERVICES

The Construction Services group oversees all capital improvements, value add projects, and renovations to maintain the economic life of the asset.

DUE DILIGENCE

The Due Diligence group reviews the physical and financial viability of each potential acquisition. This is accomplished by detailed inspection of the physical plant and the review of collected documentation & historical information relating to the asset and its market.

PROPERTY OPERATIONS

TVO North America manages the operation of each asset through a highly qualified group of corporate office and on-site employees. This core group is responsible for the supervision of day to day operations, enhancement of the economic life of the asset, policy implementation and meeting performance objectives.

SHARED SERVICES

TVO Management Services provides a solid support platform which includes the following shared services:

- Accounting
- Accounts Payable
- Cash Management
- Marketing
- Human Resources
- Information Technology
- Legal & Risk Management
- Public Relations

FACILITY MANAGEMENT

TVO offers full-service property management for multi-family, industrial, hospitality and medical office buildings. TVO has managed over 3.18 million square feet of commercial assets throughout Texas. Our current portfolio consists of over 2 million square feet.

In addition, the company's construction services group oversees the maintenance, repairs and leasehold improvements of each commercial asset, including scope of work, bid solicitation, and supervision.

SERVICES

We realize that the creation of long-term relationships with our owners and tenants ultimately lead to the creation of value in the buildings and assets in which we manage. As a full service facilities management group we provide the following services to our partners:

- Vendor Relations & Management
- Quality Control & Assurance
- Accounts Payable Review
- Budgets & Capital Expenditures
- Common Area Maintenance
- Construction Management
- Deferred Maintenance and Repairs
- Energy Management Solutions & Building Energy Performance
- Financial Reporting
- Insurance & Risk Management
- Tax Consultation Services
- Legal & Risk Management
- Inspections (Move-In / Move-out / Lease Hold Improvements)
- Preventive Maintenance Schedule
- Rehab & Leasehold Improvements
- Tenant Relations
- Landlord Relations
- Leasing

WHY TVO ?

We recognize that our clients have a choice when picking a facility management company. At TVO, we strive to exceed expectations and maximize value. TVO's commitment is your benefit.

We are committed to:

- Reduce operating expenses, enhance net income, and increase asset value to our property owners.
- Provide excellent service, while maintaining a high level of tenant retention and vendor satisfaction, thereby reducing tenant turnover which reduces tenant improvement expenditures. improvement.
- Preserve our proven and successful track record of creating value in demanding and various operating environments and markets.
- Uphold a professional and responsive staff that identifies property owner's needs and create solutions.



TVO FACILITY MANAGEMENT TEAM

Bernie del Hierro, Managing Director

Mr. Del Hierro, who joined TVO in January of 2000, is the Managing Director of TVO North America Facility Management. The facility management platform is 3.18 MM square feet of industrial, office, retail & medical office space. As such, he serves as the liaison between the tenant and owners, vendors, and construction management. He received his BA from the University of Texas at El Paso and MBA from the University of Oklahoma. He is a member of the Public Relations Society of America and BOMA International, where he is currently pursuing the designation of Real Property & Facilities Management Administrator.

Edward Daley, Project Manager

Mr. Daley joined TVO in 1997 as Project Manger of Construction Services, overseeing and managing rehab projects for TVO's portfolio of multifamily assets. In this capacity, Mr. Daley has overseen \$100,000,000 in rehab and tenant improvements over the last ten (10) years with TVO. Edward has 32 years of experience in construction services / project management and currently oversees TVO's maintenance and tenant improvements for their facility management portfolio. He is a graduate of the University of Maryland where he received his Bachelor of Arts degree.

Elizabeth Zapanta, Analyst

Ms. Zapanta joined TVO Development Services as an Analyst in September 2006. Her current roles include property management of medical office buildings, asset management, and research. Prior to her joining the team, Ms. Zapanta began her real estate career at CB Richard Ellis as an industrial brokerage professional. She gained extensive knowledge of the El Paso / Juarez market and participated in numerous transactions of Fortune 500 companies. Elizabeth holds a Bachelor's and Master's degree in Criminal Justice from New Mexico State University.



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