



PROMISING POSSIBILITIES

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# CORPORATE CATALOG

2014 - 2015

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# WELCOME TO LIFEQUO!

Here at LifeQuo (Sister Company of Mouawad Projects), we help offer a **superior living experience**, from hassle and stress-free property maintenance, well-organized services, and cost-effective quality management. With qualified experts in all fields, we make managing various projects, properties, and venues a breeze. Sit back, relax and let us do all the work.

**We protect your bottom line, help secure happy tenants, and focus on keeping guests elated.** We do this by ensuring your projects effectively control quality and costs, your properties are well managed and maintained, and your hospitality services meet the highest standards. We will handle all details to provide you peace of mind and a smoother lifestyle.

At LifeQuo, a single and fundamental thread runs through all of our consultancy services—maximised performance of our clients’ facilities. Whether we are finding efficiencies in a building’s systems, providing interim management of the daily facilities operations, or helping companies to accommodate more employees in less space, we are always focused on getting the best out of your property and helping you to reach your corporate objectives.

To make sense of the breadth of this service we have split it into 3 separate aspects, asset performance, service performance, and finally the workplace design itself.



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# ABOUT US

LifeQuo is a full-source property design, management, and maintenance company based in Beirut, Lebanon. Established in 2014, LifeQuo aims to **shape the industry and set forth a new quality of life**. LifeQuo consolidates and meets all residential and commercial property needs, offering a wide array of services through its professional and specialized team of experts in various corresponding fields.

## MISSION STATEMENT

LifeQuo reduces chaos and offers a secure, dependable, and specialized source for all property and hospitality management and maintenance services.

## VISION STATEMENT

To offer the **highest level of excellent property management** and set a new bar for the quality of life.



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## LETTER FROM THE CEO

“

All fields of the real estate industry have been heavily integrated in my family and have instilled in me a passion and dedication that has been passed down from generation to generation, from my grandfather to my father. Now, it is my turn to continue in the steps of the generations that came before me and establish an entity that will enhance real estate services and take them to a new level.

With the importance of the hospitality sector in the country and the current booming of residential complexes needing high-quality management and maintenance, we bring to you ‘LifeQuo’. With ‘LifeQuo’ I aim to continue the vision of my father and grandfather to provide residential and commercial

property owners ‘peace of mind’ by combining multiple technical and managerial specializations under one umbrella to effectively meet all needs.

Here at LifeQuo, we do not intend on simply offering services. Rather, we promise to offer you the lifestyle everyone dreams of. Our objective is to provide such superior property management and maintenance, as well as management of third-party hospitality services that we exceed customer expectations and set forth new standards of luxurious living. It is not about getting the job done but going one step beyond and leaving a lasting memory.

One of our major focuses is to provide clients with very classy, modern, yet elegant interior designs and concepts customized to individual needs. We want our designs to reflect the personality and

image of our customer, thus we pay special attention and care to study customer style and profile.

We want property owners, whether individuals or businesses, as well as tenants and guests to sleep comfortably at night without unnecessary tension and worries. We want to help provide a living experience that escapes the chaos of daily life. Thus, we will handle everything pertaining to property management and maintenance, quality and cost control, and hospitality management.

**I am so excited to move forward into a new era with a higher ‘quality of life’ that we, our highly specialized and expert team and myself, aim to bring you.**

”

**Paul Mouawad,**  
LifeQuo CEO  
2 November 2014

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# OUR SERVICES

LifeQuo is your one stop source for property and hospitality management. We provide a wide array of services ranging from Property Management & Maintenance; to Quality & Cost-Control; to Management of Hospitality Services provided by third-parties. We ensure your property integrates the latest technologies and innovations in the market, including eco-friendly renewable energy house and water heating solutions.

Our services include but are not limited to:

## PROPERTY MANAGEMENT & MAINTENANCE

**We at LifeQuo are responsible for the upkeep of your entire estate, meeting highest standards to maintain a safe and attractive property.** With the required technical expertise, legal know-how, and extensive management skills, we cover all management and maintenance work in residential and commercial complexes and buildings, including flats, chalets, hotel suites, rooms and common areas, as well as offices and other properties.

Find all your property management and maintenance needs here at LifeQuo!







# PROPERTY MANAGEMENT & MAINTENANCE

## MANAGEMENT & MAINTENANCE SERVICES

We offer superior quality services for entire residential properties and commercial real estate.

### Common Area:

- Manage the accounts and finances of real estate properties
- Review and manage maintenance policies to enhance efficiency
- Provide preventive, corrective, and condition-based maintenance
- Audit and provide consulting for risk management and technical services
- Perform building equipment maintenance (assess the functionality of equipment and offer repair strategies)
- Manage third-party property cleaning services for all facilities (elevator, lobby, parking, entrance, etc.)
- Ensure pest control

### Private Area:

- Swift Expert Services*
- Initial inspection and assessment of your property
  - Providing maintenance and repairs
  - Liaising with utility companies
  - Obtaining cost effect quotes for maintenance
  - No hidden fees
  - A personalized service tailored to your needs
  - IT Services:
    - Network and connectivity maintenance
    - Hardware and software troubleshooting
    - New Hardware and software installation
    - Backup and recovery solutions
    - Security and parental control

### Other Services:

We develop architectural and interior designs for high-end chalets, houses, hotels, building lobbies, and offices. Our customized, unique and creative designs reflect our image and the image of our clients.

- Architecture:
  - Architectural design
  - Concept creation (design and perspective)
  - Furniture maintenance
  - Carpentries maintenance
  - Construction management

# PROPERTY MANAGEMENT & MAINTENANCE

## MECHANICAL, ELECTRICAL, & PLUMBING (MEP)

### Electrical Works:

- ▲ Equipment:
  - Parking control equipment
- ▲ Integrated automation:
  - Building alarm system
- ▲ Electrical:
  - Medium voltage cables
  - Low voltage electrical power
  - Conductor and cables
- ▲ Communications:
  - Satellite and master antenna TV system
  - Videophone systems
  - Structured cabling system
  - IT services:
    - (Wireless Internet installation; computer systems; etc.)
- ▲ Electronic safety & security:
  - Video surveillance (CCTV)
  - Addressable fire alarm system
  - Carbon monoxide detection system

### Mechanical Works:

- ▲ Fire suppression
- ▲ Heating/Ventilation/AC (HVAC)

### Plumbing works:

- ▲ Plumbing insulation
- ▲ Domestic water piping
- ▲ Storm water
- ▲ Sanitary waste
- ▲ Vent piping
- ▲ Soil waste
- ▲ Storm drainage piping
- ▲ Cleaning of tanks





## PROPERTY MANAGEMENT & MAINTENANCE

### LANDSCAPING

- ▲ Soft/Hard landscaping
- ▲ Irrigation systems
- ▲ Regular maintenance

### SECURITY & SAFETY SERVICES

- ▲ Ensure compliance with security and life safety standards
- ▲ Report any unusual incidents or hazardous conditions
- ▲ Monitor security desk consoles (employee access control and alarm computer, CCTV video monitors, DVRs)
- ▲ Assign guards to protect premises from unwanted entry





## QUALITY & COST CONTROL

**Our team handles all issues related to quality and cost control for all real estate properties and construction sites.** We monitor quality and ensure compliance to contracts, governmental requirements and other legal agreements. We track and ensure cost-efficiency throughout all operations pertaining to the management of residential and commercial properties, as well as review, discuss and negotiate all upcoming offers.

Our quality and cost control services include but are not limited to:

- ▲ Establish timely, accurate and complete billings, as well as undertake cost containment procedures
- ▲ Enforce timely submissions of invoices and other contract data
- ▲ Ensure compliance with contract requirements
- ▲ Guarantee accuracy of reports
- ▲ Schedule tasks and monitor task durations
- ▲ Set milestone schedules and ensure they are adhered to
- ▲ Create parameters for constant and open communication between management staff and clients
- ▲ Analyze and identify potential problems and take proactive problem preventive strategies
- ▲ Identify problems early-on and set in place efficient problem solving strategies
- ▲ Qualified employees holding the Six Sigma and Project Management Professional (PMP) certificates.



## MANAGEMENT OF HOSPITALITY SERVICES


**At LifeQuo, in addition to securing a high quality of life, we aim to create a luxurious life style.** We will be responsible for organizing, supervising and controlling all third-party providers of hospitality management services that you require at your residential and commercial properties.

Our responsibilities include but are not limited to:

- ▲ Undertake daily management and on-site maintenance tasks
- ▲ Identify and anticipate guest needs
- ▲ Perform quality and cost control
- ▲ Set forth and ensure compliance with required high standards of service
- ▲ Supervise hospitality staff
- ▲ Schedule and oversee tasks
- ▲ Develop and monitor reporting
- ▲ Employ hospitality management providers

# SOME OF OUR CLIENTS





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