



There is no doubt that COVID-19 has had its impact on the real estate market. We at Real Search have been very proactive in dealing with the impacts of the pandemic on the market and have adopted the most efficient ways to maintain smooth operations at our buildings and minimize any adverse impacts on our owners' investments through utilizing technology and remote resources; in addition to initiating communication channels with our clients and proposing solutions that guarantee the best return at such challenging times.

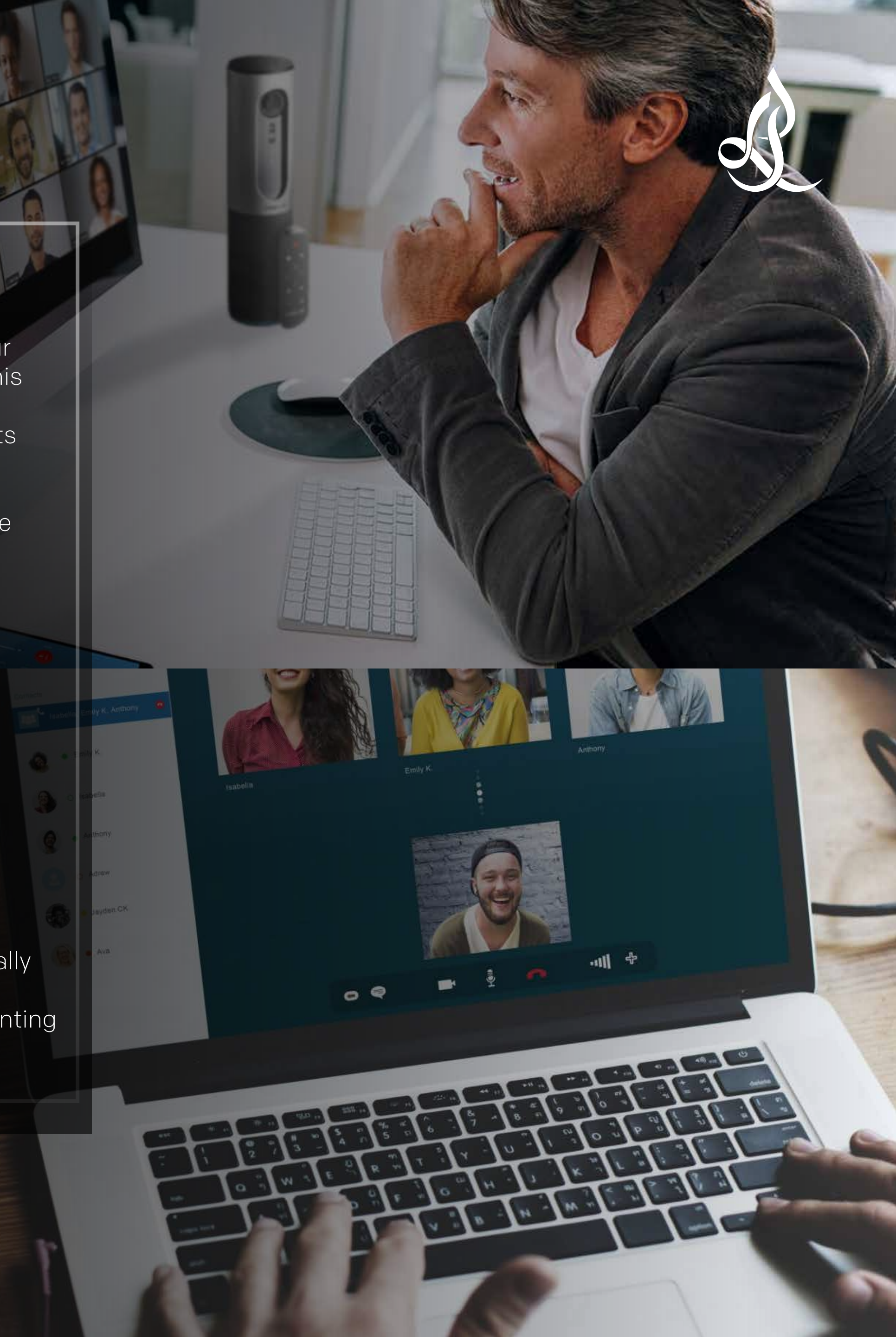


The pandemic outbreak has redefined the norms of daily operations in all sectors. For instance, we are more accustomed to virtual meetings and visits due to the social distancing mandates. There are no more or very limited meetings with new tenants by property advisors and realtors at properties. Most work is now done virtually.



At Real Search, we have also utilized the technology resources by implementing various systems to allow our team to operate virtually. This resulted in limited face to face interactions with clients including:

1. Encouraging clients to use online payment methods
2. Receiving and sharing contracts and other administration related documents electronically
3. Hosting virtual tours to properties
4. Virtual inspection of properties
5. Holding Home Owners' Association meetings virtually
6. Developing and implementing customized procedures to facilitate easy means of communication



The COVID-19 crisis has also allowed us to reconsider the operations of the maintenance department. We have ensured to abide with the social distancing mandates and limit the number of maintenance workers at a time.

However, this didn't stop us to address all defects at the properties and rectify them. Perhaps, we have implemented a system in the maintenance department allowing us to prioritize the requests raised by clients while ensuring everyone's safety and satisfaction.

Our team always take all precautionary measures carefully and abide to all rules and regulations of the Ministry of Health to ensure the safety and comfort of all!



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