

CERTIFICATE

TÜV NORD CERT Standard A75-S008 “Certified Service Quality”

In accordance with TÜV NORD CERT procedures, it is hereby certified that

Grand City Property Ltd.
Branch office Germany
Wittestraße 30 F
13509 Berlin
Germany

GRAND CITY
PROPERTY

applies a management system in line with the above standard for the following scope

**Providing service by phone and in writing through the internal service center
within the scope of tenant support and new customer contact**



Within the framework of certification, quality of service and customer focus, in terms of service culture, service reliability, the qualifications/skills of personnel and complaint handling, have been scrutinised. The inspection methods included on-site audits, the examination of documents and evaluation of a customer survey. The results of the customer survey must prove to be at least “good”.

Following an in-depth examination, compliance with the inspection specification of TÜV NORD Standard A75-S008 is confirmed.

TÜV NORD CERT monitoring is undertaken annually.

The customer survey is evaluated every two years.

Certificate Registration No. 44 761 151626
Audit Report No. 3517 6864

Valid from 2016-04-04
Valid until 2019-04-03
Initial certification 2016-04-04


Certification Body
at TÜV NORD CERT GmbH

Essen, 2016-04-04

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveillance audits.