



# COMPANY PROFILE



## TOTAL PROPERTY MANAGEMENT SERVICES INC.



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## ***Company Overview***

Total Property Management Services Incorporated (TPMS) is Guyana's leading property management company and prides itself on being the only ISO 9001-certified property management provider in the country. TPMS is headquartered at 476 Republic Park, Peter's Hall, East Bank Demerara.

The company was conceptualized by Priyadarshni Rai, Annabelle Carter-Sharma, and Suparna Narine, who bring years of knowledge, insight, business acumen, and experience. To earn the respect and recognition of our valued customers, associates, and prospective clients, we communicate effectively with all stakeholders to complete work efficiently and to the highest standards.

In March 2020, TPMS was legally registered and incorporated as a company. Today, our team includes operations, administrative and logistics personnel, as well as approximately seventeen (17) hardworking subcontractors with deep industry expertise. These dedicated professionals care for the needs of our customers, delivering quality and innovative services that protect and enhance real estate assets.

The positive feedback we receive is both motivational and instrumental to our growth, development and confidence to serve. With the necessary skills, resources, and expertise, TPMS is well-equipped to manage any project within our scope. We collaborate closely with all stakeholders to meet and exceed customer satisfaction.

## ***Our Vision:***

To transform property management and maintenance by becoming the most trusted and innovative provider, enhancing the value and satisfaction of every client we serve.

## ***Our Mission:***

To revolutionise property management and maintenance with cost-effective solutions delivered with exceptional understanding, care, and a relentless pursuit of excellence, ensuring we consistently exceed our clients' expectations and set new industry standards.

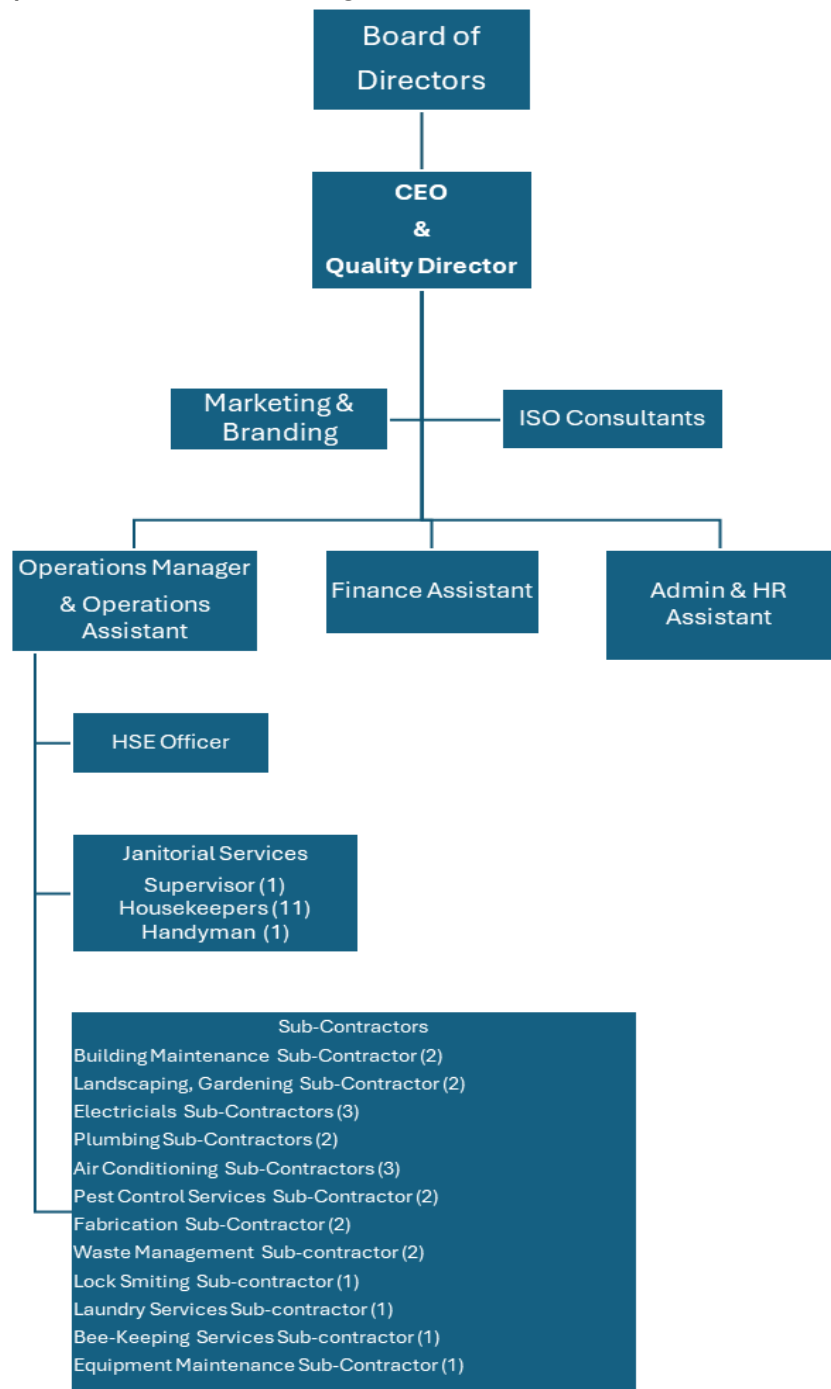
## ***Core Values***

- Customer Service
- Commitment to Quality
- Integrity
- Teamwork
- Reliability
- Investment in People

Company Commitment

TPMS is committed to delivering quality and continually improving our services. By consistently meeting client requirements and regulatory standards, we demonstrate our dedication to long-term success. Our ISO 9001:2015 Quality Management System provides a framework for creating and achieving quality objectives.

All TPMS personnel are trained and held accountable for the quality of their work. We value client feedback and actively address any concerns to maintain high standards.



**Meet Our Management Team:**

Board of Directors:	Suparna Narine, Priyadarshni Rai & Annabelle Carter-Sharma
CEO/ Quality Director:	Annabelle Carter-Sharma
Operations Manager:	Albert Phang
Operations Assistant:	Joseph Monoharlall
Finance Assistant:	Carina Westford
Admin & HR Assistant:	Shajada Lashley



Annabelle N. Carter-Sharma holds a number of responsibilities at TPMS – mainly Company Secretary and Operations & Quality Director. She began her journey in architecture in 2001, designing primarily residential homes, and now aspires to help clients maintain their homes and facilities by ensuring maintenance works are finished by contractors with years of experience, using quality materials. Ensuring all TPMS clients are content with our various services is what continues to motivate her daily. Annabelle's principles are strongly grounded in integrity and reliability. Annabelle is Guyanese and participates in Rotary activities - Service above self.



Joseph Manoharlall is a dedicated and experienced professional with a strong background in accounting and supervisory roles. With over six years of experience as an Accounts Supervisor, Joseph has developed expertise in financial management and team leadership. His experiences have only served to strengthen his skills in both customer service and operations management.



Carina Westford is a versatile professional with experience in facilities management, HR, and marketing. Known for her attention to detail and organizational skills, she is passionate about delivering excellence in every project. Carina also has a strong commitment to volunteering and giving back to her community.



Shajada Lashley serves as the Administrative Assistant at TPMS ,where she plays a vital role in ensuring the smooth operation of daily business activities. Shajada Lashley excels at managing schedules, coordinating files, and streamlining processes to improve efficiency.



Albert Phang is bringing over 15 years of experience in property management. Throughout his career, he has led teams, managed large properties, overseen vendor relations, and played a key role in revenue growth initiatives. Albert is also skilled in staff development, training, and performance management, ensuring that teams reach their full potential. With a background in marketing and customer relations, he is committed to delivering excellence in operations.



## Our Services

Our capabilities, scope, and target market are scalable and able to meet the demands of any project because we possess the necessary resources needed to get the job done. No job is too large or small for us to handle!



Our services are executed using cutting-edge technology, and our subcontractors adhere to international best practices for procuring materials and delivering services. Customer focus and satisfaction are our driving forces for completing every project promptly and professionally.

## Our Clients

We proudly serve residential, oil and gas, and commercial clients. We operate with a high degree confidentiality and as such, we do not publicize our client's names and or location(s). All our clients receive the same care, attention, and high-quality service, free from any status bias.

### Residential

- Private Homes
- AirBnB



### Commercial

- Multi-Family Housing
- Office Buildings
- Recreational Center



### Oil & Gas

- Office Buildings
- Compound
- Staff Housing
- Recreational Center



**FOR FURTHER INFORMATION PLEASE CONTACT:**

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