



Property Management Services

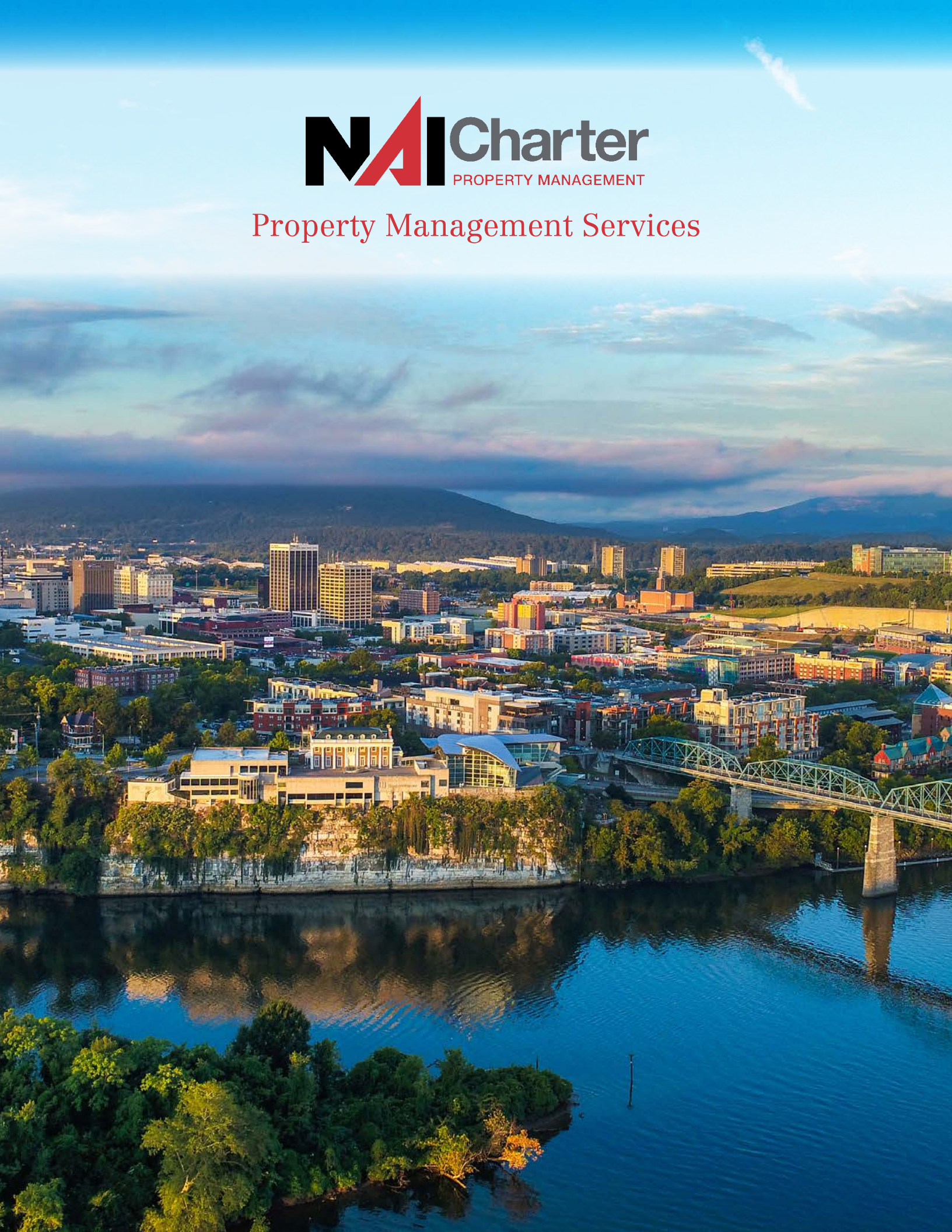


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About Us



Dedicated. Innovative. Passionate.

At NAI Charter, we understand that exceptional real estate management has a direct impact on your bottom line. To ensure your asset's success, it requires a dedicated team capable of increasing property values, reducing operating costs, improving tenant satisfaction and retention, and boosting cash flow. Our team is well-trained in all aspects of commercial management, ready to partner with you to achieve your goals. With our comprehensive services, you can enjoy peace of mind, knowing that every detail of day-to-day operations is meticulously handled.

With over 25 years of experience in property management, NAI Charter leverages the resources and expertise of NAI Global, the world's largest network of owner-operated commercial real estate firms. Our Member Firms are leaders in their local markets, working together to deliver outstanding solutions for all commercial real estate needs.

Our vast experience spans a variety of commercial property types. We serve both private and institutional owners, understanding that each has unique assets and requirements. As active members of the Institute of Real Estate Managers (IREM) and the Building Owners & Managers Association (BOMA), we stay at the forefront of industry standards and best practices.

At NAI Charter, we're committed to helping your business succeed.



WHY NAI CHARTER?

When you partner with NAI Charter to manage your commercial real estate asset, you'll immediately notice the difference in our approach. Your goals are our top priority. We take the time to understand your specific objectives and develop a customized, full-service management program. Our team implements strategic operational plans with clearly defined, measurable guidelines to ensure efficiency, transparency, and success at every stage.

▲ **Our Commitment** At NAI Charter Property Management, we are fully committed to protecting and enhancing the long-term value of your real estate investment. Our hands-on approach ensures that we deliver superior service that not only meets but exceeds your expectations. We view our partnership with you as a priority, remaining highly responsive to the needs of both you and your tenants, fostering strong relationships and seamless operations.

▲ **Our Knowledge** The NAI Charter Property Management Team is highly trained in all aspects of commercial, industrial, and retail property operations. We stay ahead of industry trends through a combination of formal education and hands-on field experience, ensuring that our strategies align with the latest industry standards. With a wealth of knowledge and expertise, our team delivers informed, effective solutions tailored to your property's unique needs.

▲ **Our Resources** At NAI Charter Property Management, we utilize integrated resources and cutting-edge technology to protect and enhance the value of your real estate assets. Through our NAI Global network, we develop real-time, innovative solutions tailored to meet any challenge. With over half a century of local presence, we have built strong, long-standing relationships with trusted vendors, allowing us to streamline maintenance, optimize operations, and reduce costs—ultimately maximizing the efficiency and profitability of your investment.

▲ **Our Experience** The NAI Charter Property Management Team oversees a diverse portfolio spanning approximately 844,000 square feet, valued at nearly \$50 million, while maintaining an impressive 99% occupancy rate. Our commitment to excellence and results-driven approach recently earned us a new contract to manage an additional 230,000 square feet of industrial space, further expanding our reach and expertise in the market.

PASSION BREEDS SUCCESS

At NAI Charter, our long-standing history of successful commercial property management is grounded in the core values that define our organization: honesty, integrity, trust, hard work, and personalized service. Since 1972, we have been shaping the commercial real estate landscape in the Chattanooga area. What began as a boutique brokerage and investment company has since evolved into a full-service commercial real estate firm. Today, we offer a comprehensive range of services, including sales and leasing, development, consulting and advisory, and expert property management.

Our KNOWLEDGE is vast.

Our NETWORK is wide.

Our EXPERIENCE is unparalleled.



SERVICES

Building Systems & Operations

Development of proactive plans for roof maintenance, HVAC, landscaping, code compliance, mechanical and electrical systems, and parking maintenance. Actively engaged with BOMA & IREM to stay updated on the latest management trends.

Lease Compliance & Administration

Our property managers are experienced in lease language and administration to ensure that the provisions of each lease are followed carefully, notices are served promptly, and costs are allocated correctly.

Tenant Retention

Tenant retention is very important for a property's long-term success. Our team creates and maintains a healthy, professional relationship with each individual tenant by providing prompt responses and solutions to each service request.

Contract & Vendor Management

We leverage our relationships to negotiate contracts that drive down costs and ensure quality. We treat our vendors as valued members of our team, tapping their skills and knowledge to guarantee your property gets the best possible service.

Accounting & Financial Reporting

You benefit from the expertise of our professionals, including management team members who have earned accounting and finance degrees. Our systems ensure safeguards over your property's financial data.

Technology

We utilize Appfolio, a property management software to streamline communication and add value to both owners and tenants. AppFolio provides a website and portal where owners, tenants, vendors, contractors, and property managers can access information on-the-go.

Emergency Response Process and Procedures

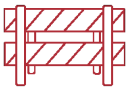
We have personnel on call 24/7/365. Our team is committed to serving our clients in whatever capacity is required.



24-Hour Emergency Response



Property Leasing Services



Bid Comparisons on All Services & Projects



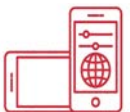
Collection & Deposits of Rents



Monthly/Quarterly Financial Reporting



Single-Point of Contact



Website Portal Accessibility

MANAGEMENT & MAINTENANCE

- Preventative & Reoccurring Maintenance Program
- Perform Regular Property Visits & Inspection Reports
- Tenant Relations & Problem Resolution
- Lease Abstracts & Enforcement
- Capital Improvements
- Cost Analysis
- 24 Hour Emergency Response System
- Online Portal for Tenants, Owners & Vendors
- Emergency Preparedness Program
- COI Compliance

VENDOR MANAGEMENT & SERVICE CONTRACTS

- Recommended Vetted List of Preferred Vendors
- Bid and Evaluate Contracts to Ensure Competitive Pricing
- COI Database for Vendors and Tenants to Track Expiration and Compliance
- Evaluate and Maintain Building System Warranties
- Access to online portal for maintenance management

ACCOUNTING, REPORTING, & FINANCIAL

- Annual Property Budgets
- Monthly and Quarterly Financial Statements
- Budget Variance Reports
- Rent Collections and Evictions
- Accounts Receivables and Payables
- Rent Escalations
- Banking Reconciliations
- Year End CAM Reconciliations
- Property Insurance Reconciliations
- Real Estate Tax Estimates
- Property Tax Audits & Appeals
- 1099s

“Our goal is to ensure your property is operating at peak efficiency, with 100% tenant satisfaction, while at the same time always striving to improve your asset’s financial performance and standing in the market”

– David F. DeVaney, SIOR, CCIM | President



OUR PROPERTY MANAGEMENT TEAM



DAVID F. DEVANEY
President



D. FRAZIER DEVANEY, JR.
Vice President



AMIE THOMAS
Chief Financial Officer



JASON HINES
Property Manager



MARY BRANNON
Accounting & Marketing



WILL CARROLL
Maintenance
Coordinator

27 Properties
Managed

Over 25
Years Serving
Chattanooga

Office • Retail
Industrial

Nearly \$70 Million
in Portfolio Value,
844,000± SF
Under Management

65+ Tenants

David F. DeVaney, SIOR, CCIM

President



423.267.6549



423.667.6549



dfd@charterre.com

Scope of Service Experience

A Chattanooga native, David DeVaney joined NAI Charter in 1988 and has served as President since 1998. With over 35 years of experience in commercial real estate sales and leasing, he has been instrumental in expanding the company founded by his father in 1972.

Under David's leadership, NAI Charter has grown its influence across five states, managing a third-party listing portfolio exceeding \$90 million. Over the past decade, he has successfully closed more than \$250 million in commercial transactions, reinforcing his reputation as a trusted industry leader.

D. Frazier DeVaney, Jr.

Vice President



423.308.3760



423.779.2936



fdevaney@charterre.com

Scope of Service Experience

Frazier DeVaney joined NAI Charter in August 2017 as a Property Manager, continuing the legacy of his father, David F. DeVaney, President of NAI Charter, and his grandfather, Chester C. DeVaney, the company's founder.


In 2019, Frazier earned his Affiliate Broker license, expanding his role to include comprehensive representation for commercial properties across all sectors. His expertise encompasses sales, leasing, site selection, tenant representation, and vendor relations. Additionally, he manages maintenance reports, oversees construction projects, coordinates landlord-tenant relationships, and ensures the seamless day-to-day operations of client assets.

Recognized for his leadership and dedication, Frazier was named Vice President of NAI Charter in 2022, further strengthening his impact on the firm's continued growth and success in the commercial real estate industry.

Amie Thomas

Chief Financial Officer



 423.308.3764

 amie@charterre.com

Scope of Service Experience


Amie Thomas joined NAI Charter in 2003 as both Company Accountant and Property Manager. In 2011, she assumed full responsibility as Controller, overseeing the day-to-day financial operations for clients, tenants, and corporate activities. Recognized for her leadership and financial expertise, Amie was named Chief Financial Officer in 2021.

As CFO, Amie manages financial reporting for both corporate operations and a property management portfolio valued at approximately \$50 million. Her responsibilities include payroll management, healthcare plan administration, state and federal tax preparation, annual OpEx reconciliations, budgeting and forecasting, utility account billing, and bank account reconciliations. Her dedication to financial accuracy and operational efficiency ensures the continued success of NAI Charter and its clients.

Jason Hines

Property Manager | Affiliate Broker



 423.308.3771

 jason@charterre.com

Scope of Service Experience


Jason Hines joined NAI Charter in 2024, bringing a wealth of experience from residential real estate and, more recently, the retail commercial sector.

In his role within property management, Jason serves as a dedicated representative of ownership interests, ensuring that all NAI Charter clients receive exceptional service. He and the team oversee property operations, building maintenance, financial reporting, and tenant relations, maintaining a seamless and efficient management process. Additionally, Jason plays a key role in leasing vacant spaces for managed properties, maximizing occupancy and asset performance.

Mary T. Brannon

Accounting & Marketing



 423.308.3777

 mary@charterre.com

Scope of Service Experience


Mary Brannon joined NAI Charter in 2008, bringing her expertise in marketing to help implement new trends and redesign marketing materials. She played a key role in planning, developing, and executing all marketing strategies, communications, and public relations initiatives.

In 2019, Mary transitioned to the Property Management team as an Assistant Property Manager, where she was tasked with implementing a new management software. In this role, she manages accounting tasks such as rent receivables, bill payments, and financial reporting. Recently, Mary's focus has expanded, and she now also plays an integral role in marketing within the property management sector.

Will Carroll

Maintenance Coordinator



 423.308.3768

 will@charterre.com

Scope of Service Experience

Will Carroll joined NAI Charter in 2024 to oversee maintenance and property operations within the company's property management portfolio. As the key liaison between landlords, vendors, and tenants, he manages maintenance issues, property projects, inspections, and vendor bids, ensuring seamless operations and top-tier service.

With a strong background in property maintenance, Will is committed to upholding the highest standards and maximizing efficiency across all managed assets. In late 2024, he obtained his Affiliate Broker license, further enhancing his ability to provide exceptional service and comprehensive real estate solutions to NAI Charter's clients.

PROPERTY MANAGEMENT Experience

Below are a few of the properties in our portfolio that we provide property management services for on a daily basis.



PROPERTY MANAGEMENT Results


Below are a few of the tenants in our portfolio that we provide property management services for.



MARKETING MATERIALS

Our marketing department dedicates significant time and effort to creating informative and visually compelling promotional materials. These include brochures, investment packages, email templates, signage, press releases, and more. Utilizing state-of-the-art technology, we ensure all materials maintain a vibrant, high-quality appearance with professional photography and graphics.

Flyer



FOR LEASE
MEDICAL OFFICE

The Annex

2108 E 3rd Street
Chattanooga, TN 37404

Located in a Medical Core with close proximity to Erlanger, CHI Memorial, and Parkridge Hospital. Ideal layout with private exam rooms and nurses' stations.

Property Highlights

- Second Generation Medical Space
- Fenced Property with on-site security
- Building signage available
- Ample surface parking with secured Physician parking
- Private entrance
- Central nurses' station

Leasing Summary

LEASE PRICE:	\$22.50 PSF NNN
NNN COST:	\$5.14 PSF
TAX ID:	146F W 002
SQUARE FEET:	7,200±
YEAR BUILT:	2005/2016

Demographics


	1 Mile	3 Miles	5 Miles
2024 HOUSEHOLD	4,237	25,705	29,528

6201 Oxford Road Chattanooga, TN 37403

+1 423 267 6560

naicharter.com

For more information, please contact:




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e: tdamico@naicharter.com

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Email

Rare Cross Dock Truck Facility

1901 E. 29th Street | Chattanooga, TN 37407



Sale Price: \$2,200,000

Lease Price: \$10.00 PSF NNN


Property Highlights

- **Cross Dock Truck Facility**
15,000± SF Total Building Size
- **Available For Lease**
10,000± SF or 15,000± SF
- **Cross Dock Facility- 10,000± SF**
Warehouse: 8,000± SF
Office: 2,000± SF
24 Dock Doors (9' x 10')
- **Rear Warehouse: 5,000± SF**
Warehouse: 4,500± SF

Offering Summary

SALE PRICE: \$2,200,000
LEASE PRICE: \$10.00 PSF NNN
2023 RET CITY & COUNTY: \$9,098.00
2023 INSURANCE: \$3,750±
ESTIMATED OPEX: \$1.25± PSF
TAX ID: 156J F 001
SQUARE FEET: 15,000±
ACRES: 3±
ZONING: M1
500 Year Flood

Our Webpage



PROPERTIES


SERVICES


We are NAI Charter


Built on Local Market Leadership with Global Reach.

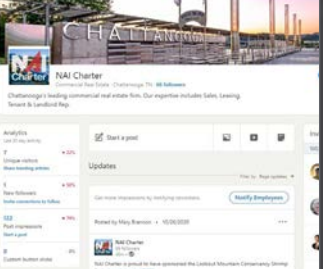
Since 1972, NAI Charter has been providing the Greater Chattanooga Market with unparalleled commercial real estate services. Our team possesses in-depth market knowledge and has a track record of delivering proven results. We are a limited group of ethical, experienced, and highly innovative real estate professionals who achieve a level of synergism and production unmatched in Chattanooga.

Social Media









APPFOLIO

To help streamline communication process and make things easier and more accessible for tenants, NAI Charter leverages our property management software, Appfolio to add value to owners, tenants, and vendors. Pay rent, upload COI certificates, access to the lease, and submit maintenance requests all in one place via the portal.

Tenant Portal

ACCESS YOUR ONLINE PORTAL
FROM THE MOBILE APP!



Online Portal by AppFolio



Easy Payments

- + Pay your rent or dues instantly
- + Set up auto-payments
- + Enable push notifications



Fast Maintenance

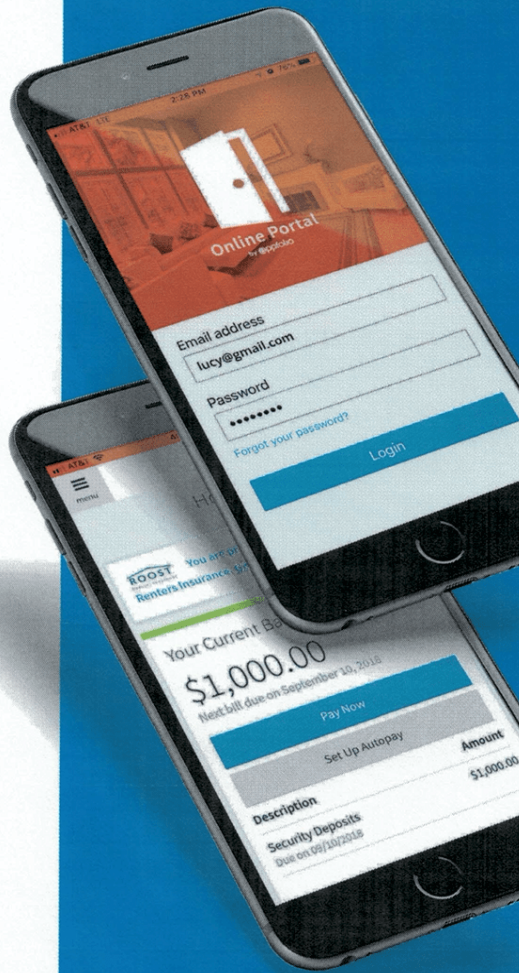
- + Submit maintenance requests (+ photos) easily
- + Monitor the status of your requests



24/7 Access

- + View or download your lease
- + Access important documents from anywhere
- + Stay logged in for instant access

Download: [Online Portal by AppFolio](#)



APP POWERED BY
appfolio
PROPERTY MANAGER



90 DAY TIMELINE

Prior to Day 1

We will have already discussed your goals and expectations for the property, as well as our role in managing it. These goals will serve as our guiding framework as we oversee the property and fulfill our responsibilities. Additionally, we have initiated the transition process by gathering key information about the property, tenants, and service providers.

±1 DAY

- Issue introductory letter to all tenants and contact service providers.
- Transfer all utility accounts into new ownership's name.
- Perform our first official inspection and photograph several aspects of the property for reference.

±30 DAYS

- Develop an operational plan for the year, based on your goals and current property conditions.
- Complete a draft budget for the first calendar year and input into the accounting software. This budget may, and most likely will, be revised as we learn more operational details.
- Place all vendors under a standard monthly contract.
- Schedule monthly or quarterly management and leasing calls.

±90 DAYS

- Review leases and negotiate renewals for month to month tenants.
- At approximately 90 days we will meet (in person or virtual) with the ownership to review all aspects of the property and verify we have met our 90-day goals. This meeting would also include the property manager, accountant, and leasing advisor.

FEE STRUCTURE

Property Management Fees

Management Fee. During the term of this agreement, the management fee shall be a percentage of gross monthly collections for the property. The management fee shall be pro-rated (and paid in arrears) for any partial month of management.

NAI Charter costs will include software licenses, computers, property accountant, property manager, and marketing.

Miscellaneous expenses, such as postage, overnight delivery, etc. shall be billed to the property.

Construction Supervision Fee. Should the owner require construction management, tenant improvement supervision, or any other maintenance/repair item, we provide a full array of services including, but not limited to, defining the scope of the work, selecting qualified contractors, reviewing bids, and approving construction work and disbursements to the contractors. The fee for any project or repair shall be a percentage of total project costs.

Professional Fees/Additional Service Fees. Should additional services be requested and approved by Owner. Owner agrees to pay NAI Charter, agreed upon hourly rates. Such additional services include, but are not limited to, tax appeals, hazardous materials research and abatement issues, legal research, court appearances, interrogatories, dispositions and other legal actions (except for normal collection processes), appraisals, special accounting projects, consulting work, and other non-management related activities.

Start-up Fee. Manager shall receive a one-time administrative start-up fee as compensation for its costs incurred in undertaking the management and financial administration of the property.

Close-out Fee. Following the sale of the Property, Manager shall be compensated for its services to resolve all outstanding receivables and payables related to the Property and close-out the financial records for the Property, through a lump sum payment equal to a percentage of the average monthly Management Fee for the Property.

Initial Contract Length. One (1) year term with annual auto-renewal, unless terminated per the terms of the agreement.

Property Leasing Fees

Market competitive rates, to be determined.

The commission payment schedule shall be as follows:

One half (1/2) of total commission due upon Lease Execution.

Balance of total commission due upon tenant occupancy of the suite.



2024 BY THE NUMBERS

99 Transactions
totaling 1,319,027 SF
& 134.35 Acres
valued at \$92,404,242



77 Leases
totaling 891,756 SF
valued at \$58,213,495



22 Sales
totaling 427,271 SF
valued at \$34,190,747

Over **\$537 million** in total transaction volume since 2018

Approximately **8 million** square feet sold or leased since 2018

Combined, NAI Charter's Team offers more than **186 years** of experience in commercial real estate

The Leader In Commercial Real Estate Since 1972



David F. DeVaney, SIOR, CCIM
President



Amie Thomas
Chief Financial Officer



J. Bryan Rudisill, SIOR
Vice President



D. Frazier DeVaney, Jr.
Vice President



Chad Wamack, SIOR
Broker



Jeff Jennings, CCIM
Broker



Jason Hines
Property Manager
Affiliate Broker



Roger Niez
Broker



Christopher "Pher" Moore
Affiliate Broker



Mary Brannon
Asst. Property Manager
Accounting & Marketing



April Linnemann
Director of Marketing



Will Carroll
Maintenance Coordinator

A photograph of a two-story brick building with white window frames and arched windows. The building features a prominent entrance with double glass doors and a large arched window above them. The address number '520' is visible in the arched window. The text 'NAI Charter' is mounted on the brick wall above the entrance. The building is surrounded by trees and a paved sidewalk with a parking meter.

NAI Charter

520

NAI Charter
PROPERTY MANAGEMENT

520 Lookout Street, Chattanooga, TN 37403
www.naicharter.com

April 2025