



Property Management Services



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# About Us



## Dedicated. Innovative. Passionate.

Extensive, effective, and experienced real estate management will have a significant impact on your bottom line. NAI Charter understands that, in order for your asset to be successful, your property requires a team that can deliver increased property values by, reducing operating costs, improving tenant satisfaction and retention, and increasing cash flow. NAI Charter's team is trained in all aspects of commercial management and is prepared to partner with you to achieve your goals. The in-depth services offered will allow you the peace of mind to relax, knowing that every detail involved in day-to-day operations is fully covered.

NAI Charter brings over 20 years of experience in property management services, and we have the ability to leverage our global organization's resources and expertise, as needed. NAI Global is the single largest, most powerful world-wide network of owner-operated commercial real estate brokerage firms. NAI Global Member Firms are leaders in their local markets and are actively managed to work in unison to provide exceptional solutions for all commercial real estate needs.

Our vast property management experience spans a multitude of commercial property types. We work with both private and institutional owners and understand that each owner has unique assets with individualized needs. NAI Charter is an active member of the Institute of Real Estate Managers (IREM) and Building Owners & Managers Association (BOMA).

We are here to serve you and to help make your business a success.





## WHY NAI CHARTER?

When you choose to partner with NAI Charter in managing your commercial real estate asset, you will immediately experience a difference in how we operate. Our number one priority is to understand your specific goals. Our team develops a unique full-service program, containing precise operational strategies with measurable guidelines set around each task.

▲ **Our Commitment** NAI Charter Property Management is fully committed to safeguarding the longevity and vitality of your real estate investment. Our strong “hands-on” philosophy ensures we will provide a superior service that exceeds your expectations. We take our partnership with you seriously and vow to be highly responsive to the needs of both you and your tenants.

▲ **Our Knowledge** Our NAI Charter Property Management Team is trained in all aspects of commercial, industrial, and retail operations. We understand and stay abreast of the ever-evolving industry standards via both formal education and field experience. Our team’s combined commercial real estate knowledge is vast and detailed.

▲ **Our Resources** NAI Charter Property Management provides integrated resources and innovative technology to preserve and enhance the value of your real estate assets. We leverage our NAI Global network to develop real-time, modern solutions for any specific challenge. NAI Charter’s local presence is nearly a half a century old! This remarkable milestone has granted us the opportunity to build strong relationships with trusted vendors who help us streamline maintenance and reduce costs.

▲ **Our Experience** The NAI Charter Property Management Team manages a 800,000± square foot portfolio valued at nearly \$50 million, which maintains an overall 95% occupancy rate. We were recently awarded a new contract which contains approx. 100,000 square feet of retail and office space.



# PASSION BREEDS SUCCESS

Our long-standing history of providing successful commercial property management is built on the values that bind our organization: honesty, integrity, trust, hard-work, and personalized service. NAI Charter has been shaping commercial real estate in the Chattanooga area since 1972. What began as a boutique brokerage and investment company has evolved into a full-service commercial real estate firm offering sales and leasing, development, consulting and advisory services, and comprehensive 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 lot maintenance. Active in BOMA and IREM to stay relevant in management trends.

## Lease Compliance & Administration

Our property managers are experienced in lease language and administration to make sure 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 into their skills and knowledge to guarantee your property gets the best possible service.

## Accounting & Financial Reporting

Owners 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 portal where owners, tenants, vendors, contractors, and property managers can access information on-the-go and in real time.

## 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.





# TENANTS & TECHNOLOGY

NAI Charter knows that the key to success is having personal, productive, and positive relationships with your tenants. Retention is largely based on tenant satisfaction, and nothing can replace personal and direct communication.

To help streamline the communication process and make things easier and more accessible for your tenants, NAI Charter leverages our property management software, Appfolio to add value to both owners, tenants, and vendors.

At [chartermgmtco.com](http://chartermgmtco.com) an online portal is offered that can be accessed any time, on any device

## Rent

Tenants can safely and securely pay rent online from anywhere. Automatic payments can also be activated, making it easy for tenants to make sure their rent is paid on time without any hassles.

## Commercial General Liability Insurance

Tenants can easily submit proof of insurance coverage right from our portal.

## Submit Maintenance Requests

Need something fixed? Tenants can quickly submit a maintenance request that gets instantly submitted into the maintenance queue, removing the burden of a phone call.

## Seamless Communication

Owners, tenants, and vendors can communicate with us any time via our portal. It's a quick and convenient way to communicate.

*"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



FRAZIER DEVANEY  
Vice President



ELI D. SCHWARTZ  
Property Manager



MARY BRANNON  
Asst Property Manager  
Accounting



AMIE THOMAS  
Chief Financial Officer

38 Properties  
Managed

Over 25  
Years Serving  
Chattanooga

Office • Retail  
Industrial

Nearly \$50 Million  
in Portfolio Value,  
915k± SF  
Under Management

130+ Tenants

423.267.6550  
[www.chartermgmtco.com](http://www.chartermgmtco.com)



# David F. DeVaney, SIOR, CCIM

## President

### Specialties

35 years of experience in commercial real estate with an emphasis on industrial, office, corporate services, and investment properties.

### Scope of Service Experience

Representation of property owners in sales and leasing. Site selection and tenant representation for industrial, office, and retail projects. Site development, construction management, and built-to-suit services.

### Background & Experience

A native of Chattanooga, David joined NAI Charter in 1988 and has served as President of the company since 1998. With over 30 years of experience in commercial real estate sales and leasing, David has led to the growth of the company started by his father in 1972. David has extended NAI Charter's influence through five states with a third party listing portfolio of over \$90,000,000. In the last ten years, David has successfully completed commercial transactions of over \$250,000,000.

### Professional Affiliations & Designations

- Licensed: Tennessee and Georgia
- Certified Commercial Investment Member (CCIM), Designation
- Society of Industrial & Office Realtors (SIOR), Designation
- East TN Society of Industrial & Office Realtors (SIOR), Past President
- Commercial and Industrial Division of Board of Realtors, Past President
- Southeast Tennessee Chapter of CCIM, Past President
- Board of Directors for Chattanooga Area Chamber of Commerce
- Board of Directors for Chattanooga Downtown Rotary Club
- Board of Directors for University of Tennessee Chattanooga Foundation

### Significant Transactions

- Sale of 800,000 SF warehouse
- Sale of 1 million SF industrial portfolio to ProLogis
- Sale of 200,000 SF warehouse investment
- Lease of 100,000 SF warehouse to Sears
- Sale of 206 acres zoned office for BlueCross BlueShield of Tennessee
- Belle Island retail development in Pigeon Forge, TN for Regions Bank
- Sale of 3 downtown office buildings totaling 290,000SF for BlueCross BlueShield of Tennessee
- Multi-state consulting for Coca-Cola Bottling Company United, Inc.



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[www.naicharter.com](http://www.naicharter.com)



423.267.6549



423.667.3819



[dfd@charterre.com](mailto:dfd@charterre.com)

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### Education

McCallie School - 1981  
Chattanooga, Tennessee

Auburn University - 1985  
Auburn, Alabama  
Bachelor of Business Administration  
Major in Finance

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### Represented Clients

CBL & Associates  
Coca-Cola Bottling Company United, Inc.  
Cardinal Health  
Tennessee Valley Authority  
The Dixie Group  
Regions Bank  
BlueCross BlueShield of Tennessee  
W.P. Carey  
Unum  
Lupton Companies  
Dillard Holdings



# Frazier DeVaney

## Vice President | Principle



423.308.3760



423.779.2936



[fdevaney@charterre.com](mailto:fdevaney@charterre.com)

### Scope of Service Experience

Frazier provides a full range of commercial brokerage services with an emphasis on Client Representation, Tenant Representation, Acquisitions and Dispositions, and Office Leasing. Frazier has successfully represented multiple clients locally and regionally within the Southeast.

Frazier currently oversees the Operations and Property Management Division at NAI Charter. Where he oversees the operations of more than 35 properties, 150 tenants, and over 900,000 Sf of Commercial Real Estate. Frazier has successfully overseen and managed multiple Construction Projects that value over \$1,000,000 for Tenant Improvements and office renovations.

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# Eli D. Schwartz

## Property Manager | Affiliate Broker



423.308.3770



[eli@charterre.com](mailto:eli@charterre.com)

### Scope of Service Experience


Eli joined NAI Charter in 2021. He represents the ownerships interests of a number of NAI Charter's clients. He and the team supervise property operations and building maintenance, keep accurate accounting, and maintain tenant relationships. He also leases vacant spaces for managed properties. Licensed in Tennessee and Georgia.



# Mary T. Brannon

## Property Management | Accounting



 423.308.3777

 [mary@charterre.com](mailto:mary@charterre.com)

### Scope of Service Experience

Mary joined NAI Charter in 2008 to implement new marketing trends and redesign marketing materials. She was responsible for planning, developing, and implementing all marketing strategies, marketing communications, and public relations.

In 2019, Mary transitioned to the property management team as an Assistant Property Manager to implement the new management software, work on maintenance tenant issues and accounting such as intake of rent receivables, bill pay, and reporting. Mary works closely with vendors, tenants, and property owners to maintain seamless communication.

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# Amie Thomas

## Chief Financial Officer



 423.308.3764

 [amie@charterre.com](mailto:amie@charterre.com)

### Scope of Service Experience

Amie Thomas has been with NAI Charter since 2003 and provides a wide array of corporate services for the company. In 2021, she was named Chief Financial Officer. Her scope of work includes preparing, maintaining, and reporting financials for corporate operations as well as the property management portfolio valued at approximately \$50 million. She also addresses payroll, healthcare plan administration, assists in prep of state and federal taxes, annual OpEx reconciliations, annual budgeting and forecasting, utility account billing, and bank account reconciliations.



## 2022 BY THE NUMBERS

125 Transactions  
totaling 788,149 SF  
& 118 Acres  
valued at \$90,905,800



88 Leases  
totaling 464,257 SF &  
10.59 Acres  
valued at \$31,569,150



37 Sales  
totaling 323,892 SF &  
107.51 Acres  
valued at \$59,336,650

Over **\$500 million** in total transaction volume since 2010

Approximately **11 million** square feet sold or leased since 2010

Combined, NAI Charter's Team offers more than **180 years** of  
experience in commercial real estate



# 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 Experience

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

The logo for Terminix, featuring the word "TERMINIX" in a bold, green, sans-serif font with a registered trademark symbol.The logo for Edward Jones, featuring the name "Edward Jones" in a black serif font on a yellow background, with the tagline "MAKING SENSE OF INVESTING" in a smaller black sans-serif font below it.The logo for Erlanger Health System, featuring a stylized yellow flower icon to the left of the word "erlanger" in a blue serif font, with "Health System" in a smaller blue sans-serif font below it.The logo for Arrow Exterminators, featuring the word "ARROW" in a large, red, stylized font with a blue outline, and "EXTERMINATORS" in a smaller blue font below it, with the tagline "Beyond The Call." at the bottom.The logo for Astec Industries, Inc., featuring a stylized yellow "A" icon to the left of the word "ASTEC" in a bold black sans-serif font, with "INDUSTRIES, INC." in a smaller black sans-serif font below it.The logo for Avenger Logistics, featuring a stylized red and blue "AL" icon to the left of the word "AVENGER" in a red sans-serif font, with "LOGISTICS" in a smaller blue sans-serif font below it.The logo for BenchMark Physical Therapy, featuring the word "BenchMark" in a red sans-serif font, with "PHYSICAL THERAPY" in a smaller black sans-serif font below it, and a stylized red and blue icon to the right.The logo for State Farm, featuring a stylized red icon of three overlapping circles to the left of the word "State Farm" in a red sans-serif font.The logo for CAC Chattanooga Allergy Clinic, featuring the letters "CAC" in a large, blue, stylized font, with "Chattanooga Allergy Clinic" in a smaller blue sans-serif font below it.The logo for H&R Block, featuring the words "H&R BLOCK" in a white sans-serif font on a green square background.The logo for Sulzer, featuring the word "SULZER" in a bold, blue, sans-serif font.The logo for CardinalHealth, featuring a stylized red icon of a bird or wing above the word "CardinalHealth" in a black sans-serif font.The logo for Farmers Insurance, featuring a stylized blue and red icon of a shield above the word "FARMERS" in a blue sans-serif font, with "INSURANCE" in a smaller red sans-serif font below it.The logo for Heartland Payment Systems, featuring the word "Heartland" in a large, red, sans-serif font, with "Payment Systems" in a smaller black sans-serif font below it.The logo for Chattanooga Eyecare, featuring the word "CHATTANOOGA" in a small, red, sans-serif font above the word "eyecare" in a large, blue, sans-serif font.The logo for Open Arms Care Corporation, featuring the words "OPEN ARMS CARE" in a black sans-serif font, with "CORPORATION" in a smaller black sans-serif font below it, and a stylized purple and yellow icon to the right.The logo for LabCorp, featuring a stylized black and white icon of a laboratory flask to the left of the word "LabCorp" in a bold, black, sans-serif font, with "Laboratory Corporation of America" in a smaller black sans-serif font below it.The logo for Alliance Physical Therapy, featuring a stylized green and blue icon of a person to the left of the word "Alliance" in a bold, black, sans-serif font, with "Physical Therapy" in a smaller black sans-serif font below it, and the tagline "Because Experience Matters" in a smaller black sans-serif font at the bottom.The logo for SecurAmerica, featuring a stylized blue and yellow icon of a shield to the left of the word "SECURAMERICA" in a gold sans-serif font.





## 90 DAY TIMELINE

### Prior to Day 1

We will have already discussed your goals and expectations for the property and our role. Your goals will be the lens through which we view the property and our responsibilities. Additionally, we will have already started the transition by gathering information on the property, tenants, and service providers.

### $\pm 1$ DAY

- Hand deliver 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.

### $\pm 30$ 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 management and leasing calls.

### $\pm 90$ 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.

# MARKETING MATERIALS

Our marketing department invests time and effort to develop informational and visually appealing promotional materials. Such media includes brochures, investment packages, email templates, signage, press releases, and more. Our state-of-the-art technology keeps all material looking vibrant with professional photos and graphics.

## Flyer



COMMERCIAL REAL ESTATE SERVICES, WORLDWIDE

**For Lease**  
2,539 SF | 5,000± SF | 7,500± SF  
Retail Space



**7635 Lee Hwy**  
Chattanooga, TN 37421

**Property Features**  
**New Construction Shell Delivery:**

- HVAC Unit Mounted on Roof (4-ton)
- Gravel Floor
- Plumbing Stubbed in Place
- Electrical Panel in Place
- Suite B & C - 225 AMP
- Suite D - 400 AMP
- T.I. Allowance - \$25.00 PSF
- Suite D - Drive Through & Grease Trap
- Bonny Oaks Exit 7 off I-75
- Nearby Local Businesses - U.S. Express, Amazon, Volkswagen, Parkridge North Hospital

**Lease Price: \$20 PSF (NNN)**




Suite	Size	Notes
Suite A	2,539 SF	Leased (Subway)
Suite B	2,539 SF	
Suite C	2,539 SF	
Suite D	2,539 SF	

**For more information:**  
**Chad Wamack**  
+1 423 322 3669 • cpw@charterre.com

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## Email




COMMERCIAL REAL ESTATE SERVICES, WORLDWIDE

**For Sale or Lease**  
Industrial Space




**Industrial Listings**




**6300 Enterprise Park**  
Size: 30,025 SF  
• 4 Loading Docks with Levelers  
• Zoned M-2  
Price: \$4.50 SF/Yr (NNN)

[View Listing](#)



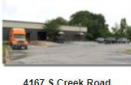
**3915 Volunteer Drive**  
Size: 68,538 SF  
• 10 Loading Docks  
• 1 Drive-in  
Price: \$3.75 SF/Yr (NNN)

[View Listing](#)




**6104 Preservation Drive**  
Size: 72,750 SF  
Acre: 11.48  
Price: \$4,375,000

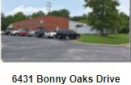
[View Listing](#)



**4167 S Creek Road**  
Office: 4,750± SF  
Warehouse: 37,250± SF  
• 2 Loading Docks



**3701 Annicola Road**  
Size: 22,500±7,500 SF  
• 12 Loading Docks with Levelers  
Price: \$3.50 SF/Yr (NNN)



**6431 Bonny Oaks Drive**  
Size: 8,000 SF  
Acre: 1.04±  
• 2 Loading Docks

## Our Webpage



COMMERCIAL REAL ESTATE SERVICES, WORLDWIDE

**We Are Chattanooga.**




**Integrity | Professionalism | Accuracy | Trust**

NAI Charter is an organization of professionally trained commercial real estate brokers who consult and manage within the commercial and industrial property industry. This specialized concentration translates into timely knowledge and premium service for clients. Established more than forty years ago as a commercial real estate firm, NAI Charter is partnered with NAI Global to effectively

414 Vine Street  
Chattanooga, TN 37403  
+1 423 587 8550  
naicharter.com

## Social Media



COMMERCIAL REAL ESTATE SERVICES, WORLDWIDE

**NAI Charter Real Estate Corporation**  
@NAICharter

NAI Charter is the region's top producing commercial real estate brokerage firm. #CRE #Chattanooga #NAICharter

Chattanooga, TN • Born January 1, 1972 • Joined February 2019

140 Following • 44 Followers

**NAI Charter**  
Commercial Real Estate Agency

Chattanooga's leading commercial real estate firm. Our expertise includes Sales, Leasing, Tenant & Landlord Rep.



# 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.

# TESTIMONIALS

"Charter Real Estate is a leader in Commercial and Industrial Real Estate in the Greater Chattanooga area. From real estate to property management, their commitment to customer service is unmatched. They are a unique group of hard-working and honest professionals that are always a pleasure to work with."

- Mike Berry, President and CEO of Berry Construction

"Our experience with NAI Charter Real Estate had been exceptional! They've handled property leasing for us for twenty (20) years and we've been very pleased....their NAI affiliation has enabled them to provide "quality" tenants for us! We've found over the years that the terms "relationship", and "partnership" are critical in a successful business, and we feel that Amie Thomas and Bryan Rudisill at NAI Charter have provided both of these to R&D Properties, and we'd recommend them very highly."

- Michael Doubleday, Partner, R&D Properties

"NAI Charter has been managing my multi-tenant properties for nearly 20 years. They have done a great job representing my interests with quality, personalized service. NAI Charter's effort to maximize property values by reducing expenses and maintaining tenant relationships has really benefited my partnerships."

- Jim Sattler, Partner, Walnut Hill Properties



# 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



Frazier DeVaney  
Vice President | Principle



Chad Wamack  
Broker



Jeff Jennings, CCIM  
Broker



Eli Schwartz  
Affiliate Broker  
Property Manager



Roger Niez  
Broker



Christopher "Pher" Moore  
Affiliate Broker



Mary Brannon  
Asst. Property Manager  
Accounting



April Linnemann  
Director of Marketing



Sam Anderson  
Front Office Coordinator

