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OUR TEAM
OUR MISSION & COMPANY PROFILE

A STRONG FOUNDATION

Founded in 2000, The Providence Group is built around a core group of people who are respected for both their integrity and experience in the industry. Each of our brokers brings knowledge of various disciplines to the company, diversifying and strengthening our offerings as a successful retail firm.

EXCELLENCE IN RETAIL REAL ESTATE

Utilizing our wide range of expertise and our extensive experience, The Providence Group has become a highly focused and client driven retail brokerage firm. We are committed to providing our customers a competitive edge through our in-depth knowledge of various local markets, relationships with area developers, and years of working with local, national, and regional retailers. By concentrating on what we do well, we have earned a reputation for being an invaluable resource to our clients. The Providence Group has completed hundreds of transactions in the Southeast with these clients. Today we specialize in site selection, sales & leasing, property management, and disposition services throughout the Carolinas. The Providence Group builds lasting relationships with clients who value the attention to detail and results that we consistently produce.
WHAT SEPARATES US FROM OUR COMPETITION?

COLLABORATION
Our principals have worked together for many years and leverage one another’s market knowledge, expertise, and insights, often using a team approach. Our clients gain the resources of a group versus an individual broker. We want the best team on the field for every client.

KNOWLEDGE
Commercial real estate is a highly competitive field and cutting edge market information is key to success. Our many relationships with developers and brokers actively doing business in the Carolinas enables our clients to obtain advanced notice of new opportunities often before reaching the general retail community.

RESPONSIVENESS
The ability to produce quick results makes all the difference in a fast-paced market. We give an absolute commitment to our clients’ needs, working on their schedules. We task ourselves to a limited number of accounts and ensure our existing clients’ needs are being met before addressing any new business.

IN-HOUSE RESOURCES
Our in-house graphic designer and GIS analyst have extensive experience in creating unique and effective marketing materials including, but by no means limited to: trade area studies, custom demographic studies, traffic analysis and custom GIS data publishing. Past development experience enables us to provide our clients with insight and answers to construction questions, costs and permitting matters, and many other pertinent and time sensitive information rival firms lack quick access to.

EXPERIENCE
Our principals have over a century of combined real estate transaction experience, bringing critical insight when advising our clients on matters beyond just typical brokerage and management matters.
OUR APPROACH

The Providence Group utilizes a unique client-centered approach to business. This procedure allows for a much more efficient and effective process, which in turn, has helped us and our clients achieve success. This approach relies on the following core principles:

INTEGRITY

Our goal is to build a foundation of trust and respect with our clients by consistently delivering honest quality services.

QUALITY

It is our attention to detail and high standards that sets our results apart from others in the industry.

TEAMWORK

Utilizing the strengths of each Providence Group team member, we are able to provide service that is unmatched by our competitors.

RELATIONSHIPS

We have worked hard to establish impeccable relationships with reputable firms providing an extensive network of resources.

ACCOUNTABILITY

Our team of professionals work hard at advising our clients to help craft decisions for their long-term success. We stand behind those results.
OUR CLIENTS & SERVICES

TENANT REPRESENTATION

The Providence Group, with extensive knowledge and understanding of our area markets, has developed an excellent reputation as a tenant representative. In order to secure the best possible location for our clients’ long-term success, we coordinate trade area analysis, optimal site location identification, site package completion, contract/lease negotiation and legal coordination.

Current clients include Harris Teeter, Lowes, Aldi, Planet Fitness, Amazon GO, Discount Tire, Michaels, TJ Maxx, Home Goods, Ulta, Marshalls, Alamo Drafthouse Theatres, AT&T Wireless, Five Below, Krispy Kreme and other high quality retailers.

The professionals at The Providence Group assist their retail clients with the leasing and purchase of freestanding properties, strip shopping centers, power centers, and other retail properties predominantly in North Carolina, South Carolina, Tennessee, Virginia, Alabama, Kentucky, and Georgia as well as acting as master broker in other markets in the US.

Our tenant representation specialists handle site selection needs for some of the area’s top retailers. Our strong relationships with the local development community allows our clients a first look at many new projects while in the early planning stages giving them an advantage over their competitors.

Our group has extensive experience in new market roll outs as well as expansions and relocations in existing markets. We coordinate in-depth trade area analysis using the latest demographics, mapping, traffic studies, and market research to deliver a comprehensive understanding of market conditions, competition, and opportunities. We invest time in understanding our clients businesses and work hard to ensure they make the best long term real estate decisions.
TENANTS WE CURRENTLY REPRESENT

Tj-maxx  Michaels  HomeGoods  Marshalls

Harris Teeter  Advance Auto Parts  Lowe’s  DISCOUNT

ULTA  ALDI  AT&T  Planet Fitness  FLYWHEEL  TACO BELL

five below  PIKE  sweetgreen  MOD  Tuesday Morning

SHAKE SHACK  West Marine  Malisters  Corkbuzz  Sola

Crème de la Crème.  smile  ABC Spirits  Corepower Yoga

tcby  Bojangles  FIVE GUYS  BURGERS and FRIES  KFC  RED ROBIN

Guy’s Public House  Chuck’s  ORECK  winestore.

PIN STACK  Clean Catch  Fish Market  BetterMed  P.T.’s

Pita Pit  Chuck’s  Alamo  Old Chicago  TDC

Skechers  Walk-On’s  True  Mr. Tokyo

Nails So Deep  SPENGA  Hand & Stone
Understanding the needs of property owners in the leasing and sales of their developments is a notable strength of The Providence Group. Knowledge of the market and relationships with leading retailers, developers, and investors enables us to consistently deliver a high level of service and to expedite the marketing process for our clients. We currently lease 5.5 million square feet of retail space in the Carolinas. Past and current listing assignments include REITs, developers, investors, and other entities such as the City of Charlotte.

The Providence Group works as your advisor bringing experience, ideas, and solutions in supporting every aspect of your real estate goals. We work with owners in creating and implementing practical innovative marketing and leasing strategies that deliver optimal results. We provide each client with insights to anticipated real estate challenges, potential opportunities, and new market trends.

Smart tenant mix decisions, carefully thought-out lease provisions, and our extensive national and local retailer relationships, are key ingredients in delivering exceptional results to our landlords. Our work experience across the Carolinas has broadened our abilities to provide clients with solutions in a given local market. Our client base ranges from large corporations, retailers, and smaller entrepreneurial developers. We recognize the importance of maintaining excellent communications and the expedition of the business process. Every day, we strive to deliver meaningful value to our clients.
We represent retailers and owners in selling or re-leasing vacant anchor retail space. Whether negotiating lease terminations, calculating a financial analysis, or finding a buyer/tenant, we have the expertise and track record needed to mitigate your situation. Past and current disposition assignments include Best Buy, Harris Teeter, Bob Evans, Hilco, JP Morgan Chase, Capital Bank, Wells Fargo, special services, and several developers handling surplus retail space.

The Providence Group has a strong resume of successfully completed surplus property assignments in the Carolinas. We can handle your needs from a single location to a portfolio of properties. Leveraging our long-standing relationships with commercial landlords, retailers, investors, and replacement users form the core of our surplus property practice.

Our emphasis on implementing effective and efficient disposition strategies is reflected in our results. We tailor our strategy to meet our client’s unique real estate needs.

Unlike many national network organizations, we have flexibility in selecting the best team in a given market without the constraints of predetermined network relationships. Our long-standing relationships with local brokers across the Carolinas also comes into play when identifying the all-important local and regional buyers. Our aggressive prospecting and marketing methods ensure no opportunity is overlooked. Past and current assignments include Harris Teeter, Best Buy, and Wells Fargo.
LANDLORD REPRESENTATION

DISPOSITION ASSIGNMENTS
Providence Group Capital is a real estate development firm based in Charlotte, NC. The firm is focused on infill development and investment in commercial assets. The principals of the firm have been involved in the development of over 10,000,000 square feet in 18 states and British Columbia. Providence Group Capital’s geographical emphasis is in the southeast, however the principals’ development experience in many regions allows the firm to pursue a wide range of opportunities to maximize investor returns.

Providence Group Capital is flexible in their creation of value through both ground-up development and acquisition of underutilized properties. Through extensive market knowledge, conservative underwriting, development experience, and trusted relationships, Providence Group Capital provides a solid investment platform for their debt and equity partners.

In addition to developing for their own account, Providence Group Capital provides consulting development services, programmatic roll-outs, and corporate services for property owners and retailers.
TERRITORIES OF BROKERAGE & DEVELOPMENT EXPERIENCE
REAL ESTATE ENTITLEMENT, USE AND ZONING

The Providence Group can go beyond the typical role of a real estate brokerage firm. Through the experience and expertise of Providence Group Capital, we are able to assist in obtaining all zoning and entitlements for properties at the request of our clients. We will navigate the zoning and entitlement process specific to a property’s jurisdiction by attending meetings with city officials, county officials, and neighborhood organizations as well as any public hearings which are necessary to secure the zoning classification essential for the clients’ use.

DEVELOPMENT SERVICES

When clients do not have the in-house staffing required to develop real estate, Providence Group Capital is able to provide complete developments services, if desired. We will represent clients in connection with the design and construction of individual projects or, on a programmatic basis, for multiple projects. On behalf of our clients, we will advise and negotiate agreements for architectural, engineering, testing and consulting services, as well as any additional agreements required for the construction of improvements for a project. This can include horizontal development, vertical development or a turnkey facility.

We assemble and manage a necessary pool of consultants to create a team which will develop a successful project for our clients. Providence Group Capital will conduct any necessary site planning, building planning and/or feasibility studies that will enable our clients to progress to the Letter of Intent and/or Purchase Agreement phase for a property. Upon securing control of a property for our clients, we will work with the team architects and engineers to formulate plans to permit and develop that property for their use. We supervise the process of obtaining site (civil) permits and building (architectural) permits for the construction of improvements to accommodate our clients’ use of the property.
DEVELOPMENT SERVICES (CONTINUED)

Providence Group Capital will prepare construction and development budgets for our clients to review and approve. Additionally, we will maintain and track project costs throughout the construction and development process. We coordinate the work of the project architect, the general contractor, and other consultants and professionals employed in connection with the design and construction of a project. We verify that construction of improvements is carried out in accordance with project plans and will manage pay requests, invoicing, and accounting.

Through our expertise in development and involvement on hundreds of successful projects, we can oversee a turnkey project or we can assist in smaller roles that are needed to ensure that our clients are able to open and operate their facility in the most efficient manner. We will customize development services as needed or desired by our clients.
DEVELOPMENT SERVICES (CONTINUED)

• Coordination of the work of the project architect, the general contractor and other contractors, professionals, and consultants employed in connection with the design or construction of the project

• Participation in developing economical, efficient, and desirable design and construction procedures

• Rendering of advice and recommendations as to the selection of subcontractors and suppliers

• Submission to client any suggestions for changes which would improve the design, efficiency or cost of the project

• Supervising compliance with all terms and conditions applicable to client or the project contained in any governmental permit or approval required or obtained for the project

• Keeping client informed on a regular basis of the progress of the design and construction of the project

• Obtaining, certifications of occupancy or equivalent documents required to permit the occupancy of any such improvements

• Supervise, coordinate and inspect the progress of construction of the project and advise the client whether to approve or disapprove requests for payment made by the project architect and the general contractor, or by any other parties with respect to the design or construction of the improvements. Additionally to verify that the construction is being carried out substantially in accordance with the project plans and cause to be certified in writing by the project architect along with each construction draw request
EXCELLENCE IN PROPERTY MANAGEMENT

Operating under the name of Providence Group Management Services (PGMS), we offer clients first class management of their commercial real estate investments. We tailor our management services to the needs of the client offering full service property management, facilities management, property accounting, or any combination of the above.

Each commercial management program is critiqued and adjusted to meet the owner’s short or long term goals. Frequent property inspections, face-to-face meetings with tenants, coupled with detailed financial reviews and implementation of a systematic preventative maintenance program provide a foundation for management staff to protect and enhance the value of a client’s asset.

PGMS partners with MRI Accounting Software and Avid Exchange to streamline property functions efficiently for our clients. MRI is the leader in providing Property Management Accounting software providing our clients with an array of customized accounting reports. Avid Exchange assures a paperless invoice approval process, expediting vendor payments and improved AP processing allowing an owner access to that approval chain if requested. PGMS also provides tenants and customers with 24 hour 7 days a week emergency maintenance support assuring the whole teams assigned to a property are notified concerning maintenance issues at a property.

Whether representing multiple assets for corporate clients to a single asset for individual owners, we recognize the importance of the day to day role a property manager serves and strive to exceed our client’s expectations while providing long term value to our clients.
MARKET EXPERTISE
The PGMS portfolio consists of a mixture of retail, office, and industrial real estate management. Building types include office buildings, industrial/flex parks, and retail shopping centers.

DEPTH OF RESOURCES
The platform at PGMS enables us to provide our clients quality and specialized management services. We utilize our network of contractors, service vendors, architects, and engineers to best serve our clients' objective for their real estate investment.

COMMITMENT
Clients find that we are fully committed to servicing their real estate investments as individual clients. An entire team of real estate professionals is assigned to your account to prevent a breakdown of service.

STRATEGIC SERVICES
In today’s world staying ahead of available technology and taking advantage of it to improve our service to clients is an important part of our business. Providence Group Management Services utilizes the latest software and hardware including using tablets in the field to gather information and report on site in real time.
MANAGEMENT SERVICES

PROPERTY MANAGEMENT

Providence Group Management Services will implement solid management principles and practices that include:

• Prepare monthly reports that include a financial summary, tenants issues, property issues, lease activity, and capital project tracking
• Meet local governing representatives concerning real property matters
• Implement preventative maintenance practices
• Inspect and assure all life safety systems servicing the property are maintained per industry standard and by local code and ordinances
• Track all building mechanical systems
• Maintain and upkeep tenant COI’s
• Benchmark property expenses against industry standard
• Forecast capital projects
• Prepare operating budgets
• Hold tenants accountable per lease obligations
• Become a “familiar face” to the tenants and address any issues in a timely manner
• Approve all invoices for the property
• Maintain as-built drawings for individual tenant spaces, MEP of center, and all other construction documents
• Abstract all leases and assure lease compliance
• Maintain and bid out vendor contracts to assure rates are within market averages
• Review insurance policy for landlord, vendor, and tenants
• Coordinate eviction process and other legal matters with client
• Maintain property to a “Class A” appearance
• Attempt to reduce fixed property cost
• Coordinate snow removal with qualified contractor
ACCOUNTING

PMGS utilize MRI accounting software to manage our clients property account. Through partnering with Providence Group Management Services in the management of your real estate investment, our accounting department will provide the following services:

• Monthly financial reports that include an income statement, balance sheet, general ledger, check register, tenant receivable ledger, and aged delinquency report
• Persistent and systematic rent collection from delinquent tenants
• Maintain and manage property trust accounts
• Prepare and maintain lease abstracts
• Maintain vendor W-9’s
• Manage accounts payable and receivable
• Properly bill invoices to responsible parties per the lease agreement
• Perform TICAM reconciliation
• Pay all property invoices in a timely manner

ENERGY MANAGEMENT

Conservation of energy is a key element to reduce the environmental footprint for our client’s assets. The market standard NNN lease typically delegates the tenant space as their responsibly. PGMS strives to inform tenants of energy saving measures while implementing “Green” management practices for the common area and building systems. These measures include:

• Informing tenants of “best practices” to reduce energy consumption
• Collect appropriate preventive maintenance documents from tenants
• Replace building mechanical systems with energy efficient and environmental friendly systems
• Conduct an energy audit to establish baseline consumption
• Perform an energy analysis to identify areas of potential savings
• Analyze energy analysis and bid out services to upgrade equipment to determine savings and payback time if work is performed
• Remain informed of local utility company rebates upon upgrading energy saving
ENGINEERING / CONSTRUCTION MANAGEMENT

While implementation of preventative maintenance can prolong the life of a commercial property, capital items and large scale projects may occur. Upon owners’ request, Providence Group Management Services can handle construction project management providing:

- Contract with a specialist to establish a detailed scope of work to meet owners needs
- Establish a RFP and review bids from reputable contractors
- Maintain an active project schedule and assess any change orders
- Assure project meets all necessary deadlines
- Collect and track all COI documents from contractors and subcontractors
- Hold construction meetings onsite with GC on a routine basis
- Gather O&M manuals upon completion of project
- Oversight of development projects

GENERAL MAINTENANCE

Providence Group Management Services will provide the following maintenance for your real estate property:

- 24 hour 7 day a week emergency service
- Maintain all documents associated with maintenance projects
- Routine preventative maintenance inspections
- Arrange annual roof inspections by a qualified vendor
- Competitively bid vendor contracts
- Supervise vendors for compliance with vendor contracts
- Track all warranties for work performed
FLEXIBLE MANAGEMENT CONTRACTS

We recognize that each of our clients is unique. We offer a variety of management services to choose from exactly for this reason. To reduce the stress of owning a real estate asset it is ideal for Providence Group Management Services to provide full service property management. However, if an owner is not ready to implement a full service management agreement there are different types of management services we can provide.

Each commercial property is unique and owners may require specialized services. Please let us know how Providence Group Management Services may better suit your needs and we can create a customized management plan.
CURRENT LANDLORD REPRESENTATION

5,000,000 SF OF PROPERTY
CURRENTLY UNDER MANAGEMENT IN THE CAROLINAS

PLEASE CONTACT US TODAY FOR YOUR PROPERTY MANAGEMENT PROPOSAL (704.644.4598)

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