



**PROVIDENCE GROUP MANAGEMENT**  
EXCELLENCE IN COMMERCIAL PROPERTY SERVICES

**PARTNER XTEAM**

**2024**  
**COMPANY OVERVIEW**



# EXCELLENCE

## IN COMMERCIAL PROPERTY SERVICES

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 team members bring knowledge of various disciplines to the company, diversifying and strengthening our offerings as a successful retail firm and management company.

**Visit us at:**

[WWW.PROVIDENCEGROUP.COM](http://WWW.PROVIDENCEGROUP.COM)

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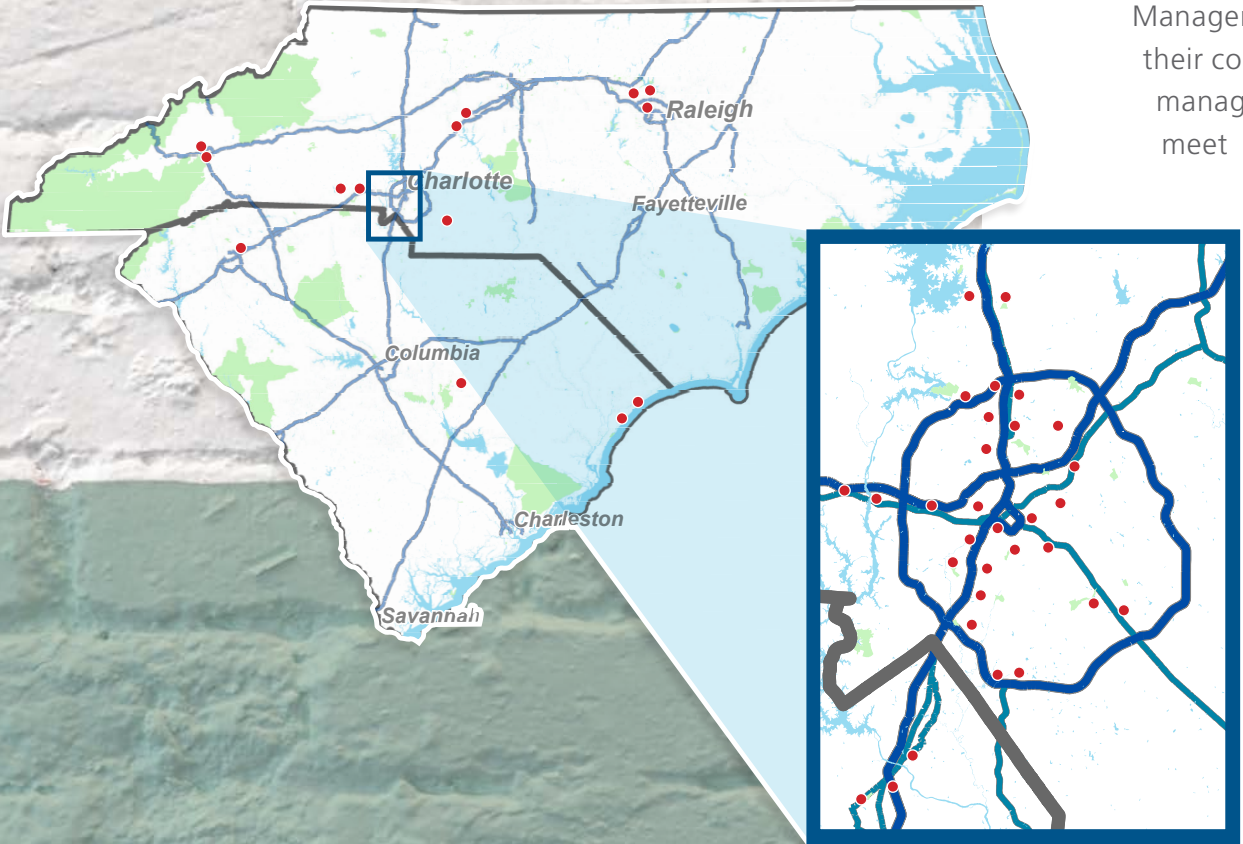
REFERENCES



# OUR COMPANY BACKGROUND

Operating under the name of Providence Group Management, we offer our clients first class management of their commercial real estate investments. Each commercial management program is critiqued and adjusted to meet the owner's long term goals. Frequent property inspections and face-to-face meetings with tenants, coupled with detailed financial reviews provide a foundation for management staff to protect and enhance the value of an asset.

By implementing enhanced management principles and practices, Providence Group Management strives to increase the value of our client's assets. Common feedback from our Property Management clients is more efficient rent collections, improved accounting reports, better record keeping, proactive preventative maintenance, expedited reconciliations, and market driven CAM rates.



# OUR TEAM



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# OUR SUPPORT TEAM



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## Vendors / Affiliates



Adobe® Creative Cloud™



# PROPERTY MANAGEMENT SOFTWARE

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 utilizes MRI Accounting Software and Avid Exchange to streamline managerial functions efficiently for our clients.

MRI Software is a leader in providing an array of customized reports to suit our clients needs. Avid Exchange provides a paperless invoice approval process, resulting in expedited vendor payments and improved AP processing. Avid Exchange also allows owner access to the approval chain if requested.

PGM partnered with ClickPay payment solutions to enable tenants the ability the log on to a cloud based software to view monthly statements and pay rent. Our management teams utilize Building Engines to catalog and maintain preventative maintenance records building mechanical units.

PGM also provides tenants and customers with a 24 hour 7 days a week emergency maintenance support hotline ensuring the whole team assigned to a property is notified concerning maintenance issues.



### SCALE FOR GROWTH

Reduce inefficiencies such as manual tasks and cut processing costs by up to 60%.



### PAY MORE WAYS

Pay suppliers based on their choice of Mastercard, AvidPay Direct - our enhanced direct deposit method - or AvidPay check.



### ELIMINATE PAPER

Shift to 100% electronic invoices and payments to save time and money with our AP automation solutions.



### GET 24/7 REMOTE ACCESS

Manage your AP process from anywhere with an internet connection to keep your business moving.



### GAIN TOTAL CONTROL

Enforce your existing business rules, set permissions and have access to a complete audit trail from PO to payment.



### SEND FAST, SECURE PAYMENTS

Reduce fraud risk and get your suppliers paid on time with secure and efficiently managed payment solutions.



# KEY REASONS TO SELECT PROVIDENCE GROUP MANAGEMENT



## MARKET EXPERTISE

Providence Group Management currently manages a selection of institutionally and privately owned real estate. Building types include office, flex / industrial, and retail assets.



## DEPTH OF RESOURCES

Our platform 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 objectives 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.

OVER 3,700,000 SF OF  
PROPERTY CURRENTLY  
UNDER MANAGEMENT  
THROUGHOUT  
THE CAROLINAS

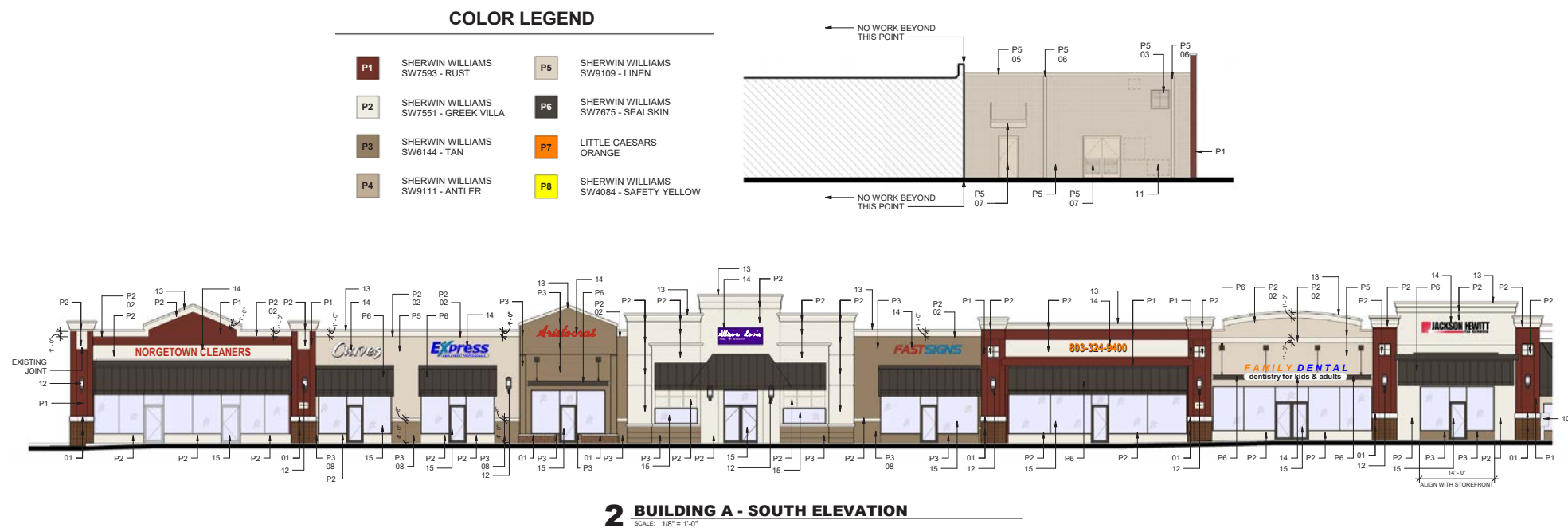
# LANDLORD REPRESENTATION



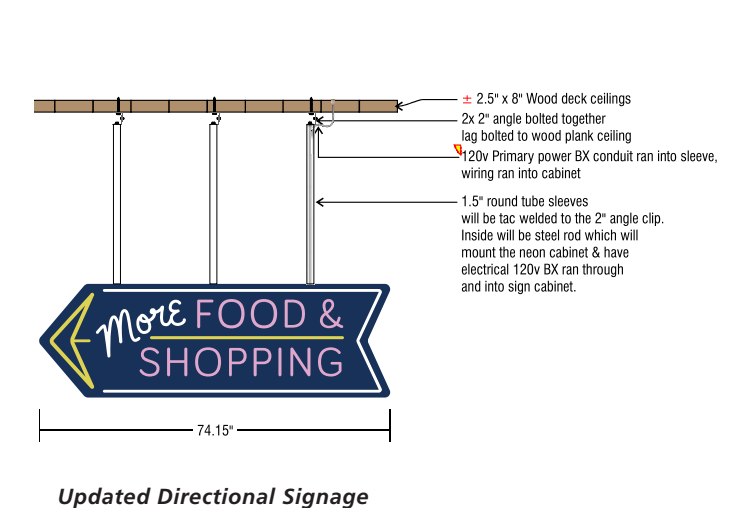


# REBRANDING & PROJECT MANAGEMENT

Providences Group Management strives to create a comparative advantage for our clients assets within their respected markets. We will work with our clients to prioritize projects based upon available capital, ROI, property/building envelope maintenance, and their plans for the asset. We will engage the appropriate third party professionals and oversee all phases of the project (design, preconstruction, construction, post construction) to completion.



# REBRANDING & PROJECT MANAGEMENT (continued)

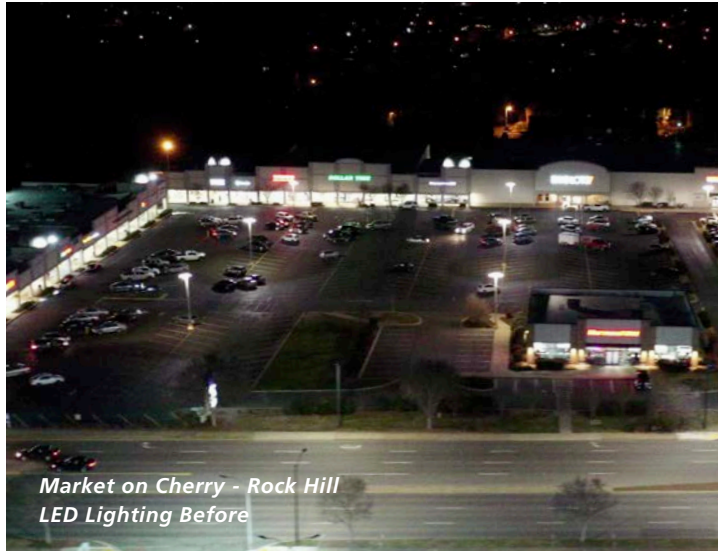




# REBRANDING & PROJECT MANAGEMENT (continued)



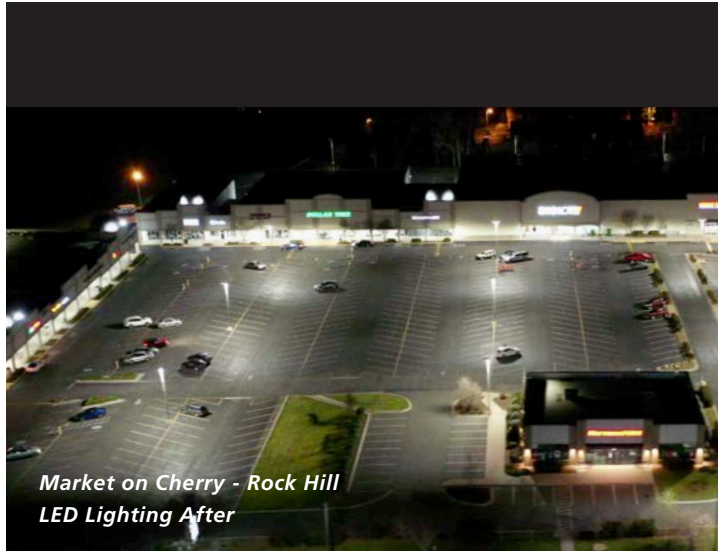
Love's Plaza Before



Market on Cherry - Rock Hill  
LED Lighting Before



Love's Plaza After



Market on Cherry - Rock Hill  
LED Lighting After

# REBRANDING & PROJECT MANAGEMENT (continued)



Tower Place Festival Before



Tower Place Festival Before



Tower Place Festival After



Tower Place Festival After



# NOTABLE MANAGEMENT ASSIGNMENTS

**OPTIMIST HALL**  
Food Hall in Charlotte, NC



Optimist Hall is an adaptive re-use project just north of downtown Charlotte in the Mill District. The redevelopment transformed a turn-of-the-century textile mill into a 147,000-sq. ft. mixed-use development that includes a food hall, restaurants, retail and creative office space.

**PACK SQUARE**  
Office Park in Asheville, NC



## PACK SQUARE

Located in historic downtown Asheville, NC. Pack Square is centralized around the city's best restaurants, coffee shops, and shopping. The historic Adler and Jackson building boast this properties character that include Five office buildings with ground floor retail and a parking garage.

**APPLEWOOD SHOPPING CENTER**  
Retail Center in Seneca, SC



Located in Seneca South Carolina, Applewood Shopping Center is a 243,971 sq. ft. retail center anchored by Hobby Lobby, Belk, Pets Mart, and Aldi.

**Dilworth Artisan Station**  
Mixed Use Tower in Charlotte, NC



Dilworth Artisan Station is a beautiful historical building located in Charlotte's SouthEnd District, housing twenty-seven art studios, a high-end home décor store, architectural and real estate offices. Adding to the eclectic Tenant mix, Canopy, one of Charlotte's newest upscale cocktails bars, just opened in the building in July

**TORINGDON**  
Shopping Center in Charlotte, NC



Located by I-485 and Johnston Rd in the Ballantyne area, Toringdon Market is anchored by one of the few remaining Earth Fares in the area. Surrounded by an average of 196,228 people within a five mile radius, this center also sits within a well established consumer group averaging \$126,363 per year per household. Key tenants include Earth Fare, Miro's Spanish Grill and Ballantine Jewels.

**CONSUMER SQUARE**  
Shopping Center in Mooresville, NC



Located in Mooresville North Carolina, Consumer Square is 148,000 sq ft of retail. The shopping center is anchored by the newly completed Floor and Décor with Wal Mart on the adjacent parcel.

# REFERENCES



**Lisa Chommie / Asset Manager**  
LNR Partners / 305.695.5104



**Ben Bios / Senior Asset Manager**  
Stiles Corporation / 954.627.9285



**Stanislava Paganuzzi / Asset Manager**  
Colterra Capital / 514.487.1515



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**PROVIDENCE GROUP MANAGEMENT**  
EXCELLENCE IN COMMERCIAL PROPERTY SERVICES

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# AMANI ABDUL

Amani Abdul joined the Providence Group Management Team in October 2021. Amani began her career in residential property management in 2001. Her career in real estate management has encompassed high-rise and mid-rise residential, office, medical as well as retail. Her current responsibilities include daily operations, capital management, and administration of office buildings and multiple grocery/nationally anchored retail centers. Most recently, Amani received the 2020 BOMA TOBY (The Office Building of the Year) Award in the Class "A" Suburban Office Midrise Category. Amani believes in strong partnerships and community involvement and is an advocate for progressive communities and mix-used developments.

## AFFILIATIONS & ACCREDIATIONS

- 2021 President of IREM Western North Carolina (Institute of Real Estate Management) NC40 Chapter
- 2020 BOMA TOBY Award Recipient
- Certified Property Manager (CPM)
- Accredited Residential Manager (ARM)
- Journey to Peace Life Coach
- CMPD Community Engagement Volunteer
- Member of BOMA Greater Charlotte
- Member of ICSC (International Council of Shopping Centers)

## SPECIALITIES

- Customer Service
- Tenant/Vendor Relations
- Operations Management

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# AMY FLEMING

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Originally from Memphis, TN; Amy moved to Charlotte in 2010. She graduated from the University of Memphis with a Bachelor's Degree in Accounting and Business Management. Amy began her career in the finance industry and moved into residential property management, working with both single and multi-family units. She specializes in accounting and resident relations. Amy joined the property management team in February of 2020 as an Accountant, bringing with her 8 years of property management experience and over 10 years of financial experience.

## EDUCATION:

B.S. University of Memphis

## AFFILIATIONS:

Notary Public of North Carolina

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# BERNIE SMITH

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Bernie is originally from Jacksonville, FL and moved to Charlotte in 1983. Bernie began her career in commercial real estate at Percival McGuire working as a property manager and continued to gain management experience as part of the Property Operations team at MPV Properties.

Joining Providence Group Management Services in 2018 she brings 10 years of property management and tenant relations experience.

Bernie has experience in all areas of property management and establishes excellence for clients and tenants to create a win-win relationship.

## EDUCATION:

Brevard College, Belmont Abbey College and Jacksonville University

## AFFILIATIONS:

IREM

## SPECIALTIES:

Property Management  
Client and Tenant Relations  
Rent Collections

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# CHARITY CASE

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## PROPERTY ACCOUNTANT

Charity Case joined our team in 2023 as an accountant. She graduated from The University of Charlotte at Greensboro Bryan School of Business in 2019 with a Bachelor's Degree in Accounting. Charity brings a solid foundation to her role in our company. Proficient in Excel, budgeting, and client services, Charity stands out for her management of financial data and for her commitment to foster positive client interactions. Charity enjoys spending her free time engaging in outdoor adventures like hiking and long boarding, as well as taking in the tranquility of reading and spontaneous road trips. She is a native to the Charlotte region and her warm personality and vibrant personal interests make her a valuable addition to our team.

### EDUCATION:

B.S. in Accounting from The University of Charlotte  
at Greensboro Bryan School of Business

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# CHRISTIAN SHAW

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## PROPERTY ACCOUNTANT

Christian joined Providence Group in 2023 and serves as Senior Property Manager overseeing a portfolio of retail and office assets. Prior to joining Providence Group, Christian managed a wide array of asset types, including multifamily, adaptive reuse office and retail, industrial, and medical office. He particularly enjoys being a part of the construction process, whether it be a capital project, tenant buildout, or ground-up development. Christian's previous clients include institutional investment firms such as Shorenstein and Stockbridge, as well as regional developers such as ATCO and Third & Urban. Christian prides himself on his attention to detail and strong focus on building relationships with both property owners and tenants.

### EDUCATION:

B.S. in Business Administration and Finance  
Champlain College's Robert P. Stiller School of Business  
Burlington, Vermont.

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# DUNCAN LEWISON

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Duncan grew up in Lancashire, England and moved to the US in 1990. He joined the Providence Group in 2011 after 20 years of commercial real estate experience including 11 years as Chief Financial Officer for American Asset Corporation (1997-2008).

Duncan has a wealth of experience in finance, asset management and disposition, loan origination, business valuation and complex financial transactions.

## EDUCATION

B.S.C. (Hons) Finance – JM University, Liverpool

Harvard School of Business – Graduate Advanced Management Program

## AFFILIATIONS/HONORS

- Certified Commercial Investment Member (CCIM)
- Licensed Real Estate Broker, North Carolina and South Carolina

## SPECIALTIES

- Property Management
- Investment Sales
- Business Valuation
- Asset Management
- Consulting

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# JAMES MCGEE

A native of Greenville, SC, James joined The Providence Group Team in July of 2012. He is an alumnus of Winthrop University where he received his B.S. in Business Administration with a focus in Marketing. James began his Real Estate career with a Charlotte based firm, NAI Southern Real Estate where he directly managed over 1.2 million square feet of retail centers.

During his career, James has performed management services for various building asset classes that include Office, Medical, Industrial, Retail and POA management. He has extensive experience in the management of various types of retail centers involving tenant relations, rents collections, marketing, budget forecasting, capital planning, construction management, lease abstraction and administration, contract management, eviction proceedings, preventative maintenance and building operation. James has experience working with an array of clients and tenants including regional and national banks and various mid-size and large anchor tenants.

## EDUCATION

B.S. Business Administration, Winthrop University

## AFFILIATIONS/HONORS

- President – Theta Sigma Housing Corporation
- Broker in Charge – North Carolina
- Licensed Real Estate Broker – South Carolina

## SPECIALTIES

- Property Management
- Construction Management
- Commercial Property Operations
- Property Evaluation
- Risk Management

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# KATIE NOVAK

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## PROPERTY MANAGER ASSISTANT

Katie joined Providence Group Management in early 2022 to serve as the on-site Hospitality Manager for Optimist Hall. Katie oversees Optimist Hall's operations as well as acts as liaison between ownership, vendors, tenants and customers as well as the public & private partnerships necessary to facilitate the smooth day to day operations on the property.

With her 15+ years of experience in the restaurant and hospitality industry Katie brings her exceptional work ethic and charming personality to Providence Group Management and inspires a welcoming environment for the tenants and customers of Optimist Hall alike. She assists the full time property manager for the Food Hall and helps coordinate many of the behind-the-scenes decisions required to run one on the most popular dining destinations in the center city area. She moved to the Charlotte area from Oviedo, FL 18 years ago and in her free time enjoys hiking, spending time with friends and family and taking care of her two dogs, Luna and Wally.

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# MADDIE KEANE

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Maddie Keane joined the Property Management Team at The Providence Group in 2022. She is a graduate of The University of South Carolina where she received a B.A. degree in Public Relations and Hospitality. Maddie is a Charlotte Native, and began her career in Commercial Real Estate as a Licensed Broker with eXp Commercial, LLC.

As a broker, Maddie represented buyers, sellers and tenants through various real estate transactions. Her specialty as a broker was office and retail, which brought her to The Providence Group now working on the Property Management Team. Maddie has a strong network of relationships in the Charlotte area, and has a deep understanding of the real estate market.

## EDUCATION:

B.A., The University of South Carolina

## AFFILIATIONS:

Licensed Real Estate Broker in North Carolina

Notary Public Official

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# MICHAEL RISEY

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Michael is originally from New Orleans, Louisiana and moved to Charlotte in 2000. He is a graduate of Louisiana State University with a Bachelor of Science in Accounting. Michael began his career at The Crosland Group as a Corporate Accountant and then later as a Senior Development Accountant for both Retail and Commercial properties. Michael worked at Time Warner Cable where he helped transition the Accounting Department relocation from Stamford, CT to Charlotte. During his time at Time Warner Cable he worked under the Special Projects and the Financial Reporting divisions. He has worked as an Assistant Controller for a local homebuilder, Saussy Burbank, and for American Asset Corporation (AAC). He has extensive real estate experience on the day to day operations of both Commercial and Retail accounting.

Michael joined The Providence Management Group in August of 2017. As PGMS's Controller, Michael oversees all property accounting operations for our clients, including consolidating monthly financial statements and annual reconciliations. Michael specializes in implementing internal workflow systems and procedures for accounting and management staff.

## EDUCATION:

B.S. Accounting, Louisiana State University

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## NEAL BANNER

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Neal joined Providence Group's Property Management Team in 2019 after graduating with his Associates in the Applied Science of Accounting. He has since adjusted into the field of Commercial Property Management and enjoys all aspects of the industry, from tenant & vendor relations, identifying building systems, and orchestrating preventative maintenance across a portfolio which includes retail, studio, office, and medical facilities. He is an NC native who is excited to continue expanding his industry knowledge and experience in the field of Commercial Property Management with the Providence Group

### SPECIALTIES

- Tenant Relations and Rent Collection
- Vendor Relations and Preventative Maintenance Scheduling
- Building System and Utility Identification

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# PATRICIA FURR

Patricia is originally from Virginia but has had the opportunity to live in several different states. She began her career in Real Estate Property Accounting at Tooman Collins in Tulsa, OK. From there she went to Emory Hill in New Castle, DE – Coast Management and Gamut 360 in Everett, WA. She relocated back to the Charlotte area in 2007 and began her employment with Spectrum Properties where she worked for 11 years. Patricia joined The Providence Group in August 2018 as a Property Accountant.

Her experience includes payroll, employee benefits, accounts payable, account receivables, financials including variance explanations and budget forecasting, lease administration and CAM reconciliations.

## EDUCATION:

- Associates – Business Administration – Tulsa Community College

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