

efficiency leads to **success**



success = creating positive returns for you

the CM philosophy

CenterManagement (CM) is focused on providing an unmatched level of service to owners and tenants — our “customers”. Ultimately our success is defined by creating positive returns for both. Our model is designed to attend to every detail involved in managing a shopping center. We understand the demands and what is required to manage your investment. Our model facilitates proactive communications with owners and tenants to keep them informed.

Four core principles guide our mission to execute and achieve the highest level of service **(TRAC)**:

Timeliness: process designed to provide fresh data so decisions are made efficiently

Relationships: responsiveness, individual measurable results

Accuracy: checks and balances used to ensure reliable information that is actionable

Credibility: quality and experienced personnel and systems

CM manages over 1 million square feet of commercial/retail property in NC and VA representing in excess of \$8,000,000 in annual rent income.

financial management 

property management 

leasing 

year-end ticam reconciliations 

tenant management reporting 

tenant accounts receivable 



organization is at the center of how we do business

the CM model

CM has developed a comprehensive set of procedures and checklists to provide an unmatched service to owners and tenants. As a result, CM has proven and repeatable processes for all parts of our business that our customers count on. The CM platform — used to support, document and deliver information — was developed to meet the demands of our customers.

The CM platform allows us to:

- **Certify** the accuracy and integrity of all reports including the rent roll and financial statements for each asset.
- **Facilitate** day-to-day property management activities and procedures.
- **Maintain** historical records that are often used to perform financial analysis, budgeting and other tax compliance activities.
- **Organize** the transactional data in a manner to allow for concise reporting to owners, tenants and lenders.
- **Report** on a monthly basis that includes profit and loss, balance sheet, cash flow, supplemental financial information and rent rolls.
- **Report** on a periodic basis that includes lease status report, accounts receivable aging reports and other requested reports pertinent to your individual needs.



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financial management

Reporting

Monthly financial reporting to keep you up-to-date.

- Monthly financials include: income, financial position, cash flows
- Work papers for tax return preparation
- Working capital is managed vigorously
- Accounts receivable reporting

Financing

Consulting services to lead & manage financing needs.

- Pursue financing alternatives
- Manage closing process
- Timely adherence to loan covenants

Analysis

Extensive experience in preparing analysis to lead you through difficult decisions.

- Understand short and long term financial goals and track them annually
- Financial modeling for new and ongoing opportunities
- Allocation of capitalized costs for tax purposes



property management

Using a system of checklists and schedules, we efficiently manage your asset so that together we can be proactive in our decisionmaking.

- Tenant relations: priority given to respond to inquiries; follow terms of lease
- Ongoing maintenance and scheduling; service and maintenance schedules maintained
- Insurance policies procured, reviewed, and monitored
- Property tax listing and valuation appeals as needed

Budgeting

Knowing your yearly budget is necessary to manage your asset in the short term ...

Our 20-year budget lets you peek into the future.

- Annual budget submitted for approval
- On-site inspections performed 2-3 times per year
- Timely coordination and execution of all maintenance activities
- Long-term budget planning and analysis



leasing

Managing lease negotiations and assimilating new tenants is proven solid and efficient. We make a normally complex process easier to handle.

- Advertising and follow up
- Lease negotiations
- Summary of key proposed terms submitted to owner for approval, Letter of Intent
- Credit check, due diligence
- Welcome package



year-end TICAM reconciliations

Accurate and timely year-end TICAM reconciliations enhance accurate financial reporting and promote positive cash flow.

- On February 28th analysis prepared and reconciliations provided to tenant
- Automated pro-ration of tenant expenses
- The Lease Abstract provides necessary details to ensure accurate and timely preparation of the annual reconciliation.



tenant management reporting

CM Platform acts as a hub where you can see specialized reports at a glance showing the current state of each property.

- Lease Abstract: lease details by tenant
- Tenant Rent Roll
- Tenant Follow Up Schedule: key upcoming dates (ie., renewals, rent increases, insurance expirations, and sales reports, etc.)
- Tenant/Payers Contact Information



accounts receivable

Proactive role in collecting outstanding accounts receivable.

- Proactive followup on past due receivables based on predetermined schedule
- Monthly (20th) tenant statements are mailed
- Details on outstanding amounts are easily retrieved and provided to tenants
- Invoices for non-recurring payments are provided on-time to avoid delays



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