



CenterPoint Properties®

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Asset Management

CenterPoint has built its reputation and franchise through intensive, hands-on property management and consistent communication with customers. As a property owner, we understand the direct connection between the functionality and operation of our buildings and the success of our customers' operations. With a portfolio of more than 34 million square feet and over 300 customers, we manage a wide range of product from Class A buildings that offer new modern systems to more affordable Class B and C buildings.

Full Service Team

CenterPoint's property management team is well versed and experienced in managing a wide variety of assets, land and business parks. Senior members of the Asset Management Team average over 23 years in the real estate industry, bringing a wide array of knowledge and consistency to the many multi-year projects undertaken. The teams are focused on key goals including tenant satisfaction, process compliance and financial metrics. Each management team includes a regional manager, property manager(s), accountant and maintenance staff, plus dedicated tax and insurance professionals that actively manage each properties unique liability requirements, helping our customers minimize property-related expenses.

In-House Construction Management Service

CenterPoint's internal construction department is positioned to manage any level of building improvements and provide expert analysis on facility expansion, contraction or redevelopment from project start to finish. Whether it's an existing tenant that needs to alter space or a new customer requiring facility improvements, we'll work within a budget and timeline for all necessary upgrades.

Our Construction team maintains working relationships with an expansive list of approved vendors to make sure every component of a project is handled with the right level of expertise. Due to our volume of construction work, we are able to offer a more economic solution than most external contractors.

Zero Tenant Unhappiness

"Zero Tenant Unhappiness", or ZTU, is an independently administered survey allowing CenterPoint's customers to rate our building management services. This survey provides the company with great insight into what we are doing right and what we could be doing better as property managers. With survey results distributed to the entire company, we have a vested interest in the condition of our buildings and our customers' satisfaction with our performance. Outstanding historical results have been earned through hands-on asset management and a commitment to servicing our customers' continuously changing needs. While a perfect score seems an impossible feat — we strive for it and get closer each year.

Value Add Approach

Our geographically focused management teams are known for implementing “value-added” solutions. We offer customers full service management from the day-of-acquisition to post-disposition transitions; including accounting, billing, budgeting, environmental assessments, construction management and pre-acquisition due diligence services as needed. In addition, our teams negotiate leases, manage insurance and lender requirements, and prepare the assets for sale.

Our experience has taught us that no building or assignment is identical. The exact make-up of management services necessary for a project depends on many factors. For example, some parks require maintenance of common areas, detention ponds and signage by the manager. Tenants may contract directly for necessary services or the manager may contract for landscaping and snow removal due to shared truck courts and green spaces. In certain cases, a tenant may rely on the manager to service all the equipment within their space as well as provide for repairs and work orders. With multiple tenants, the manager is more likely to contract for services which could include roof maintenance, sprinkler inspections, fire alarm monitoring, landscaping, snow removal, burglar alarm, waste removal, janitorial, pest control and HVAC maintenance. We are comfortable and confident that our management team can accommodate any level of service required to meet the needs of ownership and tenants.

Audited Processes

Detailed “Processes” guide all company departments for two simple reasons: efficiency and control. We leverage economies of scale by simplifying and standardizing appropriate tasks while simultaneously providing a system of checks and balances to ensure there are no slip-ups. The key goals of the Property Management processes are increasing operating efficiency, improving ZTU and maximizing Net Operating Income.

To ensure the entire company understands the importance of following the process, we are audited quarterly on process compliance and these audit scores are incorporated into our compensation.



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