

Property Management & Maintenance Services

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NAI Ruhl Commercial Company

Regional Leader Since 1862

Property Management

At NAI Ruhl Commercial Property Management Services, our primary goal is to shield our clients from everyday commercial property management issues, while helping them to achieve their goals for optimal financial performance.

Whether your needs entail daily monitoring or simply periodic property assessments, we have the extensive commercial management experience to bring any property to new heights.

Our specially trained professionals have expertise in a wide variety of property types ensuring we understand and recognize the unique approach needed for each property to achieve your objective.

NAI Ruhl Commercial Company

COMMERCIAL REAL ESTATE SERVICES, WORLDWIDE



Diana Haubenstricker, CPM

Asset Manager

Background & Experience

15 years of experience in commercial property management with a portfolio consisting of approximately 1.4 million square feet of multi-family, industrial, office, and retail space.

Education

- Bachelors of Fine Arts/Communications – University of Texas at San Antonio
- Masters in Business Administration/Management – Texas A&M International University
- Licensed real estate agent in Iowa and Illinois
- Certified Property Manager – Institute of Real Estate Management

Our Team: Property Maintenance



Jeff Smith

Property Manager

Scope of Service Experience

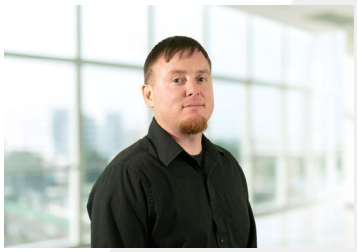
Assists in managing more than 1.6 million square feet of office, retail, industrial and multi-family facilities within a 150-mile radius

Background & Experience

- Joined NAI Ruhl Commercial Company as Assistant Property Manager in 2017
- Extensive background in facilities maintenance and property management
- Licensed real estate agent in Iowa

NAI Ruhl Commercial Company

COMMERCIAL REAL ESTATE SERVICES, WORLDWIDE



Jeff Fenner
Maintenance Supervisor



Zeb Schissel
Maintenance Technician



Tom Losasso
Maintenance Technician



Jeremy Klingaman
Maintenance Technician

NAI Ruhl Commercial Company
COMMERCIAL REAL ESTATE SERVICES, WORLDWIDE

Our Team: Office Staff



Julie Billings

Client Services Coordinator



Marcia Mitchell

Senior Client Services Coordinator



Bonnie Voelkers

Chief Financial Officer



Annette Hallam

Accounting Specialist



Marie Holdridge

Senior Accounting Specialist



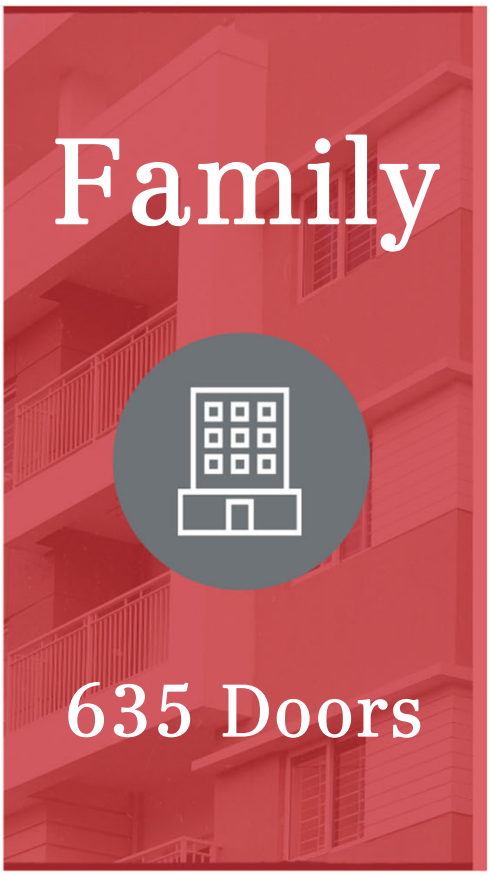
Penny Fitzpatrick

Accounting Specialist


WE PROUDLY REPRESENT
1.7 Million SF
TOTALING
64 Properties
Office • Retail • Industrial • Multi-Family • HOA


Retail
853,000+ SF


Office
521,000+ SF


Family
635 Doors



Services Overview

The list of services included on the following pages are just some of the many services we provide.

We can adjust the scope of services based on the unique needs of our clients for total customization.



KNOWLEDGE & EXPERIENCE
We have knowledge of our market that assures our clients work with the best-in-class providers.

FLEXIBILITY & CREATIVITY
As a locally-owned and operated company, we pride ourselves in what we do and delivering successful results.

PROCESS & IMPLEMENTATION
Our integrated programs and tools enable a seamless transaction process to create efficiencies and avoid errors.

DELIBERATE & ACCOUNTABLE
Our dedication is evident. We focus on the client first and develop a thoughtful and deliberate approach to solving our clients' needs.

Property Management Services

NAI Ruhl Commercial is proud to provide property and asset management services for third party clients, delivered with the advanced skills and experience to protect and enhance property value. Our property managers work closely with our tenants to ensure high retention rates and financial stability. Whether their needs entail daily monitoring or periodic property assessments, our clients enjoy better value and benefits, backed by responsive, customized service.



The NAI Ruhl Commercial Property Management Team promotes consistent, high-level operational practices, yet is designed with the flexibility to align with the unique needs of each property and client.

We can provide:

- 24-Hour Answering Service
- Rent Collection and Invoice Payments
- Property and Liability Coverage Review
- Track Certificates of Insurance for Tenants & Contractors
- Lease Administration and Enforcement
- Establish Quality Vendors for Projects at a Lower Rate
- Established Emergency Response System
- Resident Communication
- Service Contract Management
- Supervision of Vendor and Maintenance Vendors/Personnel
- Maintenance and Safety Inspections
- Invoice Audits to Ensure Accurate Billing
- Enforcement of Procedures on Behalf of Ownership

Benefits

- **Value Protection and Enhancement:** Deliver advanced skills to protect and enhance property value
- **Responsive Service:** Provide customized, responsive service tailored to individual client requirements
- **High Retention Rates:** Work closely with tenants to ensure satisfaction and stability



Maintenance Services

NAI Ruhl Commercial offers maintenance support services, including responding to maintenance calls, preventive maintenance, site inspections, and operational audits. The Maintenance Technician is instrumental in the operation of the buildings. We can adjust services to match your needs.

We can provide:

- Routine General Maintenance
- General Preventative Maintenance
- Storm Damage or Vandalism Mitigation
- Seasonal Maintenance
- Trouble-Shooting and Repairs
- Minor Electrical and Plumbing Repairs
- Property Inspections to Proactively Identify Potential Issues
- Care for Interior and Exterior Plantings
- Organize and Manage Common Area Supplies
- Ensure Cleanliness of Interior and Exterior Common Areas
- Complete Work Order Requests by Tenants in a Timely Manner
- 24/7 Emergency Response

Benefits

- Implementation of the latest industry techniques
- Highest safety standards
- Unlimited access to leading technical professionals and resources



Accounting & Reporting Services

NAI Ruhl Commercial has a team of accounting professionals knowledgeable about commercial property accounting to provide a range of accounting and financial services so you can decide the scope. With local accounting, the client has a single point of contact for all accounting issues and will receive an accurate and timely end product. We can handle a multitude of accounting services to ensure you have consistency and do not have to spend your time crunching numbers.



The accounting team works in conjunction with the management team. Both disciplines are charged with the joint responsibility of addressing on-site property issues as well as reporting accurately and timely on the financial condition of the asset.

We can provide:

- Cash Management
- Online Portal Allowing Tenants to Pay Rent Electronically
- Tenant Point of Contact and Rent Tracking
- Annual Budget Preparation and Monthly Comparisons to Actuals
- Bank Reconciliations
- Auditing Staff and Procedures
- Monthly Financial Forecast, Variance Reports, and Executive Summary
- Long-term Pro-forma Analysis to Maximize Investment Potential
- Refinancing Services to Optimize Cash Flow and Return on Investment
- Real Estate Tax Appeal Service
- Year-End Pass-Through Reconciliation
- Full Financial Package including Income, Expense and Control Reports

Benefits

- Consistency, accuracy and timeliness in report preparation
- Fees are a CAM expense
- Internal accountability
- Full team as a resource and familiar with commercial accounting needs
- Latest industry techniques, technology options, and safety standards

A Solid Foundation in Commercial Real Estate and Property Management & Maintenance

Built on a tradition of fairness, integrity and loyalty, NAI Ruhl Commercial Company has grown from humble beginnings into the regional leader in the commercial real estate industry.

Chris Beason
President



Caroline Ruhl
Partner



More Than 160 Years of Experience

Ruhl & Ruhl was established in 1862 during the Civil War. Additional real estate services were added by owner John H. Ruhl in 1900 and the company quickly grew into a community and industry leader. During the mid-twentieth century, Charles Ruhl, Sr. guided the real estate division into one of the region's best known residential and commercial brokerages. The company also established a strong emphasis on property management. Even during the slower economy of the 1980s when many firms were contracting or had failed, the company continued to expand through market penetration and acquisitions.

Now in the fifth generation of the Ruhl family leadership, the company has evolved into three independent operations specializing in commercial real estate, residential real estate and insurance.

A Major Force In Commercial Real Estate

Today, NAI Ruhl Commercial Company is led by President Chris Beason and Caroline Ruhl. It has expanded into one of the region's largest full service commercial real estate firm with significant market presence in the Quad Cities, Iowa City and Dubuque, Iowa. In addition to commercial real estate, Ruhl Commercial manages 1.7 million square feet of office, retail, multi-family and industrial space throughout Iowa and Illinois, and is recognized as a leading commercial management and brokerage firm by a wide variety of individual and institutional clientele.

While still remaining true to our founders' Midwestern value, we have extended our reach throughout the world. We're proud to be affiliated with NAI Global, the largest managed network of commercial real estate connecting us to over 5,000 real estate professionals around the globe.

Backed by Global Strength

Headquartered in New York City, NAI Global is the single largest, most powerful global network of owner operated commercial real estate brokerage firms. NAI Global member firms are leaders in their local markets, are actively managed to work in unison, and provide you with exceptional solutions to your commercial real estate needs.

Whether you need to buy, sell, finance, or manage commercial property in your town, across the US, or in Asia, Europe, Latin America, and beyond, we are your NAI Global local office and your point of entry into a world of creative solutions in commercial real estate.

325+

Offices Worldwide

1.1B+

Square Feet of Property Managed

5,800+

Real Estate Professionals

NAI Global

NAI Ruhl Commercial Company

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