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JOURNAL OF PROPERTY MANAGEMENT
MAY/JUN 2016

> YOU'RE JUST NOT MY TYPE:
MAKE MYERS-BRIGGS WORK
FOR YOU / P16

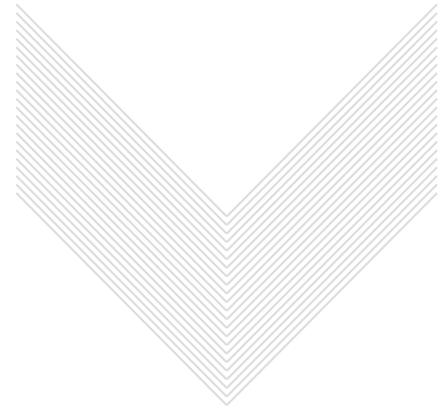


URBAN REGENERATION

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> WHAT DON'T ASSET MANAGERS
'GET' ABOUT PROPERTY
MANAGERS? AN INSIDER
DISCUSSION FROM THE IREM
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 **IREM** Institute of Real Estate Management



Our property managers are always thinking, always working and always evolving to become better at what they do. Responding to all situations in a professional manner is essential.

BY W. STEVEN BANNER,
LEED APO+M, CPM, RPA, CCIM

NAI SOUTHERN REAL ESTATE

NAI Southern Real Estate was founded in 1899 and is the oldest active real estate company in North Carolina. As a full service real estate firm, NAI Southern Real Estate focuses on both properties leased and owned by institutions and individuals, providing property management and brokerage services. For the property management side of the business, we specialize in: property, facility and asset management, accounting and lease administration as well as integrated document management services.

NAI Southern Real Estate's integrated solutions enables real estate owners, asset managers and executives the enhanced ability to control operating expenses and costs, im-

prove budgeting, performance, efficiency and service levels. NAI Southern Real Estate, through an acute blend of technology and management services, provides each client with unparalleled service levels, achieving the client's immediate and long-term objectives.

Real estate technology is no longer just a cost of doing business. The right strategic partner and the use of technology can greatly enhance the overall real estate process. NAI Southern Real Estate's platform is designed to combine business applications with strategic value. By integrating technology and proven processes and strategies, we can be aligned as a real estate business partner, proving to be an invaluable

asset, enabling clients to focus on their core business, rather than the distractions of day to day real estate operational issues. Our clients have peace of mind knowing their real estate is efficiently being cared for.

One of the competitive advantages that NAI Southern Real Estate has is greater flexibility compared to many of our competitors. Being a single location firm, with an affiliation to NAI Global, a national firm, we are able to adapt to both local and global changes effectively. We are centrally structured, so all of our experienced team members are in one location.

One of the significant focuses of our property management group is the management of medical space which includes MOBs, ambulatory surgery centers, clinics and Health care facilities. One of NAI Southern Real Estate's most recent management assignments and one that we are very proud of is the management of the brand new VA Healthcare Center in Charlotte. The facility is currently the largest facility in the United States and it will serve over 2000 veterans a

SNAPSHOT

CORPORATE HEADQUARTERS
Charlotte, N.C.

EXECUTIVE CPM
W. Steven Banner, LEED APO+M, CPM, RPA, CCIM

NUMBER OF EMPLOYEES
45

COMPANY WEBSITE
srenc.com



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day. The management of medical space is different than other types of properties because of the time parameters that service is required to be completed. We have set up time responses and procedures that are much more vigorous than typical commercial real estate. For example, a urology practice must have plumbing issues resolved in less than 30 minutes, compared to potentially longer times in conventional environments. We have also developed a separate set of Key Performance Indicators (KPIs) for our medical properties. Our employees and technicians have specialized training for medical properties, including areas of: blood borne pathogens, patient privacy and infection prevention.

Property management at NAI Southern Real Estate is responsible for everything from a leaking roof or pipe to creating and balancing large capital project budgets. There is no such thing as an average day, which makes the job exciting and tasks ever evolving. property managers touch every aspect of the properties on both personal and professional levels. These positions involves day to day operations as well as unexpected issues that arise, taking precedence over other

tasks, such as a failed generator in a medical building that needs to get immediately replaced.

Efficiency is highly valued at NAI Southern Real Estate. To be most efficient, property managers stay organized, are very detailed and participate in continuing education classes and programs. Our property managers are always thinking, always working and always evolving to become better at what they do. Responding to all situations in a professional manner is essential. To circumvent problematic issues and take preventative measures, property managers investigate the issues at a granular level to ensure that they can make informed and solid decisions based on the best possible information that is available.

In the ever changing world of real estate and property management, NAI Southern Real Estate believes that Green initiatives are important. We strive to be proactive in the conservation of water, electricity, natural gas, and other natural resources, and believe that higher efficiency among systems will reduce the amount of natural resources that we consume as an industry. ■