



WELCOME TO

KOLE MANAGEMENT COMPANY

INVESTMENT • MANAGEMENT • STRATEGY

From all levels of our organization, we deliver individualized attention and detailed client focus. Our team is immersed in every detail of your community, creating new and innovative solutions with a comprehensive understanding of what it takes to get the job done. With our do-what-it-takes customer service, state-of-the-art technology and business intelligence, we exceed our clients' expectations. Our management platform embraces:

- Human Capital Management and Motivation
- Ongoing Training and Development
- Budget Analysis and Implementation

• We have an experienced and dedicated team in place to execute your strategy and exceed your expectations. After you have reviewed the following, please reach out to us directly to answer any questions you might have.

Sincerely,

Jeff Kole

President and CEO



KOLE MANAGEMENT IS A FAMILY-OWNED COMPANY WITH A 20-YEAR TRADITION

What started as a local operation nearly 30 years ago in Savannah, Georgia has since turned into a thriving property management company that serves 14 locations throughout Georgia and North Carolina.

Kole Management Company remains 100% family-owned, allowing us to provide our clients with a distinct level of personal care that differentiates us from most other property managers.

While other companies might not have anyone stationed within the vicinity of your property, we employ more than 70 maintenance, management, and leasing personnel within your local area, ensuring that all of your immediate needs are met.

We work with everyone in the real estate space, from owners to tenants, and we aim to deliver the best management experience for all.

PROPERTY MANAGEMENT SERVICES WITH A PERSONAL TOUCH



- **At Kole Management Company, we give all of our attention and support to our clients. Being family-owned means we deliver the hands-on care you need to thrive, whether you are a property owner or resident.**
- We believe in streamlining your experience, and that's why we offer so many ways to help you conduct your business online.
- Residents are able to pay rent or request work orders with ease, using our straightforward online portal.
- Kole Management Company has a team of onsite professionals headquartered in Savannah, GA, who are ready to take on your property and see it prosper.
- We work with residents and property owners alike, helping both sides attain their real estate objectives.

COMPANY HISTORY – WHERE IT ALL BEGAN



Family-owned since 1991, Kole Management Company (KMC) was founded by Chairman Donald Kole, the former owner of the Builderama home supply store chain. In 1994, Donald's son, Jeff Kole, joined KMC and currently serves as President.

What started as a small investment firm based in Savannah, Georgia, is now a rapidly growing enterprise, overseeing 14 apartment communities that account for more than 2,500 total units. In addition to that, Kole has four warehouse distribution facilities equaling approximately 600,000 square feet.

In 2016, Khrista Villegas joined our team as Director of Property Management, helping to oversee and grow each of our 14 properties.



ABOUT US

We aren't your typical property managers. Kole Management Company strives to deliver a personal touch for all of our clients.



Third Party Property Managers

Until recently, we were entirely owner-operated. Today, Kole provides third-party property management services for all our clients. Although we aren't developers, our team understands the development process very well. We work with the full spectrum of property types, from new constructions to established apartment communities.

A diverse group of people are gathered around a wooden table in an outdoor cafe setting. They are all smiling and laughing, creating a warm and friendly atmosphere. The background shows lush green trees and a building, suggesting a pleasant urban environment. The people are dressed in casual, modern clothing. The table is set with blue and white teacups, saucers, and a small vase with greenery.

Commitment to Community

Whether you're a landlord or a tenant, let's work together to make your real estate experience the best—and least stressful—as possible.



We Are Growing

The Southeast is becoming a property investor's paradise! It's exciting to see the growth of not only Savannah, but areas throughout Georgia as well as the Carolinas.

OUR CORE ORGANIZATIONAL VALUES



Kole Management is a community-oriented property management company.

We place a strong emphasis on civic engagement, including an active involvement with Union Mission, Senior Citizens Inc., the Georgia Historical Society, the Memorial Medical Foundation, the Georgia Apartment Association, and the Coastal Georgia Apartment Association. We are also an active fundraising and volunteer participant in the United Way of the Coastal Empire.

OUR CORE ORGANIZATIONAL VALUES



INTEGRITY

Act with integrity –
do the right thing
the first time, all
the time.



RESPONSIVE

Impress customers
by responding
promptly to their
needs.



FRIENDLY AND COURTEOUS

Achieve more by
being friendly and
courteous.



FUN AND CHALLENGING

Create a fun and
challenging
workplace.



ACCOUNTABLE

Be Accountable; take
personal responsibility
and honor your
commitments.



KNOWLEDGEABLE

Apply and
expand your
knowledge.



PROFESSIONAL

Take pride in
your
professionalism.



LEADERSHIP

Lead by example.



THE KOLE MANAGEMENT LEADERSHIP TEAM

JEFF KOLE

PRESIDENT AND CEO



- Jeff joined Kole Management Company (KMC) in 1994 and has been integrally involved in the company's expansion from 6 Savannah area properties comprising approximately 1,000 total units to 14 communities totaling about 2,500 apartments in 5 cities.
- Prior to Brian and Khrista's arrival at Kole Management, Jeff essentially served as director of property management, but he has since relinquished that role to focus primarily on financial and operations oversight and strategic planning.
- Jeff, a Savannah native, is a past president of the Georgia Apartment Association and Coastal Georgia Apartment Association. He's active in the Savannah civic community, having served as Board Chairman of United Way of the Coastal Empire, Senior Citizens Inc. and the Jewish Educational Alliance. He's a past Vice Chairman of the St. Andrew's School Board of Trustees and is currently a Trustee for the Historic Savannah Foundation and the Savannah Music Festival.
- Jeff graduated from Brandeis University in Waltham, MA with a BA in American Studies, and worked as an editor and reporter prior to joining KMC.

BRIAN PURTELL

CHIEF FINANCIAL OFFICER



- Brian Purtell joined Kole Management Company 7 years ago. He brings CFO experience from two real estate investment/management firms. Since joining KMC Brian has managed the acquisition of over \$200M in properties, the disposition of \$85M in assets, and originated \$250M in loans for acquisitions, refinancing and supplemental financing.
- As CFO, he is the primary person overseeing risk management, financial reporting and compliance and tax reporting and compliance. As a licensed CPA for over 18 years in Wisconsin and Georgia, Brian practiced in the public accounting world for over ten years. Key areas of expertise were real estate taxation, tax compliance, real estate financial reporting, cost certifications, tax credit and HUD compliance, acquisition and disposition consulting and real estate owner tax planning.
- In 2013 he was given the CGMA designation by the AICPA recognizing my accounting and financial expertise. During the 2008 Recession and the years of recovery after Brian served as a vice president of commercial lending at a regional bank. In this position, he managed an existing portfolio of performing loans, the portfolio of nonperforming loans and REO assets for southeastern Georgia and South Carolina, and grew my loan portfolio. This expertise allowed him to underwrite loans with only Chief Credit Officer review. As the officer in charge of nonperforming loans and REO assets, he was able to move \$1M of nonperforming assets to performing and facilitate the conversion of \$1.5M of nonperforming loans to \$2.4M in performing loans via a sale and purchase financing; exceeding the city-wide loan goal by \$2M.

KHRISTA VILLEGAS

DIRECTOR OF PROPERTY MANAGEMENT



- Khrista Villegas joined Kole Management Company (KMC) as Director of Property Management in April of 2016. Khrista has primary oversight of operations for KMC's owned and third party managed multifamily assets. In addition, Khrista leads efforts for continued growth of the company through development, acquisitions, investments opportunities and third-party client satisfaction. Khrista has a vast wealth of property management knowledge and specializes in secondary and tertiary markets throughout the southeast. Prior to joining KMC, Villegas was a Senior Regional Manager with Greystar, the nation's largest 3rd party apartment management company. Previous to that, she served as Director of Operations for the Archetype Management Group and Johnson Development Associates.
- Khrista graduated from SCAD in 1998 with a BFA of Interior Design. She has served on the Boards of both the Coastal Georgia Apartment Association and The Lowcountry Apartment Association.
- Originally from Atlanta, Khrista enjoys white water rafting, hiking, kayaking and anything outdoors in her spare time. She is married to Armando Villegas and the couple has four children.

DEL LOVE

DIRECTOR OF FACILITIES



- Del Love has worked with Kole Management Company for 17 years, serving as Director of Facilities since 2008. He focuses on large capital projects, manages community improvements, unit upgrades and special projects. Del assists regional managers, community leaders and service managers assisting with the maintenance side of KMC's assets. In addition he oversees the company's commercial sites in the Savannah area.
- Before joining KMC Del worked with Home Depot for 8 years as an operational supervisor. He also worked with Guerry Lumber for several years in operations. He learned his carpentry, electrical and mechanical skills from his father – Helping build the house he grew up in and later building the house he currently lives in. Del holds his Certified Apartment Maintenance Technician with National Apartment Association, has great knowledge in all aspects of commercial and residential construction, maintenance and supply.

HANNAH MOORE

DIRECTOR OF TALENT MANAGEMENT



- Hannah joined Kole Management in January 2018 after moving from her hometown of Marietta, GA. As Director of Talent Management, Hannah has oversight of the development and implementation of critical HR functions including recruitment and staffing, benefits administration, company policies, and employee relations. Prior to Kole Management Company, Hannah worked for Colliers International in Atlanta, a commercial real estate company, where she was a HR Generalist and Operations Coordinator and served a staff of over 300 employees at multiple facilities. She also has served in prior roles as an Executive Assistant and Paralegal.
- She is a member of the Society for Human Resource Management (SHRM), including the Savannah Area Chapter. She attended Kennesaw State University, B.S. Political Science and Atlanta Technical College, A.A.S Paralegal Studies, and is a graduate of the Dale Carnegie Program's Effective Communications and Human Relations course.
- She and her partner, Kevin, live in downtown Savannah with their two dogs. In her free time, she enjoys going to the beach, hiking, traveling, photography and cooking.

KATIE DAVIS

DIRECTOR OF MARKETING



- Katie Davis joined Kole Management Company as Director of Marketing in April of 2018. She has held past positions doing everything from Public Relations Manager and vacation club rental sales to marketing and promotions of all kinds. Katie and her husband, Josh, moved to Savannah nearly three years ago from Charleston at that time she was the market representative for RentPath. Katie brings her reputation for being a super positive up-beat forward thinker to the KMC team.
- Katie is a graduate of Penn State University, where she earned her BS in Recreation, Park, Tourism Management with minor in Kinesiology aka a fancy way to say Sports Marketing. The original dream was to work for the Pittsburgh Steelers marketing department. Katie currently serves on the Board of Directors for both the Lowcountry Apartment Association and Coastal Georgia Apartment Association. She is the founding co-chair of the CGAA Holes for Heroes Golf tournament.
- Growing in Jacksonville, FL led to a love of the beach, boating, and fresh seafood. Katie is a total foodie ready and willing to try every new restaurant or recipe at home.

AMY WILLIAMS

DIRECTOR OF MIS AND PERFORMANCE ANALYTICS



- Amy Williams began her multifamily career in 2004 after moving to Savannah, Georgia working as a publisher with Apartment Guide. Another transplant to the Lowcountry, Amy is originally from originally from the Iowa/Illinois Quad-Cities area, and graduated from the University of Northern Iowa with a B.A. in Business Administration. Beginning her career at Bank of America and John Deere, she has experience in sales, supply management, data/systems, marketing, training, and operations.
- In October 2012 Amy made the move to Kole Management Company as Director of Marketing. As a Data-lover, Amy spends her days at KMC “fixing the broken stuff”. She is constantly seeking new technology solutions, tweaking the current ones, and performing digital maintenance. Amy is laser focused on systems implementation, integration, support, and expansion. Her role as Director of Multifamily Information Systems & Performance Analysis is unconventional and irreplaceable.

LIZ BUSS

REGIONAL PROPERTY MANAGER



- Liz Buss brought her 30+ years of experience to KMC when she joined as their first Regional Manager in 2017. Coming from an Air Force family Liz claims Charleston, SC as her hometown but grew up all over the world in Dover Delaware, Mainz and Wiesbaden Germany, and Philadelphia PA. She returned to Charleston in 1983 where she discovered the world of property management. With a sales background Liz joined Summit Management and successfully executed two lease-ups, the second bringing her to Savannah, GA. She wore many hats through the years from Leasing to District Manager before joining as RPM. In addition to Summit Management, she worked for General Investment and Development, High Associates and Carter-Haston.
- Liz graduated from Delaware Technical College and holds her CAM and South Carolina Property Manager's License. As a former board member of the Coastal Georgia Apartment Association, Liz is well known and respected within our industry.

BILLIE CARR

REGIONAL PROPERTY MANAGER



- Billie Carr joined Kole Management Company in August 2018 as Regional Property Manager. With over 20 years of experience in the multifamily industry working with third party management companies, Billie relocated to Savannah in October 2013. Most recently Billie was with Greystar where she accepted several awards from Rising Above Success to Top Shop and Super Star awards. Billie's experience is diverse ranging from a boutique company to the decade spent with Riverstone Management in Portland, Oregon.
- Billie brings a creative mind with experience in rehabs and cleanup of properties. She is known in the industry for the turnaround on underperforming properties into profitable assets and a hands on leader with a keen eye for detail. Over the years Billie has worked her way up the ladder captivating all roles in management and receiving many awards along the way. Billie fosters positive relationships with senior leadership, property stakeholders and staff to form close connections and drive partnership. Since relocating to Savannah Billie has committed herself to the industry and joined the Coastal Georgia Apartment Association as a board member and quickly moved into the role as President in 2017.



THE KOLE MANAGEMENT PROPERTIES

PROPERTY MANAGEMENT WITH A PERSONAL TOUCH



Pavilion Village Apartments

131 Gracyn Olivia Dr
Charlotte, NC 28262

Riverstone Apartments

3990 Riverside Park Blvd
Macon, GA 31210

Ten35 Alexander Apartment Homes

1035 Alexander Dr
Augusta, GA 30909

Ashton at Richmond Hill Apartments

505 Harris Trail Rd
Richmond Hill, GA 31324

The Arbors Apartment Homes

4035 Kessler Ave
Garden City, GA 31408

PROPERTY MANAGEMENT WITH A PERSONAL TOUCH



Heritage at Riverstone

101 Heritage Dr
Canton, GA 30114

Ridgewood Apartment Homes

12008 Middleground Rd
Savannah, GA 31419

Azure Cove Apartment Homes

1326 Highway 80 West
Garden City, GA 31408

Heritage at Riverstone

101 Heritage Dr
Canton, GA 30114

Ridgewood Apartment Homes

12008 Middleground Rd
Savannah, GA 31419

PROPERTY MANAGEMENT WITH A PERSONAL TOUCH



Carriage House Apartment Homes

125 Tibet Ave
Savannah, GA 31406

Alhambra Apartment Homes

2200 E Victory Dr
Savannah, GA 31404

Marshall's Run Apartment Homes

4509 Old Louisville Rd
Garden City, GA 31408

Kessler Point Apartment Homes

901 Kessler Ct
Garden City, GA 31408

Park and Broad Boutique Apartments

1020 E Broad St
Savannah, GA 31401

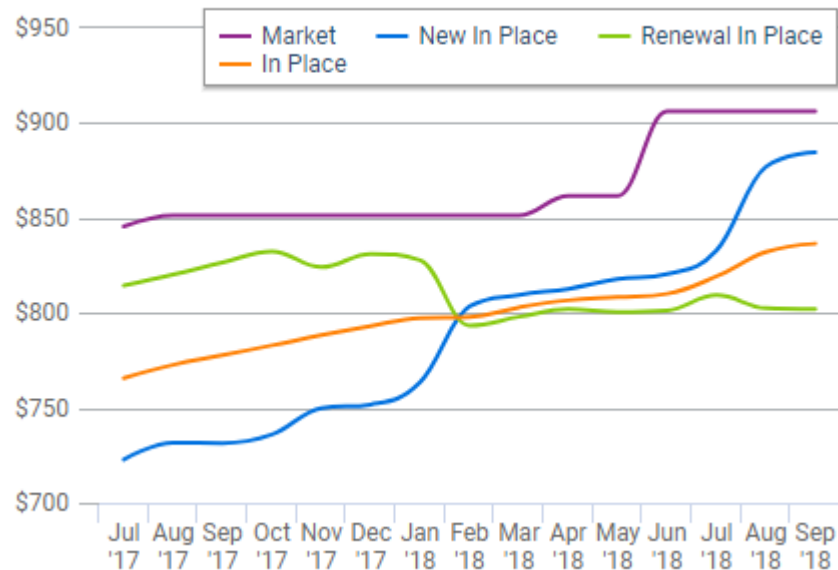
PLANNING AND BUDGETING

We work with our clients to write and execute an attainable success plan from start to finish.

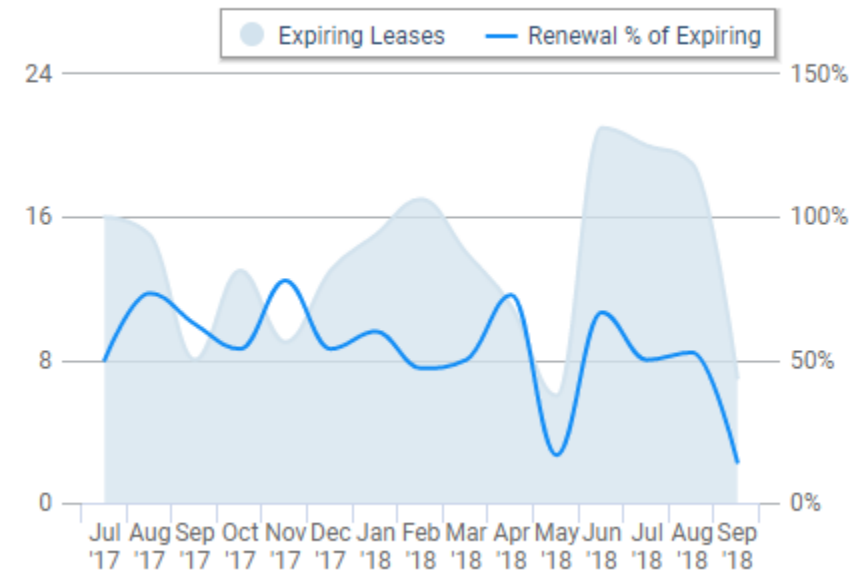
This includes an annual budget along with a preventative maintenance plan.

We pride ourselves on being local market experts and depend on the talents of our staff to execute and exceed expectations.

RENT PER UNIT

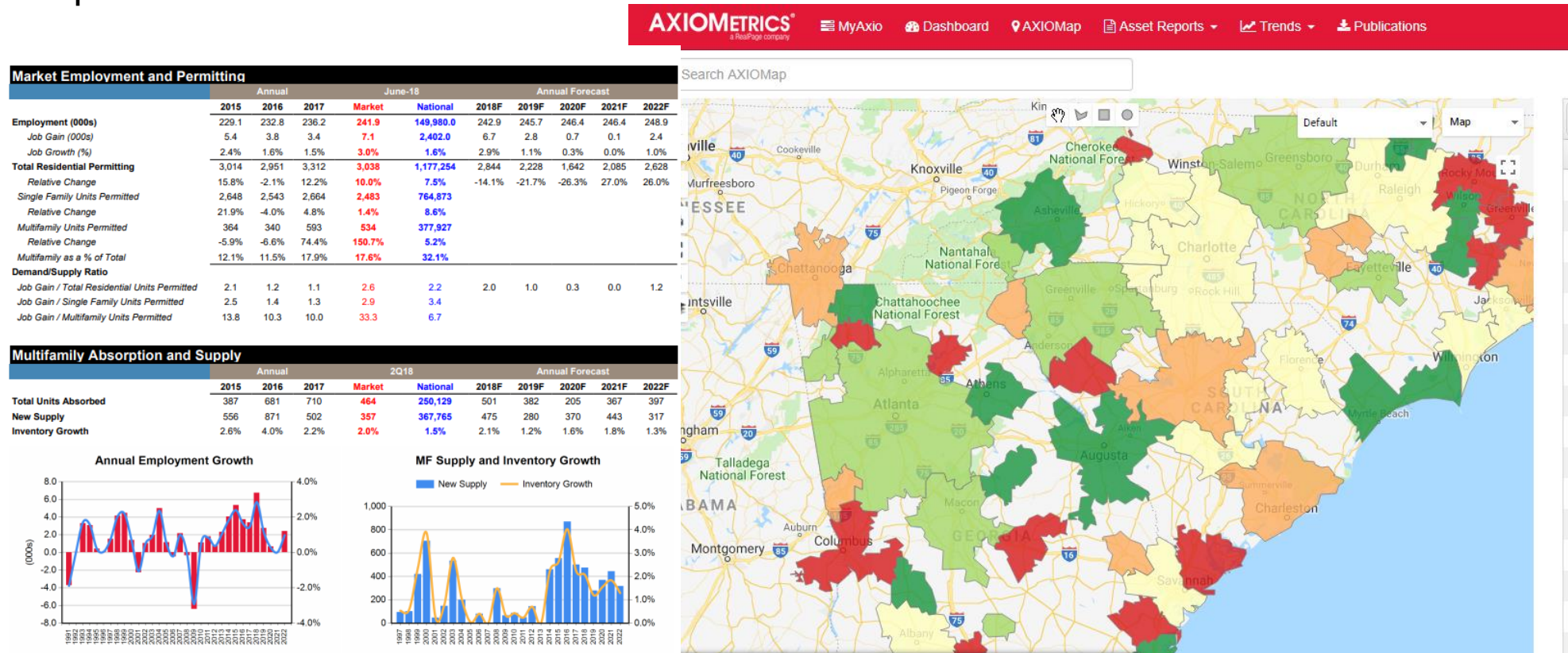


RENEWAL RETENTION



PLANNING AND BUDGETING

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MARKETING

From branding to outreach marketing our team is creative and professional from start to finish.
Resident retention proves there is never a true end to creative approaches.
We believe it is important to stay relevant as trends in the this everchanging market continue to evolve.



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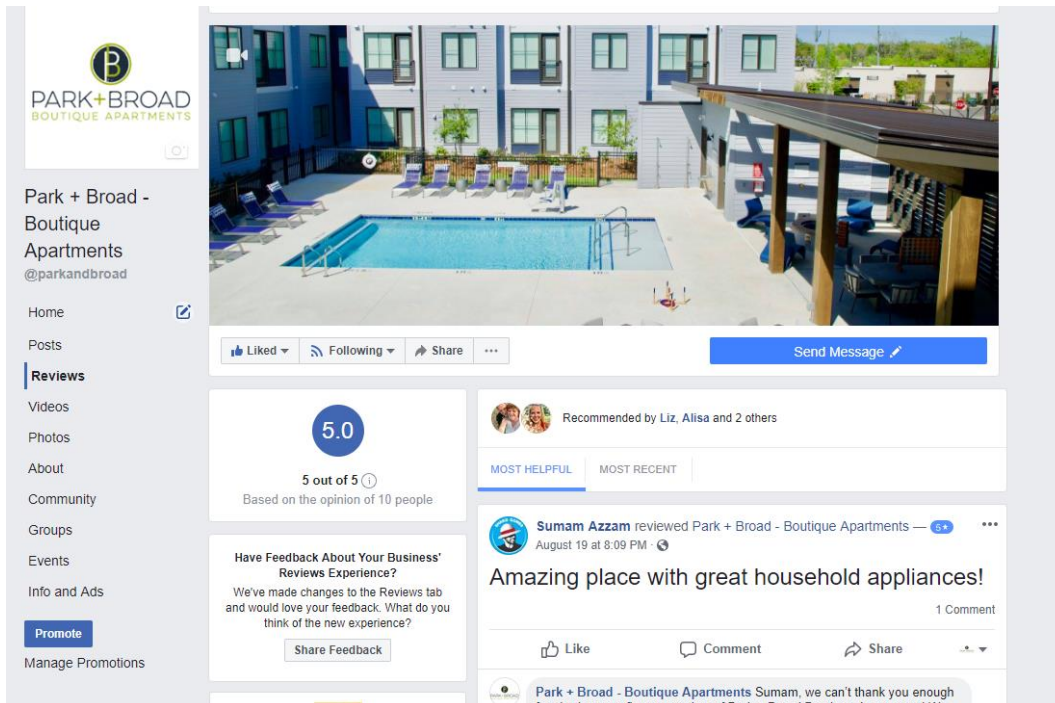
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MARKETING

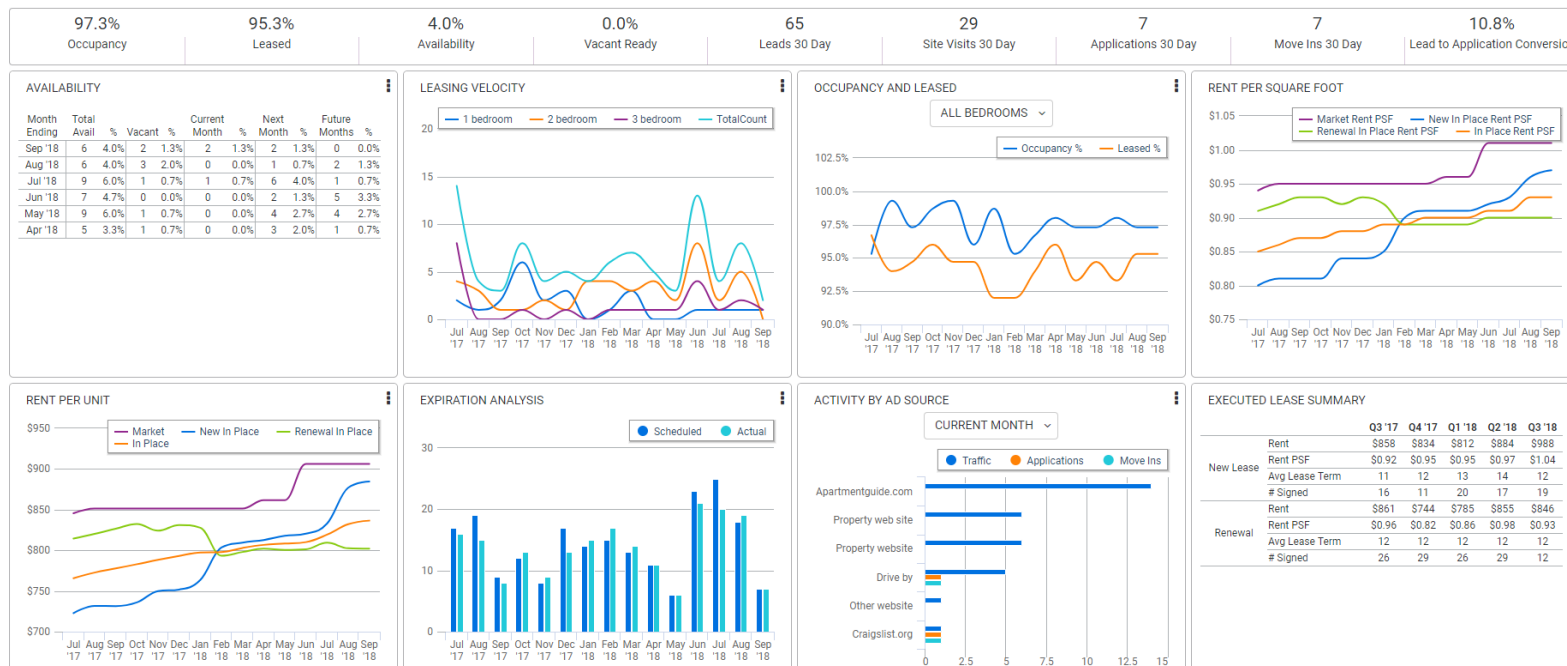
From branding to outreach marketing our team is creative and professional from start to finish.
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We believe it is important to stay relevant as trends in the this everchanging market continue to evolve.



Google Analytics

TECHNOLOGY

We believe we are only as good as the tools we have to succeed. Technology is extremely important to our success. We partner with RealPage to ensure a state of the art suite of products to integrate Accounting, Marketing and Operations. Yield Star pricing is updated daily. Online leasing, an online resident portal, and data feed integration for internet listing sites keep all marketing information consistent.





KOLE MANAGEMENT EMPLOYEE BENEFITS

KOLE MANAGEMENT 2018 BENEFITS AT A GLANCE

Kole Management proudly offers the following benefits:

Medical

Dental

Vision

Life/AD&D

Voluntary Life

Short-Term Disability

Long-Term Disability

Health Reimbursement Account

Critical Illness + Cancer Insurance

Accident Insurance

How to Enroll

<https://blueocean.orchr.com>

At the Member Login, enter the User ID and Password (see HR for this information). You will be asked to create a new password. To Enroll, click on “Benefits, My Benefits Enrollment”

Need help with your benefits? Have a question?

Our benefit team at EbenConcepts is standing by to help you with basic or complex benefit needs such as claim questions, policy information inquiries, ID card requests and more!

912-352-0820

KOLE MANAGEMENT 2018 BENEFITS AT A GLANCE

Medical: United Healthcare with HRA	In-Network Benefits
Deductible (individual/family): With HRA:	\$5,000/\$10,000 \$3,000/\$6,000
Out-of-Pocket Max (individual/family)	\$6,000/\$12,000
Primary Care Physician (Designated Network)	\$30 copayment
Specialist (Designated Network)	\$60 copayment
Annual Preventive Visit	Covered at 100%
Inpatient Hospitalization (Designated Network)	0% after deductible
Emergency Room	\$250 copayment
Urgent Care	\$50 copayment
Prescription Copays (30 day) Tier 1/2/3	\$10/\$35/\$70
Prescription Copays (90 day mail order) Tier 1/2/3	\$30/\$105/\$210

Employee Contribution (per pay check*)

Employee Only	\$0.00
Employee + Spouse	\$198.21
Employee + Child(ren)	\$184.81
Employee + Family	\$411.55

All full-time employees are eligible for benefits on the first of the month, following 60 days' of employment

KOLE MANAGEMENT 2018 BENEFITS AT A GLANCE

Dental : Humana	In-Network Benefits
Deductible (individual/family)	\$50/\$150
Annual Maximum Benefit	\$2,5000
Preventative (cleanings)	Covered at 100% no deduct.
Basic (fillings, extractions)	80% after deductible
Major (crowns, bridgework, periodontics, endodontics)	50% after deductible
Orthodontia (children up to 18)	50% to a lifetime max of \$1,000

Employee Contribution (bi-weekly)

Employee Only	\$0.00
Employee + Spouse	\$15.59
Employee + Child(ren)	\$14.53
Employee + Family	\$33.77

KOLE MANAGEMENT 2018 BENEFITS AT A GLANCE

Vision : Humana	In-Network Benefits
Eye Exam (every 12 months)	\$10 copay
Materials:	
Lenses (every 12 months)	\$15 copay
Frames (every 24 months)	\$130 allowance
Contacts (in lieu of lenses/frames, every 12 months)	\$130 allowance

Employee Contribution (bi-weekly)

Employee Only	\$3.39
Employee + Spouse	\$6.77
Employee + Child(ren)	\$6.44
Employee + Family	\$10.11

KOLE MANAGEMENT 2018 ADDITIONAL BENEFITS



- **Basic Life/AD&D** – full time, benefits-eligible employees are provided with a \$50,000 life benefit, **paid for by Kole Management**
- **Voluntary Life/AD&D** – Kole Management provides access to additional life/AD&D benefits to employees, up to \$500,000. Eligible employees may purchase additional coverage for themselves and their dependents for an affordable cost. Rates based on employee age.
- **Short-Term Disability** – full-time, benefits-eligible employees have access to the STD benefit : 60% of your weekly salary to a \$1,000 maximum. Benefits begin on the 15th consecutive day of disability and continue for 11 weeks.
- **Long-Term Disability** – full-time, benefits-eligible employees are provided with an LTD benefit, paid for by Kole Management : 60%

KOLE MANAGEMENT 2018 ADDITIONAL BENEFITS



- **Accident** – Optional coverage that provides expense reimbursement for qualified charges related to off-the-job accidental injuries, hospital care, and accidental death benefits. Four benefit levels available. Coverage is available to the insured, spouse and children.
- **Critical Illness + Cancer** – Optional coverage that helps protect you, your family and your assets in the event of a critical illness. Benefit payments can assist in covering a variety of expenses associated with a critical illness : out-of-pocket medical care costs, home healthcare, travel to and from treatment facilities, rehabilitation and other expenses. Benefit amounts are available at various levels.
- **Flexible Spending Accounts** – lets you set aside a certain amount of your paycheck into an account – before the deduction for income taxes. You have access to this account for reimbursement of expenses you regularly pay for health care and dependent daycare during the Plan year.



Thank you for your interest
in Kole Management
Company