

The 4 Pillars

A Framework for Selecting
Best-In-Class Management

UNITED APARTMENT
GROUP



Bringing it All Together

Four pillars, one foundation. Best-in-class partnership, performance, platform, and people – built to support every owner’s goals.

1 - Partnership

- > Mindset
- > Customization
- > Communication

2 - Performance

- > Scale
- > Results

3 - Platform

- > Assets
- > Strategies
- > Capabilities
- > Technologies

4 - People

- > Culture
- > Training
- > Leadership

1

Partnership

Mindset | Customization | Communication

1

PARTNERSHIP

> Mindset

> Customization

> Communication



We bring our very best to each property and owner, no exceptions.

Tim Settles
CEO, Managing Partner

Acting Like an Owner



Professionalism

Integrity and effort guide us as we focus on what matters most – owners, residents, and results.



Excellence

Exceeding industry standards – it's how we measure our work and relationships every day.



Trust

Managing with care and accountability, focused on consistent growth and performance.

1

PARTNERSHIP

> Mindset

> Customization

> Communication



We approach every partnership with a fresh perspective, not copy-pasting.

Loyal Proffitt
President

Designed for Success



Due Diligence

Reviewing details to ensure each investment stands on solid ground.



New Business

Evaluating deals that drive value and long-term success.



Management

Managing with precision to keep operations steady and residents supported.



REO

Restoring stability and value through clear, hands-on management.



Evaluations

Providing insights that help owners make confident decisions.

1

PARTNERSHIP

> Mindset

> Customization

> Communication



Consistent, open communication is the bedrock of our relationships.

Tracie Yoder
Chief Operating Officer

Good News Travels Fast

We keep communication open with constant updates and direct access to decision makers.

Our team connects owners with consistent reporting, clear KPIs, and detailed insights.



2

Performance

Scale | Results

UNITED APARTMENT
GROUP

2

PERFORMANCE

> Scale

> Fundamentals



Our partners are able to benefit from our economies of scale and experience.

Lori Oden
Executive Vice President

Built to Thrive Since '95

Recognized as **NMHC's #47 Top 50 Manager for 2025**, we've grown from our founding in 1995 roots into a national powerhouse of 600+ professionals.



2

PERFORMANCE

> Scale

> Results



We're in the details to ensure that each asset is achieving its objectives.

Tiffany Gilbert-Martinez
Regional Vice President

Where Every Door Delivers

We open the way to higher NOI with improved renewals, stronger income, and a proven record across our nationwide portfolio of exceptional communities.



3

Platform

Assets | Strategies | Capabilities | Technologies

3

PLATFORM

> Assets

> Strategies

> Capabilities

> Technologies



We've got what it takes for any asset type and market.

Tim Settles
CEO, Managing Partner

We've Got a Team for That

Our diverse team brings clarity and control to every stage of property ownership. We're with you wherever you need to go, aligning expertise with your objectives.



Affordable

Driving **stability** through compliance, efficiency, and a clear understanding of affordable housing.



Conventional

Enhancing **value** through strong leasing, efficient operations, and resident-focused service.



Senior Living

Delivering **comfort, care, and performance** through attentive, experience-driven management.



Build to Rent

Creating **unique experiences** by blending neighborhood comfort with resort-style convenience.

3

PLATFORM

> Assets

> **Strategies**

> Capabilities

> Technologies

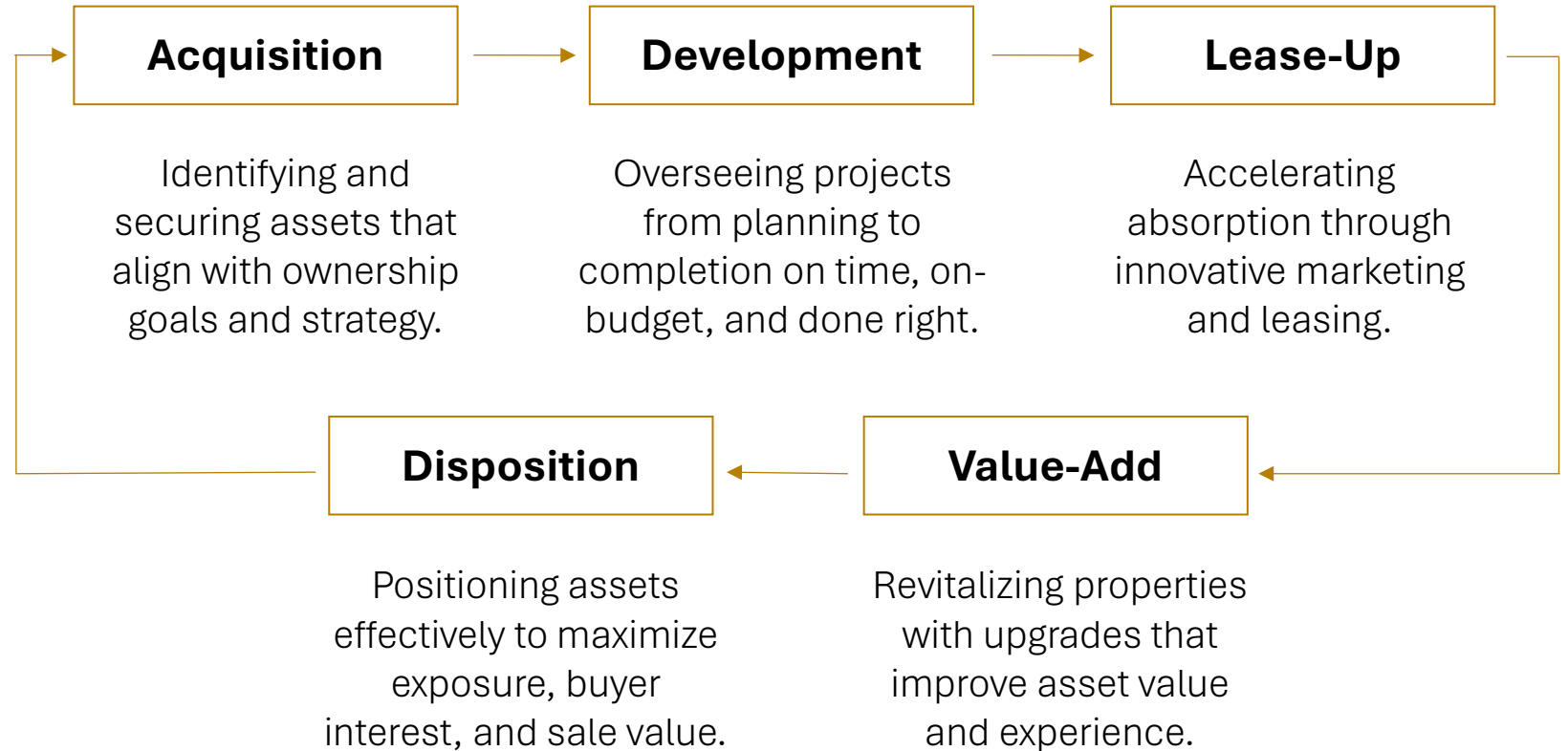


*Whatever stage
you're in, UAG has
you covered!*

Martha Hopkins
Regional Vice President

We've Got a Team for That

Our multifunctional team brings clarity and control to every stage of property ownership.
We're with you wherever you need to go, aligning expertise with your objectives.



3

PLATFORM

> Assets

> Strategies

> **Capabilities**

> Technologies



*UAG doesn't just
manage properties.
We multiply potential.*

Loyal Proffitt
President

Checking All the Boxes

We unite every function with one purpose: **elevating performance and unlocking potential**. Our platform turns insight into action and scale into strength.



Pricing & Market
Analysis



Skilled Capex &
Construction



Industry-Leading
Marketing



Full-Cycle
Accounting



Responsive Onsite
Leasing



Comprehensive
Compliance Services



Insightful Data &
Reporting



Seamless Onboarding &
Transitions



Superior Resident
Services



Detailed Regional
Maintenance Inspections

3

PLATFORM

- > Assets
- > Strategies
- > Capabilities
- > **Technologies**



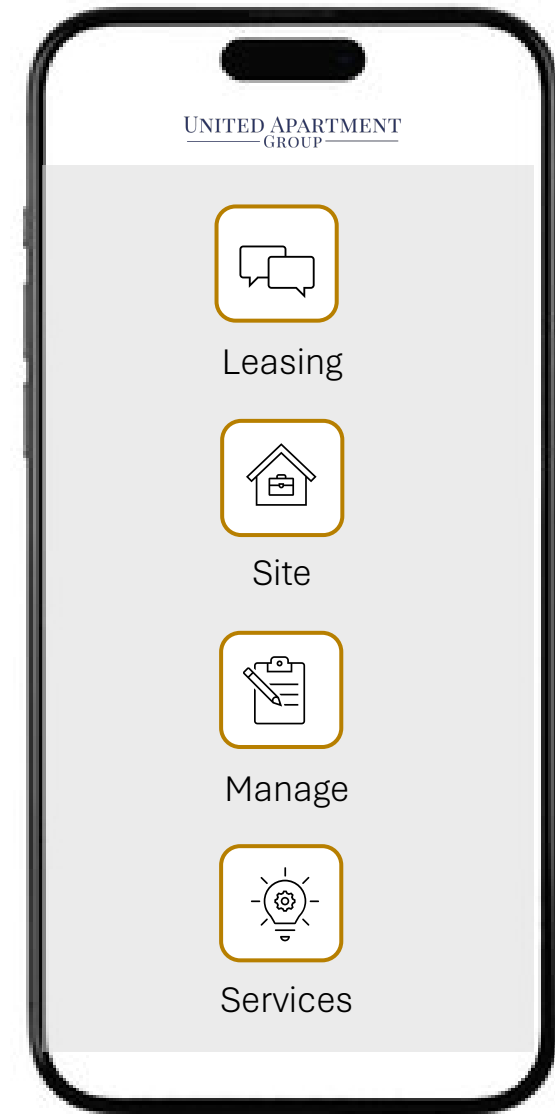
Our technology foundation enables incredible efficiency.

Vangie Loera
Vice President

Everything Just Clicks

Uniting leasing, operations, accounting, and services into one powerful, intuitive system.

Connecting data, people, and insights from lead to ledger, driving property performance.



3

PLATFORM

> Assets

> Strategies

> Capabilities

> **Technologies**

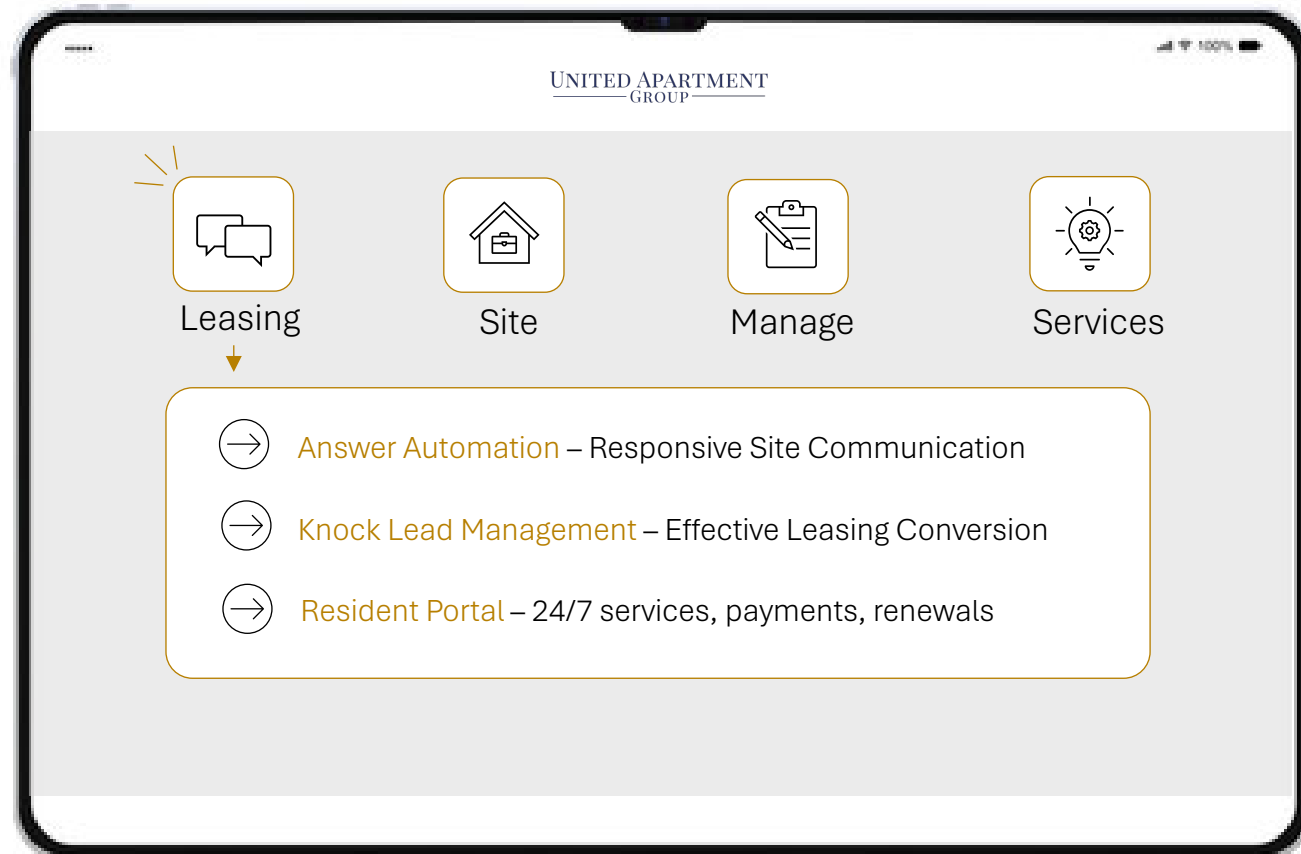


We're here to wow prospects and out-lease competitors!

Amanda Zinsmeyer
VP of Marketing & Education

Occupancy on Overdrive

We stand out in a competitive market with speed to lease, personalized communication, and making the process simple for everyone.



3

PLATFORM

> Assets

> Strategies

> Capabilities

> **Technologies**

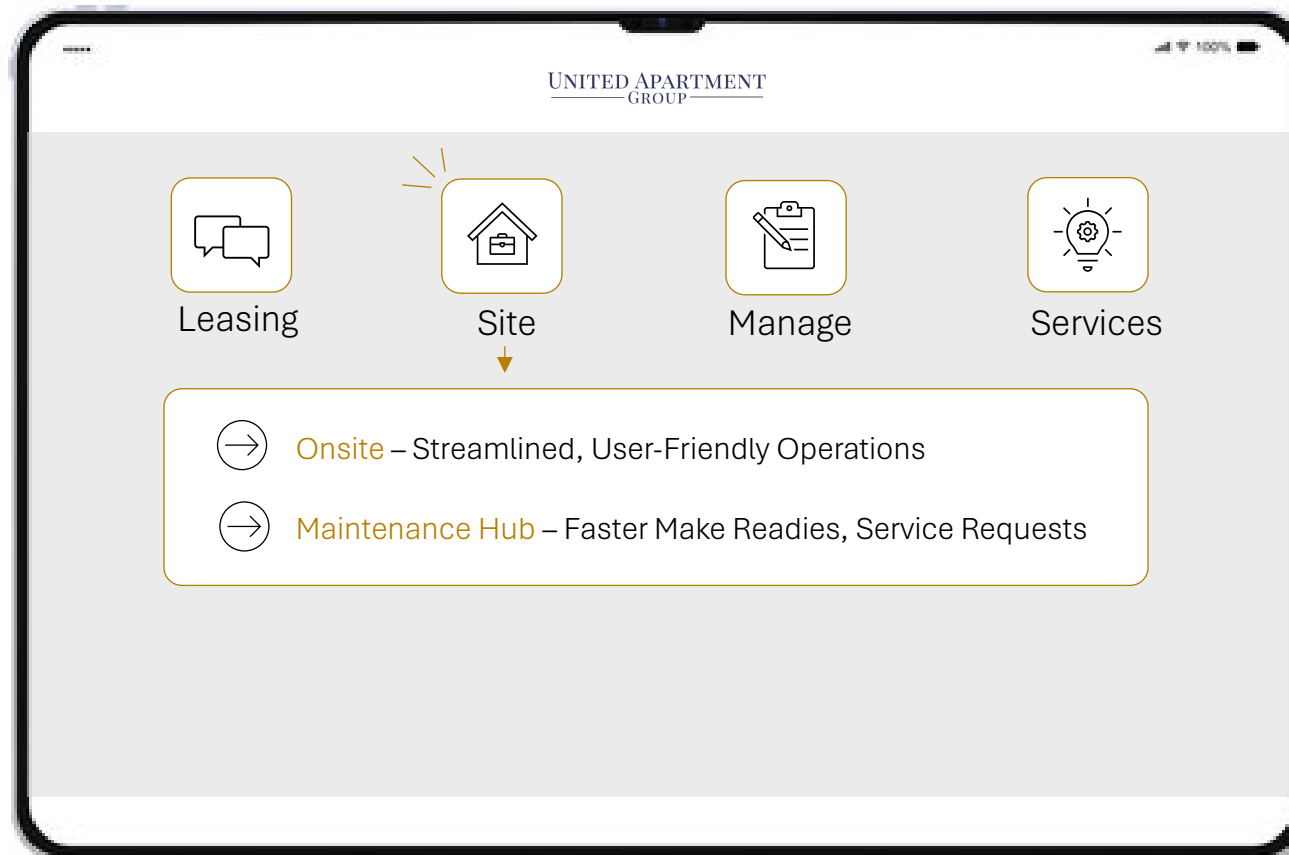


*Our suite of tools
enables faster
action and impact.*

Todd Girgus
Director of Transitions

Process Perfection

We unite every function with one purpose: **to elevate performance and unlock potential.** Our platform turns insight into action and scale into strength.



3

PLATFORM

> Assets

> Strategies

> Capabilities

> **Technologies**

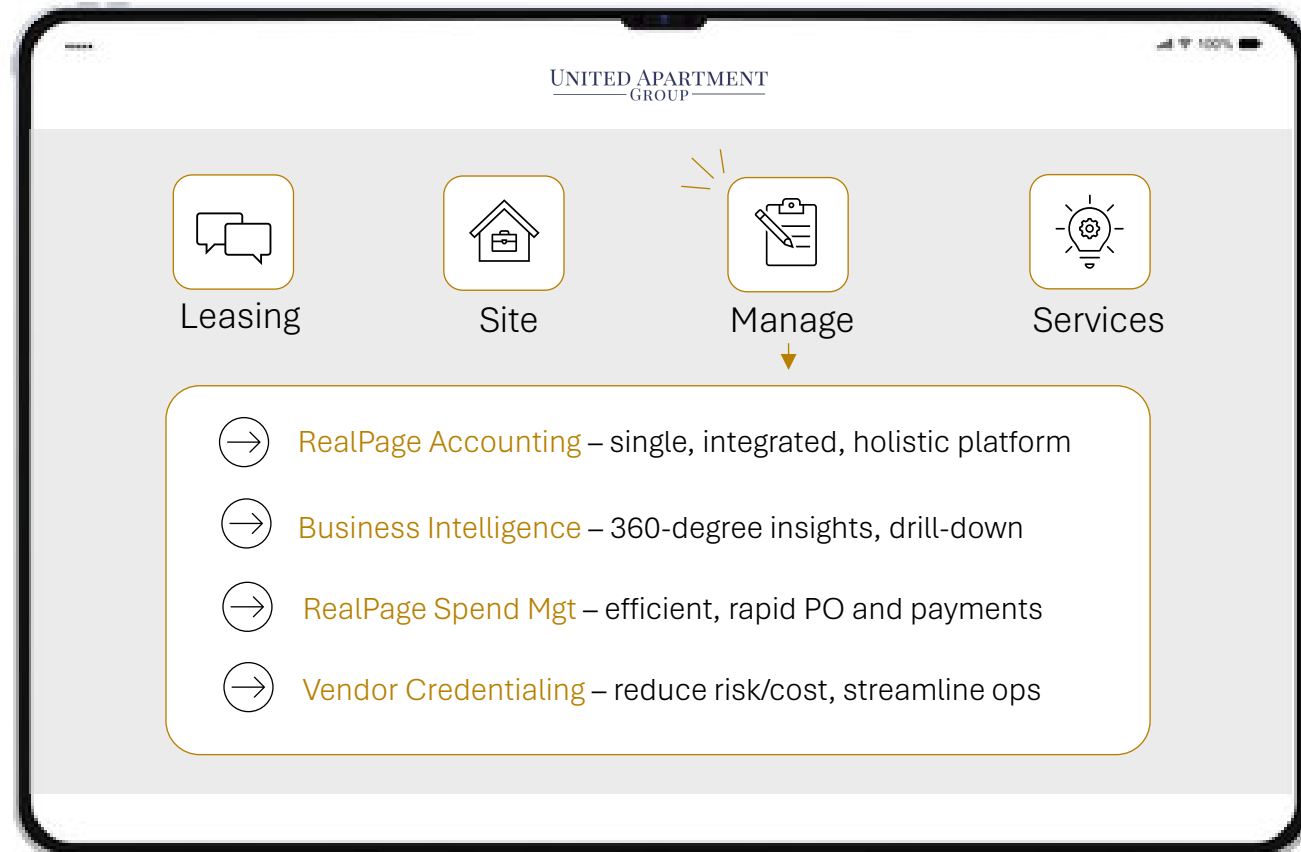


We are always on course with up-to-date data and results.

Claudia Villarreal
Controller

Fiscally Forward

Complete attention to the details, maintaining the integrity of our all records and staying on budget. It's all in a day's work.



3

PLATFORM

> Assets

> Strategies

> Capabilities

> Technologies

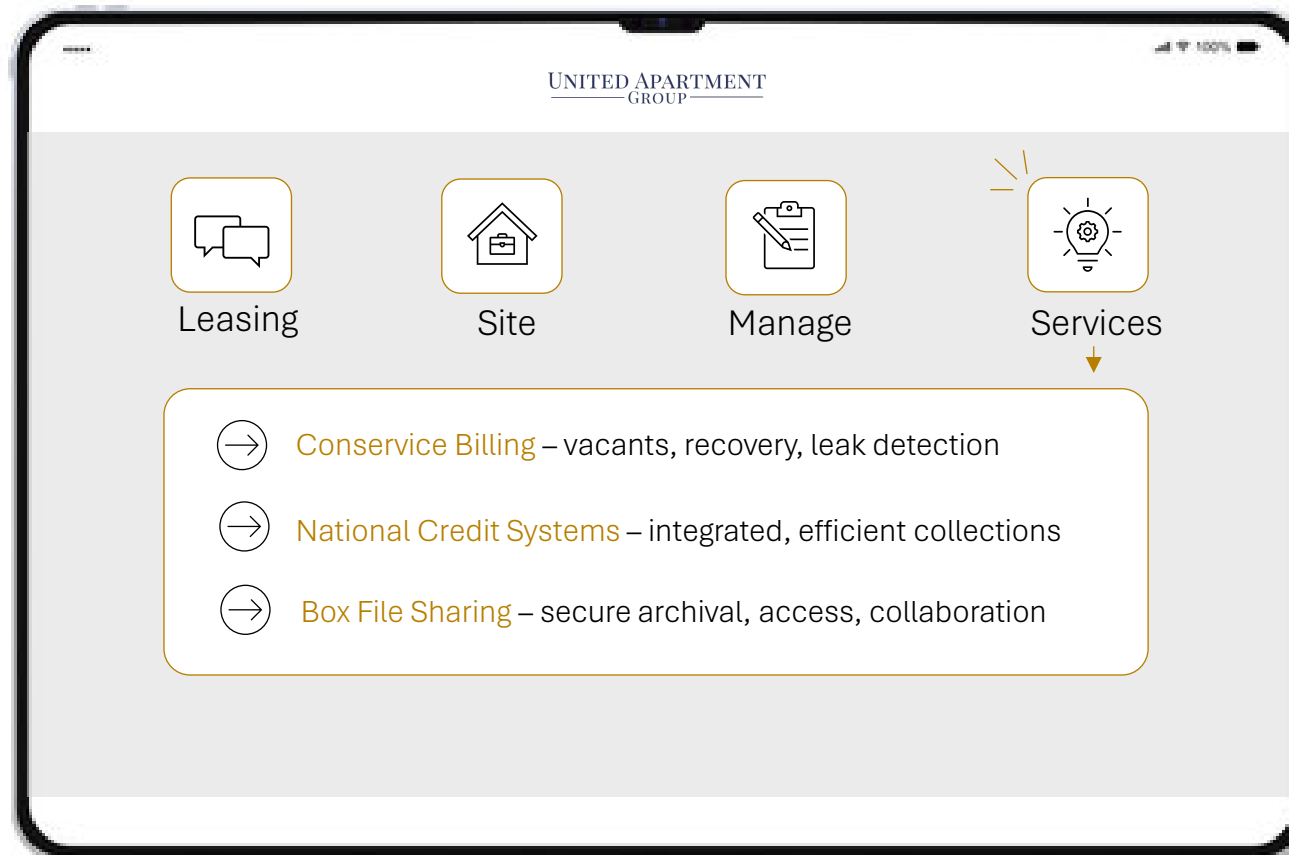


Mitigating risk and safeguarding NOI are mission-critical.

Tracie Yoder
Chief Operating Officer

Simply Safeguarded

We don't just grow revenue – we protect it! Our thoughtfully integrated services ensure that we're closing the loops and covering all the bases.



4

People

Culture | Training | Leadership

UNITED APARTMENT
GROUP

4

PEOPLE

> Culture

> Training

> Leadership



UAG is about creating extraordinary results through extraordinary relationships.

Tracie Yoder
Chief Operating Officer

Live United. Work United

More Than a Motto

We earnestly seek unity by building places people love to work and making every person matter.

Soaring Values

Passion in what we do. Attention to what matters. Courage to try. Humility to learn. Lasting impact.



Top-Ranked - Best Places to Work in Multifamily



Top Ranked – America's Greatest Workplaces for Women



4

PEOPLE

- > Culture
- > Training
- > Leadership

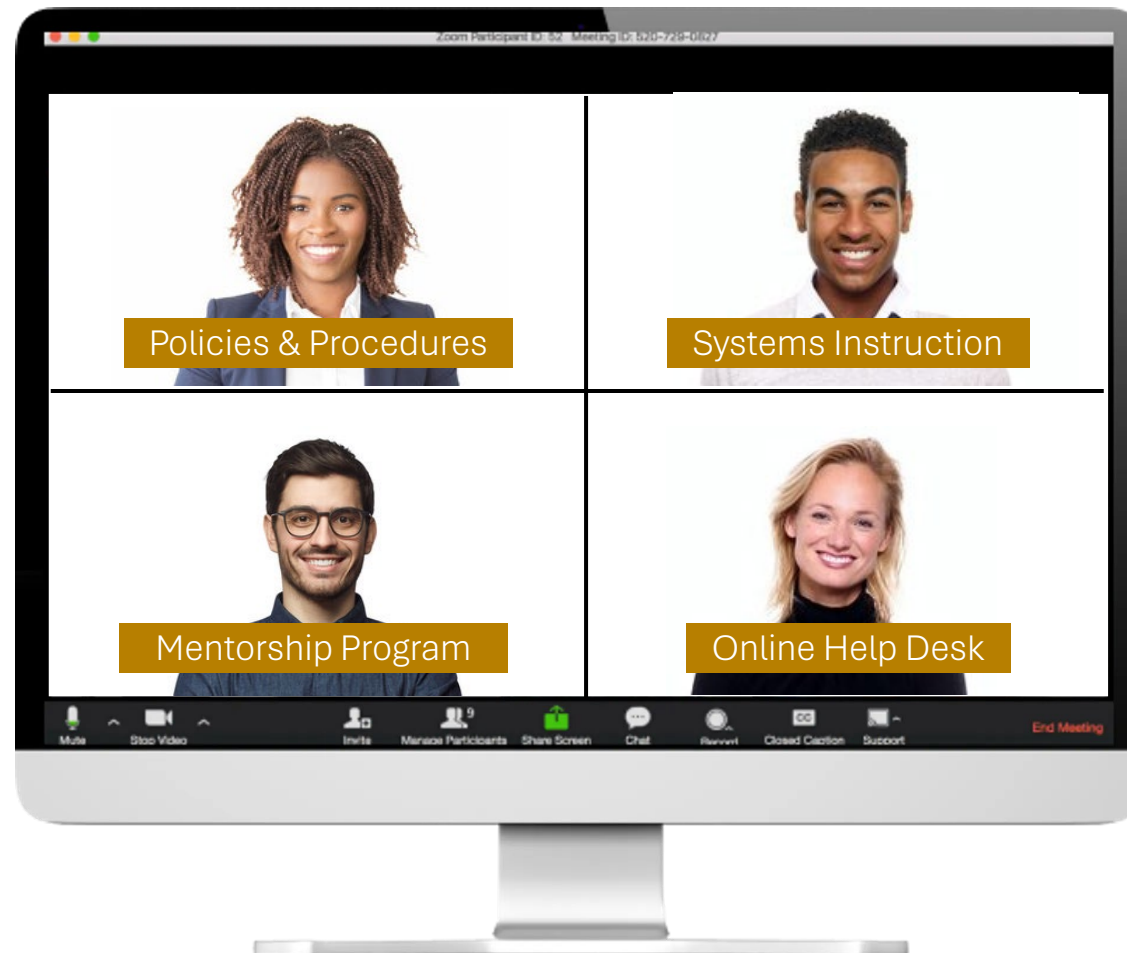


We're passionate about helping people do their very best – and it shows!

Amanda Zinsmeyer
VP of Marketing & Education

Investing in Knowledge

Learning fuels performance and strengthens every part of our organization. When our people grow, properties thrive, and excellence is standard practice.



4

PEOPLE

> Culture

> Training

> Leadership



I'm proud of the team we've built at UAG to serve our clients across the country.

Tim Settles
CEO, Managing Partner

Proven Leadership

We lead with a client-first mindset and a passion for doing what's right. Every decision is driven by partnership, people, and meaningful results.



Tim Settles | Chief Executive Officer

With over 40 years in multifamily, Tim founded UAG in 1995 and continues to lead with vision and integrity, guiding the company's growth nationwide.



Loyal Proffitt | President

Loyal Proffitt brings over 35 years in real estate experience and a passion for developing high-performing teams with exceptional results.



Tracie Yoder | Chief Operating Officer

Tracie drives operational excellence through strategy, talent development, and commitment to clients, backed by more than three decades in multifamily.



Lori Oden | Executive Vice President

With nearly 20 years at UAG, Lori Oden leads market-rate and affordable operations with her unique blend of financial expertise and practical insights.

Ready When You Are

Find out how our framework can support your goals, create alignment, and provide consistent outcomes across every stage of property ownership.

→ Partner Consultation

Meet our leadership team to discuss your objectives and how our model can help achieve them.



Tim Settles | tim.settles@uaginc.com
(214) 649-6222 | www.uaginc.com

→ Portfolio Review

Gain a clear picture of how your properties compare and where NOI and retention can grow.

