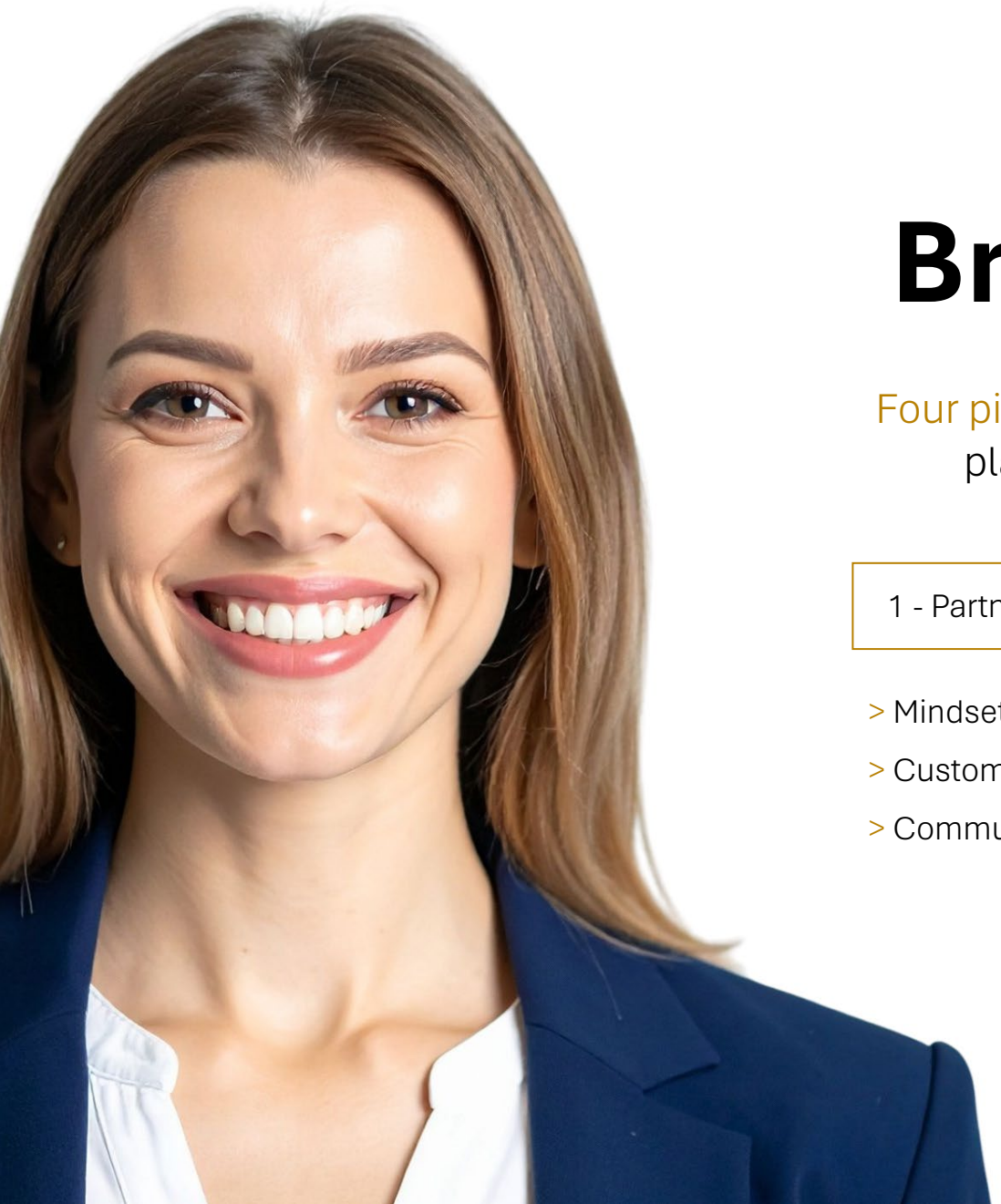
The 4 Pillars

A Framework for Selecting Best-In-Class Management

UNITED APARTMENT GROUP





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	2 - Performance	3 - Platform	4 - People
> Mindset	> Scale	> Assets	> Culture
> Customization	> Results	> Strategies	> Training
> Communication		> Capabilities	> Leadership
		> Technologies	

1 Partnership

Mindset | Customization | Communication

UNITED APARTMENT GROUP

1

PARTNERSHIP

> Mindset

> Customization

> Communication



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

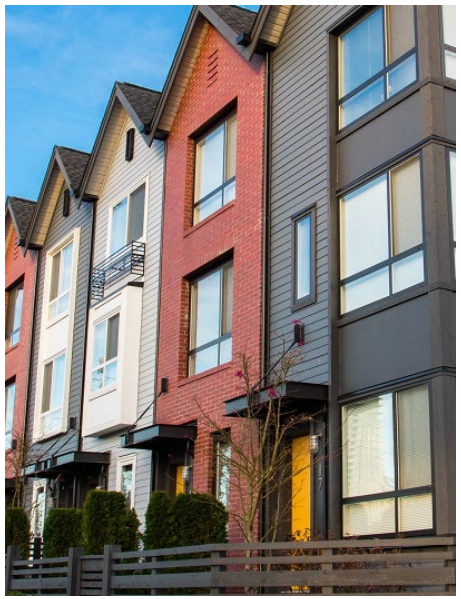
Loyal Proffitt
President

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.

Woody Stone
Chief Growth Officer

Designed for Success

Management

Managing with precision to keep operations steady and residents supported.

Due Diligence

Reviewing details to ensure each investment stands on solid ground.

REO

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

New Business

Evaluating deals that drive value and long-term success.

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.

Lenzie O'Connor
VP, Client Services and Strategies

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

UNITED APARTMENT GROUP

3

PLATFORM

> Assets

> Strategies

> Capabilities

> Technologies



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

Sean Thompson
Chief Operating Officer – Affordable Housing

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.

Acquisition → **Development** → **Lease-Up**

Identifying and securing assets that align with ownership goals and strategy.

Overseeing projects from planning to completion on time, on-budget, and done right.

Accelerating absorption through innovative marketing and leasing.

Value-Add → **Disposition**

Revitalizing properties with upgrades that improve asset value and experience.

Positioning assets effectively to maximize exposure, buyer interest, and sale value.

3

PLATFORM

> Assets

> Strategies

> Capabilities

> Technologies



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

Amanda Zinsmeyer
VP, Marketing and Education

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
- Industry-Leading Marketing
- Responsive Onsite Leasing
- Insightful Data & Reporting
- Superior Resident Services
- Skilled Capex & Construction
- Full-Cycle Accounting
- Comprehensive Compliance Services
- Seamless Onboarding & Transitions
- Detailed Regional Maintenance Inspections

3

PLATFORM

> Assets

> Strategies

> Capabilities

> Technologies



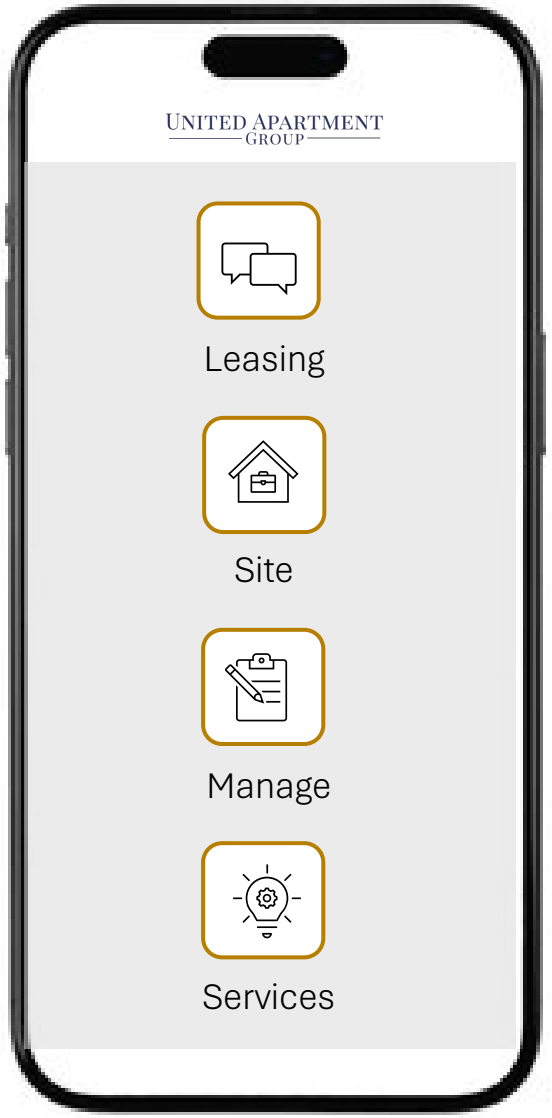
Our technology foundation enables incredible efficiency.

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

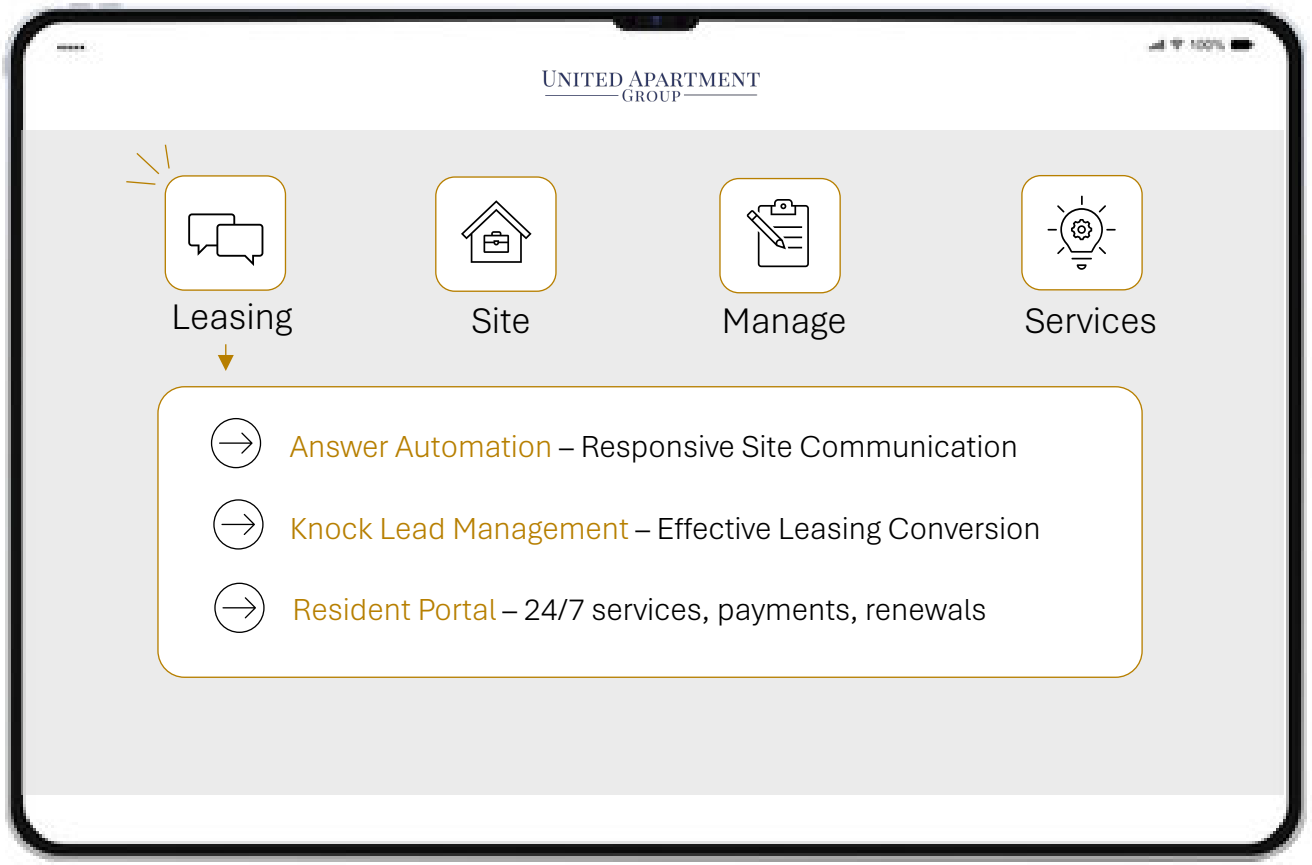


We're here to wow prospects and out-lease competitors!

Tiffany Blau
Director of Marketing

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

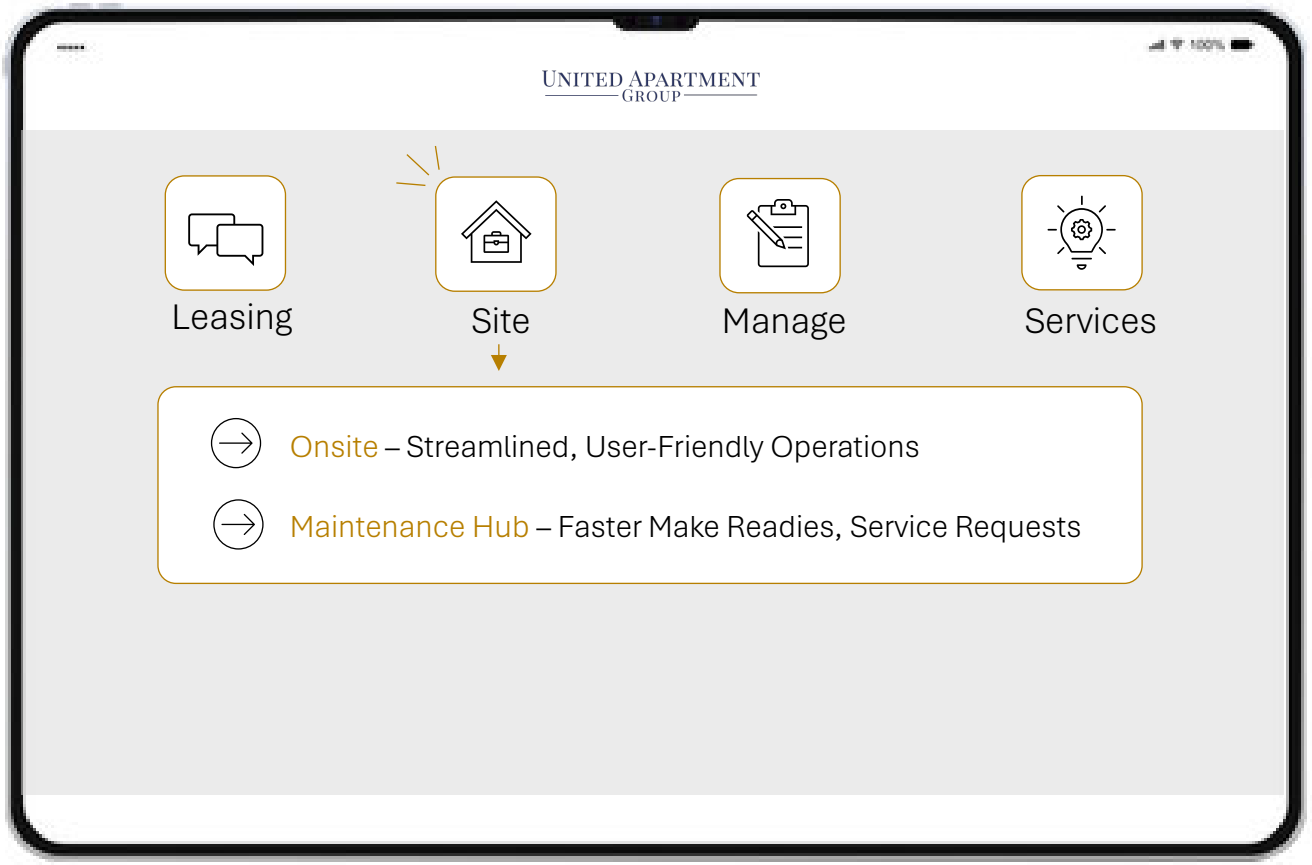


Our suite of tools enables faster action and impact.

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

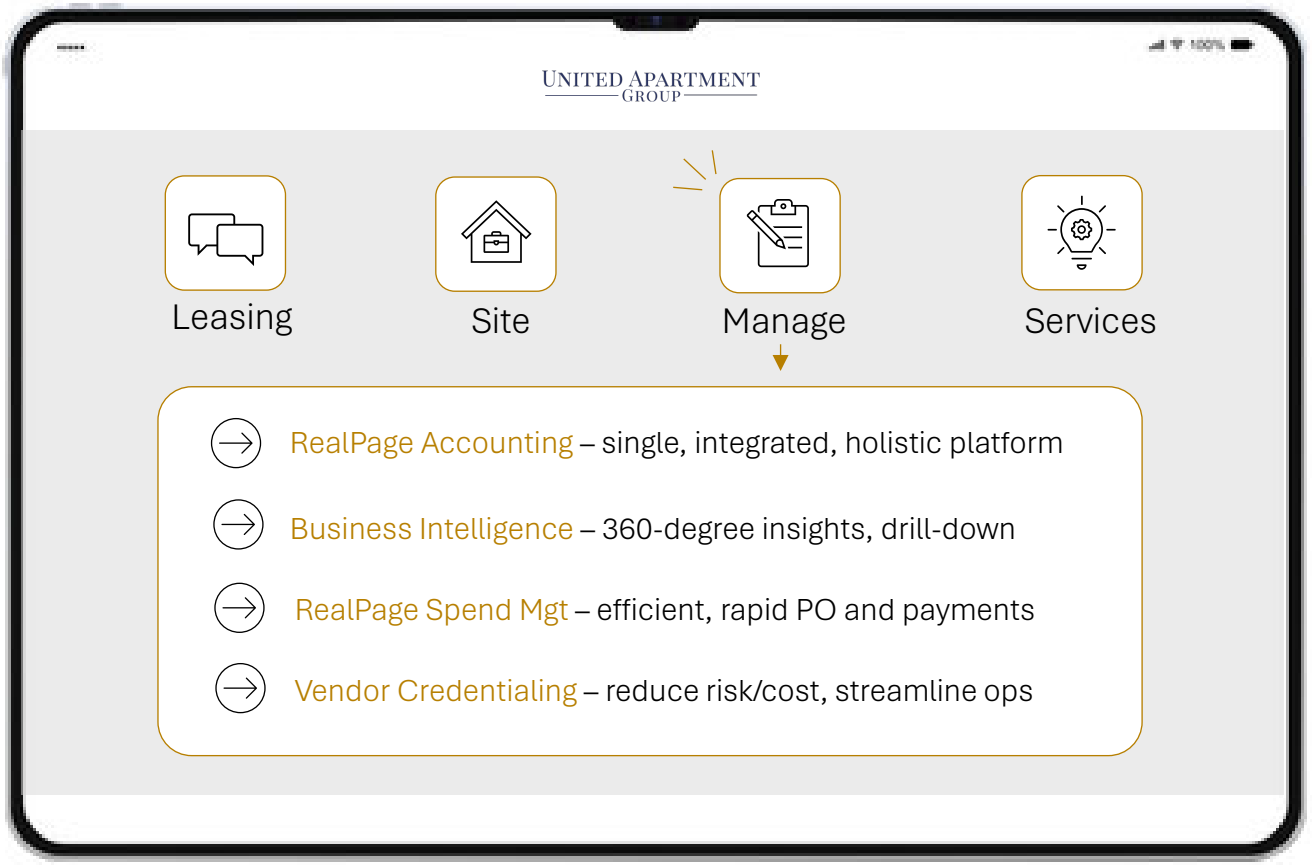


We are always on course with up-to-date data and results.

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

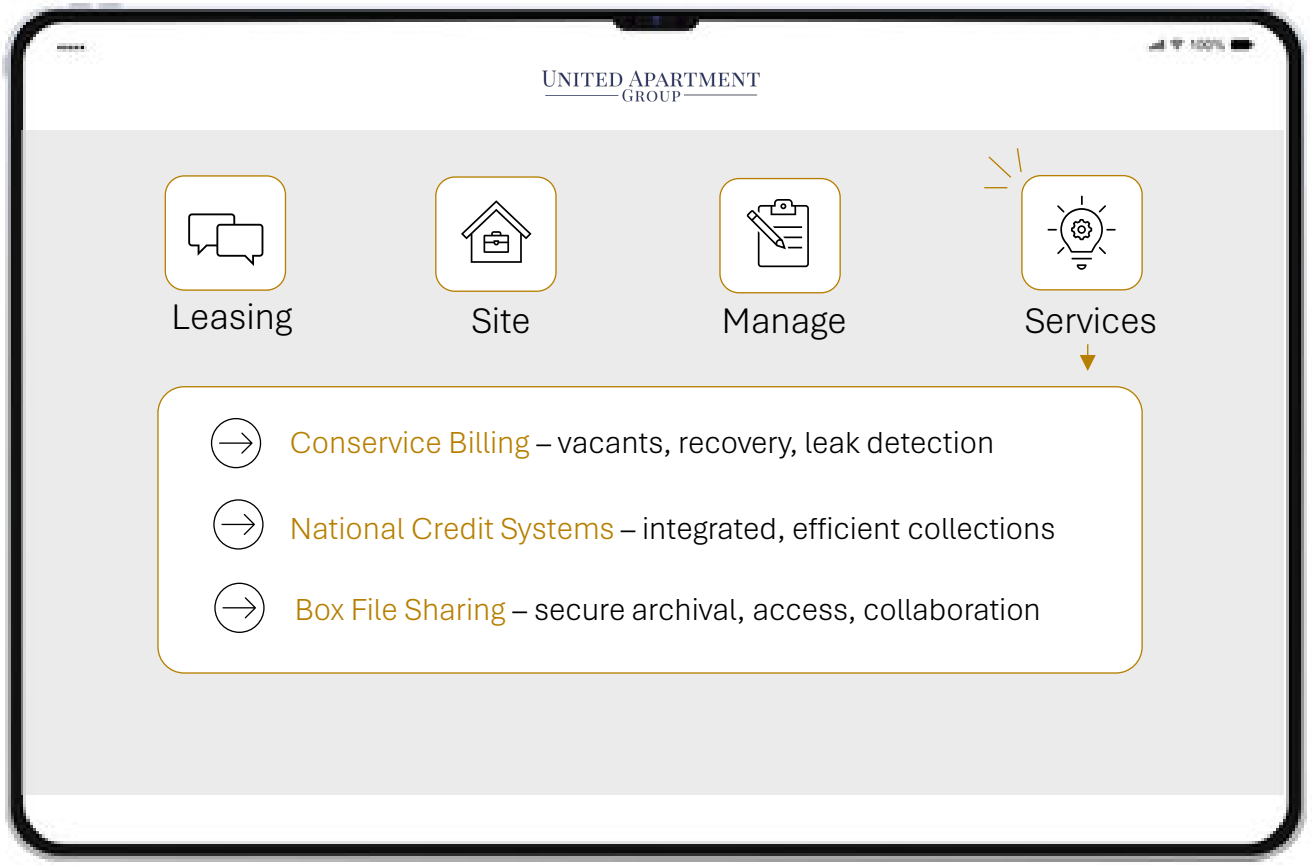


Mitigating risk and safeguarding NOI are mission-critical.

Trisha Keenan
Regional Vice President

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.

Deanna Wigley
Regional Vice President

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!

Emily Corley
Director of 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 35+ years of real estate experience and a passion for building high-performing teams that deliver 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.



Woody Stone | Chief Growth Officer

With over 25 years in multifamily, Woody brings a C-suite operator's perspective to every conversation, along with the conviction that growth done right is never only about the numbers.



Sean Thompson | Chief Operating Officer – Affordable Housing

With over 30 years of industry experience, Sean delivers a unique,360-degree perspective that seamlessly integrates institutional asset management with hands-on property management.

UNITED APARTMENT GROUP

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.

Portfolio Review

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



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