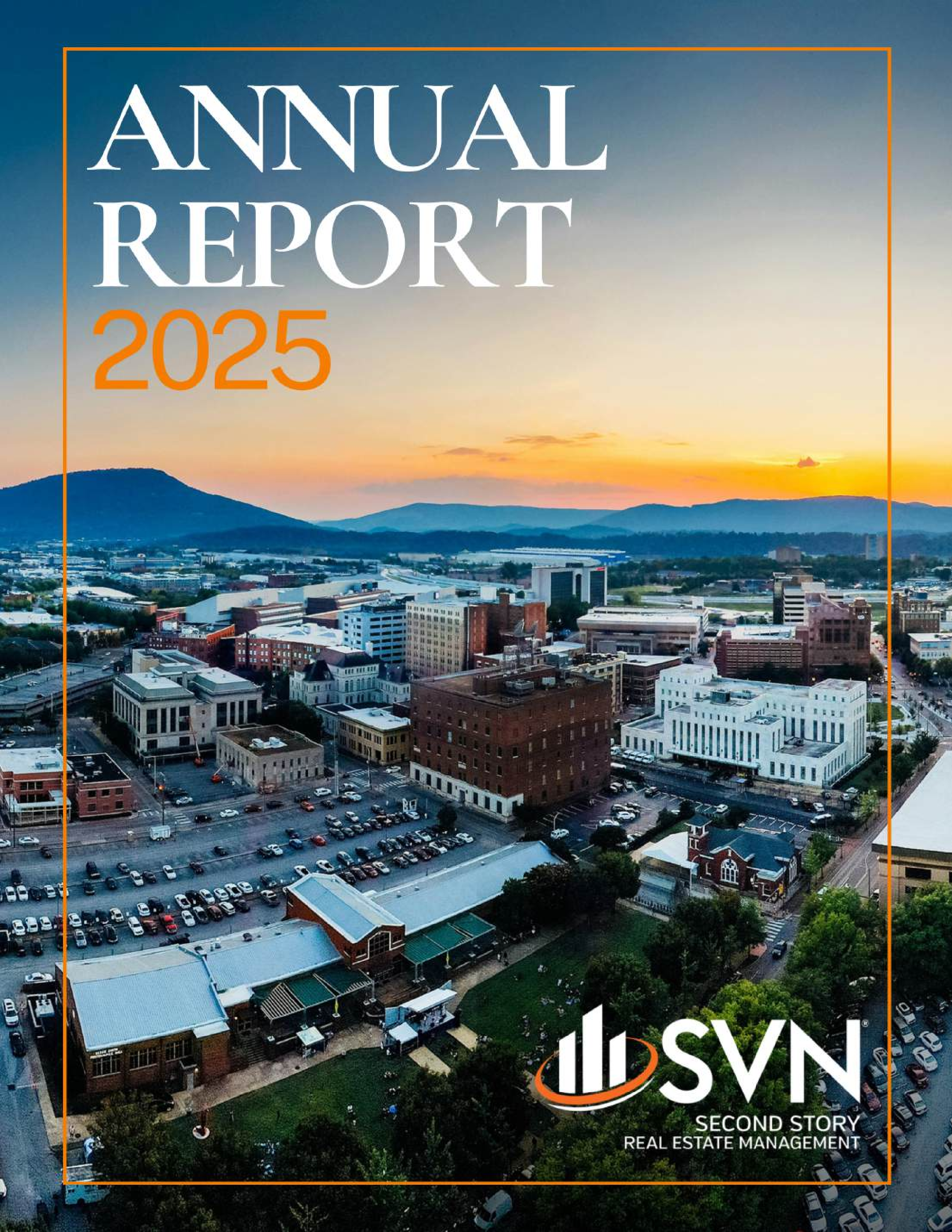
ANNUAL REPORT 2025



SVN
SECOND STORY
REAL ESTATE MANAGEMENT

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WHO WE ARE

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LETTER FROM THE CEO

$129.4M
Brokerage Volume

1M+
Commercial Sq Ft Managed

90%+
MF Retention

2025 demanded precision.

Across the commercial real estate landscape, elevated interest rates, tighter capital markets, and extended deal timelines required more than hustle – they required expertise.

At SVN | Second Story, we leaned into our strengths: disciplined brokerage advisory and proactive property management rooted in relationships.

On the brokerage side, our advisors facilitated **$129,449,801.67 in brokerage volume.** This growth reflects the trust our clients place in us to guide them through an increasingly complex market, often requiring deeper underwriting and creative problem-solving.

The opening of our Atlanta office in spring 2025 marked a strategic step in our long-term regional growth, deepening our presence in a market that drives economic momentum across the Southeast. By establishing a foothold in Atlanta while maintaining strong roots in Chattanooga, we strengthened our ability to serve clients across state lines with consistency and local expertise.

Within property management, our focus remained on operational performance. We managed over 1 million square feet of commercial space, prioritizing occupancy stability, methodical expense oversight, and responsive tenant service. In multifamily specifically, we achieved tenant retention north of 90%, a testament to proactive communication and hands-on management in a competitive environment.

This year also represented continued maturation within our organization. We strengthened internal processes, clarified accountability, and deepened cross-office collaboration. We invested in systems, talent, and consistency – the elements that I believe create durability across market cycles.

As we reflect on the year, I'm proud of what this team delivered. We didn't chase headlines. We focused on execution, communication, and holding ourselves to a high standard. Commercial real estate will always move through cycles. Our job is to stay steady through them and keep building on a strong foundation.

Tiffanie Robinson
CEO

ABOUT SVN

SVN | Second Story is a **full-service commercial real estate firm** with offices in **Chattanooga and Atlanta.** We bring together **brokerage and property management** under one roof, serving investors, property owners, tenants, and institutions across the **Southeast.**

Our approach is **relationship-first.** We know our markets at the street level and advise across office, industrial, retail, and multifamily assets. Whether it's a lease negotiation, a property operations challenge, or a long-term investment strategy, our goal is the same: **help our clients make smart decisions that hold up over time.**

OUR MISSION GROUNDS US DAILY

To wake up every day ready to deliver unparalleled professional commercial real estate ***expertise, dedicated care,*** *and* ***operational excellence.***

OUR VISION LIFTS OUR EYES HIGHER

To make a positive impact on generations to come through partnership with our clients and care of their real estate assets on a national level.

OUR CORE VALUES

FUN	BOLD	INTEGRITY	OWNERSHIP	ONWARD & UPWARD
We strive to find joy in what we do	We show grit and rise to the challenge	Our word matters	We take responsibility for every area of our lives	We pursue continuous progress & improvement

At SVN | Second Story, we are building a firm that strengthens portfolios, takes care of people, and leaves our communities better than we found them.

LEADERSHIP & GOVERNANCE

Our executive leadership team brings together experience across brokerage, asset management, property operations, and strategic growth. They set the vision, steward performance, and ensure alignment across every aspect of our business.

In addition to leading our regional platform, members of our team serve in **national leadership roles within SVN**, helping shape strategy, technology, and training across the broader organization. This perspective strengthens our ability to lead locally with national insight.

Every decision we make comes back to accountability: to our clients, our team, and to the communities in which we work.

Tiffanie Robinson
Chief Executive Officer
SVN International Advisory Board Chair

Jill Allen
Chief Operating Officer
SVN International Product Council Chair

Chris Harrington, CPA
Chief Financial Officer

Kristen Hodge
Vice President of People & Culture

Kelly Fitzgerald
Senior Vice President of Commercial Brokerage Chattanooga

Bob Johnson
Senior Vice President of Commercial Brokerage Atlanta

Hunter Myers
Senior Brokerage Director Atlanta

Meredith Rivers
Brokerage Operations Manager

Hayden Williams, CPA
Accounting Manager

Beverly Abbott
Director of Multifamily Property Management

Brian Chadwick
Director of Retail
SVN International Retail Product.Council Co-Chair

Tanya Jesunas
Brokerage Marketing Director Atlanta

TALENT & CULTURE AS INFRASTRUCTURE

At SVN | Second Story, operational excellence starts with **our people.** We strive to strengthen our foundation by recruiting a balanced team of **emerging talent and seasoned professionals.** We empower long-term success through clarity, connection, and support.

We prioritize equipping our team for success by ensuring proper training is completed for all new hires, in addition to offering ongoing opportunities for **continued education and certifications.** The result is seamless deal execution for our brokerage clients and stronger, consistent asset performance across every portfolio we manage.

Real estate is a **relationship business** driven by the caliber of our people. We invest heavily in the future of our team. Through structured mentorship, we empower our team to take **purposeful ownership of their careers.**

A prime example of this dedication is our brokerage team's active pursuit of the **CCIM designation**—the industry's gold standard for investment strategy.

By nurturing this level of elite expertise from within, **we build a resilient firm capable of guiding clients through any market cycle.**

We are highly intentional about **building a team that lasts.** By cultivating a culture rooted in *Fun, Integrity, and Bold* action, we prioritize retaining staff and advisory partners. We know long-term investment strategies require deliberate **continuity** and **stability.**

Our bond as a team is continually strengthened both inside and outside the office walls. Through collaborative company events and offering volunteer opportunities, we turn our **vision into action.** We work to leave our communities better than we found them. Our shared sense of purpose helps foster deeper **trust** and **connection.**

OUR STRATEGY

Our strategy is simple, focused, and forward-looking. We compete in growth markets across the Southeast where we have established expertise and long-term relationships. We win by leading with thoughtful advice, integrating brokerage and property management insight, and exercising discipline in each phase of the cycle.

MARKET ENVIRONMENT OVERVIEW

NAVIGATING 2025 WITH CLARITY AND CONVICTION

2025 rewarded investors who did their homework. **Interest rates stayed elevated** even as the Fed began easing, and borrowing costs continued to shape how deals got done. **Capital was available but selective**, favoring strong operators and assets with reliable cash flow. On the expense side, insurance, taxes, labor, and maintenance costs kept climbing, which meant performance came down to how well properties were being managed. **Owners who stayed on top of retention, renewals, and spending were the ones who protected their returns.**

WHAT THIS MEANT WITHIN OUR MARKETS

SOUTHEAST | *2025 reinforced a simple truth: the cycle favors operators who can adapt. Markets with population and job growth continued to attract attention, but underwriting demanded realism–especially around debt, expenses, and exit assumptions.*

CHATTANOOGA | *Continued to show resilience as a mid-sized market with strong fundamentals in key sectors. Industrial demand along logistics corridors remained a bright spot, while multifamily and neighborhood-serving retail benefited from steady population and employment dynamics–creating opportunity for well-positioned assets and well-run operations.*

ATLANTA | *Remained a deep, liquid Southeast hub–but increasingly bifurcated. Tenants were more intentional, flight-to-quality dynamics continued, and the market rewarded owners who could deliver compelling space, clear economics, and certainty of execution. The result: opportunity for operators and advisors who understand both the micro (building-by-building) and the macro (capital markets) story.*

WHY ADVISORY MATTERS IN THIS CYCLE

In a market where **"good deals" are defined by structure and strategy–not just price**–the right advisor is the differentiator. The right guidance helps clients:

Align leasing and renewal decisions with capital strategy	Evaluate refinance vs. sale vs. reinvest with clear-eyed assumptions	Prioritize operational moves that protect cash flow and preserve long-term value	Navigate uncertainty with a plan grounded in data, not headlines

In 2025, the winners weren't those who predicted the market perfectly–they were those who made strong decisions consistently, stayed close to the fundamentals, and partnered with advisors who could see around corners.

MARKET TRENDS & FORECAST FOR 2026

Bob Johnson, Senior Vice President of Brokerage | Atlanta

"The Chattanooga office market is quietly one of the more compelling income stories in the Southeast. Vacancy sits at a historically tight **4.2%, rents are growing at twice the national rate, and properties are trading at roughly half the national price per square foot – with cap rates a full 100 basis points above the national average.** With virtually no new supply coming to market, existing owners face little pressure and have real pricing power.

This isn't a speculative play – Chattanooga rewards investors who value dependable cash flow over headline growth. The fundamentals are sound today, but with absorption forecasts turning negative through the back half of the decade, **2026 is the time to act, not wait."**

Chattanooga Office

12 Mo Deliveries in SF	12 Mo Net Absorption in SF	Vacancy Rate	Market Asking Rent Growth
2.2K	56.5K	4.2%	2.1%

"The **Atlanta** office market in 2026 is a story of two cities, and knowing which one you're buying into will make all the difference. Well-located, amenity-driven assets in submarkets like Midtown and Buckhead are **holding their value** and **attracting quality tenants**, while the broader market still offers compelling entry points for investors willing to do the work. While vacancy rates are still high, we expect that the rate will slowly continue to decrease. This in-between time, when the market has started to adjust, but vacancy rates remain very high, creates an opportunity for buyers willing to enter the market.

In this market, construction remains disciplined, and rent growth outpacing the national average, the window for strategic acquisitions is open – but it won't stay that way indefinitely. While most buyers are sitting on the sidelines, buyers who come in with clear operational plans and realistic underwriting will be well-positioned to capitalize on one of the Southeast's most fundamentally sound markets."

Atlanta Office

12 Mo Deliveries in SF	12 Mo Net Absorption in SF	Vacancy Rate	Market Asking Rent Growth
1.2M	(213K)	16.6%	1.6%

Southeast Market Overview: Tenants are leasing less space but prioritizing quality, location, and amenities. Class A properties in downtown and core submarkets remain in high demand, with limited new development giving owners strong leverage.
Expert guidance is key to positioning investments for success.

MARKET TRENDS & FORECAST FOR 2026

Kelly Fitzgerald, Senior Vice President of Brokerage | Chattanooga

"Chattanooga's retail fundamentals **remain grounded** in a consumer base that's employed, earning more, and spending locally – and that's the foundation that matters most for retail real estate. The near-total absence of new construction means the **market is self-correcting** without the oversupply headwinds that plague larger metros. We're in a period of healthy digestion, not distress, and the investors who understand that distinction are finding real opportunity here."

Chattanooga Retail

12 Mo Deliveries in SF	12 Mo Net Absorption in SF	Vacancy Rate	Market Asking Rent Growth
73.5K	(142K)	3.7%	2.2%

Hunter Myers, Senior Brokerage Director

"**Atlanta** retail is one of the most **fundamentally sound** markets in the country right now, and both buyers and owners are taking notice. Rent growth is outpacing the national average, the construction pipeline is disciplined, and the demographics driving consumer demand aren't slowing down.

Owners of well-located retail in Atlanta are in a strong position. Landlords are pushing rents at renewal and the market is absorbing it. Owners are making 4-5% annual increases in the right submarkets, and tenants are paying it because the demand for quality space is real.

For potential buyers, we're seeing that well-located assets with the right tenant mix are performing exceptionally well, but properties that have failed to adapt are sitting longer. That gap is the opportunity. Investors with a clear repositioning strategy, such as targeting grocery-anchored centers in high-growth suburban corridors will be well positioned. Atlanta has the population growth, the household income, and the corporate investment to support retail demand for years to come. The window to acquire at a reasonable basis is still open, but it's not going to stay that way as more capital recognizes what this market offers."

Atlanta Retail

12 Mo Deliveries in SF	12 Mo Net Absorption in SF	Vacancy Rate	Market Asking Rent Growth
1.1M	(1.8M)	4.4%	4.8%

Southeast Retail: Since 2020, retail development has been limited, keeping vacancy under 5% in many markets. Population growth drives steady demand, with some areas posting 3–5% growth compared with below 3% nationally. Grocery-anchored centers in expanding suburbs and mixed-use retail remain strong, offering opportunities for motivated investors.

MARKET TRENDS & FORECAST FOR 2026

Bianca Pichardo, Multifamily Advisor

"Current prices are still depressed largely because today's financing environment requires more **conservative underwriting** than what supported pricing in 2021 and 2022. Many owners are still adjusting to that reality, which has slowed transaction volume. While only 14 deals closed in 2025, that low volume is more reflective of the bid-ask gap than a lack of investor interest. We are continuing to see **strong interest** from regional investors and 1031 exchange **buyers targeting Chattanooga** for its **long-term growth and relative affordability compared to larger Southeast markets.**

As vacancy continues to normalize and the supply pipeline remains limited, the market conditions that support rent growth and NOI expansion are beginning to align, which is why many investors view the current period as a strategic entry point. When we review our current deal pipeline, the properties receiving the most interest are those that include **value-add opportunities,** where investors can create operational upside while waiting for rent growth to return. **Get positioned now for the best long-term results."**

Chattanooga Multi-Family

12 Mo Delivered Units	12 Mo Absorption Units	Vacancy Rate	12 Mo Asking Rent Growth
412	1,191	9.7%	-0.9%

"In **Atlanta,** we're seeing lower than normal units under construction, which should alleviate some pressure on vacancy rates. With supply risk declining quickly, we expect to see **improved vacancy rates** and a return to rent growth in 2027 and 2028. Buyers who **act now** are in the best position to benefit in the long term. Like most markets, digging into the details at the neighborhood level means investors have an opportunity to win by reviewing areas with the most limited supply and greatest interest from those relocating. "

Atlanta Multi-Family

12 Mo Delivered Units	12 Mo Absorption Units	Vacancy Rate	12 Mo Asking Rent Growth
15,847	18,226	11.9%	-1.0%

Southeast: Population growth is increasing across the Southeast, especially in North Carolina, South Carolina, Tennessee, and Georgia. These states also have slightly lower development costs, and generally, there is less oversupply than in other major metropolitan areas. Long-term, the multifamily market looks strong across the region.

MARKET TRENDS & FORECAST FOR 2026

Baker Townsend, Senior Industrial Advisor

"Chattanooga's industrial market enters 2026 from a position of **genuine strength** – and the data backs that up on every front. Vacancy has held below 4% for over four years, there is virtually no new supply coming to market, and sales volume just hit a near five-year high. The fundamentals here are as clean as we see in any secondary market in the Southeast.

For owners, the message is straightforward – you have **pricing power**. With only 35,000 square feet under construction market-wide and demand still positive, there is no supply relief on the horizon for tenants. Rents are still growing, and the data supports continued increases through 2027 and beyond as the market tightens further.

For investors, the opportunity is equally clear. You're looking at 8% plus cap rates in a market with sub-4% vacancy – that combination is increasingly rare. **Now is the time to take action.**"

Chattanooga Industrial

12 Mo Deliveries in SF	12 Mo Net Absorption in SF	Vacancy Rate	Market Asking Rent Growth
467K	141K	3.8%	3.1%

"Though last year's deliveries overshot demand, rent is increasing at a reasonable rate, and **Atlanta** remains a **top-tier industrial market nationally.** Vacancy rates are elevated, but down significantly from peaks of 14% just a couple of years ago. The planned deliveries in 2026 are down by 40%, relieving pressure on the market. I continue to see success with infill industrial and functional Class B with upgrade potentials. Buyers should also keep an eye on options with smaller bays and areas with few new developments. Investors should look at detailed submarkets for opportunities in this market. "

Atlanta Industrial

12 Mo Deliveries in SF	12 Mo Net Absorption in SF	Vacancy Rate	Market Asking Rent Growth
12.8M	6.3M	7.9%	3.0%

The **Southeast** continues to outperform national markets for CRE investments, with port markets like Savannah and Charleston, along with hubs like Atlanta and Nashville, continuing to stand out for both owners and investors alike. Continued population shifts and job migration to the Southeast open opportunities for smart investment now, before vacancy rates drop further.

PROPERTY MANAGEMENT PERFORMANCE

Behind every well-run property is a team that hustles.

SVN | Second Story's property management team brings that hustle to every square foot we care for and every tenant interaction we have. Managing more than **1 million square feet of commercial space** alongside **1,129 multifamily doors,** our team delivers the leasing, accounting, and maintenance services that make ownership simpler and more rewarding for our clients.

In 2025, we invested in **our people and our processes** – adding 4 new property management positions to ensure our clients continue to receive the attentive, responsive service they count on. From the thousands of work orders completed throughout the year to the day-to-day relationships built with tenants, our team remains committed to protecting asset value and elevating the ownership experience.

PM Spotlight: Recognizing Our Award-Winning Team

Rod Lewis

- 2025 Core Value Award | Integrity

Therese Miner

- 2025 Core Value Award | Ownership

Brittany Coffey

- 2025 Core Value Award | Onward & Upward

Mason Scott

- 2025 Core Value Award | Fun

Briana Thacker

- 2025 Employee of the Year

BROKERAGE PERFORMANCE

Our advisors closed **$129 million** in total brokerage volume. That's a milestone that reflects both the **strength of our team** and the **trust our clients place in us.** A key driver of that growth was our strategic **expansion into Atlanta**, deepening our presence in one of the Southeast's most dynamic commercial real estate markets. That commitment to growth was recognized nationally when SVN | Second Story's production ranked **22nd out of more than 200 SVN offices nationwide.**

To support our expanding platform, we welcomed eight new brokerage professionals and two support staff, bringing a variety of experience and energy to a team that continues to raise the bar for exceptional service.

Brokerage Spotlight: Recognizing Our Award-Winning Team

Chandler Hale

- Comeback Advisor of the Year

Baker Townsend

- SVN National Award - Achiever Status.
- Highest Producer of the Year (Chattanooga)
- 2025 Elite Producer

Bianca Pichardo

- Breakout Advisor of the Year
- 2025 Core Value Award | Bold

Cage Gary

- Received CCIM Designation

Kelly Fitzgerald

- SVN National Award - Achiever Status.

Hunter Myers

- SVN National | Retail Advisor of the Year
- Highest Producer of the Year (Atlanta)
- 2025 Elite Producer

NOTABLE BROKERAGE TRANSACTIONS

Lenoir Festival Shopping Center
330 Blowing Rock Blvd
Lenoir, NC

Hunter Myers represented ownership in the lease-up of a retail shopping center, successfully executing a **15-year NNN lease** with Kintegra Health despite complex negotiations and a contingency tied to State of North Carolina approval.

Lease Value: $7,791,000

306 Cherokee Ave
Chattanooga, TN

Bob Johnson, Peter Cullen, & Chandler Hale represented ownership in the **sale of a 100% occupied property with two long-term NNN leases in place** in Chattanooga's affluent Northshore market. The property sold to a cash buyer within 7% of the list price.

Sale Price: $4,640,000

6228 Perimeter Drive
Chattanooga, TN

Brian Chadwick & Baker Townsend represented the seller in the disposition of a retail property, sourcing an off-market buyer and securing a strong sale that allowed the recently retired owner to reinvest the proceeds and avoid the responsibilities of property ownership.

Sale Price: $2,500,000

2418 Canton Road
Marietta, GA

Jacob Bower represented the seller in the sale of a former Ryan's Steakhouse in Marietta, securing an all-**cash buyer within three months** and **closing in 21 days at just 8% below the asking price.**

Sale Price: $2,300,000

1301 Hickory Valley Road
Chattanooga, TN

Cage Gary converted an initial property inquiry into tenant representation for **Hunt's Thrift** and **secured its first Chattanooga location within four months.**

Lease Value: $1,208,000

5725 Jimmy Carter Blvd
Norcross, GA

Asna Baig represented ownership in the **lease-up** of a newly constructed shopping center, executing **multiple leases that quickly advanced the property to over 50% occupancy.**

Lease Value: $1,353,000

1792 Mount Zion Road
Morrow, GA

Jake Creviston represented the seller in an owner-user sale to Sweet Hut Bakery & Cafe for use as a kitchen and catering facility supporting its expanding locations.

Sale Price: $1,975,000

Lafayetta Plaza
311 North Main Street
LaFayette, GA

John Markley & Hunter Myers represented the seller in the **disposition of a ±64,000 square foot retail shopping center,** successfully bridging a pricing gap caused by deferred maintenance issues to close a complex transaction.

Sale Price: $2,350,000

6787 Lee Highway
Chattanooga, TN

From purchase to full occupancy: **Kelly Fitzgerald** represented the buyer and placed two tenants looking to break into this **sought-after submarket.**

Sale Price: $2,350,000

612-618 Georgia Ave
Chattanooga, TN

Kelly Fitzgerald and Chandler Hale represented the seller, matching a vacant asset with a proven local operator poised to fully renovate and expand their operation.

Sale Price: $1,375,000

CLIENT & PARTNER HIGHLIGHT

LOCAL/REGIONAL

NATIONAL

POSITIONED FOR 2026

As we look forward to 2026, we are clear-eyed about the potential market risks, and **confident** in our ability to create deals in the ever changing environment.

While volatility has moderated from recent years, structural pressures persist. Interest rates, though stabilizing, continue to influence capital flows and valuations. We recognize that refinancing risks remain real for owners facing maturity walls. Operating expenses, particularly insurance, labor, and property taxes, continue to test margins. We continue to measure tenant decision-making influences.

In short, the environment rewards preparation, not speculation.

MARKET OUTLOOK

While volatility has moderated from recent years, structural pressures persist. Interest rates, though stabilizing, continue to influence capital flows and valuations.

RISK MANAGEMENT

MATURITY WALL

We recognize that refinancing risks remain real for owners facing and riscing maturity walls, which restrict liquidity and trigger trigger default risks.

OPERATING DISCIPLINES

LIQUIDITY FUND

KEY

Operating expenses, particularly insurance, labor, and property taxes, continue to test margins. We continue to measure tenant decision-making influences and maintain appropriate liquidity.

Cash Flow Depends on Details

Lease structuring, tenant retention, staying ahead of maintenance, and smart capital planning all matter more than they used to.

Capital Discipline Separates Portfolios

Conservative underwriting, stress-tested debt, appropriate liquidity reserves, and realistic return expectations are foundational.

RISK MANAGEMENT & DISCIPLINE

POSITIONED FOR 2026

The **biggest risk in 2026** won't be a **sudden shock.** It'll be **complacency**: mispriced assets, unrealistic exit assumptions, underfunded properties, or delaying operational fixes for an extended period of time.

Our integrated platform allows us to analyze risk from multiple angles, leasing, operations, capital markets, and ownership strategy, before it becomes material.

Risk cannot be **eliminated,** but it can be **anticipated, structured,** and **managed**.

In this cycle, thoughtful decision-making is the competitive advantage.

LOOKING AHEAD

As we look forward to the year ahead, **our focus is clear and intentional.**

In brokerage, we are focused on **advisory over volume.** Our job isn't to push transactions. It's to help clients make smart, timely decisions supported by real data and regional expertise to maximize their returns.

In property management, **we are investing in systems and data analysis that drive long-term performance.** Well-managed properties create predictable returns and stable communities. That kind of work starts long before it shows up in a quarterly report.

PROPERTY MANAGEMENT: SYSTEMS & REPORTING

We are investing in the systems and reporting that drive long-term performance. Well-managed properties create predictable returns and stable communities.

BROKERAGE : ADVISORY OVER VOLUME

Our job isn't to push transactions. It's to help clients make smart, timely decisions supported by real data and regional expertise.

CROSS MARKETS: CONSISTENCY

Across Chattanooga and Atlanta, we are building consistency: same standards, same accountability, same level of service across every office and asset type.

Across the Southeast, **we are building consistency**: the same standards, the same accountability, and the same level of service across each location and asset type. We know that, at the end of the day, commercial real estate is still a **relationship business.**

We value the owners, investors, tenants, and partners who choose to work with us, and we're committed to earning that trust every year.

SECOND STORY
REAL ESTATE MANAGEMENT

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