

# Chadwell SUPPLY



Marcus S.  
The Lodge at Lakecrest | Tampa, FL



Pedro | Driver



Rose | Customer Service



Jason | Sales

The Favorite  
Maintenance  
Supplier of  
Multifamily  
Professionals

Find us on   

888.341.2423 | [ChadwellSupply.com](http://ChadwellSupply.com)  
(Esp.) 888.341.7330 | (Fax) 866.206.5581





Kimberly | Customer  
Ascend Midtown | Savannah, GA



Chris | Driver  
Kingswood Apartments | Denton, TX



National Account  
Management Team



Doug | Sales  
The Knolls | Nashville, TN

# We focus on you—so you can focus on what matters most.

Every day we see our customers working hard to create value and maximize operating income. Your priority is daily property operations, from completing work orders to controlling expenses. Our priority is to be the partner that helps you achieve all your property goals while adding value to the bottom line.

Being that dedicated partner is a job we take seriously. From our founders' first delivery over 40 years ago until now, we have been recognized as the best MRO service provider in the industry. We concentrate solely on multifamily properties, focusing our experience and onsite knowledge to help you accomplish your goals.

From our front lines to all those working behind the scenes—Chadwell Supply is one big family. We will never forget that it is you, our customer, who brings us together and gives us so much to be thankful for. In a sense, we are all family...and we wouldn't have it any other way.



## PRODUCT CATEGORIES

APPLIANCES & PARTS

BLINDS

CABINETS

DOORS & FLOORS

ELECTRICAL & LIGHTING

GROUNDS & IRRIGATION

HARDWARE

HVAC EQUIPMENT & PARTS

JANITORIAL

LOCKS & HARDWARE



## Customizable Programs Minimize Hassles and Expenses

We work hard to be more than just a parts supplier—we focus on streamlining procedures to make your job effortless—meaning you do not have to re-work your processes to fit our parameters.

Chadwell Supply's programs are customizable to meet the needs of both owners and management companies. From our dedicated account management and pricing considerations to custom GL coding and reporting tools, we can deliver a program that meets your workflow needs while creating increased NOI.

### ▶ Industry Leading Fill Rate

With over 10,000 multi-family SKUs stocked in local warehouses across the nation, we have the inventory on hand to fill your order from ONE location.

### ▶ Next Day Delivery

With warehouses strategically located, you can stay on schedule with our convenient next day delivery on all in-stock items.

### ▶ Legendary Customer Service

Need help with product selection or have a question? Our expert customer service specialists can assist with any need you have.

### ▶ Maintenance Training

Full-time trainers and courses are available to increase maintenance team knowledge and troubleshooting capabilities.

### ▶ Multiple Ordering Options

Order through [ChadwellSupply.com](https://www.chadwellsupply.com), a phone call, an email or fax, use third-party purchasing software (Ops, Yardi, Nexus, etc.), or your salesperson—whatever you like best.

### ▶ Custom Catalogs

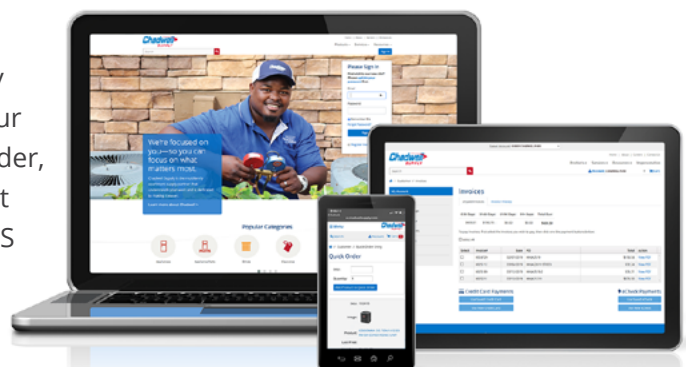
Need a catalog of approved products by property? Let us create one using your ordering history or approved products list. These are available in print or through our website with a favorites shopping list.

### ▶ Best-in-Class Invoicing

We can save you time by matching your GL codes to each item and subtotalling sales tax within each category. With our unique 'bill complete' solution, invoices are not generated until after the order is delivered—eliminating costly returns, excess paperwork, and unnecessary frustration.

### ▶ Stress-Free Online Resources

[ChadwellSupply.com](https://www.chadwellsupply.com), our mobile-friendly website, puts thousands of products at your fingertips. The robust site allows you to order, manage accounts, set PO approval limits at property and regional levels, download SDS information, obtain proof of delivery, view invoices and submit payment—all through one login.



Sign in to access your account from anywhere!

PAINT & SUNDRIES  
PLUMBING  
POOL  
TOOLS & SAFETY  
WATER HEATERS



## Simplified Renovation Process

Let our renovation experts take the hassle out of your next project. Whether a minor upgrade or full renovation, we can help! Chadwell Supply has dedicated Renovation Field Managers to help your management team streamline and organize the renovation process while staying on track and within budget.

Look to Our Renovations Team for:

- ▶ Project Consultation and Planning
- ▶ Inventory Forecasting and Fulfillment
- ▶ Project Logistics
- ▶ Packing and Shipping by Unit with CHADPak
- ▶ Invoicing by Unit or Job



## CHADPak

Our proprietary CHADPak service packs **ALL** the trim items for a unit renovation in **ONE BOX** labeled with the unit number.

This ensures **ALL** the products for **ONE UNIT** are delivered to the right place and are available when they are needed.

## CHADWELL UNIVERSITY

We host training classes in our local branches and partner with many local Apartment Associations to provide instructions on all types of maintenance concerns.



## Training For Your Team

Maintenance technicians and managers staying informed about repairs and safety are a key component of managing costs. Through Chadwell University, our industry leaders conduct seminars that help teams get their required certifications or take their skills to the next level—learning how to repair equipment and/or maintain property safely and cost effectively.

- ▶ Appliance Troubleshooting
- ▶ Certified Pool Operator (CPO)
- ▶ EPA 608 Certification
- ▶ HVAC 410A Certification
- ▶ HVAC A-Z Introduction
- ▶ HVAC Low Voltage Electrical
- ▶ Maintenance for Managers
- ▶ Safety Awareness

*We will always be mindful that it is not our customer's job to remember us. Instead, it is our calling to provide them with an experience so amazing that they simply cannot forget us.*

*- Mark Chadwell, Managing Partner*



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