

Pulse of Conway

THE PREMIER SOURCE FOR BUSINESS NEWS IN THE NORTH METRO REGION



Exec Q&A: Bart Shaw, Lenders Title

Discover how lending, closing, and construction are fueling Conway's commercial growth from the manager of Lenders Title Company

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AUGUST 2025

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FOCUS: Seven-Figure Commercial Projects in Conway

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It's the goal of Liz Hamilton and Joanna Nabholz to leave a piece of themselves with each project they complete at H+N Architects.

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REAL ESTATE

The Most Expensive Homes Sold in Faulkner County in July

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An Arkansas family-owned and -operated business for over 70 years, the Crain Companies have amassed 20 dealerships across central and northwest Arkansas. Photo by Makenzie Evans Photography

Crain Team is Family-Focused, Committed to Conway

BY RACHEL HOOK

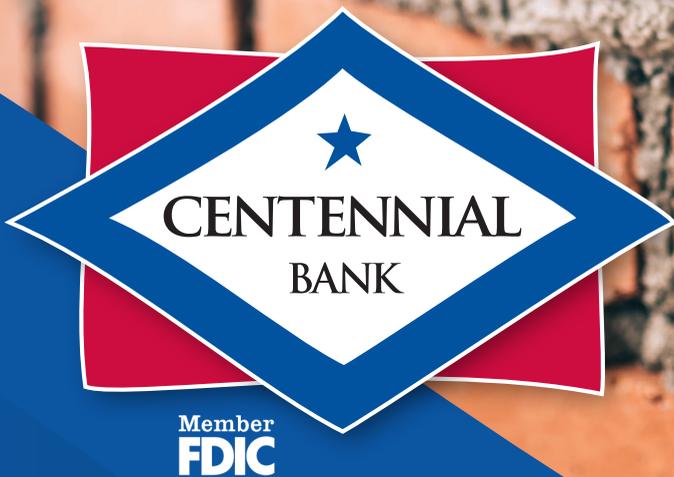
"The Crain Team's Got 'Em!" Those words have been chanted across the televisions and radios of central Arkansas families for over two decades, and they are not an exaggeration. From its diverse inventory to its exceptional customer service, vehicle shoppers need look no further than the Crain Automotive Team. One quality that sets the Crain Team apart

from hundreds of Arkansas dealerships is captured by the voices of four generations of Crain family members heard in that classic catchphrase—they value family.

At Crain Buick GMC in Conway, treating customers like family has been the team's primary aim since 2004. "No two customers are alike," said Christian Crain, dealership owner and fourth-generation

Crain family member in business with the Crain Companies. "They all have different needs to make a vehicle the right fit for them. Whether it's third-row seating, fuel economy, or the right truck bed for work purposes, identifying a customer's needs is the most important thing we do."

CRAIN TEAM
CONTINUED ON PAGE 4



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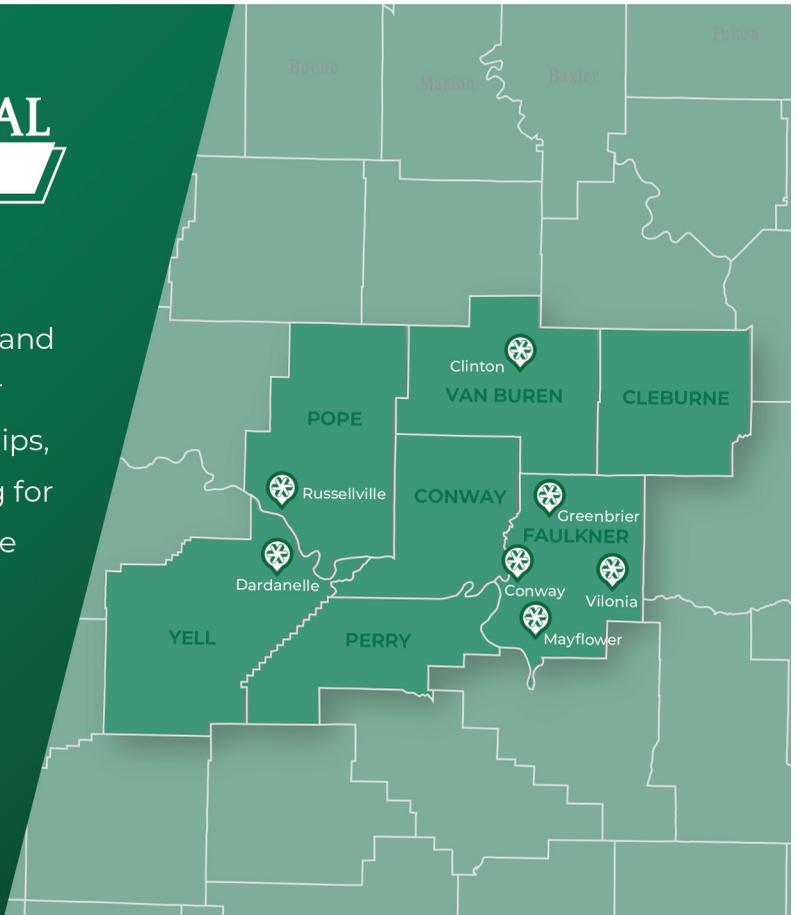


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CRAIN TEAM

FROM PAGE 1

An Arkansas family-owned and -operated business for over 70 years, the Crain Companies have amassed 20 auto dealerships across central and northwest Arkansas that feature a broad inventory of popular brands, a wealth of financing options, state-of-the-art service departments, and professional staff.

Crain Buick GMC in Conway provides over 300 new Buick and GMC models, such as the Buick Enclave and GMC Sierra, and 120 certified preowned vehicles onsite. Over 1,000 certified preowned vehicles are available companywide and can be transported to Conway. Crain Kia of Conway is an adjacent site that offers a comparable selection of Kia models as well.

In addition to its inventory of quality vehicles, the Crain Team accommodates customers' unique budgeting requirements with a multitude of

financing options through over 30 lenders.

The Crain Team's commitment to customer satisfaction extends well beyond the initial sale. With a full service department onsite outfitted with the latest technology and equipment, certified service experts, and competitive pricing, Crain Team technicians can handle everything from general maintenance to collision repair at a fair cost. The benefits the Crain Team offers on every vehicle they sell is further proof of their commitment. The "Crain Commitment" states that each Crain dealership offers 100-year/100,000-mile warranty; 100 hour love-it-or-leave-it exchange policy; and 100% low-price guarantee.

"It's a one-stop shop. We have the best parts, brand diversity, staff, service departments, and relationships with financing lenders," Christian Crain said. "The Crain Team has really got it all."

Off the lots, the Crain Team has been a pillar of support for the communities of Conway and the surrounding areas. So far this year, Crain Team has sponsored local events including the food court at Toad Suck Daze in Conway; the Off The Clock community events series of the Conway Area

Chamber of Commerce; and Haven House's Derby Party and March Madness events.

As Conway continues to grow, the Crain Team plans to grow its legacy and partnerships along with it. Both Chris Crain and Buick GMC General Manager Justin Kervin are Conway residents themselves, so they have a vested interest in supporting the community.

"Conway has always been significant to the Crain Team," Christian Crain said. "My uncle Chris Crain grew the GMC brand in this region, and I'm excited to continue growing the GM Giant."

Crain Buick GMC in Conway is located at 710 South Amity Road. More information about the dealership and current inventory can be found at www.crainteamconway.com or by calling (501) 226-1092. Additional information about Crain Kia of Conway, located at 810 South Amity Road, can be found at www.crainkiaofconway.com or by calling (501) 358-7730. Both dealerships are open Monday through Saturday from 9 a.m. to 7 p.m. 📍



At Crain Buick GMC and Crain Kia of Conway, treating customers like family has been the team's primary aim since opening in the community.
Photo by Makenzie Evans Photography

Turn Your Next Expo Into a Lead-Generating Machine

BY JAKOB MICHAELIS
Chief Executive Officer, Dave Creek Media

You know the feeling. You've spent a full day at the business expo, your feet hurt, your voice is hoarse, and you're staring at a fishbowl full of cards, wondering if any of these people will actually buy from you.

Sound familiar? Here's what most business owners don't realize: they're playing by 1995 rules in a 2025 world.

The old playbook was simple: show up, smile, hand out branded pens, collect cards, and hope for the best. But today, attention is scattered across a dozen platforms before people even walk into your booth. By the time they leave, they've forgotten your name, your offer, and where they put your brochure.

Trade shows can still work — when you stop treating them like isolated events and start building them into integrated marketing campaigns.

The Attention Problem

At the last expo you attended, you probably walked the floor, grabbed freebies, had a few conversations—and then what? Most people return to business as usual within days. Those business cards end up in a drawer. Conversations fade into background noise.

This gap between interaction and transaction kills trade show ROI.

The Complete Expo Marketing Strategy

The businesses winning at trade shows aren't just showing up with better booths. They're thinking digitally from day one.

Before the event, run targeted social media campaigns aimed at attendees, vendors, and speakers. Instead of hoping people stumble onto your booth, draw them with specific offers and valuable content.

During the event, capture leads that trigger follow-up email sequences. Use QR codes to deliver immediate value while adding prospects



Jakob Michaelis

jakob@davecreekmedia.com

to your marketing system — no more fishbowls.

After the event, retarget everyone who came near your booth. While competitors cold call, you show up in their feeds with relevant offers.

ROI measurement looks different. Track which campaigns brought people to your booth, monitor open and click-through rates, and measure how many move from first contact to customer.

Combine all these steps so your booth

becomes part of a customer journey, not a single stop.

Why Most Businesses Miss This

Many owners see trade shows as separate from their marketing strategy. They budget for the booth, plan the presentation, pack brochures, and stop there.

But your most profitable customers rarely buy when they meet you. They buy when timing and need align.

The trade show gives you the introduction. Your follow-up creates the sale.

When you think this way, your booth becomes a lead magnet. Conversations start automated nurture sequences. Follow-up turns into a multi-channel campaign that keeps you top-of-mind.

The Bottom Line

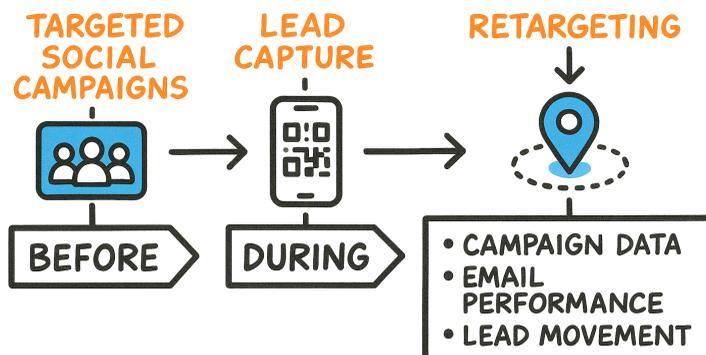
Trade shows can be a key marketing strategy for your business. But only when you stop hoping for luck and start engineering results.

Your competitors will keep hoping for the best while wondering why their fishbowl full of cards never turns into revenue. You can start building a system that actually drives growth.

Your marketing deserves better than crossed fingers and branded pens. Want to learn the complete system? I'll be walking through the exact 5-step process in a breakout session at the 2025 Conway Business Expo.

Trade shows can still work — when you stop treating them like isolated events and start building them into integrated marketing campaigns, says Dave Creek Media CEO Jakob Michaelis.

THE COMPLETE EXPO MARKETING STRATEGY





"As architects and designers, I can say it's quite unique and indescribable to share work with family, clients, and co-workers, and leave a mark on your hometown," said Liz Hamilton, partner at H+N Architects. The firm is the architect on Nabholz Corporation's new headquarters. *Rendering by H+N Architects*

H+N Architects is Leaving a Mark at Home in Conway



It's the goal of Liz Hamilton and Joanna Nabholz to leave a piece of themselves with each project they complete at H+N Architects. It centers around a word that was foundational in the creation of their firm.

The Greek word, *meraki*, means to do something with soul, creativity, or love; and to leave a piece of yourself with your work.

"It sounds self-sacrificial, but the reward of getting to work together, and collaborate with our clients, with our team, that's how we're fulfilled," Hamilton said.

From the beginning, their vision for H+N was rooted in the belief that Conway's unique culture, where neighbors invest in one another and local businesses promote each other, was worth pouring back into through thoughtful and intentional design. That local-first mindset shapes every project they take on.

One example is the Conway Corp Operations Center, a large-scale project that expanded warehouse space, enhanced campus development, and improved operational efficiency for one of the city's cornerstone institutions. Conway Corp's decision to "shop local" and hire a hometown firm underscored the type of community partnership Hamilton and Nabholz hope to foster for years to come.

The same commitment extends to their work with First Service Bank. What began as a conversation about a potential headquarters renovation evolved into a multi-city rebrand across several branches. Their most recent project, a new Conway branch now under construction, reflects both the bank's growth and H+N's ability to serve clients in multiple communities while keeping Conway at the heart of their work.

Some projects connect on an even more personal level. For Hamilton, that is Conway's new soccer complex. Partnering under Halff, she helped design a facility that builds on the city's strong tradition of youth sports. As a soccer parent herself, she has had the unique joy of watching her children play on a field she helped bring to life. "Seeing them run and interact with the space gives me a different kind of pride," she said. "That is what community growth looks like, families, businesses, and institutions supporting each other to build something lasting."

Designing in their hometown comes with a



In addition to designing some of the city's largest commercial projects in the last year, H+N also designed the new Conway Corp Operations Center that opened last year. Photo by Ken West Photography

deeper sense of responsibility. Many clients knew them long before they were architects, and now their own children are growing up alongside those clients' families. "We have a hand in continuing to build our hometown for the next generation while raising the next generation," Hamilton said. "It is a powerful responsibility we cherish."

For Nabholz, one of the most meaningful projects in recent years has been designing the new 47,000-square-foot headquarters for Nabholz Corporation. The opportunity carried a personal weight beyond the typical architectural challenge. She grew up visiting

job sites with her family, learning firsthand from the people who built the company's reputation for craftsmanship and integrity. "It was a unique honor to design a space that serves the company my family founded, while also reflecting the culture that shaped me as both a person and a professional," Nabholz said.

Translating that legacy into a modern workplace meant more than creating offices and meeting rooms. Nabholz worked to capture the spirit of collaboration, innovation, and community that has defined the company for decades. She viewed the project as a way to give back to the people who taught her what it means to build well, not just in terms of structure but in terms of relationships. "This was a chance to create a space that supports the next generation of builders, just as the last generation supported me," she said.

Looking forward, H+N hopes to continue shaping Conway's built environment while promoting its creative culture. They want to inspire and mentor the next wave of architects, designers, craftsmen, and artists who will carry that vision forward.

Much of that inspiration comes from working downtown, where historic buildings offer opportunities to blend preservation with modern design. Projects like Rogue Roundabout and BMB Bakery have reinforced their passion for rehabilitation work, and they hope to continue revitalizing spaces that serve as gathering places for the community.

For both Hamilton and Nabholz, the goal has never been to design buildings for recognition or awards. It is about service to the client, to the project, and to the community they call home. As Hamilton put it, "We are not just leaving our mark on Conway; we are seeing Conway leave its mark on us." 📍



First Service Bank is constructing a new branch at 1485 Old Morrilton Highway in Conway. The project is one of the city's largest commercial construction projects in the last 12 months. Rendering by H+N Architects

WHAT'S THAT GONNA BE?



Nabholz Corporation has begun work on a new corporate headquarters that will be located in Conway at 1140 Harkrider St. The 47,399-SF facility is a key part of continuing the company's growth, said Nabholz Corporation CEO Jake Nabholz. Rendering courtesy of H+N Architects

Nabholz Corporation Building New Corporate Headquarters in Conway

Seventy-five years after first opening its doors on Oak Street, Nabholz is breaking ground on a new corporate headquarters in Conway, reinforcing the company's longstanding ties to the community where it was founded.

Nabholz Corporation, based in Conway, is a construction services company that provides general contracting, design-build, and specialty services for commercial, industrial and institutional projects across the United States.

Construction is underway on the new two-story, 47,399-square-foot office building at 1140 Harkrider St., with completion expected in fall 2026. The facility will include two covered outdoor patios, a community room, full kitchen, two break rooms, and multiple conference rooms and collaborative workspaces.

"This new Conway office is a key part of continuing our growth to better support our operations and clients for the next 75 years," said CEO Jake Nabholz. "My grandfather Bob started Nabholz as a small construction company, and since then we've expanded to serve communities across the country. Despite our growth, Conway has always been home to us. We started here, we live here, and we've grown right alongside the city."

Nabholz was founded in Conway in 1949 and moved into its current office on Garland Street in 1965. Over the decades, the company has grown into a national multi-

service contractor with offices in seven states, offering a full range of construction, industrial, excavation, and environmental services.

The new headquarters is being built by Nabholz Construction, with architectural design by H+N Architects. Nabholz is also handling its own steel erection and millwork. Other local partners include Bass

Concrete for concrete work, Nabco for mechanical and electrical systems, and Entegrity for energy efficiency.

"A new Conway office is a key part of continuing that growth to better support our operations and clients for the next 75 years," Nabholz said. 📍



The facility will include two covered outdoor patios, a community room, full kitchen, two break rooms, and multiple conference rooms and collaborative workspaces. Rendering courtesy of H+N Architects



ACCOUNTING

Landmark CPAs has promoted **Brian Hall** and **Kim Miesse** to partner. Hall has more than 30 years of experience in accounting and specializes in tax, accounting services and business consulting. A Conway native, he currently works remotely from Jacksonville, Florida. He is a graduate of the University of Central Arkansas.

Miesse has 15 years of experience in public

accounting. She focuses primarily on tax, including tax planning, research, projections, and compliance. Miesse is a graduate of the University of Alabama.



CONSTRUCTION

Angi McDaniel has been promoted to vice president of marketing and communications at **Nabholz Corporation**. She has been at Nabholz since 2016

and previously served as director of marketing and communications. She holds a bachelor's from the University of Central Arkansas and a master's in business administration from the University of Arkansas at Little Rock.

EDUCATION



Central Baptist College has hired **Max Sullivan** as its director of vocal music and an assistant professor of music. Sullivan most recently served as the worship pastor at Valley

Baptist Church in Searcy, where he directed multiple worship ensembles and oversaw music ministry operations. He holds a Master of Music in Choral Conducting from the University of Central Arkansas and a Bachelor of Music in Vocal Performance from Central Baptist College. Sullivan will oversee the college's chamber choir, worship choir, and the CBC Singers beginning with the fall semester. He will also teach courses within the music department.

Hendrix College has welcomed six new members to its board of trustees. The newly appointed members are **Melissa Taulbee Brighton, Margaret K. Dorman, Jeff Johnson, Nathan Kilbourne, Zach Roberts, and Jennie Williams**.

The Hendrix College Board of Trustees is composed of up to 34 members. At least 50 percent of board members must be alumni of Hendrix College and three seats are reserved for clergy from the Arkansas Conference of the United Methodist Church.



Andrea Duina, professor of biology at Hendrix, has been appointed associate editor for the **GENETICS** journal, a leading publication of the Genetics Society of America. Duina has led an undergraduate research program at Hendrix since 2004.

HEALTH CARE



Baptist Health Women's Clinic-Conway has added **Danica Ordonez, M.D.**, to its team.

Ordonez obtained her medical degree from the University of Arkansas for Medical Sciences, and completed her residency at the University of Texas Southwestern.



Conway Regional Health System has added **Lillian Jones, Au.D.**, as provider at its ear, nose, and throat clinic. She is currently accepting new patients.

Jones earned her Doctor of Audiology degree this year from the University of Arkansas for Medical Sciences. Jones has a background in serving adult and geriatric patients in hospital, private practice, and ENT settings. Jones also completed a clinical externship at the St. Jude Children's Research Hospital. She joins **Scott Ballinger, M.D.**, at the clinic.

LAW



Brooklyn Parker was recently named partner at **Owens & Parker Law Firm**, formerly the **Jason Owens Law Firm**. Parker has been with the firm since 2019 and practices in business law, real estate, and estate planning.

NONPROFITS

Alzheimer's Arkansas has added **Glenda Caton** and **Kathleen Fitzpatrick** to its board of directors.

UTILITIES



Conway Corp has promoted **Chad Sayers** to telecom installer technician 2, following his completion of the Broadband Wireless Specialist curriculum through the Society of Cable Telecommunications Engineers.

Sayers will oversee more advanced installation projects, assist in training new team members



and continue delivering top-quality service to customers. He began his career at Conway Corp in 2023.

Matthew Stephens was promoted to telecom business class services technician 1. Stephens began his career at Conway Corp in 2020 as an installer trainee.



Telecom Maintenance Senior Foreman **Brent Garren** won first overall at the SCTE Razorback Chapter Cable Games for the third year in a row. The SCTE Razorback

Chapter hosts a statewide competition where telecommunications and broadband providers from across Arkansas send their best technicians to compete in skill-based events. Garren's



performance earned him a spot in the SCTE National Cable Games Finals, scheduled to take place this September in Washington, D.C.

Safety Director **Brent Fason** has been appointed to serve as the region 4 alternate standing member representative on the American Public Power Association Safety Committee. The committee provides strategic guidance and oversight of key safety programs, conferences, events, and publications, including the industry-standard APPA safety manual, and plays a pivotal role in advancing workplace safety and aligning public power systems with national best practices.

Fason will serve a five-year term, beginning immediately. He started at Conway Corp in 2003, serving as a utility worker apprentice. 🌟



\$770,000
Price of top home sold in July

71
Average days spent on the market among top five homes

\$646,200
Average price of the top five homes

This 4-bed, 3-bath home on Heritage Point Drive was the most expensive home sold in Faulkner County in July. The Conway home sold for \$770,000 and \$205.44 per square foot. Photo courtesy of Zillow

Four Conway Homes Among Most Expensive Sold in Faulkner County in July

The top home sold in Faulkner County in July was nearly three-quarters of a million dollars. The Conway home on Heritage Point Drive sold for \$770,000 and \$205.44 per square foot.

The 3,748 home was on the market for 66 days. It boasts four bedrooms and three bathrooms, and is located on half an acre.

The second, most-expensive home sold in July was a Dolphin Drive abode in Conway.

The property sold for \$729,000 and \$228.89 per square foot. It was on the market longer than any of the top five homes at 172 days.

The third, most-expensive home sold was located on Carroll Road in Conway. The 2,600-square-foot home sold for \$640,000 and \$246.15 per square foot after 18 days on the market.

The residence is located on more than 10 acres.

The only home not located in Conway was the no. 5 home, sold on Hickory Lane in Greenbrier. The 3,500-square-foot home sold for \$532,000 and \$152 per square foot after 96 days.

The five homes averaged a sale price of \$646,200 and \$200.57 per square foot.

Faulkner County Housing Report: July 2025

The number of homes sold, home valuations, and median prices per square feet are up this year in Conway and Faulkner County, while median home prices are down in both.

Conway has seen a nearly 15% increase in the number of homes sold, up to 433 from 377. Home

sales have amassed \$126.304 million, up 6% from \$119.139 million. The median price per square foot is up 2.10% to \$154.39.

The median home price is down 8.82% to \$248,000. Last year, the median home price in Conway was \$272,000.

Faulkner County has seen 985 homes sold through July, up 7.41% from 2024. Home sales have totaled \$281.485 million, up from \$274.455 million a year ago. The median price per square foot is currently \$152.99, up 8.80% from \$140.63 last July.

The median home price is down 3.88% to \$249,900 in Faulkner County. This time last year, the same house would cost \$260,000. 📍

	ADDRESS	PRICE	PRICE PER SQ. FT.	APPROX. SQ. FT.	BEDS	FULL BATHS	DAYS ON MARKET
1	890 Heritage Point Drive, Conway	\$770,000	\$205.44	3,748	4	3	66
2	1640 Dolphin Drive, Conway	\$729,000	\$228.89	3,185	4	3	172
3	208 Carroll Road, Conway	\$640,000	\$246.15	2,600	3	3	18
4	2705 Pulaski Drive, Conway	\$560,000	\$170.37	3,287	4	3	1
5	10 Hickory Lane, Greenbrier	\$532,000	\$152.00	3,500	5	3	96

ECONOMY AT A GLANCE

The Key Economic Indicators for Conway & Faulkner County

PRESENTED BY



LABOR

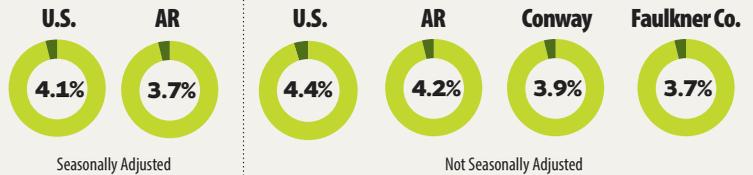
June 2025

Civilian Labor Force



U.S.	AR	Conway	Faulkner Co.
171,343,000	1,440,879	37,851	67,506
	Not Seasonally Adjusted		

Unemployment Rate



TAX COLLECTIONS

July 2025, Year-to-Date

Total Sales

Conway



Faulkner County



Restaurant Sales*

Conway



Hotel Receipts

Conway



SINGLE FAMILY HOME SALES

July 2025, Year-to-Date

Home Permits

Conway



Homes Sold

Conway



Faulkner County



Home Sales

Conway



Faulkner County



Median Home Price

Conway



Faulkner County



View more economic data at pulseofconway.com

Data is current at the time of printing. *Methodology Note: Conway figures are now for "Conway City Limits"

FOCUS: TOP COMMERCIAL PROJECTS

Recent Seven-Figure Commercial Projects in Conway

	Project	Address	Associated Companies and/or Individuals	Total
1	Conway Corp Roger Q. Mills Water Treatment Facility Expansion and Improvements	5110 AR 319 W	Crist Engineers, Max Foote Construction	\$45 million
2	The Hudson at Central Landing	100 Bill Hegeman Boulevard	Cascade Construction, Crafton Tull	\$26.6 million
3	Central Cold	1300 Mayor Lane	TiCold, Tippmann Design Build	\$22 million
4	Fontaine Bleau	300 Bruce St.	Burkhalter Technologies, King Air FBC, William Wiedower Architect	\$19.223 million
5	Summit Church	1350 Sherwood Lane	Nabholz Construction, Lewis Architect Engineers	\$13 million
6	Conway Christian School Expansion	500 E. German Lane	NBMC	\$12.9 million
7	Clayton Homes	901 McNutt Road	Nabholz Construction, SCM Architects	\$12.2 million
8	Retail Center	1190 S. Amity Road	L.R. Mourning Company, Austin Chatelain Architect	\$12 million
9	Brookwood Conway Self Storage	425 6th St.	Basin Engineering and Surveying, Rosehill Construction, Kaufman Design Group	\$6.670 million
10	First Service Bank	1485 Old Morrilton Highway	NBMC, H+N Architects	\$4.5 million
11	City of Conway Airport Hangar	3250 JW and Pat Brown Boulevard, Hangar A5	Nabholz Construction, H+N Architects	\$2.003 million
12	Covington Park	1320 and 1330 Covington Park Drive	Covington Construction	\$2 million
13	Wholesale Electric Supply	1405 Hartje Lane	Rogers Equipment & Construction, Phillip Lewis Engineering, Terry Burruss Architects, HTW Architects	\$1.6 million
14	Snap-on	309 Exchange Ave.	D&N Construction	\$1.5 million
15	Covington Retail Center	700 Shelby Trail	Rik Sowell Architects, Covington Construction	\$1.216 million
16	Airport Hangar	3250 JW and Pat Brown Boulevard, Hangar C	Joe Thielke, Entech Consulting Engineers, Terry Burruss Architects, HTW Architects	\$1.2 million
17	Conway Regional Airport Hangar	3250 JW and Pat Brown Boulevard, Hangar A4	Wills Construction	\$1.1 million

SOURCE: City of Conway Permit Records between June 2024 and June 2025

Lenders Title handles everything from traditional closings to commercial, multi-family, residential, agricultural, and forestry transactions. How have you built expertise across such diverse commercial sectors?

We manage real estate transactions and insure the conveyance of property from seller to buyer, as well as the lender's interest in the property when applicable. Our scope includes all forms of real estate, with commercial and residential being the primary categories.

Our Conway team consists of seasoned professionals with extensive experience in the title industry. Their comprehensive understanding of the transaction process enables them to confidently support realtors, bankers, developers, builders, and both buyers and sellers in achieving successful closings.

What role does collaboration between lenders, attorneys, and title companies play in ensuring smooth commercial closings?

Collaboration among all parties is essential to a successful closing. We work closely with lenders, realtors, and attorneys to serve as a neutral intermediary for buyers and sellers, ensuring all aspects of the transaction progress efficiently. Once we receive an order, our team manages every necessary step to move the transaction to completion with accuracy and minimal disruption.

You emphasize having relationships with multiple underwriters. How does that flexibility enhance outcomes for commercial clients?

We maintain strong working relationships with our underwriters, internal underwriting counsel, and title agents to align each transaction with the most suitable underwriting partner. As part of the Knox Title Family of Companies, we have access to expertise across eight states and more than 40 offices. This combination of local market knowledge and national resources allows us to engage directly with external underwriting leadership when needed.

Commercial transactions often involve unique complexities related to property type or transaction size. Our team's experience and internal resources allow us to make informed decisions promptly. When additional input is required, we can quickly engage our underwriters to ensure the best possible outcome.

What does your client-focused approach look like in practice, especially with complex commercial deals involving multiple stakeholders?

Clear and consistent communication is at the core of our client-focused approach. Our team provides regular updates to referral partners and stakeholders to address file details and resolve issues efficiently. For complex situations, direct conversations allow us to address challenges and obtain necessary information more effectively, followed by detailed written updates to maintain complete records.

What unique challenges do multi-state commercial transactions present for title companies, and how can those be addressed?

Multi-state transactions can be challenging due to variations in land record accessibility and differing state regulatory requirements. While

Background: Bart Shaw has more than 10 years of experience in real estate and title services, specializing in sales, marketing, and closing. He is currently the Faulkner County market manager at Lenders Title Company and supports sales and operations for Preservation Title in New Orleans, and Precision Title in Chicago, as part of the Knox-Title Family of Companies.



LENDERS TITLE COMPANY

these situations are less common, we are fully equipped to manage them through our network of partners. Once the states involved are identified, we develop a tailored plan to help the client meet their closing objectives efficiently.

How important is client education in the commercial closing process, and what should investors or developers understand before starting a deal?

In the commercial sector, clients typically possess a greater familiarity with the closing process and the title insurance industry. Many investors and developers have already structured their transactions with their lenders. Our role is to align with that structure to provide the required loan coverage and fulfill all contract obligations. Once the property is under contract or lender-approved, we manage the remaining steps so the client can remain focused on their core business activities.

Where do you see the commercial title and closing industry heading in the next five years, and what major changes do you anticipate?

As Central Arkansas continues to experience growth, we anticipate increased activity in both residential development and commercial business expansion. This trend will likely create greater demand for title and closing services in the region. ●



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