

**PROPERTY
MANAGEMENT
SERVICES**

2025

Let's Work *Together!*

Thank you for your interest in our property management services! We specialize in providing comprehensive property management services that are tailored to meet the specific needs of each client. Our team of experienced professionals are here to help you manage your property in the most efficient and effective way possible. Whether you need help with tenant selection, maintenance, or rent collection, our team has the skills and expertise to ensure your property is well managed. Please contact us to learn more about how we can help you with your property management needs.

Candice George



MOCKINGBIRD MANAGEMENT, LLC

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Hi, I'm
Candice



I am so thrilled for the opportunity for us to work together & I look forward to managing your property for you.

I am grateful you are considering me to be your property manager. I am fully dedicated to learning what is important to you and your property. It is important to me that you, as my future client, are served with gratitude, value, quality, transparency, honesty, and above all else, that you know your property will always be my priority.

If my 23 years of industry experience has taught me anything, it's that people matter, and picking the right ones to invest in, is worth its weight in gold. I hope to be that person for you.

As you review this information, please don't hesitate to reach out to me with any questions.

Candice George

MY PROPERTY MANAGEMENT

Services

Full Service Property Management

This option is for the homeowner/investor that wants their property (properties) professionally managed full time.

- Professional photography for advertising. This is my expense and included in my fee.
- An analysis of the property to determine marketing plan and rent rate.
- All advertising and marketing of your property.
- Enter property on MLS for additional advertising exposure.
- Enter property on our website where it is then sent out to multiple other rental marketing websites via IDX linking.
- Weekly vacant property checks.
- Maintenance and repair management.
- Recommendation of repairs/maintenance as needed.
- Coordinate the preparation of the property for move-in condition.
- Coordinate all showing appointments.
- Screening of tenants including background check, credit report, eviction history, employment verification, rental history and income verification.
- Application processing.
- Lease signing and enforcement of all terms and conditions of the lease.
- Collection of monthly rents.
- Coordinate repairs and maintenance as needed.
- 24-hour availability for tenant and property emergencies.
- Payment of mortgages, HOA dues and any other related expenses to the property at your request.
- Online tenant portal for easy online rent payments and maintenance requests.
- Eviction services for non-payment of rent and/or lease violation, if required.
- Full accounting service including monthly and annual financial accounting reports.
- Year-end cash flow reports to give to your tax preparer including annual 1099 reporting.
- Monthly drive-by inspection of property.
- Routine interior and exterior inspection of home once occupied.
- Owner disbursements made by the 10th of each month via Electronic Funds Transfer (EFT).
- 24/7 access to owner documents and accounting reports through your owner portal.
- Move-out inspection and security deposit reconciliation when tenant vacates.

WHAT IS THE FEE?

I charge the greater of \$300 OR 10% of the monthly rental income. No upfront start-up fees, and no charges until the property is rented. I also don't charge a management fee during vacant periods. The fee is only charged once a lease has been signed.

I offer a discount for homeowners/investors with multiple properties.

MY PROPERTY MANAGEMENT

Services

Tenant Finder Service

Are you a homeowner wanting to manage your property on your own, but you want the assurance that you are getting a well-qualified/vetted tenant? I've got you covered!

- A full analysis of the property for rental comps.
- Property is entered into MLS for additional advertising exposure.
- Property is advertised on all national rental search sites such as Zillow, Trulia, Hotpads and more.
- Professional Photos for Advertising. This is my expense and included in my fee.
- All advertising and marketing of your property.
- Professional installation of a "For Rent Sign".
- Coordinate the preparation of the property for move-in condition such as additional cleaning and/or repairs (if needed).
- Coordinate all showing appointments. We do not give out keys. All showings are done by a licensed property manager from our office.
- Full Application processing which includes background check, eviction check, credit report, employment verification, rental history and income verification.
- Signing of lease.
- Collection of 1st month's rent and security deposit.
- Full accounting statement to represent funds paid.

WHAT IS MY FEE?

I charge 50% of one month's rent. No upfront start-up fees, and I do not charge anything until the property is rented and the rent has been collected.

Once the lease is signed and the first month's rent is collected, the file is processed through our accounting department and my Tenant Finder Fee is deducted. Our bookkeeper will then send you a check for the remainder of the rent, a check for the security deposit (which will be made payable directly to you) and a copy of the signed lease. You will also get an accounting statement reflecting all disbursements made.

MY PROPERTY MANAGEMENT

Services

Short Term Vacation Rentals with AIRBNB

This option is for the homeowner or investor who is ready to maximize profits of their properties through the short-term rental industry. This option includes mostly everything the Arbitrage Service does, except a few things (explained below). There IS NOT A LEASE. Instead, you will sign a short-term rental/vacation rental agreement.

Your earnings will be significantly greater with short term renting (vacation rental), than long term renting. If you are curious to see what your property could make each month, ask me and I will be happy to run the numbers for you!

A few other items to think about when choosing the management option:

- Vacation rental listing is set up through me, in my name.
- You will be responsible for furnishing & styling your own property with furniture, curtains, etc. Or you can pay me to do it all for a fee.
- You pay all utilities including, water, power, electric/gas, cable, internet, HOA Fees, etc.
- As the homeowner, you are still responsible for maintenance and utility expenses, but I will coordinate repairs if any are requested by the guests.
- Professional photography is paid for by me for advertising purposes.
- All toiletries, coffee, toilet paper and more, is included in my fee.
- Optional: Full Accounting. This add on service ensures accurate transaction recording and expense monitoring for up-to-date financial records. A key feature is the establishment of a reserve in a trust account, acting as a financial safety net for unexpected expenses. By choosing the Full Accounting Option, owners gain confidence in expertly managed finances and a strategic reserve for future challenges.

WHAT IS MY FEE?

20% of the total revenue earned through the vacation rental site at the end of each month. You will receive your earnings via bank deposit made by AIRBNB, minus my fees for management & cleaning.

Although a property management permit is not needed for this option, I believe by having my license in property management, it only benefits the homeowner because I can provide you with the assurance that your property will be professionally managed just as if it were one of my own.

MY PROPERTY MANAGEMENT

Services

Arbitrage Leasing

This option is for homeowners who are interested in the vacation rental model, but don't want the risk that comes with it. If this is you, you may be interested in my Arbitrage Service.

Let me be your tenant for a minimum of 12 months under a lease in my business name. I will do everything from fully furnishing the property, listing it on AIRBNB, cleaning, etc. All while you sit back and collect your guaranteed rent payment each month, regardless of how successful or unsuccessful my business is. A few other advantages to this option are as follows:

- Guaranteed on time regular monthly rent payments.
- Security deposit paid in full at lease signing.
- Your property will remain spotless because it will be professionally cleaned between each guest, approximately every 3 to 7 days (average stay length).
- The property is deep cleaned every 3 months (including carpet cleaning if any).
- The appliances are rarely used. People who stay in short term rentals are rarely actually at the property and because of this, they don't use the appliances often. If they do make a meal, it's a light meal. This means the appliances will rarely need to be fixed or replaced, so less upkeep for the homeowner.
- All guests that stay in my units are personally vetted by me and by AIRBNB.
- The guests are respectful and if there is ever an issue, I will take care of it immediately.
- I will furnish & style your property with furniture, curtains, etc. just like a normal tenant would. This is of course my expense entirely.
- I pay all regular utilities a normal tenant would.
- As the homeowner, you are still responsible for maintenance and utility expenses like a normal lease, but I will coordinate repairs with you, if any are needed.
- Professional photography paid for by me for advertising purposes.
- I pay for all toiletries, lightbulbs, coffee, toilet paper, welcome gifts for the guests, etc.

There are so many benefits to a homeowner/investor with this option that many don't realize. By agreeing to a corporate lease through Arbitrage and allowing your property to be used as a vacation rental, it actually ends up being less of a risk than if a property is being rented long term. Your property is professionally furnished, cleaned regularly and guests that stay are on vacation and only there for a few days to a week at most. The best part is none of this is at your expense AND you are getting your rent paid to you each month. If you have a property in a good area that is in excellent condition, you may want to consider this option.

****Please note, this option comes with property requirements in order to be considered. Your property will need to be reviewed prior to my approval for this service. Things like area, size, condition, age of home and appearance are all factors in being considered for Arbitrage.**

MY PROPERTY MANAGEMENT

Service

Additional Services

- Renewals Only. \$100 per lease after original term expires.
- Eviction Coordination. \$250 per household
- Financial Services. See Financial Services Flyer.
- Maintenance Coordination. Custom Packages are available based on your needed & time requirements.
 - Preventative Maintenance
 - General Maintenance
 - Resident Request
 - Respond to all requests. Responses may include but are not limited to receipt of request, vendor scheduling & coordinator, estimated time for repair, damaged billing etc.
 - Coordinate service calls to maintenance staff and/or vendors.
 - Inventory & Supply Coordination & Management
 - Owner/landlord Notifications of Services
 - Emergency Maintenance Evaluation & Dispatch
 - We screen each call to determine if the request meets the emergency maintenance requirements.
- Vendor Coordination & Management - \$200 per month
 - New & Existing Vendor Pack Distribution
 - Tax Compliance
 - Service Coordination and Communication
 - Obtain Estimates
- Resident Communication & Liaison - Custom Packages are available based on your needed & time requirements.
 - Common Notices & Correspondence: Notice of Entry, Late Rent Notices/Violations, Lease Violations, Required Maintenance, Noise Complaints, Rent Increase Notices, Termination and Non-Renewals, Monthly Newsletters, Renter Insurance Management, Utility Reimbursement, Lease Enforcement, Move-in & Move-out coordination, Up-to-date Tenant Documentation, Resident Event Planning, Appointment Scheduling and Management.
- Virtual Property Inspections - \$125 per Occupied, \$100 per unoccupied Inspection
 - Included in this service - Notice of Inspection, Move-in and Move-out Inspections, Routine Building & General Property, Routine Unit Inspections – self guided through management or residents, & Mystery Shopping!

New Account

TIMELINE

A BASIC OVERVIEW OF THE PROCESS FROM START TO FINISH.



PROPERTY MANAGEMENT FAQ'S

Q: What services are included in the management fee?

A: I offer several different management services ranging from Full Service to Tenant Finder Only and even Short Term Vacation Rentals.

Q: How often do you inspect the property?

A: I inspect the property prior to move-in, I conduct a periodic walkthrough every 3-6 months, and then again during the Final Walkthrough once a tenant has vacated.

Q: How do you handle Tenant requests and/or complaints?

A: Each tenant will have their own Tenant Portal where they can pay rent, submit maintenance requests and submit any notes including complaints that need to be resolved.

Q: What experience do you have managing properties like mine?

A: I have been a Licensed Realtor and Property Manager since 2002 and have managed many different types of properties from multi-unit to apartments to Single Family Residences. We currently manage 274 doors in Bell County, Williamson County, and Ellis County.

Q: What is your policy for late rent payments?

A: Rent is due on the 1st of the month and is considered late on the 4th. The late fee penalty for paying late is outlined in the Terms and Conditions of the Lease Agreement.

Q: Are there any additional fees or charges not included in your management fee that I should be aware of?

A: There are no additional fees. Professional photos, sign and lockbox are all included in my monthly management fee. My policy is to not charge anything until a lease has been signed and the property is rented. You will not be charged during any of the vacancy periods.

Q: What is your process for finding and qualifying tenants?

A: The application process is very thorough in vetting a qualified tenant. It runs a background, credit, income, rental verification/history and eviction check on each applicant.

Q: What bills are tenants typically responsible for?

A: Tenants are normally responsible for water, electricity, gas and/or propane, garbage, and any cable or internet services of their choice. What the tenant pays for is usually negotiable depending on lease terms.

Q: What bills are owners typically responsible for?

A: Owners are normally responsible for paying HOA dues, mortgages, property taxes and sewer. Owners sometimes offer to pay for landscaping services as well. What the owner and tenant pay for is usually always negotiable. At this time, all bills are paid by the owner directly to the utility company or vendors performing the work. Owners can also choose to have the management company pay any of these bills on your behalf by having these bills sent directly to our office to be paid through the property from the monthly rent proceeds. We also have options for Mockingbird Management, LLC to pay on your behalf, from your business bank account.

Q: Is it worth the money to pay for a Home Warranty?

A: This is always personal preference. The Home Warranty will cover all of the main systems within the property including plumbing, electrical & HVAC. Most Home Warranty companies also offer options to cover all appliances within the home like refrigerator, washer and dryer. Service call fee amounts differ from each company, so its always a good idea to compare companies.

Q: How is my owner payment handled every month?

A: Once the tenant pays rent, it is then processed by the accounting department. Once the payment clears the bank and all accounts are reconciled, your owner payment will be paid to you. Owner payments are guaranteed by the 10th of each month. You will also get an email to notify you of the ACH deposit and receive a monthly accounting statement for your records.

Q: What is your showing process?

A: Once the property is listed for rent and inquiries start coming in, a showing appointment will be scheduled. The property will be shown by myself, someone from my team or by another licensed agent from my office. We never allow any prospects to view the property without being accompanied by a licensed team member.

Q: What are the terms of the property management agreement?

A: The initial term is always for one year. After the first year, either party has the option to provide the other with a 30-day written notice OR renew the term for an additional year. The term, as well as any of the other conditions in the property management agreement, is always negotiable.

FAQ'S