



The West Woods Bee Cave Road & Walsh Tarlton Lane, Bee Cave, TX | 189,341 SF

AN EXCLUSIVE FOCUS ON RETAIL AND RETAILERS

The Retail Connection navigates its clients through the real estate market with unmatched industry knowledge, experience, relationships and a total commitment to success. Our primary objective is to continually create value for our clients by helping them maximize the connection with their customers.

Our core focus is driving the expansion plans of our retail clients. Everything we do serves to extend the reach of their real estate program. We are there to provide the connection at every point where retail and real estate come together.

LEASING

Because Connected Management Services' focus is on retail and providing the best retail environments, we offer Leasing services on behalf of The Retail Connection, our parent company. Should you be interested in learning more about how we provide end-to-end retail connections for all of our clients, landlords and investment partners, please let us know, and we will put you in contact with the appropriate leasing professionals.

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Property Management

Exclusively focused on retail, Connected Management Services provides professional shopping center management that ensures the daily operations of the center are consistent, efficient, effective, and backed by a corporate commitment to complete quality management.

As a subsidiary of The Retail Connection, our goal has always been to exceed the expectations of our retail tenants and our landlords. With our deep understanding of the retail industry and retail real estate, we have developed superior property management processes and procedures that have advanced the productivity of every property we manage.

BEST-IN-CLASS TEAMS

Our best-in-class teams are well-versed in every facet of the retail real estate business, and have a deeper understanding of facilities, construction, legal issues, financial planning, accounting systems, purchasing, asset management, construction management, and marketing. We deliver highly effective management, which leads to greater cost control, increased revenues, higher operating standards, and long-term tenant relationships.

Our collective team members are the most highly regarded in the industry, treating each shopping center like a business and each tenant as a valued customer. We work together as partners with you in managing your shopping centers and investments.



The Village at Cumberland Park NEQ Broadway (Hwy 69) & Loop 49, Tyler, TX | 705,677 SF



Woodpark NWC I-45 & Briar Rock Road, Houston, TX | 143,850 SF

Our Approach to Property Management

Connected Management Services takes an integrated approach to Property Management with 3 major services: Financial Management, Tenant Relations and Operations. We can add Marketing for an additional fee. Our entire team is made up of real estate management, development, construction, leasing, and marketing veterans. They know shopping center landscape intimately and apply that expertise every day to your investment.

We know that you hold us to a very high standard—we have the same expectations of our team. Internal controls are in place to ensure standard operating procedures are met for hundreds of large and small daily tasks. We are available 24/7 and are accountable for every aspect to ensure we exceed your expectations.

Services provided are based on owner's objectives, tenant's needs, and the ability to get your property noticed by retailers—ultimately providing a quality experience for shoppers.

FINANCIAL MANAGEMENT

We provide effective planning and budgeting, capital improvement plans, and continuous cost control analysis. A full range of MRI Software financial reporting in a custom standard monthly reporting package can include:

- Executive Summary
- Balance Sheet Profit and Loss Statement (income statement: budget and actual variance report)
- General Ledger
- Cash Receipt Report
- Activity Reconciliation Report (activity of tenants account: billing and receipt)
- Account Payable Disbursement Report
- Bank Statement(s) and Reconciliation(s)
- Aged Delinquency Report
- Management Fee Calculation
- Gross Sales Report
- Rent Roll

TENANT RELATIONS

We work hard to maintain good tenant relationships by creating an environment that meets our tenant's standards, and provides open communication and great customer service to every tenant no matter their size. Tenant retention is always top of mind to us, and we believe it is vital to increasing the value of the property.

Communication is initiated even prior to occupancy. We continue to have on-going contact both in person and by phone to ensure tenant satisfaction. We hire and train qualified people who quickly and accurately assess and resolve problems with prompt, courteous and efficient service. They offer thorough follow-up on all service and repair requests, and on any other issues.



Boardwalk Shopping Center NEC I-35 & SH45, Round Rock, TX | 184,606 SF

OPERATIONS

Connected Management Services will operate the property in compliance with all environmental, fire and safety, and regulatory management standards. We have established best practices and processes which ensure the day-to-day operations of the center are consistent, efficient and effective, including but not limited to:

- Building appearance: Clean and pleasant atmosphere for tenants and shoppers, seasonal color landscaping, sweeping, portering
- Loss Prevention Measure: Identify hazards which could cause an injury or property damage. Adhere to property operating practices and procedures designed to prevent injury, property damage and liabilities including property preventative maintenance techniques.
- Inspections: fire safety systems annually inspected, exterior lighting including night inspection, backflows annually inspected if required by city ordinance, roof system maintained and annually inspected by qualified inspector, dry cleaning plants monthly
- Ensure tenant maintenance: interceptor and HVAC systems in accordance with lease
- Trip/Fall Hazards: sidewalks, paths, paving, curbs, landings, stairs, railings, traffic and pedestrian visibility
- Obtain proper certificates of insurance from tenants/contractors performing work on property

MARKETING

Our marketing professionals have over 20 years of experience in branding, positioning, and promoting shopping centers of all types including enclosed malls, open air, and strip centers. We can provide shopping center consultation, advisory, and management. Fees are based on the size of the center and the overall marketing required on a monthly basis, and could consist of:

- Analysis of core shopper, trade area, competition and area demographics and psychographics
- Development of an annual strategic plan and marketing budget
- Digital marketing: website development and maintenance, social media strategy and implementation
- PR: community and media relations; groundbreaking, grand opening, landmark event management
- Tenant relations (re: store openings, marketing consultation, ongoing events and promotions)
- Branding, design, advertising
- Media buying



Great Hills Market | Great Hills Station Hwy 183 & Great Hills Trail, Austin, TX | 155,000 SF | 128,000 SF