Personal service. Competitive pricing.

Work directly with Craig Williams for full management, co-hosting and local property care, or individual check-in support. Choose the level of support that fits how involved you want to be.

FULL-SERVICE MANAGEMENT

15%

of Rental Revenue*
before platform fees

For owners who want comprehensive management.

- Listings and pricing oversight
- Guest communication and arrivals
- Vendor and turnover coordination
- Property checks and owner reporting

LIMITED MANAGEMENT

10%

of Rental Revenue*
before platform fees

For owners who want to share the workload.

- Guest communication and local support
- Vendor and turnover coordination
- Arrival and checkout visual checks
- Guest-rule support and restocking

A LA CARTE LOCAL SUPPORT

$125

per check-in
flat fee

For owners who manage their own bookings.

- In-person arrivals and orientation
- Local guest and city liaison support
- Visual checkout inspection
- Essentials restocking coordination

Standard fees shown. Your written agreement confirms the services, visits, local-contact coverage and applicable fees for your property. Rental Revenue* is defined on page 2.

The technology behind your rental business

Our percentage management plans include owner access to our rental management platform at our expense.
We manage your listing across Airbnb, Vrbo, Booking.com and other connected channels through one unified dashboard for reservations, calendars, guest communication and operations. Owners can view their property calendar and reservation details in one place.

Cleaning, repairs, vendor charges and supplies are separate property expenses. Compliance support covers the tasks agreed for your property; owner permit and tax responsibilities remain as set out in your agreement. Design and project work are scoped separately.

How our fees compare

Our standard 15% full-service commission is below the standard commissions published by the local providers below. These are selected examples, not a market-wide average or identical service packages.

Company	Published full-service fee
Craig Williams LLC	**15%** of Rental Revenue* Owner platform access included at our expense.
Open Air Homes [1]	**20%** of accommodation fare before platform fees Plus $125 per actively listed month.
Poppy [2]	**25%** of the gross rental rate
RELAX Palm Springs [3]	**30%** of base rental revenue

For broader context, the PriceLabs fee guide lists **20-30% for standard full-service management** and **10-15% for co-hosting/channel management**. [4] Our full-service fee is below that full-service range; our limited fee is at the low end of the co-hosting range. Scope and fee definitions vary.

How the commission is calculated

Our standard percentage plans use **Rental Revenue*** **before platform fees**. This is an established industry approach: Open Air expressly uses a before-platform-fee basis, while Poppy publishes a gross rental rate basis. Gross and net models both exist; there is no single universal formula. [1-2, 4]

Open Air applies 15% to monthly bookings of 3+ months; Poppy charges 20% on owner referrals. Services, commission bases and extra charges differ. Your signed agreement governs your arrangement. Published rates reviewed November 4, 2026.

[1] Open Air Homes - published pricing

[2] Poppy - management and fees

[3] RELAX Palm Springs - management fees

[4] PriceLabs - industry fee ranges and models

* **Rental Revenue** means the total nightly lodging charges paid by guests for a reservation, after accommodation discounts or refunds and before platform commissions, host service fees, payment-processing charges or management fees are deducted. It excludes cleaning fees, pet fees, pool/spa-heating fees, guest taxes, refundable deposits, damage payments, owner reimbursements and other non-rent or pass-through amounts. Platform deductions do not reduce this commission base.