Our Culture at Mayco Real Estate Services, LLC

Prime Directive

We create places where people love to live.
Every decision, every action, and every detail must align with this mission.

Core Values

- **Own the Loop** – Accountability from start to finish. If you see it, you own it until it's resolved.
    - **Be Ridiculously Reliable** – Set expectations and exceed them. No excuses.
    - **Own Every Problem** – If you see an issue, or you should have seen it, it's yours to resolve or escalate.
    - **Be Proactive** – Solve problems before they become complaints.
    - **Hold Residents Accountable** – Enforce rules fairly and consistently.
- **True North** – Integrity, respect, and professionalism guide every interaction.
    - **Operate with Integrity** – Always do the right thing, even when no one is watching.
    - **Safety Comes First** – Protect residents, team members, and the property.
    - **Respect & Courtesy Always** – Treat everyone with honesty, fairness, and a positive attitude.
    - **Build Community** – Create a welcoming atmosphere and foster connections.
- **Efficient Excellence** – High standards achieved without waste.
    - **Excellence Within Our Means** – Maintain high standards while staying financially smart.
    - **Eliminate Waste** – Time, money, and resources should be used wisely.
    - **Everything Speaks** – Every detail, from cleanliness to interactions, sends a message.
- **Linked & Leading** – We win or lose as a team, and everyone leads from their seat.
    - Every action by our team **affects and reflects** the rest of the team
    - Everyone should **lead by example**. Handle your responsibilities with the highest possible care and consideration, regardless of your role.
    - **No one** in this company, **including the owner**, is above any task. You must be willing to do the work that is required, even if it's inconvenient or displeasing.

Summary Value - How You Do Anything Is How You Do Everything – Excellence is built in the small things. The way you respond to an email, clean a hallway, or follow through on a promise reflects the standards you'll bring to bigger challenges. Every action matters because it sets the tone for the whole company.

Guiding Principles

- No Excuses — Ever. Own the problem, fix it, learn from it.
- Clear & Friendly Communication. Transparent, warm, and professional — early and often.
- Employees Make the Difference. Everyone is empowered to act, solve problems, and be kind.
- Efficiency Without Sacrificing Experience. We run smooth operations while keeping the resident experience top priority.

Decision-Making Filter

When faced with a choice, ask:

- Does it align with our Prime Directive?
- Does it honor our Core Values?
- Does it uphold our Guiding Principles?
- Is it the most efficient way to achieve excellence?

If the answer is yes → move forward.
If not → stop and find a better path.

👉 This is who we are. If this resonates with you, you'll thrive here.