



STAYMARQUIS

# RENTAL MANAGEMENT

## What is Rental Management?

Rental Management Services are only offered to members of our "Marquis" and "Luxe" programs and include:



### PREVENTIVE MAINTENANCE

- Ensuring adequacy of home accessories (i.e. propane, linens, towels, etc.)
  - Cost to refill the propane is borne by the owner
- Ensuring proper condition of home amenities (i.e. BBQ, pool, tennis court, hot tub, etc.)
- Tidying and ensuring operability of appliances
- General maintenance (i.e. making sure beds are made, refrigerators and ovens are empty, etc.)

\*Time spent addressing issues is billable\*



### PROVISION AND PLACEMENT OF SUPPLIES

- Stocking owner's home with essentials prior to guest arrival (See 'Essentials Checklist' for full list of items)
  - Owner pays a per booking fee



### CHECK-IN

- Greeting each guest (either in-person or telephonically) to ensure the guest's knowledge and satisfaction of owner's home



### POINT-OF-CONTACT (POC)

- Maintaining all guest communication during their stay and working to resolve issues as they arise
  - Most of the time we can resolve issues without the need to get the owner involved, however, we contact the owner if there is a property maintenance-related issue
  - All guest communication is included in Rental Management, but the time spent resolving any property maintenance issues is billable



### HOUSEKEEPING

- Cleaning the property after the guest departs (we prefer to coordinate with the owner's existing house cleaner but can provide one of our cleaning teams if needed)



### CHECK-OUT

- Performing a full walk-through of the home upon guest departure, documenting any issues or damages
  - We provide the owner with a report of our findings if damages are discovered