

Rental Management

COMPETITIVE ANALYSIS



Level of Service

- Broadest global renter reach with 16+ booking channels
- Dynamic pricing algorithm
- In-house trades & maintenance staff at preferred rates
- In-house renovation team
- In-house cleaning team
- Professionally trained property support team in advanced process management & project methodologies
- Mobile application to track maintenance work orders, issues, log damage reports & repair progress
- Night time security patrols
- Properties are safe & secure (In-person check-ins)



Property
Valet



Guest Experience

- Concierge & vacation planning
- Guest coordination including pre-arrival messaging & in-person check ins
- 24/7 guest contact center via phone or messaging app
- In-house Rapid Response maintenance team
- Guest privileges with robust partnership program (local and strategic partners)



Management Fee's

- 25% management fee
- Cleaning charged to the renter
- No hidden guest facing fee's
- Professional Financial Accounting



Other
Companies

- Narrow renter reach, in some cases only 1 platform (Ex. Airbnb)
- Manual price updating
- Contracted maintenance, poor response times & high cost
- Insufficient property support team
- Poor training, process management, lack of controls & checks
- Often not utilizing technology to enhance or improve operations & efficiency

- Remote check-in only
- Lack of guest engagement on pre-arrival & during the stay
- No effort to enhance or augment the guest experience
- Unreliable maintenance response

- 25-35% scalable management fee's
- Hidden guest facing fee's such as resort management fee 10-20%, hot tub fee's & linen fee's
- Extra monthly charge for security
- Monthly charge for supplies
- Costly onboarding fee's