



Scope of Services

OVERVIEW

We aim to provide exceptional services at the best possible price and to set expectations we have put together this document.

Our goal is to not only manage your property, but to also maximize cash flow and in turn increase the value of your property.

GOALS OF THIS DOCUMENT

- Define our Scope of Services
 - Demonstrate Our Value-Added Proposition
 - Set expectations for our fee that is based on the Gross Rental Income
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- We only charge a fee when we rent your property.
 - Some Full Service Vacation Home Rental Management Companies charge as much as 35% plus monthly fees.
 - Online Booking Channel Managers charge 10% and do not do anything else other than secure bookings.
 - We do it all for only a 15% management fee with zero markup from 3rd party Vendors or Services we manage and coordinate.



SPECIFICATIONS

We will perform the following services:

- Obtain all necessary licenses and rental permits for short term rentals to maximize revenue and flexibility.
- Prepare and Submit all applications for Permits
- Annually renew your permit
- Prepare the home as needed to pass inspections with required Smoke and CO2 detectors, fire extinguishers, and defensible space and signage requirements for VHR rules and regulations.
- Schedule inspection with Fire Dept for VHR permit and as needed for renewals
- Collect all TOT taxes and file quarterly reports and submit payments due to the local county or city tax collector.
- We will be your local contact for emergencies and your permit and respond to any complaints within 30 minutes, as required.
- Provide 24/7 concierge services for guests
- Provide Monthly and Annual accounting statements
- Coordinate necessary reporting for your income tax preparation.
- Prepare Listing on our direct booking site as well as cross posting all major rental sites including AirBnb, VRBO, Booking.com, Trip Advisor, HomeAway, and more.
- Provide Professional Photography
- Provide 3D Matterport Scan for our booking site
- Advertise listing(s) on Social Media and with Google paid advertising.
- Market the property to optimize bookings
- Maintain guest relations before, during, and after stays.
- Process payments and insurance coverage for guests with booking partners and for our direct booking site.
- The following services will be provided by our company, its employees or by a network of 3rd party providers and will be charged at our cost with no markup.



- Coordinate housekeeping in between guests using COVID-19 protocols
- Order and reorder supplies as needed
 - Dishwasher Soap
 - Laundry Detergent
 - Toilet paper
 - Paper towels
 - Light bulbs
- Repair and Replace linens, dishes, and furniture as needed
 - Chargeback guests and file insurance claims as needed
- Coordinate Annual and ongoing maintenance
 - Sealing of Decks
 - Snow Removal
 - Exterior Structural Maintenance
 - Pest Control
 - Yard maintenance
 - Defensible space
 - Tree Removal Service
 - Hot Tub Maintenance
 - Plumbing
 - HVAC maintenance
 - Appliance repairs
 - Remote IT support for network and smart devices
- We are able to provide a very competitive 15% management fee by utilizing the latest advancements in technology utilizing smart devices to automate as much as possible and as such will request an initial investment into wireless network technology, smart devices for door locks (Highly recommended for nightly rentals), Smart Wi-Fi thermostats (We can adjust remotely prior to guest arrival and after departure), and security cameras (recommended but



not required). Our technical stack involves complex software to prevent double bookings through our booking channel manager software we provide. Our tech sack will automatically generate random door codes for guests that are only good for the duration of their stay. Our equipment requires a robust and secure WiFi signal, a smart door lock, and we recommend a smart thermostat. We will provide you an estimate of the recommended equipment during our “Set Up” phase and typical set up costs can exceed \$1,000 dollars for state of the art equipment. Alternatively, you can also lease the recommended equipment from us.

MILESTONES

Signed Property Management Agreement

Upon execution of our agreement we will move forward with scheduling professional photography and installation of equipment and hardware, and obtaining bids for snow removal, pest control, housekeeping, and make a site evaluation for any recommendations to improve the guest experience.

Set Up

During the Set Up Phase, we will complete four different processes:

1. Listing Preparation
2. Tech Stack Installation
3. Obtaining Necessary Permits and Signage
4. Generate a proforma and budget

We can advertise as a 30-day furnished ski/summer lease right away but will not be able to advertise nightly rental until after we obtain the necessary permits which can take up to 60 days.



Accounting - Monthly Reporting

You will receive monthly accounting statements and automatic monthly payments via ACH transfer. Any expenses out of the ordinary will be sent to you for approval in advance. We will handle as much or as little of property expenses as you'd like. During the onboarding process we will discuss these options with you and build out a proforma and budget for you with a suggested reserve account balance so we always have funds on hand for expenses paid on your behalf. The proforma will also account for the annual days available to rent and expected occupancy levels. After the onboarding process we will add an addendum to the to management agreement to clearly define our payment responsibilities and account reserve requirements.

Revenue Analysis

We will use dynamic pricing models to optimize revenue. We will give you our pricing strategy for approval prior to going to live on the rental market. Post COVID-19 pandemic, longer term stays are in demand. With a 30-day booking we do not need to collect or charge the 10% TOT tax so this can improve cash flow with less turnover on some properties. We will continue to monitor booking activity and give you options that fit your needs. Every client is different and has different goals. We align your goals with ours.

Cost Analysis

We will analyze costs quarterly and make recommendations on cost saving measures where appropriate. For example, investment into a smart thermostat can reduce energy heating and cooling costs by 15%. We can program the thermostat to automatically sync up with the booking calendar to set the thermostat prior to and right after guest departure. Also increasing bandwidth for smart TV's and cutting back on cable TV or



Satellite TV services. These two cost saving measures can save thousands of dollars on an annual basis. We will also negotiate the best rates with our vendors and obtain competing bids when necessary.

Asset Management

We are not just property managers. We view ourselves as asset managers and understand the relationship between cash flow, capitalization rates, and property value. Your property is part of your portfolio and we recognize this. You may want to sell your asset and trade up or liquidate your holdings as needed. We make this easy to do when ownership transfers and a buyer can retain future bookings and online digital profiles with positive reviews of the property which makes cash flow more predictable. We are a full-service real estate company and offer real estate brokerage and mortgage services as well. As such, we have “buyers in waiting” ready to purchase well-managed cash flowing assets. So, if and when you are ready to liquidate or trade up or down we can assist you with this and offer these services at a discount for our clients. We can also help you leverage your asset, if needed, to finance improvements or tap into equity for any reason.

Annual Maintenance

We will inspect the property periodically and make a thorough annual inspection to make recommendations and coordinate any annual and seasonal repairs and maintenance. This annual inspection will evaluate the life and condition of the furniture, window coverings, screens, fixtures, appliances, floors, roof, HVAC system, heat tape, drainage, and water heating systems. We will make recommendations to prolong the life of your property and improve the guest experience. These services will optimize the enjoyment of your property and cash flow all at a fair price. We make every effort to make 2nd home ownership as effortless as possible with diligent property management at a reasonable price. We look forward to working with you!