



Short-Term Rental Management Intro & FAQ

For prospective property owners considering East Coast Rentals

Our goal is simple: make short-term rental ownership as hands-off as possible. We help owners list, market, operate, clean, stock, and manage their property so it can be rented to guests while still being available for personal use when the owner wants to enjoy it.

What We Handle

- Listing and marketing the property on major booking platforms such as Airbnb, Vrbo, Booking.com, and similar channels.
- Synchronizing calendars through professional property management software to help prevent double bookings.
- Guest communication, check-in instructions, access coordination, and departure guidance.
- Scheduling and coordinating cleans between every guest stay.
- Keeping guest supplies stocked, including everyday toiletries and basic consumable goods.
- Coordinating guest access through approved smart lock and backup key processes.
- Building and maintaining property listings, calendars, guest information, and platform connections.
- Organizing turnover operations through cleaning workflow software.
- Sending monthly owner reports summarizing booking activity, property activity, and owner-related notes.
- Collecting and remitting applicable state lodging taxes on managed bookings.
- Helping keep the property guest-ready through clear standards, supply checks, and practical recommendations.

Initial Setup Process

The setup process is designed to be straightforward. Once we have the required information and access to the property, we take over the operational buildout.

1. Owner completes the intake forms. This includes the Short-Term Rental Information Sheet on our website and the Soft Goods List for property stocking.
2. Owner provides property access. A key must be provided or left in an agreed-upon location so we can enter and begin setup.
3. Property is stocked and safety-checked. The property must have required guest-ready items, functional smoke and carbon monoxide detectors, fire extinguishers, flashlights, and a first aid kit.
4. Smart lock and backup key system are installed. We install the approved smart lock and a backup key lockbox during setup.
5. Listings and calendar connections are built. We create the listing, set calendar availability, and connect the property to our property management software.
6. Guest guide is created. We work with the owner to collect Wi-Fi, parking, trash, heat, appliance, house rule, and local information for the guest book.

7. The property goes live. Once the property is ready, we publish the listings and begin managing bookings, guests, turnovers, and reporting.

Why the Smart Lock Is Required

Even if a property already has a coded door lock, we require installation of our approved smart lock because it is a core part of our management system.

- Guest, owner, cleaner, and vendor codes can be assigned and controlled remotely.
- Temporary codes can expire after a set time, number of uses, or service window.
- The lock connects to our access process, backup key process, and cleaning workflow.
- It helps confirm cleaner arrival and departure timing, which protects the owner, guest experience, and cleaning schedule.
- It reduces dependence on physical keys and makes remote ownership much smoother.

Owner Use & Accepted Bookings

Owners may request any personal-use dates they want blocked off. Our default booking window is one year out, but that can be adjusted if needed.

Accepted guest bookings must be honored. Once a booking is accepted, the guest reservation comes first, even if there was a miscommunication or the owner later wanted those dates. If accepted bookings are not honored, we may discontinue management and remove the listing where possible.

Cleaning Standards

A clean is required before every guest stay, even if the previous stay was by the owner, the owner's family, or a friend. This keeps the guest experience consistent and protects the property's reviews.

Platforms & Booking Operations

We use professional property management software to list the property across major platforms and synchronize reservations. This keeps calendars organized, reduces the risk of double bookings, and connects reservations to our cleaning workflow.

We also coordinate check-in and check-out messaging, maintain listing accuracy, organize guest instructions, and update property information as needed.

Seasonality

Our typical operating season runs from May 1 through the end of October. Winter rentals may be possible, but they need to be discussed in detail because there are certain winter services and response expectations that may not be available in the same way as the main season.

Owner Reporting

Monthly owner reports can summarize reservations, turnovers, maintenance or supply notes, guest-related issues, and property status. Reports are informational and intended to help owners understand what happened at the property during the reporting period.

Owner Responsibilities Before Going Live

- Complete the Short-Term Rental Information Sheet on our website.
- Stock the property with all items listed on the Soft Goods List.
- Provide access to the property for setup and maintenance coordination.
- Review insurance coverage and confirm the policy allows short-term rental use.
- Take a serious look at the condition of the property with liability in mind, including stairs, decks, railings, walkways, locks, heat, appliances, and general code/safety concerns.

- Remove any emotionally valuable, irreplaceable, fragile, or personal items that should not be used by guests.
- Tell us about all cameras on the property before the listing goes live.
- Provide local/property information needed for the guest guide.

Safety, Insurance & Cameras

Owners should speak with their insurance company and confirm the property is properly covered for short-term rental use. This is often manageable, but every property and policy is different.

There cannot be any cameras inside the property. Exterior cameras may be allowed if disclosed, but we need to know about every camera before listing the property. Cameras should never capture private guest spaces or look inside the property.

Guest Experience Recommendations

Amenities can make a major difference in how attractive a property is to guests. We generally recommend offering practical, durable amenities that improve the stay without creating unnecessary replacement costs.

- Consider guest-friendly amenities such as Wi-Fi, a TV, air conditioning, board games, a grill, outdoor seating, and clear parking/trash instructions.
- We generally recommend allowing dogs because a significant portion of short-term rental demand comes from guests traveling with pets.
- Use durable, replaceable items for guest use. Expensive or sentimental items are usually not worth the risk in a rental setting.
- A smart thermostat can be helpful, especially in winter, so the owner can monitor the home's temperature remotely.

Listing Status, Winter Months & Removal

The property can be made unavailable for certain dates or seasons, but the listing/software setup generally remains live if the owner wants the property to stay connected and available for future bookings. We do not repeatedly take listings down and rebuild them later because the setup is time-consuming and disruptive to the system.

We can remove a listing upon owner request as long as there are no accepted future bookings that need to be honored.

Quick FAQ

Can I still use my own property?

Yes. Owners can request personal-use dates to be blocked off, subject to existing bookings.

What happens if I want dates that are already booked?

Accepted guest bookings must be honored. Guest reservations come first once accepted.

Do you manage cleaning?

Yes. We coordinate turnovers and require a clean before every guest stay.

Can I keep personal items in the property?

Basic owner items are fine, but valuables, sentimental items, fragile items, and anything the owner would be upset to lose or have damaged should be removed.

Do you recommend accepting pets?

In most cases, yes - especially dogs - because many guests travel with pets and pet-friendly listings can appeal to a larger pool of travelers.

What is the overall goal?

A property that is professionally listed, easier for the owner to operate from anywhere, guest-ready, and still available for the owner to enjoy when desired.