

# Right Direction Rentals

## SHORT TERM PROPERTY MANAGEMENT OUTLINE

Are you looking to enjoy the benefits of short-term rental ownership without the day-to-day stress that comes with it? Our short-term property management services are designed to maximize your rental income while delivering a seamless, worry-free experience for both owners and guests. From professional marketing and dynamic pricing to guest communication, cleanings, and ongoing property care, we handle every detail so you can focus on the returns—not the responsibilities.

### What We Do for You

#### Reservation Management & Accounting

- Secure online booking and payment processing
- Management of guest inquiries, reservations, and cancellations
- Monthly owner payout review and disbursement
- Detailed income tracking for transparency
- End-of-year reporting to assist with tax preparation

#### Guest Experience & Retention

- Act as the primary point of contact for all guests
- Pre-arrival, in-stay, and post-stay communication
- Professional handling of guest concerns and resolutions
- Focus on five-star experiences to encourage repeat bookings
- Guest issue documentation and follow-up

#### Marketing & Revenue Optimization

- Professional listings on major OTA platforms
- Strategic pricing based on market demand and seasonality
- Calendar and availability management
- Exposure beyond traditional vacation channels
- Ongoing performance monitoring to maximize revenue

#### Property Maintenance & Operations

- 24/7 on-call support for guest-related issues
- Coordination of repairs with trusted local vendors
- Preventive maintenance
- Emergency repair handling when needed
- Routine property check-ins to ensure condition and readiness

#### Cleaning & Turnover Coordination

- Professional cleanings coordinated between every stay
- Linen and turnover scheduling
- Restocking of guest starter essentials
- Property presentation checks after each cleaning
- Standards focused on cleanliness, consistency, and reviews

#### Legal Compliance & Protection

- Compliance with applicable local and state regulations
- Management of required guest documentation
- Enforcement of house rules and rental policies
- Coordination with legal professionals if issues arise
- Compliance with applicable local and state Sales & Use Tax

#### Owner Communication & Support

- Direct access to your property management team
- Regular updates on property performance
- Clear reporting on income and expenses
- Hands-off ownership with full visibility

#### Our Fees:

At Right Direction Rentals, we believe in straightforward, performance-based pricing.

- 20% Management Fee based on nightly rental revenue
- Fee deducted monthly prior to owner payout
- No surprise add-ons or percentage markups

**This structure ensures our goals remain aligned with yours: maximizing revenue, protecting your investment, and delivering an exceptional guest experience—without unnecessary fees or complications.**

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