



**DESERT
HOSTS**

CLIENT

Welcome Packet

WELCOME

Hi There!

I am Katie and my team and I are DesertHosts.

We are an Airbnb property management company located in Twentynine Palms, California and we're excited to introduce ourselves! We're a small, family run business and we're here to be your eyes and ears locally. We help homeowners tap into this thriving market by offering professional management services tailored to their specific requirements.

Managing an Airbnb property can be a time-consuming and challenging task, and that's where we come in. We specialize in taking care of all the details, allowing homeowners to sit back and enjoy the benefits of their investment while we handle the day-to-day operations.

Our experienced team understands the vacation rental market and the specific requirements of Airbnb hosting and we treat each property like our own.

We handle every aspect of property management and excel in guest communication. We promptly respond to inquiries, manage reservations, and provide guests with all the information they need for a smooth and enjoyable stay. Our goal is to deliver exceptional customer service and create memorable experiences that result in positive reviews and repeat guests.

Transparency and open communication are core values for us. By entrusting us with your property, you can relax knowing that your home is in good hands. Our goal is to help you maximize your rental income, increase occupancy rates, and provide an exceptional experience for both guests and homeowners.

We look forward to working with you
and helping you achieve your hosting goals..

Let's do this!

KATIE BOELTER ARAGON

WHAT WE OFFER

THESE SERVICES ARE DESIGNED TO RELIEVE YOU OF THE DAY-TO-DAY TASKS AND CHALLENGES OF MANAGING AN AIRBNB PROPERTY, ALLOWING YOU TO MAXIMIZE YOUR RENTAL INCOME AND ENJOY A HASSLE-FREE HOSTING EXPERIENCE.



LISTING CREATION AND OPTIMIZATION

We create captivating property listings that highlight your property's unique features, utilizing professional photography and well-crafted descriptions. We optimize the listing to improve its visibility and attract potential guests.



PRICING STRATEGY

We develop and implement dynamic pricing strategies to maximize your rental income. By analyzing market trends, seasonal demand, and local events, we adjust the pricing of your property to ensure competitiveness and optimize occupancy rates.



GUEST COMMUNICATION AND SUPPORT

We handle all guest communication from initial inquiries to booking confirmations and post-stay follow-ups. Our dedicated team is available 24/7 to promptly respond to guest inquiries and provide support throughout their stay.



RESERVATION MANAGEMENT

We manage all aspects of reservations, including handling booking requests, managing calendar availability, and coordinating check-ins and check-outs. We ensure a seamless and efficient process for both guests and homeowners.



CLEANING, MAINTENANCE & RESTOCKING

We coordinate professional cleaning services to ensure your property is thoroughly cleaned and prepared for each guest's arrival. We also oversee regular maintenance tasks and address any repair needs promptly to keep your property in top condition. Take inventory and restock supplies



GUEST SCREENING AND VETTING

We screen and vet potential guests to ensure they meet your specified criteria. This helps to maintain the security and integrity of your property and provide peace of mind for homeowners.



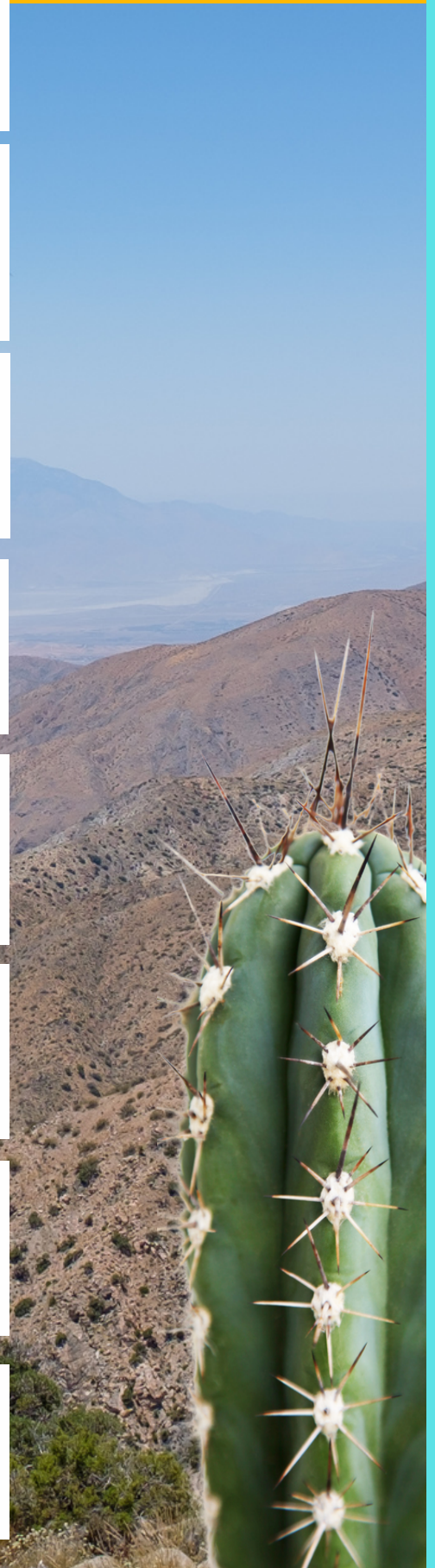
REVIEWS AND RATINGS MANAGEMENT

We proactively manage guest reviews and ratings, ensuring timely responses and addressing any issues or concerns. Our goal is to maintain a positive online reputation for your property.



LEGAL AND COMPLIANCE ASSISTANCE

We stay updated with local regulations and Airbnb policies, ensuring that your property remains compliant with all necessary legal requirements. We provide guidance and assistance in navigating any legal or regulatory issues.



PERCENTAGE RANGE

BELOW IS A BREAKDOWN
OF THE SERVICES
WE OFFER BASED ON
PERCENTAGE RATE

SERVICES

15%

20%

25%

SERVICES	15%	20%	25%
PRICING STRATEGY - ADJUST RATES BASED ON LOCAL EVENTS, DEMAND AND SEASONALITY	✓	✓	✓
REVIEWS AND RATINGS MANAGEMENT	✓	✓	✓
CLEANING COORDINATION	✓	✓	✓
RESERVATION MANAGEMENT	✓	✓	✓
24/7 EMERGENCY CONTACT AND GUEST SUPPORT	✓	✓	✓
REPORT ANY MAINTENANCE NEEDED	✓	✓	✓
SUPPLY CHECKS AND STOCKING	✓	✓	✓
GUEST COMMUNICATION		✓	✓
GUEST SCREENING AND VETTING		✓	✓
COORDINATE POOL SPA SERVICE, PAY MONTHLY		✓	✓
FINANCES INCLUDING - COLLECTING RENTAL INCOME, HANDLING EXPENSES, MONTHLY REPORTS AND CONTRACTOR PAYMENTS			✓
HOUSE CHECKS DAY OF CHECK IN			✓
PRIORITY MAINTENANCE AND SERVICE CALLS			✓
PRIORITY CLEANS- FIRST CLEAN OF THE DAY			✓
LEGAL AND COMPLIANCE ASSISTANCE WITH CITY/COUNTY REGULATION, PERMIT ASSISTANCE & RENEWEL			✓
LISTING CREATION AND WELCOME BOOK			✓



BASIC CLEAN

- DUSTING SURFACES AND FURNITURE.
- SWEEPING OR VACUUMING FLOORS.
- MOPPING HARD FLOORS.
- CLEANING BATHROOM FIXTURES, INCLUDING TOILETS, SINKS, AND SHOWERS.
- REPLENISHING SUPPLIES LIKE TOILET PAPER AND HAND SOAP.
- CHANGING BED LINENS AND TOWELS.
- WIPING DOWN KITCHEN SURFACES AND APPLIANCES.
- WASHING DISHES AND UTENSILS.
- EMPTYING TRASH BINS AND REPLACING LINERS.
- WALKING AROUND THE EXTERIOR - CHECK FOR TRASH OR MOVED FURNITURE
- WASH ANY WINDOWS WITH VISUAL FINGERPRINTS

DEEP CLEAN

- CLEANING INTERIOR WINDOW SILLS.
- CLEANING BLINDS OR CURTAINS.
- DUSTING AND WIPING DOWN ALL SURFACES, INCLUDING BASEBOARDS AND LIGHT FIXTURES.
- REMOVING COBWEBS FROM CORNERS AND CEILINGS.
- DEEP-CLEANING CARPETS AND RUGS.
- SCRUBBING AND DISINFECTING TILE GROUT IN BATHROOMS AND KITCHENS.
- CLEANING AND DESCALING SHOWERHEADS AND FAUCETS.
- CLEANING INSIDE KITCHEN APPLIANCES, SUCH AS THE OVEN AND REFRIGERATOR.
- WASHING OR STEAM-CLEANING UPHOLSTERY AND CURTAINS.
- CLEANING AND ORGANIZING CABINETS AND DRAWERS.
- CLEANING AIR VENTS AND FANS.
- POLISHING METAL FIXTURES AND HARDWARE.
- TREATING AND REMOVING STAINS FROM CARPETS OR UPHOLSTERY, IF NEEDED.

\$200+

A DEEP CLEAN is typically performed less frequently than regular turnover cleaning and involves more detailed and thorough cleaning tasks. It helps to maintain the property's cleanliness and address areas that may accumulate dirt and grime over time.