

A LUXE OWNER GUIDE

Working with Luxe

Frequently asked questions for vacation-rental owners

SERVICES

OPERATIONS

TRANSPARENCY

Good management begins with clear expectations before the first guest message is ever sent.

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How Luxe works

Luxe combines hospitality, pricing, guest communication, cleaning coordination, and hands-on property operations.

What does Luxe handle?

Depending on the agreed service model, Luxe may create or manage listings, communicate with guests, adjust rates, run promotions, coordinate cleaning, support arrivals and departures, arrange approved repairs or vendors, respond to urgent guest needs, and support a Luxe-branded direct-booking presence.

What is the difference between co-hosting and fuller management?

Under a co-hosting structure, the owner generally retains control of rental funds and financial obligations while Luxe manages the listing and day-to-day hospitality operation. A fuller management structure may add rental-fund and payment workflow responsibilities when permitted and defined in the written agreement. Availability depends on location, platform setup, and regulatory requirements.

Does Luxe provide cleaning?

Yes. Luxe's cleaning and operations standards are central to the guest experience. Cleaning is separate from the management fee and is commonly structured as a guest-paid pass-through charge. If an owner uses another cleaning provider, Luxe may require inspections and corrective action when the property does not meet agreed standards.

Can Luxe help with direct bookings?

Luxe may provide a branded direct-booking option during the management relationship when appropriate. Payment routing, site ownership, guest terms, taxes, and what happens after termination are defined in the applicable agreement.

Pricing, revenue + marketing

We would rather give an owner realistic property-specific information than a magical annual number created in a beach-themed calculator.

How much does management cost?

Pricing depends on the service model, property, season, operating complexity, and scope. Cleaning, repairs, supplies, and third-party costs are separate unless a written proposal states otherwise. Each owner receives the applicable fee structure in writing before signing.

Can Luxe guarantee rental income or occupancy?

No responsible manager can guarantee future results. Luxe can evaluate the property, prior performance, comparable listings, seasonality, condition, pricing, owner-use plans, and market positioning to build a defensible range. Weather, demand, competition, platform changes, reviews, closures, and property-specific restrictions can affect results.

How are rates set?

Rates are adjusted for season, events, booking pace, occupancy trends, lead time, length of stay, property features, and current competition. Luxe may use dynamic-pricing tools plus local judgment rather than leaving one flat nightly rate on the calendar.

How does Luxe market properties?

Marketing can include platform optimization, direct-booking visibility, social media, Instagram, Facebook rental groups, developing TikTok content, last-minute promotions, and repeat-guest communication. The goal is not to wait passively for one platform to fill the calendar.

Will Luxe discount my property?

Promotions are used strategically - not as a permanent race to the bottom. Luxe weighs the value of filling a perishable empty night against cleaning cost, guest quality, owner goals, and the risk of teaching the market to wait for a bargain.

Cleaning, maintenance + guest issues

A management company earns its keep in the ordinary details and the inconvenient moments.

How are turnovers documented?

Luxe uses property-specific checklists, before/after photos, cleaner notes, inspections when needed, and inventory tracking. Owners may receive visibility through Turno or a customized checklist and spreadsheet workflow, depending on the property system.

What linen standards are required?

Every bed must have fully enclosed mattress and pillow encasements. Luxe requires at least two complete linen sets per bed, plus practical backup pieces. Larger units or same-day turnover schedules may need additional inventory.

How are maintenance issues handled?

Luxe handles smaller routine matters when they can be resolved safely and coordinates preferred vendors or qualified third parties for larger work. Owner authorization thresholds, funding, vendor access, emergency action, and life-safety expectations are established in writing.

Who pays for repairs, supplies, and replacements?

The owner remains financially responsible unless the written agreement states otherwise. Luxe documents the need, seeks authorization according to the agreed process, and tracks items purchased, restocked, discarded, damaged, or missing.

How are complaints, refunds, or negative reviews handled?

Luxe gathers the facts, communicates promptly, tries to resolve legitimate issues during the stay, documents the condition, and recommends a proportionate response. Refunds are not automatic, but neither are guest concerns ignored.

Is Luxe available after hours?

Luxe provides around-the-clock availability for urgent guest or property needs. Routine questions, reporting, and non-urgent work are handled through the normal operations process.

Transparency, access + transition

Owners should understand what is happening at a property even when they visit only once a year.

What information will I be able to see?

The exact system varies, but Luxe prioritizes booking visibility, guest communication records where available, cleaning checklists, before/after photos, cleaner notes, reported maintenance, and inventory updates.

What access does Luxe need?

Luxe needs access to the systems required to manage the property: booking platforms, smart locks, alarms, exterior doorbell cameras, gate or parking systems, thermostat controls, internet troubleshooting information, and relevant association or front-desk contacts.

Can I keep my existing Airbnb or Vrbo listing?

That depends on who owns the listing account and how the current manager created it. Some listings, reservations, and reviews remain with the owner; others are tied to the former manager's business account and may not transfer. Luxe reviews the actual setup before promising a transition outcome.

How are existing reservations transitioned?

Luxe first confirms account ownership, payout routing, calendars, guest data, contracts, deposits, taxes, access codes, owner blocks, and cleaning commitments. The transition plan is built around what can legally and technically be transferred without disrupting guests.

Can owners block personal-use dates?

Usually, yes, subject to confirmed reservations, calendar rules, and the property strategy. Owner stays should be entered early because frequent peak-date blocks can materially change annual performance.

Owner responsibilities + fit

Luxe is hands-on, but management does not remove the owner's legal, financial, and property responsibilities.

What remains the owner's responsibility?

Owners are responsible for adequate insurance, legal and HOA compliance, taxes not handled by a platform or service, funding repairs and supplies, maintaining the property, and providing accurate information. Luxe does not provide legal, tax, lending, or insurance advice.

What does Luxe need before onboarding?

Expect to provide ownership and contact information, permits and rules, insurance confirmation, listing/account access, reservation history, payout setup, vendor history, keys and access systems, amenity details, parking items, inventory, owner-use dates, and current maintenance concerns.

Does Luxe work with every property?

No - and that is intentional. Luxe considers location, rules, condition, owner expectations, cleaning logistics, safety, communication style, and whether the property can deliver a guest experience the company is comfortable attaching its name to.

How quickly can a property launch?

Timing depends on legal readiness, repairs, deep cleaning, furnishing, linen and supply setup, photography, listing work, access systems, pricing, and test-stay findings. A rushed launch can create reviews that take months to repair.

What happens if either party wants to end the relationship?

Termination terms, notice, reservations, data, direct-booking assets, guest communication, final invoices, access, and transition responsibilities are governed by the signed agreement. Luxe's goal is a clear professional handoff, not owner hostage-taking with a coastal font.

Ready for a property conversation?

Bring the address or listing link, current management setup, trailing performance if available, HOA rules, owner goals, known maintenance issues, and the date you want a transition or launch to begin.

This FAQ summarizes Luxe Home Solutions' general service approach as of August 2026. A property-specific proposal and final signed agreement control. Services may vary by jurisdiction and regulatory requirements.