



Hours of Operations:

MONDAY THROUGH FRIDAY
9AM-5PM EST

SATURDAY & SUNDAY
CLOSED

KASEY IS AVAILABLE DURING
BUSINESS HOURS
THROUGHOUT THE WEEK TO
ASSIST YOU. OUTSIDE OF
THESE HOURS, PLEASE FEEL
FREE SEND HER AN EMAIL OR
BOOK A CALL, AND SHE WILL
REACH OUT TO YOU AT HER
EARLIEST OPPORTUNITY.
THANK YOU!

FOR URGENT REQUESTS OR
ASSISTANCE, PLEASE REFERENCE
THE CONTACTS PAGE IN THIS
DOCUMENT.

Kasey Love

DIRECTOR OF CLIENT RELATIONS

Florida & Texas Region

Email: clientrelations@landstarmgmt.com

Hello!

My name is Kasey and I'm the Client Relations Director for Landstar Management! I look forward to working with and assisting you in this journey of being a property owner with Landstar!

This intro pamphlet will help explain the client relations department, our role in the company, and how we can best assist you with your rental property!

For any questions this does not cover, please feel free to reach out and we will be more than happy to answer any questions we can.

WHAT DOES THE CLIENT RELATIONS DEPARTMENT ASSIST PROPERTY OWNERS WITH?

The main job function of the client relations team is to be the direct point of contact for property owners within the management agreement with Landstar Management. Below is a list of items and tasks that the client relations department handles for property owners.

Please note, if you are not sure who to reach out to for assistance on a particular issue or situation, allow your first point of contact to be the client relations department. If it is not something we control or assist with, we can direct you to the correct channel.

1. WEBSITE ADMIN

Your client relations team handles your site listing and updates for the website and booking engine. From adjusting a description to adding new updated photos, the client relations department is able to make these changes for you! This includes adding any amenities updates when you place an upgrade on your site.

3. COMPLIMENTARY STAYS

Whenever you want to utilize your site for personal use, or perhaps for a friend or family member to use, you will need a "comp" stay created. The client relations department is available to create all comp stays for you! Keep in mind there are some requirements for comp stays. Please reference page #4 to review instructions on complimentary stays.

5. OWNER'S PORTAL

When you enter the management program, you are set up with an owner's portal. The set-up process is handled by the client relations department, and we are your point of contact for any questions or issues you are experiencing within the portal. That includes password assistance, information, and a walk-through of the portal functions if needed.

7. POLICY/GUIDELINES

Please follow the guidelines of the resort management agreement. During the time of ownership, if there are violations of the agreement, we will issue notices to you and keep those files on record. We want to maintain an impeccable relationship throughout your time with us. Preventing the need to issue notices, warnings, and possible fines is very important as we work together. Thank you for helping us keep an open and great line of communication.

2. SITE CONTROL

We are able to assist you with controlling the availability of your site! If you have a construction project planned, and need to make sure guests cannot reserve your site during the scheduled project, we can block out your site for the needed duration. We can also check on your availability for you in case the dates in question exceed visibility on your booking chart inside the owners portal.

4. RESERVATION INQUIRIES

We can assist you with any reservation inquiries you may have to your site. Although guest information is confidential, if you have questions about cancellations, oddities on your availability chart, or issues with the reported revenue, we are able to assist in resolving these types of requests.

6. RESORT COORDINATOR

We assist in making sure everything you need for your site is coordinated with the resort teams. We convey any requests or information to you from the resort, or vice versa. If you need to correspond with a direct department inside the resort, we can connect you.



We are happy to guide you to the appropriate channels for inquiries that fall under another department or company.

It's important to understand where the client relations department can and cannot assist. Below is a list of topics or departments that may be relevant to your needs but are outside the scope of the client relations department.

1. SALES INQUIRIES

We do not assist with any sales related inquiries, this includes the purchase price for the sites, resale information, dates regarding sales events, or payment/financing or mortgage inquiries. For questions regarding sales, please contact your property-specific salesperson.

3. CONSTRUCTION INQUIRIES

For questions regarding construction with a property that is not yet fully operational, or for a non-operational phase inside an already functioning resort, you will need to get with the developer by visiting the property-specific updates webpage for that particular resort/project. If you do not have the link to the updates page, feel free to request it from us. We recommend contacting your sales team member first to be placed in contact with the developer directly.

5. ARB/SITE UPGRADE SUBMISSIONS

ARB/ARC or architecture review board/committee submissions all go to the ARB/ARC point of contact. We cannot assist you with ARB/ARC-related inquiries or requests. Please see your listed ARB/ARC representative for your point of contact on the following page, which will be the same as your POA representative.

IF YOU ARE LOOKING TO UPGRADE YOUR SITE'S CLASSIFICATION, AND NEED IDEAS FOR WHAT WILL INCREASE YOUR OCCUPANCY RATE, FEEL FREE TO REACH OUT TO US AND WE CAN GIVE SUGGESTIONS OR INSIGHT ON WHAT RESERVES WELL FOR YOUR SPECIFIC PROPERTY.

2. INSURANCE SUBMISSIONS

The client relations department does not handle insurance certificates, legal documents, or banking information for onboarding purposes. If you need to submit or renew your insurance, or update your banking information, please contact your Onboarding team. Their contact details can be found on the 'contacts' page of this pamphlet.

4. POA/HOA RELATED INQUIRIES

We do not handle POA matters and will not have answers to any questions regarding these inquiries. Please ensure all POA requests or inquiries, including billing inquiries, be directed to your POA contact. Their contact will be listed on the 'contacts' page in this pamphlet.

6. AFTERHOURS EMERGENCIES

If you have an urgent situation or emergency at one of the Landstar-managed properties, please contact the resort directly and use their onsite or after-hours number to reach the staff available to assist you. You can also reference the 'contacts' page in this pamphlet.

7. RATES & CLASSIFICATIONS

The classification of your site, whether it be deluxe, premium, or executive, is all determined by the occupancy percentage of your site. This is set and monitored by a system and a team, which determines, based on your occupancy percentage, where your rates should be to optimize revenue. This is the same system used to determine the rates for a tiny homes, cabins, and other accommodations. We cannot adjust your rates for you as they are adjusted via the rate and revenue management team. In order to submit a rate change request, you will need to email us at the client relations department so we can submit the request on your behalf in our monthly meeting with the rate and revenue management team.

POINTS OF CONTACT DIRECTORY

PLEASE SEE BELOW THE POINTS OF CONTACT AND THEIR LISTED DEPARTMENTS. AT THE BOTTOM OF THIS PAGE, YOU WILL FIND RESORT SPECIFIC CONTACT INFORMATION.

1. SALES TEAM

Please note contacting your salesperson regarding sales and construction questions is the best place to begin.

Since Landstar Management solely manages the rentals for the property owners, sales information will need to be obtained by your property-specific sales team. Reach out to your sales representative to be put in contact with the proper channels.

2. ONBOARDING TEAM

The onboarding team handles the entire onboarding process and can take insurance certificates, banking info, and personal information updates.

Onboarding Department
Email: onboarding@landstarmgmt.com

3. PROPERTY OWNERS ASSOCIATION & ARCTECHNICAL REVIEW BOARD REPRESENTATIVE

Your ARB/ARC & POA Representative can take all POA-related inquiries and ARB/ARC upgrade submissions.

**Marshanna Ball &
Alicia Woodward**

Twin Lakes- Mt. Pleasant, TX
RiverWalk- Bandera, TX
Firefly Coastal Bend- Corpus Christi, TX
marshanna@streamlinemanagementservices.com
alicia@streamlinemanagementservices.com

Shannon Milder

Firefly-Fredericksburg, TX
shannon.milder@goodwintx.com

Silenys Peralta
Arch Ray on the River-
Fredericksburg, TX
silenys.peralta@fsresidential.com

4. RESERVATIONS CONTACT

The reservations department is available to assist you with paid reservations. They are unable to assist you with complimentary stays.

Email: reservations@landstarmgmt.com
Phone: 980-249-3240

5. RESORT AFTERHOURS CONTACTS

Below are the points of contact for on-site emergencies and urgent issues, with each resort's after-hours emergency phone number listed under its corresponding property.

CLICK THE LOGO BENEATH EACH PROPERTY TO BE AUTOMATICALLY DIRECTED TO THEIR CORRESPONDING WEBSITE!

* THESE PHONE NUMBERS ARE FOR EMERGENCY AND AFTERHOURS ASSISTANCE ONLY *



FIREFLY- FREDERICKSBURG, TX
830-998-5600

ARCH RAY ON THE RIVER

ARCH RAY ON THE RIVER-
FREDERICKSBURG, TX
830-203-6145



FIREFLY COASTAL BEND
- CORPUS CHRISTI, TX
888-496-6640
TWIN LAKES



RIVERWALK- BANDERA, TX
830-288-2200



TWIN LAKES- MT PLEASANT, TX
430-297-4160

COMPLIMENTARY STAYS & SITE BLOCKS

AS YOUR SITE'S ADMIN, WE ARE ABLE TO CREATE COMPLIMENTARY STAYS & SITE BLOCKS FOR MAINTENANCE, CONSTRUCTION, OR OTHER NEEDS. BELOW ARE A FEW GUIDELINES FOR BOTH SITE BLOCKS AND COMP STAYS.

SITE/UNIT BLOCKS

A site block indicates to the resort that the site or unit is not available for reservations. This blocks the site from any online reservations as well. Site blocks can be placed for several reasons - to communicate a construction project, maintenance needed at the site, or perhaps a photoshoot or other reason the site is not available for the selected duration of time. Please note, a site block does not indicate a stay. In order to indicate a stay, a comp stay must be created for you.

Site blocks can be placed upon your request or can be placed due to a maintenance issue or emergency at the resort's discretion. Be sure to submit any site block or comp stay requests to us at least 24 hours in advance on a business day during business hours.

If you need to place an urgent or emergency block, contact your resort-specific after-hours contact (listed on the previous page) if it is outside of business hours.

COMP STAYS - TINY HOME/CABINS/RENTAL RVS, ACCOMODATIONS

If you as the owner are staying in your unit, since it is a rental that needs to have a cleaning after departure, you would pay the cleaning fee that we can expense to your unit to be billed by the end of the statement period.

If you are allowing someone else to use your unit, there are two options for you.

First option, you can expense the cleaning fee to your unit which is billed to you at the end of the statement period. This covers your guest for cleaning/pick-up of the site when they leave, our trash service, and the pool and parking pass we provide them (property depending).

Please note, if you choose to pay for your guest's stay, we will not have their credit card info on file. If there is damage to your unit or property, we will have no way of charging fees due for such damages. Please ensure if you are paying for the stay, it is an individual or individuals you trust to take care of the unit.

Second option - you can have your guest pay us directly the resort fee for that specific property and site type, which covers them for the same items mentioned in option one and will require them to have a credit card on file with us.

Keep in mind, comp stays need to be made 24 hrs. prior to the comp stay date of arrival on a business day during business hours. That gives our housekeeping and maintenance departments time to prepare your unit for the stay.

COMP STAYS - RV SITES

If you as the owner are staying on your site, you do not have any cleaning or trash pickup fee since it is an RV site. When you stay nothing is required in the fees department unless the site is left excessively dirty, in which case we charge a cleaning fee for the inconvenience to our staff.

If you are allowing someone else to use your site, there are two options for you.

First option, you can expense the cleaning fee to your unit which is billed to you at the end of the statement period. This covers your guest for cleaning/pick-up of the site & site amenities when they leave, our trash service, and the pool and parking pass we provide them (property depending).

Please note, if you choose to pay for your guest's stay, we will not have their credit card info on file. If there is damage to your property, we will have no way of charging them fees due for such damages. Please ensure if you are paying for the stay, it is an individual or individuals you trust to take care of the site.

Second option - you can have your guest pay us directly the resort fee which covers them for the same items mentioned in option one and will require them to have a credit card on file with us.

Keep in mind, comp stays need to be made 24 hrs. prior to the comp stay date of arrival on a business day during business hours. That gives our maintenance and resort staff time to prepare your site for anything needed for the stay.

IN ORDER FOR US TO CREATE A COMP STAY, A FEW KEY PIECES OF INFORMATION ARE REQUIRED. BE SURE TO INCLUDE THE FOLLOWING INFORMATION REGARDING THE STAY IN YOUR EMAIL.

- FIRST & LAST NAME OF PERSON STAYING
 - DATES OF STAY
 - SITE NUMBER
 - RESORT/ PROPERTY NAME
 - EMAIL ADDRESS OF PERSON STAYING
 - PHONE NUMBER OF PERSON STAYING
 - PARTY SIZE(ADULTS, CHILDREN,PETS)
 - WHETHER THE CLEANING FEE, IF APPLICABLE, IS BEING CHARGED TO THE OWNER OR GUEST
- NOTE: CLEANING FEES AND RESORT FEES DEPEND UPON THE PROPERTY. FOR INFORMATION ON THE PRICE OF A CLEANING OR RESORT FEE, PLEASE CONTACT US AND WE CAN TELL YOU THE SPECIFIC PROPERTY'S RELATED FEES.

ADDITIONAL INFORMATION

1

There are many benefits to being an owner at a resort that Landstar Management oversees. One such benefit is that owners receive a 20% discount on their stay at any site or accommodation managed by Landstar Management. We appreciate the desire to have family gatherings, friends come to stay together, or your desire to travel to other resorts in our family of properties. To receive this discount, please reach out to the client relations team for the discount code needed for this to be applied to your reservation. Welcome to the Landstar Family!

2

If you need updated photos for your site or unit, please reach out to the client relations team to be placed on the photo list. You will receive an email requesting additional details as needed for the photoshoot to be completed correctly.

3

Our marketing team employs a diverse range of social media platforms, including TikTok, Facebook, and Instagram, to effectively promote the resorts and all properties managed by Landstar Management. We advertise on several prominent RV resort websites, such as Good Sam, The Dyr, RV Parky, RV Life, AllStays, Campendium, and Roadtrippers, among others. To further enhance our outreach, we host influencers at the resort, showcasing the amenities and accommodations to engage the community of rental guests. We organize and promote events, including live music, culinary experiences, and entertainment, to attract guests and encourage reservations. Finally, our resort marketing teams have millions to spend annually in proven marketing channels and advertising platforms to increase revenues effectively.

4

Whenever you need to speak with your client relations manager directly via call or virtual meeting, you can easily book a call with them through the link in their email signature or by utilizing the link provided in this pamphlet. They are able to take the best care of all owners needs when they can set aside dedicated time for a scheduled meeting. With over 2,500 units under management, it's not always possible for them to answer calls immediately. To ensure your time is respected and we can address everything thoroughly, please feel free to book a call with your client relations manager.

5

Rates and rental pricing are based on your unit's desirability, which is derived from both site amenity enhancements and location within the resort.

The more reservations your site receives, the higher your rates will increase! Our rate and revenue team monitors this closely, adjusting rates as needed to maximize revenue.

These adjustments help keep your site consistently booked. If your site isn't performing as expected, the rates will be lowered to encourage more reservations. The client relations department is available to provide suggestions for improving your site's performance.

The rate and revenue management team meets weekly to review yield management, dynamic pricing, marketing budget adjustments based on results, and rate observations. Additionally, the client relations team holds monthly meetings with the rate and revenue team to assess the performance of individual units.

CONCLUSION & MORE RESOURCES

Thank you for reading through this informative guide!
We hope that this helps as you begin your journey or continue with Landstar Management!
We look forward to the path ahead and hope to provide the most optimal experience for you as a property owner.
Please reach out to us with any questions that are not covered here.
Thank you,

~ Landstar Management

Resources
and
More...

NEED TO ACCESS YOUR OWNER'S PORTAL?



NEED TO BOOK A VIRTUAL MEETING WITH KASEY?



NEED A VIRTUAL TOUR OF YOUR OWNER'S PORTAL?

Please email us with this request so that we can create a personalized step by step walk-through of your portal.



KASEY LOVE
DIRECTOR OF CLIENT RELATIONS

"Thank you again for reading over this pamphlet! I look forward to assisting you in this journey!"
-Kasey



CLICK THE LANDSTAR LOGO
FOR A CONTACT LIST TO THE
REGIONAL MANAGERS FOR
LANDSTAR MANAGEMENT!