



Property Owner Onboarding Checklist

Initial Meeting with Property Owner

Goal: Understand the property, owner expectations, and determine suitability.

Owner details (name, contact, preferred communication method)

Property address

Property type (apartment, house, etc.)

Number of bedrooms & bathrooms

Maximum guest capacity

Is the property compliant with local holiday rental regulations?

Is it currently tenanted or vacant?

Availability calendar or blackout dates?

Existing bookings or past listing history?

Does the property have existing insurance coverage for short-term rentals?

Is the property fully furnished?

Amenities (Wi-Fi, aircon, pool, Netflix, etc.)

Can a lock box be installed at the property?

Pet policy?

Owner expectations around income and occupancy?

Will they require monthly reporting?

Is owner staying in property at times?

Emergency contact/maintenance authorizations?

Documents to Collect:

- **Property photos (if available)**
- **Copy of property insurance**
- **Council approval (if applicable)**
- **Owner ID and banking details for payouts**
- **Existing keys/remotes**
- **Strata by-laws (if strata property)**

BOOK . STAY . VACAY