

EMAIL CONTACT LIST

Below you will find a list of our departments, key team members, and their area of expertise. Use this list as a resource to find the best department to answer whatever questions you may have. We love helping our homeowners. Please be sure to include the general department email when contacting an individual member. When you voice your concerns to a specific department we will be able to help you in a more timely manner.

Booking/Sales/General Information

Info@DestinationBigBear.com

For questions regarding general bookings or owner bookings, please contact our Booking Department. We always have approximately 5-8 booking agents who access this email 365 days a year- from 8:00 am to 8:00pm depending on the season.

Maintenance/Cleaning

Operations@DestinationBigBear.com

For general questions regarding the maintenance or cleaning of your home, please contact our Operations Department. We always have numerous administrative staff who access this email 365 days a year- from 8:00 am to 8:00pm depending on the season.

Karina: Cleaning Supervisor

Karina@DestinationBigBear.com

Specific questions regarding cleaning of homes or general company policy can be sent to Karina. She oversees the cleaning department and will often meet with homeowners in person to address any potential concerns.

Accounting

Accounting@DestinationBigBear.com

Accounting does not answer specific questions about tasks or charges related to tasks. Please contact operations: Operations@DestinationBigBear.com.

For statement related issues and questions. If you need payments sent to your company name, LLC, or Trust, please specify that on the W9 with the EIN or SS# so we know who to make your checks payable to. Please note when reviewing your owner portal, that all commission and expenses for the current month will be adjusted or corrected between the 2nd and 14th of the next month when we do our review. We must wait for all invoices to be turned in for accuracy. Any questions regarding an expense or booking amount will most likely be addressed when the monthly statement arrives by mail (mailed out on the 15th of each month for the previous month).

New Home Setup & Inspections

Homeowner@DestinationBigBear.com

Getting a home ready to pass code inspections is an essential part of turning your home into a vacation rental. Our homeowners rely on our knowledge of city requirements to keep their homes up to code.

Marketing

Marketing@DestinationBigBear.com

For general questions regarding the marketing of your home, please contact our Marketing Department.

Keoni@DestinationBigBear.com

Once your house is under our management, Keoni will build your listings to be reservation ready. He will coordinate marketing campaigns with sales activities. Keoni's goal is to select photos that will show off your home, create a listing that will help emphasize your home's best features and amenities, and work to market your home in a way that will result in as many bookings as possible. If you have any questions or concerns regarding your home's listing, Keoni is here to help you.

Rates

[Rates@ DestinationBigBear.com](mailto:Rates@DestinationBigBear.com)

For questions about general rates, rate adjustments, and rate performance.

Home Development Team & Top Tier Management

Homeownerdbb@gmail.com

If you need to contact a manager, please email Evan, JoAnn, April, or Nick at this email only. Emailing this address will be the fastest way to obtain a response. Please do not copy each Manager on your emails as it will slow the process down.

Our team oversees onboarding new homes, learning rental goals of homeowners, assisting in making home improvements, and ensuring that working with Destination Big Bear as a rental management company is a great experience for all involved. We understand the trust you are putting in the company and appreciate the opportunity to show you a better vacation rental experience.

