

STEPS TO ONBOARDING AND GETTING STARTED

- 1) Contract and W-9 signed and received from owner.
Email: homeownerdbb@gmail.com
- 2) DBB submits permit application to the city/county. DBB fronts the permit fees and this is paid back by homeowner (taken out of homeowners' statement).
- 3) DBB is notified to install code items required by city. (smoke detector/lights/batteries/address sign/C02, and fire extinguishers).
DBB will go in and make sure there are romex clamps, appropriate railings, hot tub clips, and other code requirements. These items will need to be installed prior to renting out your home. Cost of code items installed by DBB will be taken out of homeowners' statement.
- 4) DBB meets with city/county inspector at the property. No charge to homeowner for DBB to meet with inspector.
- 5) Initial cleaning and set up/prep are performed (set up is free/cleaning fee will be billed on homeowners' statement).
- 6) Professional photos are taken (paid by DBB - \$300-600 value. No charge to homeowner).
- 7) Your listing is created. Description and rates are determined.
- 8) Inform us of who your vendors are or will be and any special instructions. We need:
 - Your **Snowplow Company** name and phone number.
 - **Home Warranty Company**. Add us on so we can call in on your behalf. We need the policy number.
 - Your **Spa Company Name** and phone number.
 - Add us on as additional insured or additional interest to your **Homeowners Insurance**. Your insurance company will send us your renewal declaration page each year. PLEASE SEND US DECLARATION PAGE ONLY IF YOU SWITCH INSURANCE COMPANY FROM PRIOR YEAR.
 - Add us on as authorized on your behalf for your **ALL OF YOUR UTILITIES -INCLUDING WIFI/CABLE**.
 - If you have special requests like who to use to fix items whether it is you or someone else – please provide contact information and full details so we may add special notes to your home.
 - Inform us of any initial dates to block out for your personal use and if you require us to clean after. After which, you can block out directly on our site with our homeowner portal and your log in.
- 9) A welcome email letter will be sent to you along with how to access your online homeowner portal (calendar, expenses, tasks, bookings, etc.). A contact list will be included as well for who to email for information. This will save time by going to the right person and avoid messaging from getting lost. We have also included it here in this packet.

Your welcome email letter will include the following information:

- Log in information and your cabin name.
- Statement checks are mailed out monthly. Checks are mailed out by the 15th of each month with the previous months rentals. You will be paid by check. You should receive between the 17th-29th of each month depending on the post office.
- The homeowner online portal will include:
 - Bookings: All inquiries, bookings, pending bookings, etc.
 - Operations: Property tasks, open items, improvements, etc.
 - Statements: The ability to go back and get all information.
 - Owner Bookings: Add owner bookings to our system.

- Owner bookings:

We need to confirm if there are any dates that we need to block out for you, your family, or friends. Please place owner bookings through the owner portal directly or email us at homeownerdbb@gmail.com with any owner booking dates.

We also need to know if you need us to OPEN, CLOSE and/or CLEAN after your owner/owner guest stay or if you will be taking care of those items yourself. There is a fee charged for opening, closing, and cleaning. The cleaning fee is based on the bid that the cleaner vendors gives to us. Cleaners are not employees and we do not have control over what they charge for cleaning. They may charge more if extra cleaning is needed (dog hair, etc.) and these fees are subject to change without notice. Once we have the bid, we can provide that cost to you by request.

For any questions on booking your cabin online or cancellations, always email info@DestinationBigBear.com for the quickest response.

