**Services Provided**

**1. What services do you offer as part of your management package?**

* Advertising and marketing of the property to attract guests.
* Handling guest inquiries, reservations, and bookings.
* Managing pricing and adjusting rates based on demand and seasonality.
* Coordinating check-ins and check-outs.
* Handling guest communication before, during, and after their stay.
* Managing property maintenance and addressing any issues that may arise.

**2. Do you handle all aspects of guest communication?** Yes, we take care of it all. We respond to inquiries, provide pre-arrival information, coordinate check-in details, address any concerns during the stay, and obtain feedback post-checkout.

**3. How do you manage check-ins and check-outs?** We manage the entire check-in and check-out process. This involves coordinating arrival times, providing access instructions, and ensuring a smooth transition for guests entering and leaving the property. Some of our properties may use keyless entry systems to assist with check-ins.

**4. What is your cleaning and maintenance routine between guests?** The cleaning and maintenance routine between guests is crucial for maintaining the property's quality and ensuring a positive guest experience. We a have preferred cleaning service who has worked with us for years. They provide us the following:

* Thorough cleaning of all areas, including bedrooms, bathrooms, kitchen, and common spaces.
* Restocking amenities such as toiletries, linens, and kitchen supplies.
* Regular maintenance checks for appliances, plumbing, and other essential systems.
* Prompt reporting of any issues or damages.
* Inspections to ensure the property meets quality standards.

**Fees and Payment**

1. **What is your fee structure? Is it a flat fee or a percentage of the rental income?** We charge 15% of the gross income.
2. **Are there any additional fees I should be aware of (e.g., for maintenance calls or late-night guest issues)?** No, we really do handle everything.

**Occupancy and Pricing Strategy**

1. **How do you determine the rental price for properties?** We use third party data analytics and adjust the rate accordingly.
2. **What is your strategy to maximize occupancy rates?** We use a comprehensive analytic suite to constantly monitor supply and demand and adjust prices accordingly.

**Experience and References**

1. **How long have you been managing short-term rentals?** We have 11 years of experience in property management and started adding short-term rentals 3 years ago.
2. **Can you provide references from current clients?** Yes, our Google Business page shows years of 5-star reviews from our clients.
3. **What types of properties do you manage and in what locations?** Single family home and condos, throughout the greater Columbia area.
4. **How many do you manage?** Currently we have 130 long-term and 20 mid/short term rentals.

**Guest Screening and Security**

1. **What measures do you take to ensure the security of the property?** We utilize smart locks, exterior cameras and monitoring systems. All personnel are train to secure the premises after their visit.
2. **How do you handle property damages or insurance claims?** First, we try to recover directly from the guest. Then, we seek to recover damages using the host platform for insurance policies and claims.

**Marketing and Listings**

1. **How and where do you advertise the properties?** We advertise your property on the most visited rental and real estate search engines on the web such as Rently, Zillow,Trulia, Hotpads, Furnished finders, AirBnB, VRBO, Facebook, our website and more.
2. **Do you have professional photography and copywriting for listings?** Yes
3. **How do you optimize listings to appear higher in search results?** Our listings involve several key strategies to improve visibility and ranking in search results, such as: Optimizing features and amenities, prompt response times and using keywords and tags in our detailed descriptions.

**Technology and Reporting**

1. **What kind of property management software do you use**? We use an all-in-one software called Buildium, a platform built for property management.
2. **How often will I receive reports on my property's performance?** You can log into the portal 24/7 to run reports, see maintenance requests and more.

**Local Compliance and Regulations**

1. **How do you ensure compliance with local short-term rental regulations?** In addition to maintaining licensing in each municipality, we apply for required future permits as needed for your property to operate as a short-term rental.
2. **Do you handle the payment of any applicable taxes or fees?** Yes, we handle all payments and fees.
3. **What are the local regulations in Richland and Lexington counties?** Currently there are not under any regulation for short term rentals.

**Customer Service**

1. **What is your approach to guest services and support?** We strive to provide an excellent rental experience and do our best to accommodate any reasonable request.
2. **How do you handle guest complaints or issues during their stay?** We correct any issues that might arise as quickly as possible.

**Flexibility and Customization**

1. **If I decide to use the property for personal use, how is that managed in the booking schedule?** Open communication in key. If we know when you would like the property for yourself, we are happy to block the desired dates for you.

**Contract and Terms**

1. **What is the length of the contract with your management company?** A typical agreement is 12 months, but shorter-term contracts as needed.
2. **What are the terms for cancellation or termination of services?** 60 days written notice. This can be given by either party.

**Performance and Reviews**

1. **What is the average review score for the properties you manage?** We currently have a 4.8-star rating on Google and 4.87 on AirBnB.
2. **How do you handle negative reviews?** We take aproactive and professional approach to address guests' concerns.

**Emergency Handling**

1. **What is your protocol for handling emergencies or unexpected issues?** Handling emergencies or unexpected issues as an Airbnb manager involves swift action and clear communication to ensure the safety and well-being of guests and the resolution of any problems.

**Growth and Scalability**

1. **If I want to expand and add more properties, how can you support growth?** Expanding and adding more properties to your Airbnb portfolio requires careful planning and execution. As your Airbnb manager, we will guide you through the process.

**Unique Selling Points**

1. **What sets your management company apart from competitors?** At Stephenson Property Group we offer personalized service with proven expertise. We are committed to transparent communication, innovative solutions and to focus on quality.