



SRS GETAWAYS

PHASE 1

Preparing your home

Listed below are the considerations and suggested standards for readying your home for overnight rental guests. Most travelers' experiences are rooted in hotel room stays, so their natural tendency is to expect a customer service experience similar to checking in to a hotel room. This is a critical point and therefore to make guests comfortable during their experience, we try to make the process and amenities as similar to staying in a hotel as possible, but with all the added bonuses of staying in a full service home.

Establishing guest entry

We strongly suggest establishing a self-arrival process to eliminate the need for guests to check in and transfer keys back and forth. Physical check ins are costly and will take up too much of your time. Keys get lost or not returned and it can be quite messy. Using door locks with codes provides the best way to easily facilitate check in. Guests really appreciate the ability to drive up and let themselves in. There are a number of electronic deadbolts on the market that can be easily retrofitted onto your main entry door. Some advanced locks are wifi equipped and allow you to monitor whenever the door is in use and provides a means to set specific entry codes for different people and get reports of their comings and goings. Another option is to use lockboxes. We don't recommend this option as keys can still be misplaced or not returned to the box upon departure.



<http://consumer.schlage.com/products/pages/category-landing.aspx?category=Electronic+Locks>

<http://www.resortlock.com>

Establish off-limits areas

Undoubtedly you will decide to establish some locations in your home that are off limits to guests. "Owner's Closets" are very useful as storage areas to store cleaning supplies, maintenance supplies and tools. Review your home and strategically decide which areas should be made off limits. Then, install locks so these places are inaccessible to guests. You may need to lock out outdoor sheds, basements and/or garages, if necessary

Fire code compliance

All rental homes must be in compliance with local fire codes. Not a big deal. It mostly requires working smoke detectors throughout, fire extinguishers on each floor, gas grill safeguards, periodic chimney sweeps and ensuring egress from all bedrooms



Precious, irreplaceable, sentimental, expensive home items

Sooner or later guests will accidentally destroy them, take them, deface them, soil them, or otherwise treat them with less than the reverent respect you provide. **We suggest you remove them prior to starting your rental operation.**

Kitchen

Your kitchen should be well stocked for cooking and serving 6 people. We suggest you ensure the following are available:

Major appliances

- Stove (glass cooktops are a plus)
- Oven
- Microwave
- Refrigerator (with ample ice trays)
- Dishwasher (guests love dishwashers for obvious reasons)

Small appliances

- Coffeemaker
- Blender
- Toaster

Cookware

- Large cooking pot
- 2 smaller saucer pans
- 2 frying pans

Flatware and utensil service for 6

Miscellaneous

- 12 drinking glasses
- 4 wine glasses
- Baking sheet

- Collander
- Bowls
- Pitchers
- Butcher block
- Cooking utensils

Kitchen service caddy

We recommend placing a caddy under the kitchen sink with scrub brushes, sponges, sink cleanser, glass cooktop cleaner, countertop spray cleaner and dish soap

Paper products

2 to 3 extra rolls of toilet tissue should be provided per bathroom. 2 Rolls of paper towels should be available in the kitchen for each guest arrival

Floor care

Since the home will not be serviced each day, a broom and dustpan, mop, plus a carpet vacuum should be provided. Guests will help you keep the home tidy if you provide them the tools to do it.

Beds

Guests will spend 30-40% of their stay in your beds. Consciously or sub consciously, their impression of their stay will be greatly influenced by the quality of the bed mattresses. We recommend investing in high quality mattresses

Linens

We suggest providing 300 thread count sheets in a very neutral color (white). You should provide a set for each bed, one for pullout sofas and one extra set. Bath linens should be of a slightly higher quality versus hotel rooms and always in white. We suggest you provide :

3 bath towels per bedroom
 2 hand towels per bedroom
 2 wash cloths per bedroom

Barbecue grill

When travelers are on vacation, they want to grill outside. We recommend you provide a grill. A gas grill is suggested as you will not have to deal with charcoal ashes tossed all over your property by guests.

Amenities

These can be the difference makers. Guests are not accustomed to encountering the following amenities so when you include these, they feel a little more cozy in your home

- Board games
- Books
- DVD's
- Video games
- Iron and ironing board
- Laundry basket/hamper

TV's

To be competitive with other homes on rental programs, the standard is a larger flat screen TV in the living area (50") plus at least another flat screen in the master bedroom. Putting a TV in every bedroom provides a huge advertising advantage. In addition, we suggest equipping the living area TV with a BluRay player. Basic cable should be available on each TV. Free Netflix would be a huge plus



Internet

Providing wifi internet access is mandatory. No internet, no reservations

Hot Tub

Although not mandatory, there is no doubt that an available hot tub will increase your revenue



Washer/Dryer

Another huge plus. Guests are not accustomed to having their own washer and dryer available when staying in a hotel room or small condo. An available washer and dryer adds a significant level of satisfaction and convenience. Since you will not service the home during guests' stays, the washer is necessary for guests to manage their clean linens

Seating

The living room and dining table should have enough seating for 2 people per bedroom. The minimum is seating for 4 people