

PROPERTY MANAGEMENT

FOR TRANSFERRING OWNERS



Commission rate

On all reservations

10%

Occupancy level

Occupancy between

70-85%

Rental revenues

Per bedroom

\$12-15^k

Everything you need to know about our vacation rental program

villadirect
VACATION HOMES



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Welcome to VillaDirect Vacation Homes

VillaDirect is delighted to introduce you to our property management and marketing program. One that maximizes the potential of your home, enhances your ownership experience and delivers top quality care for your vacation rental.

For over 25 years, VillaDirect has provided property management services with the need of the owner being our primary focus. Our approach begins with understanding what you require as a homeowner and what your expectations are from owning a vacation rental in the central Florida area.

Using dedicated, in-house full-service property care, client relations and marketing personnel, our services have been designed and tailored to provide a stress-free partnership with each of our owner clients.

Our mission is to make your ownership a rewarding experience and to provide levels of service, communication, dedication and knowledge that are second to none.

Kind regards,
The VillaDirect Team

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Why do owners choose **VILLADIRECT?**

Owners depend on VillaDirect to provide consistent quality of service and to deliver excellent returns that maximize the potential of their property. Our clients know that they can rely on our experience and professionalism to welcome guests and provide a high level of hospitality when staying in their homes. They also know that our team will be there, to answer the phone, respond to every email or call in a prompt, professional and honest manner – whatever the question.



High occupancy

We focus on the highest performance with occupancy levels between 70-85%.



Property Care

VillaDirect takes care to maintain and service all owners' homes as if they were our own.



Exceptional communication and service

Our communication and response time to owners and guests is a critical success factor.



Clear, honest advice

When you want answers - we respond promptly with advice and guidance based on 25+ years of experience.



Above average rental revenues

Optimization of rates according to seasonality and a unique approach to all bookings, yielding a greater rental revenues.



Prompt accurate information

We provide statements and payments on time promptly and reliably.

“Over 25 years serving owners and guests in the Orlando vacation rental market.”

We currently outperform our competitors in occupancy and in net yearly revenue to you. Our revenue optimization is equal to, or better than, major automated software systems.

We also outperform traditional practices adopted by most property managers.

VillaDirect strategy is personalized and tailored for each owner in the ever-evolving market demand.

Our commission rate is **SERIOUSLY LOW**



Monthly service fees

Home type	Management service	Pool service	Pest control service	Monthly Total
Condominium	\$100	N/A	\$25	\$125
Townhome (No Pool)	\$110	N/A	\$25	\$135
Town home (with Pool)	\$115	\$110	\$25	\$250
Pool home (3-6 bedrooms)	\$120	\$125	\$25	\$270
Pool home (7-10 bedrooms)	\$140	\$125	\$25	\$290
Pool home (11-15 bedrooms)	\$160	\$125	\$25	\$310

- No sign-on fees
- No lock fees or monthly usage fees
- No cleaning fees to the owner on company reservations
 - No owner restrictions
 - No marketing fees or add-ons
 - No credit card fees on reservations
- Up to \$700 of professional photography fees included
- Free Matterport tours taken during photography

How we achieve positive RENTAL REVENUES

“*The three main drivers to achieving high rental returns are a fair commission, high occupancy and competitive pricing.*”

Commission rate	Occupancy level	Rental revenues
Industry low commissions keep more money in your pocket 10%	*Average year-on-year occupancy rate is between 70-85% PER YEAR	*Well appointed homes create, on average, an annual rental revenue of \$12-15^k PER BEDROOM PER YEAR

*Based on ideal property factors.

How to work out rental revenue for your size of home

A well-appointed home in good condition, professionally decorated and in a good location creates, on average, an annual gross income of \$12-15k per bedroom, per year.

The best way to calculate the potential rental revenues you could achieve is by multiplying the number of bedrooms your home has, by the expected per bedroom revenue (\$12-15K per year), giving you a good estimate of the annual rental revenue.

Example

- A 5 bedroom house makes between \$60-\$75k gross annual (5 bedrooms x \$15K).
- Occupancy at 85%, is 310 days of occupancy per year.
- \$75k divided by 310 days is equal to an average nightly rate of \$241.94.

Rental revenue would be \$75k

Example

- An 8 bedroom house makes between \$96-\$135k gross annual (8 bedrooms x \$15K).
- Occupancy at 80%, is 292 days of occupancy per year.
- \$135k divided by 292 days is equal to an average nightly rate of \$328.76.

Rental revenue would be \$135k

Factors that impact your RENTAL REVENUES

1. Commission rate

This is the number one factor that impacts the retained revenue that owners receive for reservations. VillaDirect offers the lowest commission on reservations.

2. Add on fees

Many companies charge owners for the credit card processing on reservations – or charge for cleans above a certain number of booked nights in a reservation. VillaDirect charges all of these fees to the guest on its bookings – so you don't pay.

3. Décor and quality

Homes that are professionally designed and well-maintained demand the highest rates and are more heavily booked – bringing you more rental income.

4. Property location

Resort locations are most popular, with plenty of guest amenities, attracting more guests and winning extra bookings – resulting in more revenue. But fast access to the theme parks also plays a part and some of our most popular properties still include either gated or non-gated communities.

5. Available amenities

The type and quality of amenities provided, both inside the house and within its community, impacts the number of bookings, the nightly rate and the rental revenue you will receive.

“There are some important factors that have a positive influence on financial returns you will enjoy from renting your home with VillaDirect.”

6. Professional photography

VillaDirect has professional photo sets taken every 2-3 years, including the option of a Matterport 3D virtual walk-around tour. This keeps the advertising appearance of the property accurate, helps to win more bookings, shows the house to its best advantage and generates more revenue for you.

7. Owner usage

No matter how good your management company is at generating bookings for your property, if you take all the best dates and rent to family and friends at discounted prices, it's going to impact your rental revenue for the year.

8. Owner rental rates

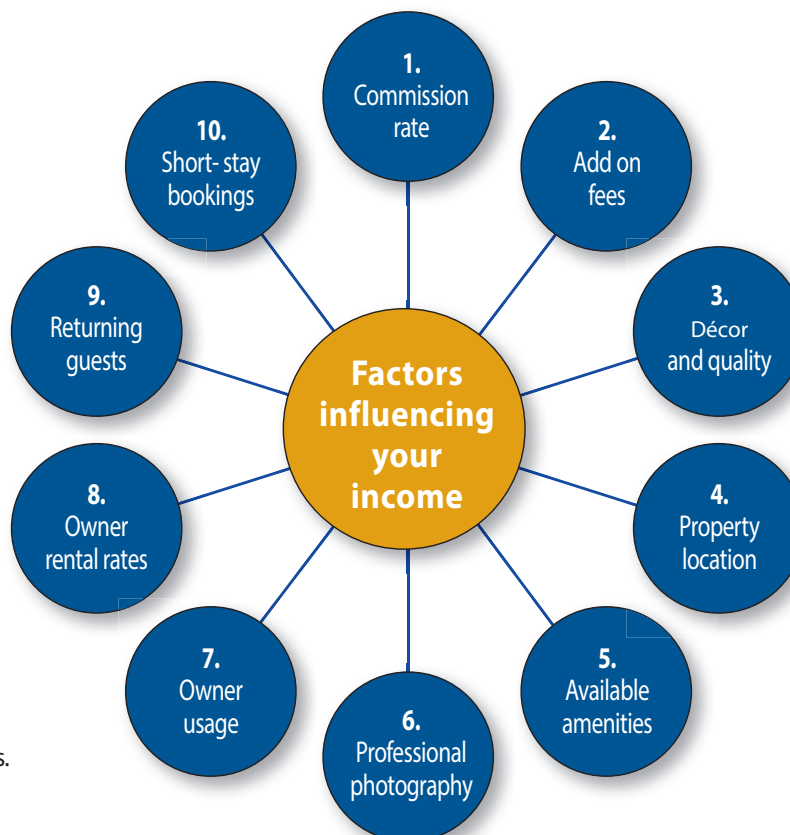
Low-ball pricing and not including all costs on your own reservations may not only lose you money but will also impact pricing integrity and revenue from our advertising – resulting in less revenue to you.

9. Returning guests

Building a returning guest pipeline will improve occupancy and revenues. Offering those guests an incentive to keep coming back doesn't always need to impact your revenues.

10. Short-stay bookings

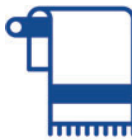
Allowing vetted, balanced short-stay bookings (2-3 nights) as an option can improve occupancy by as much as 10-20% per season, while increasing net revenue to the owner – without damaging the property.



How we take care OF YOUR HOME

“Team members receive a unique door access code every time they visit the home, ensuring auditable protection of your home 24/7.”

Professional housekeeping



Every property is cleaned by the same housekeeping team wherever possible.

This allows them to “get to know” the house better, which also allows for easier identification of potential problems or damages.

Specialized technicians



We use our in-house Property Care Team to solve and repair most problems. In the event we are not able to do so, we have a team of qualified, licensed and bonded vendors in all fields to remedy issues, under our project management/ supervision.

50+ point inspections



As well as checking the home before each arrival, our inspection team visits the home on a periodic basis, to do a detailed report of the property, so you can plan and have peace of mind.

Our unique door access codes prevent unauthorized entry to your home, virtually eliminating many risks.

What our owners say

“We’ve been surprised by how consistent your bookings have been. In the 4 years we’ve been with you, we’ve never had a month where you didn’t send us a check. Thanks again.” - Dan S. MA, USA

“Thanks for 17 years of fabulous service. You’ve delivered time and time again!” - Ken A, United Kingdom

“You are the best! I’m amazed at how fast you always respond to our needs.” - Bimal B, Bahamas

“We’ve been with 3 other management companies before we found you guys. We only wish that we’d found you 7 years ago! You have kept every promise made.” - Allison A. OH, USA

Other things we do

- Hurricane inspections
- Periodic condition visits
- Health and safety visits
- Pool equipment checks
- Project management
- Utility bill monitoring
- HOA violation handling
- Power washing
- Design and furnishing
- Vendor vetting

How we invest in your HOME'S SUCCESS

“*We provide items on sign-up at no cost to owners. Some services and replenishment items are also FREE, to ensure VillaDirect quality standards.*”

We truly believe that managing our owner clients' homes is a type of partnership. Both partners have to “put something in” to ensure success. From our side, we offer a number of services at no charge – where other companies may apply fees.

We try hard to minimize the costs of onboarding and make it as easy as possible for you to join VillaDirect, or transfer from other companies. We avoid take-on fees, charges for our electronic door lock, photography and setup.

When you've joined, you won't be charged for cleans on any of our bookings and won't be charged any credit card fees or charges for the full-size amenities pack we supply for each guest arrival. If a guest calls us with an issue, you won't be charged a call-out fee and if it's a simple thing like needing batteries in a remote, we don't charge you.

Everything is designed to maximize the revenue return that you see from being one of our clients and partners.

On joining

- NO sign-on fee
- NO lock usage fee
- NO owner restrictions
- NO credit card fees
- NO lock purchase fee
- No set-up fees
- Detailed rental inspection
- Inspection report
- No photograph fees
- Free Matterport tour

Repairs

- Air conditioning filters
- Standard batteries
- Paint touch-ups
- Standard light bulbs
- Switch covers
- Outlet covers
- Minor drywall repair
- Door stops
- And more ...

Free replenishments

- Hand and face towels
- Soaps
- Shampoo
- Conditioner
- Body wash
- Coffee
- Sugar
- Creamers
- Salt and Pepper
- Dishwasher tablets
- Washing machine pods
- Dish soaps
- Kitchen & bathroom paper
- Garbage can liners

Some common owner QUESTIONS & ANSWERS

In the next few pages, we've provided some common questions and answers about the management program.

Q

WHAT'S INCLUDED IN THE MONTHLY MANAGEMENT SERVICES?

Our monthly management services include the day-to-day costs of operating a vacation rental in central Florida. This includes all marketing of your property - administration of your account, pest control application, lock administration, smoke detector and remote control battery replacements, standard light bulb replacement, AC filter replacement, switch/outlet covers, as well as guest emergency call-out, 24x7 emergency line and pool servicing.

"Just about everything you need."

Q

WHERE DOES VILLADIRECT ADVERTISE MY HOME?

As well as through our own website – which gets thousands of visitors each month – VillaDirect also advertises your home on most of the main channel websites including Airbnb, Booking.com, HomeAway, Expedia, VRBO, Facebook, Instagram – and also to over 4,000 independent, active travel agents who have each registered as booking agents with VillaDirect.

"If it makes sense to market – your house is shown."

Q

WHAT IS THE COMMISSION RATE AND WHAT IS IT FOR?

The 10% flat commission rate is to reimburse VillaDirect for its expenses for advertising, taking the bookings, managing the guests and administering the payments – and also to allow us to make a profit and stay in business. On owner-generated bookings and owner's stay, there is no commission, but instead there is a flat rate booking fee to cover the inspection and pre-arrival amenities pack.

"It recovers our costs."

Q HOW MUCH DO YOU INVEST IN OUR HOME?

As a part of the initial set up when you join, VillaDirect staff perform a careful safety and condition inspection. After that is complete and we have provided you with a report, we install our electronic keypad to the front door for guest and owner access (*a \$600 value KABA-ILCO industrial-strength lock*). We install signage (*\$40 value*), we schedule a photo shoot from a professional photographer (*\$350 value*) and we arrange a Matterport 3D tour shoot of your home (*\$150 value*). Overall, the initial start-up investment by VillaDirect onto your home is around \$1,400 value.

“Investing as a partner.”

Q AS VILLADIRECT GROWS, HOW DO YOU FOCUS ON OUR HOME?

VillaDirect has successfully managed and maintained properties for owners for over 25 years now. We believe communication with our owners (*and guests*) to be a critical success factor in managing and maintaining homes and administering thousands of bookings and guests every year. We’ve welcomed over 1 million guests through the homes that we manage since we began. We have a clear understanding of the optimal number of staff needed to service the number of homes that we manage, as well as recruiting and training accordingly as we grow.

“As we add more properties, we grow the team.”

Q DO I NEED TO OBTAIN LICENSES FOR MY HOME?

Yes. Each vacation rental in Florida needs to be licensed with the state and have a license with the local county. These hotel and sales tax licenses are needed to operate a vacation rental.

Some companies offer you an “Umbrella license” in their name – but that’s just an attempt to make it more difficult for you to change your service provider. When you join VillaDirect, we apply for and obtain a license with both the state and the county in your name (*so you can always move freely*). If you’ve already got a license in your name - we can apply for a renewal when the time comes.

“State and county licenses are needed.”

Q WHEN DO WE RECEIVE PAYMENT FOR THE RENTALS IN OUR HOME?

Payment for each reservation is credited to the statement on the Arrival date. The payment is detailed on the monthly statement and is made when the statement is issued in the month following the arrival date.

“The month following the arrival date.”

Q WHEN DO WE RECEIVE MONTHLY AND YEAR END STATEMENTS?

VillaDirect produces all statements and emails them to owners between the 10th and 15th of each month, following the previous month-end. This timeline is based on when we receive the utility bills, the processing/payment time of the channels and receipt of HOA accounts for those owners whose bills we pay.

Positive balance payments are paid between the 20th and 25th of each month following the month-end by ACH or check payment (*at the owner's choice*).

You can also view your past and current statements at any time through our secure on-line owner portal, which allows you to see the current statement as income and expenses are added through each month.

Annual Summary statements and 1099s are sent before the 31st January each year and 1042s are sent before the 15th February.

"Accurate, reliable, monthly and Annual statements."

Q WHERE CAN I SEE HOW MUCH I GET FROM EACH BOOKING?

Each time we enter a reservation on the system, amend it or even cancel it, you receive an email notification confirming the dates, the price and showing the commission and the net rental to you. In addition, each monthly statement provides a list of each of the future reservations held in the system and shows the net rental value (*which will always match the confirmation*). There is also a view on the on-line secure owner portal which provides a list of all future reservations and net values. Finally, in the month of arrival, the statement will also show you the reservation details including the gross rental, pool heat charges, any commissions or discounts provided and the net rental to you.

"We provide this detail in many different communications."

Q DOES VILLADIRECT RENT "WEEKEND ONLY"?

We would rather get you 4, 5 or 6-night (*or greater length*) reservations than fill a weekend date too early. Some rental companies will take 1-night or weekend bookings whenever possible at slightly higher rates. Our minimum standard is 3 nights – and only during off season. We only "open" weekend/2-night stays at the very last minute and typically increase the nightly rate accordingly, which is (*of course*) passed on to the owner of the property. Our revenue optimization closely monitors available dates and "releases" them for short term stays at the very last minute to capture potential bookers without impacting the overall occupancy.

"Under certain circumstances and under specific rules."

Q HOW DO YOU HANDLE DAMAGES BY GUESTS?

Damage caused by guests is charged directly to them, or through the Accidental Damage Waiver (ADW) coverage. Every guest that stays in your home is charged a fee to cover for accidental damage during their stay. If the issue is determined to be due to wear and tear then we will recommend any maintenance or replacements required to the owner. If the damage or loss is due to negligence or theft, we will pursue the guest through legal channels if the value is over \$300.

"It's covered."

Q IF I WANT TO END THE AGREEMENT, WHAT'S THE NOTICE PERIOD?

Most of our owners stay with VillaDirect for a number of years (*the current record is 22 years*). However, we recognize that sometimes the "grass seems greener" with another company. If you want to end our agreement working together, then the notice period is only 30 days. Where there are VillaDirect reservations in place, beyond the 30-day notice period, they will be moved to other properties if possible and there will be a small move/admin fee per reservation that has to be moved. Your final statement will be issued in the month following the termination date and, at the appropriate time, we will produce the year end summary statement and any tax documentation needed.

"It's easy."

Q CAN MY RATES BE ADJUSTED?

Yes – they're regularly adjusted to maximize the revenue and to match market conditions. Our revenue optimization uses API tools and AI to analyze market trends so that we can act quickly to adjust rates (*up or down*) when opportunities arise so to take advantage of the best earning capability for your property.

"Rates are regularly adjusted."

Q CAN I SET A MINIMUM PRICE?

Yes – we agree a minimum nightly rate (*net*) that you will accept for your property. If we believe that the minimum net rental that you are expecting is too high or low and that it will impact the advertised rental rate negatively, or reduce the occupancy or revenue (*in our experience and opinion*), we will always tell you and try to give an indication of the likely result of such changes.

"Realistic minimum rates are welcomed."

Q DO YOU CHARGE A MARKETING FEE?

No. On reservations that VillaDirect generates - either directly or through a channel partner – we only charge the commission. On an owner-generated reservation or stay there is no commission and we simply charge a small booking fee to cover our pre-arrival inspection and amenities costs.

“There is no marketing fee.”

Q DO YOU CHARGE CREDIT CARD FEES?

Unlike some companies – we don’t charge you to process the reservation – we charge the guest a booking fee, that covers the administrative and credit card merchant charges. The only time that we’ll ever charge a fee to cover the credit card merchant charges is if you decide to pay your monthly account via credit card, or if there’s a refurbishment or upgrade project that you’ve asked VillaDirect to do in the house.

“There is no credit card fees on reservations.”

Q I WANT TO RENT OUT MY HOUSE TOO - CAN I?

Yes. VillaDirect places no restrictions on when owners can use or rent their home. If you want advice on pricing, we’re here to help. The on-line, secure Owner Portal allows you to enter a reservation, generate and download an Arrival Guide with the door code provided, see future bookings and revenues from VillaDirect. You can also report the amount that you’re charging through the portal, and we can pay the taxes on your behalf to the state and county (*some channels pay some of these taxes and this is calculated when you enter the source of your reservation*).

Some owners opt/choose instead to send their guests and friends directly to our website (*to the specific advert for their home*). We provide them with a promo code to give to their guests – and the guest books through our website using that code to receive a discount. This allows the owner to “sit back” and let us handle the guest, the paperwork and any taxes due – including any guest calls or questions.

In the same way, some owners also have a special discount promotional rate for family – so that they can send them directly to our website - or reservations team - who handle all of the details.

Some owners choose to gift the stay to their family members, in which case the reservation is treated as an “Owner Stay”.

“If you want to rent it – you can.”

Q WHAT ARE THE BEST WEEKS FOR ME TO USE MY OWN HOUSE?

Obviously, the less you use the house, the more available nights there are to rent for a return.
But it's perfectly natural that you want to use the house for your own enjoyment!

Most hospitality companies recognize that May, September and October are traditionally some of the quieter months of the year (*because all of the school children are "in class"*). If you can schedule your stays during those months, you'll not only benefit from leaving the busier months available to book but you'll also enjoy shorter wait lines at the restaurants, parks, shops, and even the roads will be a little quieter!

Some of our owners even use the rental income that they get for the busier more popular months of the year to go on vacation to other destinations, or use the money to pay for a good local hotel in Orlando for their stay.

"If you want to stay at any time – that's no problem."

Q HOW MUCH DO YOU CHARGE IF I OR A FAMILY MEMBER STAYS?

When an owner or their family stays in the house, we call it an "Owner Stay". All we charge for an Owner Stay is the low booking fee (*that covers the pre-arrival inspection and the amenities pack*) and the cost of the end-of-stay cleaning.

"Just the cleaning and booking fee."

Q CAN I TRANSFER THE BOOKINGS I ALREADY HAVE?

Sure. If they're bookings that you can move, we can transfer them into our system and set up Arrival Packs for each guest for you, take over tax payments and even take over the guest processing if you want us to. If you have bookings provided to you from your current management company, it's unlikely that they'll release them.

This can cause a worry for some owners that they'll face a downturn for a few weeks/months until new bookings are generated by VillaDirect. Please talk to us if you are concerned about this, as we have some innovative solutions to avoid the "slump".

"Yes – all bookings are welcome."

Q WHAT HAPPENS WHEN A GUEST CHECKS IN?

- Before the guest checks in, we provide an arrival pack with a unique door code that only works for the dates of their stay (*from a 4PM arrival to a 10AM departure*).
- Before the guest arrival, we walk through and perform a pre-arrival inspection of the home to make sure everything is clean, working and prepared for the next guest.
- We install an amenities pack into each house before arrival and supply and stock the bathrooms for each guest.
- We provide a Home Pack both electronically and physically (*in the home*) with guides and rules for the guests.
- Our main number is clearly presented for 24/7 calls and responses to emergencies.
- If a guest calls, we respond to non-emergencies and emergencies rapidly to resolve the issue.

"It's our duty to care for the guest."

Q WHAT HAPPENS WHEN A GUEST CHECKS-OUT?

- On departure, housekeeping enter and walk through the property to check for any visible damage or issues and report back to us (*with photos*).
- Housekeeping then bag and remove all rubbish and left-behind groceries.
- Housekeeping then perform their clean.
- Field service maintenance techs arrive to repair anything reported and also to perform planned maintenance tasks like filter replacement (*as necessary*).
- The house is prepped for the next guest.

"We inspect, clean and maintain after each guest."

Q DOES VILLADIRECT HAVE A 24HR GUEST EMERGENCY LINE?

We have a dedicated Guest Services team available 24/7 – 365 days of the year for guests to call if they have a problem. Sometimes this is an on-call team (*during holidays, peak-periods and after hours*).

"Yes – 365 days and 24/7."

Q IS HOUSEKEEPING DONE IN-HOUSE?

Yes. Housekeeping attend after guest departure (*or if there's a deep clean scheduled*) and clean all surfaces, wash bed linens and towels on-site at the property using the washer and dryer in the house wherever possible. Comforters and fancy/quilted shams or pillowcases are carefully tagged/labeled and taken off-site when needed to be cleaned in the laundry.

This minimizes "shrinkage" of linens and towels.

"Yes – most laundry is done on-site."

Q DO YOU ALLOW CHECK-IN AND CHECK-OUT ON THE SAME DAY?

This is a common practice, that we call back-2-back stays. Guests are required to depart at 10:00AM and check in after 16:00PM. Our housekeeping, pool, maintenance and inspections teams work hand-in-hand to coordinate and make the house ready for the arriving guest. There are a few (*limited*) days where we are unable to provide back-2-back service on homes larger than 7 bedrooms.

"Back-2-back bookings are common practice"

Q HOW MANY BED AND BATH SETS ARE PROVIDED FOR GUESTS?

We stock each property with a single set of bed linens for each bed. Bath and hand towels for each guest, plus face cloths. We also provide kitchen towels and a rug in each bathroom at no charge to the owner.

"Enough that the guests are happy."

Q WHO DOES THE POOL SERVICING?

We have an in-house team of trained, certified pool technicians who clean each pool on a schedule. Every time the pool is serviced, the owner receives a photograph of the pool (*after service*) and we notify of any issues or potential problems that our technicians see with the pool equipment.

"Our in-house team does a fantastic job of servicing the pools."



HOW DOES MAINTENANCE WORK?

Wherever possible, we use our own in-house maintenance personnel to perform routine maintenance and repairs for the scratches, dings, dents loose screws, etc., that can occur in a busy rental property. They all have a wealth of experience maintaining items in the home, the furnishings/décor, games rooms and in the pool area. This keeps costs as low as possible for our owners. Where we need to use an external vendor, we have a list of market-tested vendors that we use for product repairs and larger maintenance and upgrade projects. When we need to use a specialized vendor, we always get estimates and quotes and will contact the owners for pre-approval before commencement of work.

“Maintenance that you can feel safe to trust.”



DO YOU HAVE A POLICY TO HANDLE EMERGENCY REPAIRS?

Occasionally, we won't be able to contact the owner before commencing work. This is especially true if there's a guest in-house, its nighttime, or a weekend and we want to avoid moving the guest to another property. Per the agreement, we can carry out repairs or replacements up to a \$500 limit to fix any emergency that occurs where we can't contact the owner in advance.

This is to avoid losing revenues for the owner, if repairs would cause us to relocate the guest or refund them. We do not abuse this authority and are mindful of the fact that we have a fiscal duty to minimize the costs to you wherever possible.

Your trust in the judgement of our technicians is essential for rapid response and resolution of unforeseen events and to avoid receiving negative on-line reviews against your home.

Wherever possible, we will always attempt to contact you prior to commencement to approve the work or, at the very least, email or call to advise you of what occurred at the earliest opportunity.

“Yes – we have a set procedure to handle such issues.”



DO WE HAVE TO USE YOU FOR ALL SERVICES?

No – some of our services are optional. There is a full range of services to choose from – almost all of which we recommend you consider – even if we don't perform them for you. In many cases the HOA will provide services like lawncare, internet provision, cable, etc. In those cases, we will work with them or advise you if there is a problem. Please see the “Schedule of Fees” in the agreement for a full list of the services available.

“No- you can opt out of many services.”

I'm with another company WHAT HAPPENS NEXT?

“From the time that we receive your agreement and required documents, the onboarding takes around 10-days and, provided the house is ready to rent, the photography and distribution on the channels takes about another week.”

1



Start set-up

We begin by on-boarding each owner and their property information on to our proprietary back-office property management system and owner portal.

2



Set-up utilities

If you want us to pay the utilities through the account, we contact the providers and transfer the billing address to our office. The bills will then show on your monthly statements.

3



Apply for licenses

We complete the on-line application to either apply for or transfer the state and county licenses into your name. Once received, we display the licenses in the property and keep a scanned copy available for you. We also automatically renew the licenses each year.

4



Property inspection

We perform a detailed inspection of the property including an inventory and provide a status report with recommendations. The team then visit the property and prepare the home for guests, and photography.

5



Photos & tour

A professional photographer is sent to take a full set of still photos for our marketing. We also take a Matterport 360° tour as standard. The tour can be added to our advertising on some channels to increase the attraction and improve occupancy levels.

6



Ready-set-go

As soon as we receive the images from the photographer, we upload them to your property advert on our own site and also on to the channel partner websites.

Partner sites include Airbnb, VRBO, Booking.com, Expedia, brands in Europe and South America.

7



Owner portal

We give you access to the owner portal and also provide instructions on working with VillaDirect. The portal gives you 24-hour access to your account and statements, allowing you to add, edit and amend your own reservations, check availability, download Arrival Packs for your own guests, statistics and more.

8



Client relations

We provide you contact details to one of our dedicated owner liaison representatives, our accounts team and others, to ensure that you have a comprehensive list of personnel that you can call or contact for answers to any questions that you might have.

If you have more questions **ABOUT JOINING!**

Contact

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