# FULL SERVICE PROPERTY CONCIERGE PACKAGE

## Our Mission

At First Tracks NH we are a local business that is dedicated to offering homeowners a personalized partnership to maximize rental revenue for a stress free rental experience.

First Tracks NH
Property Concierge

# Package Details

**Tour of the property**

- Recommendations for decor and staging to enhance rental revenue
- Overview of guest expectations
- Professional quality photographs for listing

**Create the listing**

- Write the Airbnb listing description
- Market the home on Airbnb and our Direct Booking Website.
- Personalized website for your property
- Personalized Welcome Guide for guests
- Check-out rules, rental contracts, and cleaning guides that are specific to your property

**Guest communications and reservations**

- Respond to all pre-booking inquiries
- Properly screen all potential guests and accept reservation requests
- Manage all communication to guests prior to arrival.
- Answer questions during a guest stay (24/7)
- Respond to any issues upon check in or repairs needed during guest stay
    - Cost of repair is not included

**Post check-out procedure**

- Schedule cleaning turn over service
- Inspect home for damage
- Notify Owner when items need to be restocked
    - We can restock items automatically for an additional charge
- Write and post guest reviews on Airbnb, VRBO, or other online platforms.

**Additional provided services**

- Collect and submit all rental taxes on behalf of Owner
- Owner's portal: Owner access to accounting and calendar for said Property.
- Access to property management services (additional cost depending on requested service)