



**Dover Bay**  
**Property Management**

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**Dover Bay Homeowner Information Guide**

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# **WHY CHOOSE DOVER BAY PROPERTY MANAGEMENT?**

Dover Bay Property Management is dedicated to provide our customers with the maximum amount of income for their rental unit and outstanding customer service.

## **What we provide property owners**

- A thorough market analysis of your vacation rental to determine rental rates
- Targeted marketing campaigns
- Housekeeping
- Security
- Maintenance
- Accounting

Our unbeatable accommodation management and superior guest services combine to make Dover Bay the ultimate vacation destination in the area. This incomparable combination is exactly why you should choose Dover Bay Property Management as your property management partner.

## **Marketing**

- Our powerful and dedicated marketing team will be performing market analysis, direct mailers, and print ad campaigns for your property. Developing all collateral materials for brochures to contracts, with a focus on driving national business to Dover Bay.
- Dedicated newsletter and up to date website for unit information.

## **Guest Services**

- A property management team interfacing between rental guests and homeowners.
- On-site fitness club, pool and spa
- Concierge services to book a wide range of year-round recreational activities
- Full service marina and café

## **Accommodation Management**

- Full Service central reservation facility offering guests the ability to book accommodation and vacation packages
- Pre-arrival confirmations reminding guests of their vacation details prior to their arrival date

## **Maintenance**

- Inventory inspection at the end of each guests departure
- In-depth monthly inspection of all rental homes by Dover Bay's maintenance personnel.
- Maintenance professionals providing quick service to owners and rental guests
- Annual preventative maintenance provided by trained maintenance technicians

## **Homeowners Guest Services**

- Rental management office with staff and facilities dedicated to serving owners
- Express owner check in services

## **Security**

- On site security assistance available to homeowners and rental guests

## **Accounting**

- Timely and accurate accounts receivable
- Quarterly owner rental income statements

## **Frequently Asked Questions**

### **Dover Bay Property Management**

#### **1. How is Dover Bay Property Management compensated for the services they provide to the homeowner?**

It is this industry standard that the rental management company and the homeowner split the rental revenue as compensation for the company. The Dover Bay Property Management compensation split is based on a 50% Homeowner/ 50% Dover Bay Property Management.

#### **2. What is the rental rate you will charge for my property?**

In order to achieve the highest occupancy percentages, a revenue management system is used to establish nightly rates to secure the best overall utilization of the unit. As such a variety of pricing options are used for individual, wholesale, travel agents, tour operators, corporate and leisure travel groups and other guests. Dover Bay Property Management will use a yield management program to secure consistent levels of occupancy and optimization of revenues.

#### **3. What is the Benchmark for Dover Bay's nightly rental rates?**

Dover Bay's nightly rates are keyed off of rates at other comparable upscale properties, and then adjusted for special features and amenities unique to Dover Bay.

#### **4. How does the reservation manager decide which properties get rented first?**

When a guest calls and requests a particular size, location, feature, view, or type of property, we do everything possible to fulfill our guest's requirements. Properties are on a computerized rotation system which also includes Dover Bay Development's vacation rental properties.

**5. If I put my property in the rental pool, how often can I use it myself? What is the booking policy?**

Once a year you will receive an owner occupancy calendar. If you have planned dates in advance that you would like to use your property, simply fill out the calendar and send it back to us. If you would like to make a reservation with short notice, you can forward your booking request in writing, via email, or by phone, to Dover Bay Property Management. We will put forth all efforts to fulfill each owner's request. It is important to understand that owner occupancy reduces the overall rental revenue and has its most dramatic impact during peak occupancy periods. This should be considered whenever contemplating personal use of your property. As stated in the Dover Bay Property Management rental agreement, the owner is asked to allow a minimum of 300 days per year that their property is available to rent.

**6. What housekeeping services are provided?**

Due to housekeeping being an integral part of the guest and owners experience, we devote substantial management time to quality control. Please refer to "Participant Details" for a detailed maintenance schedule.

**7. What maintenance services are provided?**

Dover Bay Property Management is responsible for the upkeep of the homes in the rental pool, including maintenance requests and preventative maintenance. A quick and efficient response to your homes maintenance needs is high on our priority list. Maintenance personnel are telephoned for quick service to you and the rental guests. Please refer to "Participation Details" for a detailed maintenance schedule.

**8. What happens if a renter damages my property? Who pays?**

If damage should occur within a property while it is rented to a guest, the guest is responsible. If damage is classified as normal wear and tear, the homeowner is responsible for the repair.

**9. May I request that my home be a non-smoking unit?**

All properties managed by Dover Bay Property Management are rented as non-smoking units. Guests are informed of this policy at the time of booking. Please note that your property is to be rented as a non-

smoking unit it is important that you and your guests respect this policy for the comfort of guests who prefer non-smoking units or who may have allergies.

#### **10. May I add personal items to the décor of my home?**

We endeavor to limit the number of personal items in the rental homes. Most guests view rental homes as resort accommodations rather than as private residences. The consistency of the décor should reflect this. Dover Bay Property Management cannot be responsible for the security of personal items. If you would like to have these types of items displayed while occupying your property, please feel free to do so. Prior to your departure, simply store them in your owner's closet or remove them from the unit.

#### **11. As the property owner what expenses are my responsibilities?**

The expenses associated with managing and renting a resort home have been clearly delineated and assigned to either the homeowner or Dover Bay Property Management in "Participation Details".

#### **12. How often do I receive the rental revenue from my property?**

Our accounting department is responsible for recording income and expenses for each rental home. Revenue checks are sent out quarterly, along with a revenue statement.

#### **13. Do I receive any special benefits from Dover Bay Property Management as a member?**

All owners that are part of our rental program receive a 20% discount off of the nightly rental rates of other properties managed by Dover Bay Property Management.

#### **14. What am I required to purchase for my property in order to prepare it for rental.**

If you have purchased the furniture package or if you are furnishing the property yourself, you will need to acquire the following items from Dover Bay Property Management:

- House wares package
- Linen package
- Audio/Visual package

For further information about the Dover Bay furniture package and additional packages refer to "Participation Details"

**15. May I bring my pet to my property?**

You are allowed to bring domestic animal to your property. If you are bringing your pet to your property, please let us know so we can monitor your home in preparation for a guest who may have pet allergies. Dover Bay Property Management does permit rental guests to have pets in the rental properties. Dover Bay Guests are required to pay a \$100 non-refundable pet fee. However, it is your choice whether you choose to designate your home as pet friendly or not.

**16. Who is my contact person when I need assistant with issues relating to my rental property?**

Dover Bay Property Management has customer service professionals that can help you with any issues relating to the renting of you property. They act as liaisons between you and the various lodging departments at the resort including maintenance, security, and housekeeping. Please see “Contacts” for contact information you may need.

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## Rental Rate Information

Please see attached current 2008 beach bungalows rental rates. Since the majority of the Parkside Bungalows, Bayside South Condominiums, Marina Town Condominiums and custom homes are larger than the beach bungalows, we suggest increasing these rates 10%-20% higher.

All rates include the following amenities:

- ❖ On-site check-in and check-out service
- ❖ Luxury soaps and shampoo
- ❖ Dishwashing soap, dish soap, paper towels, additional items may be included.
- ❖ Fresh towels and light cleaning will occur mid-week on stays of 6 nights or more.
- ❖ Daily maid service is available for an additional fee.
- ❖ Our front desk will assist each guest with our local knowledge of recreational activities.

Deposits, payments, & cancellations

- ❖ One night stay is required to confirm reservation at time of booking, non-refundable.
- ❖ A 50% advance rental amount must be received at the time of booking to confirm a reservation.
- ❖ Balance due, including taxes, any handling fees, security deposit and any and all fees for goods or services as shown, must be received by Dover Bay Resort at time of check out and may be paid by money order, cashier's check or accepted credit card.
- ❖ Reservations cancelled less than 72 hours will forfeit all payments made.
- ❖ No refunds for early departures.

## Expenses: Dover Bay's and Homeowner's

	Dover Bay	Homeowner
Advertising & Promotion	X	
Bank Charges	X	
Revenue split*	50%	50%
Boat Slip		X
Business license	X	
Cable TV		X
Cleaning Supplies	X	
Clerical & Accounting	X	
Computer costs	X	
Credit card Commissions	50%	50%
Fitness Club Membership		X
Front desk & Reservation staff	X	
Furnish and maintaining home		X
Furniture and appliance replacement		X
Guest departure cleaning charge	X	
Homeowner association dues		X
House ware replacement		X
Inspection of homes	X	
Initial audio/visual package		X
Initial house wares package		X
Initial linen package		X
Initial lock and key card		X
Insurance-home owners		X
Internet		X
Laundry	X	
Linen Replacement		X
Marketing and promotion	X	
Normal wear and tear		X
Office Equipment	X	
Owner's annual interior deep cleaning charge		X
Owner's guest departure cleaning charge		X
Owner's departure cleaning charge		X
Owner's quarterly statements	X	
Photocopying	X	
Preventative maintenance schedule	X	
Preventative maintenance quarterly fee	X	
Property taxes		X
Skilled Maintenance		X
Stationary & Office supplies, postage	X	
Telephone installation fee		X
Telephone monthly fee		X
Toll-free reservation line	X	
Unskilled maintenance		X
Utilities		X
Workers Comp Insurance	X	

# **Furniture, Fixtures and Equipment**

## **Dover Bay Property Management**

### **Owner Obligations**

Owners are responsible for the replacement of furniture, fixtures, and equipment necessary to maintain the home in an acceptable, first-class condition. This includes repair, restoration, and redecorating or other expenses arising from the rental or use of the property including “normal wear and tear”. Naturally, occupancy will accelerate normal wear and tear.

It is important to select the right product when finishing a vacation rental property. This means choosing not only aesthetically pleasing furnishing, but also durable goods that can withstand the amount and type of usage associated with rental properties. Generally, commercial grade products are best suited for a rental environment. The life of any item will vary depending on the original quality of the item and the amount of wear sustained. Dover Bay Property Management will notify the owner of items requiring repair or replacement to maintain the home in an acceptable condition.

We understand that you may want to add some personal items to your home. You may do so; however, we are not responsible if they are broken or misplaced. A good suggestion would be to have your personal items displayed while you are staying in your home, then when you leave simply store them in your owner’s closet.

# **Housekeeping Services**

## **Dover Bay Property Management**

### **REGULAR CLEAN:**

Services include the following:

<b>Kitchen</b>	Clean all appliances, pots, pans, baseboards, floors, dishes. Wipe out all cabinets and cupboards. Remove all left over food. Replenish amenities and house ware items.
<b>Dining Room</b>	Clean light fixtures, table, and baseboards.
<b>Living Room</b>	Clean windows, lamps, window blinds, patio door tracks and doors. Remove and clean chair cushions and sofa cushions
<b>Bathrooms</b>	Clean walls, both sides of door, toilet, bathtub, shower, baseboards, floor, bathroom sink and mirror. Wipe inside vanity drawers and underneath cabinet. Replenish amenities.
<b>General</b>	Check inventory levels for any damage or maintenance items. Clean windows within reach. Collect personal items left behind. Sweep, vacuum, dust, and straighten all furniture.
<b>Decks</b>	Wipe furniture and outside windows within reach. Sweep/shovel deck

### **Partial Clean:**

A partial clean is not automatically provided but can be requested. All housekeeping charges for “owner use” stays will be billed and itemized on the owner’s revenue statement at the end of every month.

Partial clean includes the following:

Towel change, bed making (ensure personal belongings are removed), Bathroom fixtures cleaned, light vacuuming of traffic areas, removal of garbage and amenities replenished.

### **Deep Clean:**

A deep clean is required twice a year.

Interior deep clean includes the regular clean, as well as the following:

**Kitchen**

Remove all vents, light fixtures and clean. Wash painted walls, inside and outside of cabinets and drawers. Pull out appliances and clean behind. Dust walls top to bottom.

**Dining Room**

Clean vents. Move all furniture and vacuum. Wash walls.

**Steam Cleaning**

Steam clean all carpets. Rate subject to outside contractor pricing.

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# Maintenance

## Dover Bay Property Management

### Maintenance for Dover Bay Property Management

The following maintenance and repair services are provided by Dover Bay Property Management to keep the home in an acceptable condition. Management is to respond quickly and efficiently to rental guests, owners and owner's guests to solve such minor maintenance problems:

- Respond to all calls for maintenance, and inspect and diagnose the problem. Take action to stop the cause of the problem and requisition services as required.
- Replace all light bulbs excluding appliance light bulbs
- Unstop toilets sinks, and tubs by plunger or snake
- Unclog and reset garbage disposals
- Unclog dishwasher
- Replace batteries in smoke detectors, remote controls, electronic key card lock, and clocks as needed.
- Replace remote controls for TV's, VCR's, DVD player and garage doors
- Instruct guests on use of TV's, VCR's, DVD players and other electrical equipment or appliances as needed.
- Re-program/re-tune TV's as needed
- Re-program telephones as needed
- Instruct and assist guests with fireplace operation as needed and re-light pilot lights when required.

### **Quarterly Preventative Maintenance:**

On quarterly basis, Dover Bay Property Management will conduct a preventative maintenance inspection of each property. This checklist will ensure that your home is being properly maintained at a standard specific to Dover Bay Property Management

Checklist includes but not limited to:

- Interior of the property including inspection of doors, lighting, walls, windows, flooring, carpets, furniture, countertops, cabinets and appliances.
- Rotating special maintenance projects to include but not limited to refrigerator coils vacuumed, filters replaced, pest control and cabinet hinges tightened.

# **Furniture, Fixtures, and Equipment**

## **Dover Bay Property Management**

It is our goal that all accommodations are of the highest standard. The following is a list of standards to help you in making your unit a marketable asset for you and Dover Bay Property Management.

### **Bedrooms:**

All beds must include a mattress, box springs, frame, and be of standard sizes. Sofa beds must be in good working order. Bunk beds will have quality mattresses and support.

**Bedspreads:** Must be clean, in good repair, with no holes or tears, and be modern in appearance.

**Pillows:** One per maximum sleeping capacity, plus two additional. Pillows must be clean and in good condition. Hypo-allergenic pillows are recommended.

**Blankets:** One per bed with two additional. Blankets must be clean and in good condition.

**Mattress Pads:** One per bed. Must be clean and in good condition.

### **Window Coverings:**

Must be in good condition, with no holes or tears, and be modern in appearance. All machinery must be in good working order and all drapes must have even hems. Window covering operational cords must be installed to child proof safety standards.

### **Windows:**

Must be free from cracks, paint, and other adhering substances

### **Walls/ Woodwork:**

Must be in good condition with clean paint, and no marks.

### **Furniture:**

Must be modern in appearance and in good condition. Must also be free of tears or holes and of sturdy construction.

### **Furnishing and House wares:**

In general, an adequate supply for the number of people the unit will accommodate (See furnishings and Accessories list). Pictures, floral arrangements and special touches done to your unit are recommended and will enhance rental sales and promote repeat guest stays.

### **Telephones:**

Guest accessible telephone is required.

### **TV/Cable:**

A 19" or larger color television in good working condition is required, as well as cable service.

### **Amenities and Appliances:**

Must be in good clean working condition, and free from scratches, rust and broken parts.

### **Bathrooms:**

Must be neat and clean in appearance. All tile, grout and linoleum must be free of cracks and mold.

### **Kitchen:**

Cupboards must be in good repair, free of scratches with sound hardware and sturdy construction. Flatware, dishes, pots, pans, and utensils must be free of cracks and be modern in appearance and be of a like set. Must have an adequate supply for the number of people that the unit will accommodate. Counters, linoleum, tile, and flooring must be clean, modern and free from cracks, stains, and burns.

Dover Bay Property Management has the final say on all quality standard decisions regarding working condition, clean and appearance, quality and quantity of supplies.

## Kitchen/Miscellaneous Items Supply List

### Kitchen Items:

Flatware set	Grater	Bottle Opener
Flatware tray	Ice Cube Trays	Can Opener
Knife set (including carving)	Measuring cups and spoons	Corkscrew
Paring knife	Cook fork and spoons	Juice jug
Steak knives	Colander	Paper towel rack
Electric mixer and/or blender	Mixing bowls	Cutting Board
Toaster	Spatulas	Dish Rack and Drain board
Coffee Maker	Vegetable Peeler	

### Cookware Set:

Set of 3 saucepans (minimum)	Roasting pan	Cake Pan
2 Frying Pans	Cookie sheet	Baking Dishes w/lids
Broiler Pan	Food Storage containers w/lids	Platter

### Dish Set: Stock these items for maximum occupancy plus two

Dinner Plates	Salad plates	Cups and saucers
Cereal bowls	Glass wear set including: water, juice, and wine glasses	

### Miscellaneous Items:

Broom and Dustpan	Shower curtains w/rings	Coat hangers (24)
Waste basket, 1 per room	Fire extinguisher	Door mat
Smoke alarm	Plumbers Helper	Large trash cans (units w/garages)

Snow Shovel (units w/garages)

\*Management recommends stocking property with several games/books/puzzles etc.

**Miscellaneous Supplies:**

Dishwashing soap

Dishwashing detergent

Hand soap

Scouring sponge

Garbage can liners

Paper Towels

Toilet Paper

Facial Tissues

Standard light bulbs

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## **Set up and Annual Replacement Costs Dover Bay Property Management**

### **Linen set up:**

An initial set up fee for linen is required for all units at owner's expense. These prices are based on the number of bedrooms and bathrooms in the unit.

Per Bedroom: \$45.00

Per Bathroom: \$20.00

### **Annual Linen Replacement:**

A linen fee will be charged at owner's expense, on an annual basis. These prices are based on the number of bedrooms and bathrooms in the unit.

Per Bedroom: \$50.00

Per Bathroom: \$25.00

### **Set up and replacement linens include:**

Fitted and flat sheet per bed- appropriate size

Pillowcases – appropriate size

Bath towels, hand towels, bath mat, and wash cloths- appropriate supply for maximum number of people per unit

Dish towels, dish cloths, hot pads, and pot holders

### **Contacts**

Dover Bay Property Management

208-263-3083

Dover Bay Real Estate

208-265-1597

Dover Bay Café and Market

208-263-5493

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