



# Co-Host Handbook

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ANSWERS TO FREQUENTLY ASKED QUESTIONS FROM OUR CO-HOSTS.

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# What is included with Premium?

## Premium

**Expanded Customer Service support:** Direct access to your Account Manager, who will expedite concerns or questions to the appropriate channels. Direct contact with your Quality Assurance rep, who makes sure your property stays flawless between guests.

**Property QA:** Premium cohosts are assigned a dedicated Quality Assurance agent who walks through your property testing all the critical systems (plumbing, electrical, appliances, etc.) between turns to ensure that it remains in peak condition for the next guest.

Maintenance services and sourcing of trade professionals (See Q&A 2)

Monthly inventory of consumables, including a list of what the Cohost needs to order. (see Q&A 3)

# 2 Who handles maintenance and repair issues?

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A: If you are a **Premium** Cohost, we provide maintenance services at **\$65/hr** which is offset from your monthly income. When the maintenance issue requires specialized trades - e.g., plumbers, electricians, etc - we schedule them and obtain guest permission as needed.

# Who is responsible for refilling the consumables inventory?

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**A:** As part of your Premium service, Elegance will inventory your consumables each month and order only what is needed for your property. We will offset our purchase of your needed items against your account and there are no additional fees charged to you.

# 4 When will I receive my payment for this month?

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Cohost payments are processed by the **10th of each month**, although we usually complete the process several days before that.

# 5 If the co-host orders the items, where do items need to be delivered?

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A: If you are **local** to your property, you should order supplies to be delivered to an address convenient to you, then place the supplies in your property's garage. Our crew will unpack and store the supplies in the supply closet, and re-stock them in the property as needed.

If you are **out of town**, you will order your items to be shipped to:

Elegance.rent – [property street name]

12203 Thayer Ridge

San Antonio, Texas 78253

Our crew will deliver them to the property, unpack and store the items in the supply closet.

# How will you know which properties those items are for?

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A: If you own **multiple properties** managed by Elegance.Rent, and you are ordering your supplies online, create an address entry at each website (Amazon, WalMart, etc) for each property, and in the “to” field, note “Elegance.rent - [property street name].”

**Example:**

Elegance.rent – [property street name]  
12203 Thayer Ridge  
San Antonio, Texas 78253

# What's this fee on my monthly statement?

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AirBnb charges 3% of gross rent from host payments, because they can. It's part of the cost of doing business in the Short Term Rental market.



# I don't understand my monthly statement!

A: [This short video explainer](#) takes you through logging into the Co-host portal, viewing your calendar and property(ies), and details what is on your monthly statement.

# Q How much can we charge per day?

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A: Our pricing is **dynamic**, meaning it changes daily based on almost two dozen different data points. Past Cohosts have demanded we set a fixed, high price, and watched their property sit empty for weeks, while other dynamically-priced properties are fully booked. Dynamic pricing changes based on the season, on reviews, and numerous other factors. What we charge is what will get you the most guests and make you the most money.

# 10 Can I block dates and use my own property? Who pays for cleaning?

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A: Yes of course, but be aware that the dates you block will not be earning you money. If you stay at your property we can send cleaners (charged separately) or make arrangements to prepare the property for the next guest.

# The Agreement is for one year, with a 30-Day Cancellation policy. What does that mean?

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A: You may cancel at any time after signing with 30 days' notice. However, be aware that the agreement stipulates shared responsibility for all bookings in place at the property. Airbnb heavily penalizes us for host-generated cancellations, no matter the reason (the only exception is a declared national emergency). As such the agreement offers two choices for bookings remaining after the 30 day cancellation period:

- 1. Honor the bookings. This is the simplest and best way to manage existing bookings after cancellation.
- 2. If honoring the bookings is not possible, you will be responsible for 50% of the booked value, and we will proceed with the cancellation process.

# 12 If I cancel my agreement, what happens to the AirBnb listing?

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A: The listing remains attached to our account. However, we allow you the option of blocking out as many days (or months) as you like. So you could block out an entire season and re-start rentals whenever that is most convenient for you.

# 13 Can I use my older appliances?

A: We require major appliances (washer, dryer, stove, fridge, etc) to be less than 3 years old. If not brand new, we require replacement upon first maintenance call to impact guest experience. This effort will save you money by preventing frequent maintenance calls and keeping guest experience at top of mind.

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