



STANDARD OPERATING PROCEDURE

FOR

HUMMINGBIRDAPT

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2. INTRODUCTION

Welcome to the official Property Management Standard Operating Procedure (SOP) guide for “[Hummingbird](#)”, where precision and efficiency define our commitment to excellence. Within these pages, we meticulously detail the fundamental procedures and guidelines integral to the effective management of our property. Comprising eight units, each spanning 1,100 square feet, we offer both short-term and long-term accommodations.

Short Term Rental Properties; four units, Apt 2, Apt 3, Apt 4 and Apt 7, are exclusively designated for Airbnb, Booking.com, VRBO, Google Hotels and Website for short-term rentals, they all are furnished apartments.

Long Term Rental Properties; Simultaneously, the remaining four units (Apt 1, Apt 5, Apt 6 and Apt 8) are leased to long-term tenants, their tenancies orchestrated through the sophisticated property management software, Rentredi App, ensuring meticulous oversight and organization.

Hostway, PMS – Short Term Rental; At the helm of our property management operations is Hostaway, a comprehensive Property Management System (PMS) that adeptly streamlines various tasks, facilitating smooth communication and coordination. Hostaway serves as the linchpin in efficiently managing our property listings across prominent platforms such as Airbnb, Booking.com, and VRBO. To further extend our reach, we maintain an informative digital presence through our dedicated website at www.hummingbirdapts.com offering a comprehensive showcase of our property and vital information for potential guests.

Rentredi, PMS - Long Term Rental; for long term rental we use the rentredi to manage the property operation like monthly billing, tenant communication, utilities etc.

Important Note;

These three app we are required to employee to use in their mobile;

1. Slack
2. Hostaway
3. OpenPhone

3. SHORT TERM RENTAL

4. TOOLS THAT WE USE

Hostaway

Hostaway is an all-in-one property management system and channel manager that provides short term rental managers with a scalable, comprehensive, and robust system for managing their properties. Our listing platform is fully integrated with this solution. We receive guest query on it, run promotion campaign as well through this solution.

Charge Automation

Upon booking confirmation, guests receive a notification from Charge Automation to complete their ID verification process, which includes submitting a selfie, a copy of their driver's license, and a security deposit of \$100. Please note that this verification process does not apply to Airbnb guests. Airbnb allows us to recovery the damage through dispute resolution compensation.

Schlage app

The Schlage app is a convenient tool for controlling and monitoring Schlage smart locks. Available on Google Play and the Apple Store, it allows users to manage locks remotely, enhancing security and peace of mind.

Remote lock

A remote lock, also known as a smart lock or electronic lock, is a type of lock that can be used to lock or unlock remotely using wireless technology; apartments 2, 3, and 7 are currently equipped with Schlage remote lock systems, while all other units, namely

apartments 1, 4, 5, 6, and 8, have manual locking systems. We have a spare key stored in the riser room, and access can be granted with the password provided by Bj.

Open phone - (956) 983-9299

Openphone is APP used to make phone calls and send SMS. Do not call or SMS international numbers (other than +1) if there is no emergency. (extra charges apply)

Approximately 70-80% of our customer base consists of individuals who primarily speak Spanish. This can be attributed to our close proximity to Mexico. It's worth noting that phone numbers with the +52 country code are treated as Mexican numbers and are classified as international calls.

Slack

Slack is a prominent team collaboration and messaging platform designed for professional communication within organizations. It offers real-time messaging, file sharing, and integration with various productivity tools, fostering efficient teamwork and information sharing. Slack enhances workplace communication by centralizing discussions, promoting transparency, and streamlining project management, making it a valuable resource for businesses aiming to improve internal communication and productivity.

Our workspace has a channel called "#vacationrentalsprojectchannel" where we discuss anything related to the Hummingbird Apartment.

Google Sheet

In Hummingbird, revenue sheet is prepared in google sheet. This is prepared on periodic basis like after 15 days to evaluate the business progress.

Here is the link; https://drive.google.com/drive/folders/1Vwdr0REsKbtySWhyzRpDT_FwMnMystFQ?usp=sharing

Airbnb Inbox

Airbnb Inbox is a communication platform within Airbnb's hosting interface, designed for hosts to manage guest inquiries, messages, and reservations. It provides a centralized hub for hosts to respond to guest inquiries, handle booking requests, and

exchange important information. Airbnb Inbox streamlines communication and ensures efficient guest interactions, making it a valuable tool for hosts aiming to provide a seamless and professional experience for their guests.

Airbnb Resolution Center

The Airbnb Resolution Center is a feature that allows hosts and guests to address and resolve issues related to their bookings, such as damage claims, refund requests, or disputes. It provides a structured and transparent process for submitting, reviewing, and settling claims, promoting fair and efficient resolutions in compliance with Airbnb's policies. The Resolution Center is an essential resource for users seeking a formal mechanism to address and resolve booking-related conflicts in a professional and organized manner.

Booking.Com Extranet

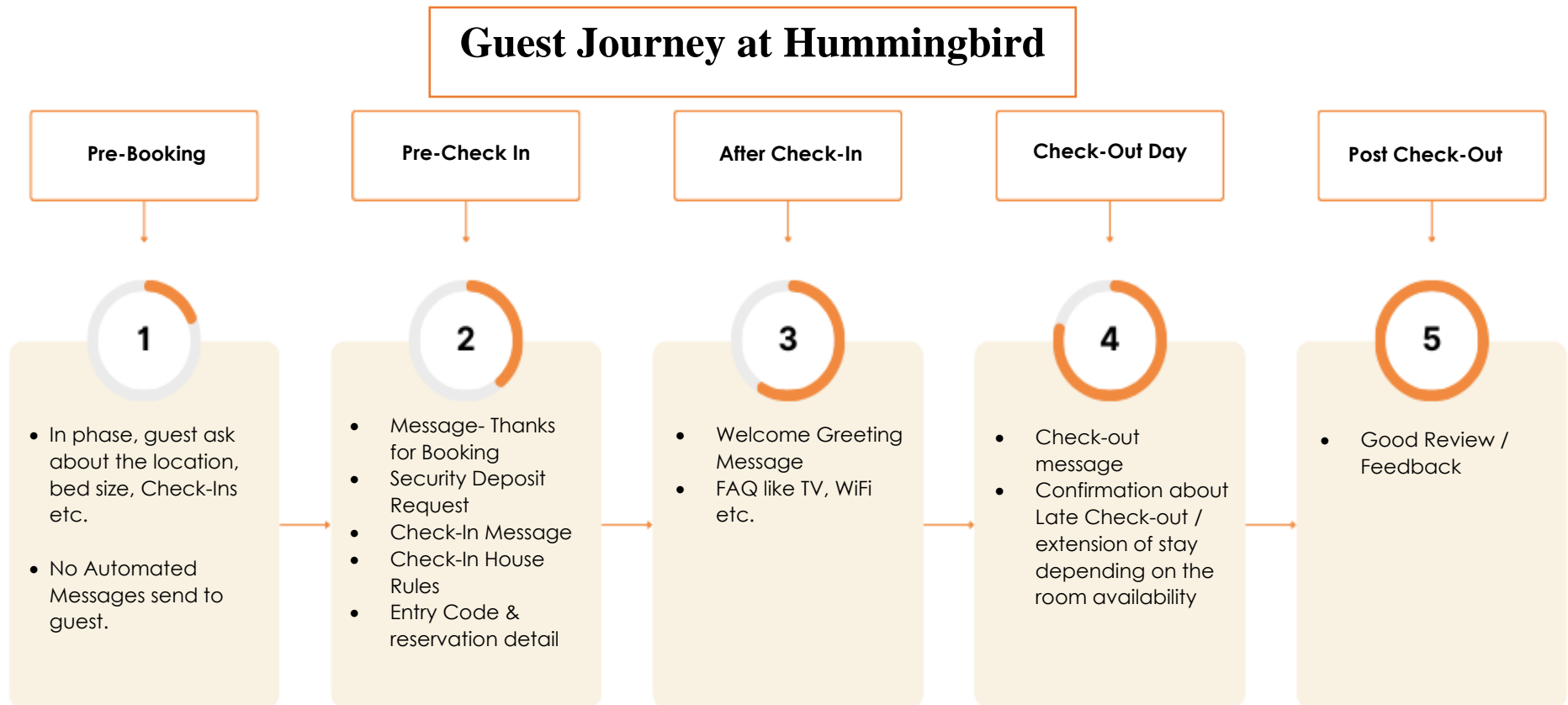
The Booking.com Extranet is a dedicated online platform for property owners and accommodation providers to manage their listings, availability, and reservations on Booking.com. It offers tools for updating property details, setting pricing and availability, and reviewing guest feedback. The Extranet empowers property managers with control over their online presence and helps optimize occupancy and revenue. It is a crucial resource for professionals in the hospitality industry aiming to efficiently manage and promote their accommodations on the Booking.com platform.

VRBO

VRBO (Vacation Rental By Owner) is a prominent online vacation rental platform that connects property owners and managers with travelers seeking vacation accommodations. Property owners can list their vacation homes and manage bookings, while travelers can browse and book these properties. VRBO simplifies the vacation rental process, offering a user-friendly interface for both property owners and guests, making it a valuable resource for property professionals looking to market their rentals and travelers seeking unique vacation experiences.

5. GUEST JOURNEY AT HUMMINGBIRD

Here is the pictorial presentation of guest journey from inquiry to post check-out feedback;



The following process shows what happens on the different phases involved in ensuring that customers are contacted and updated so that there is no ambiguity in communication.

PHASE	DESCRIPTION	Reference
Pre-Booking	Often, period when guest ask questions about property. i.e., Location, size of beds, Check-Ins, etc. (usually in direct booking case)	Pre-booking
	No Automated messages are shared only written messages are shared	
Reservation Booked	Guests ask questions about address, how to check-in, where to eat, etc	-
Pre-Check-In	Automated Messages	
	Thanks for Booking	Pre-Check in
	Security Deposit Request via charge automate	
	Check-In Message	
	Check-In House Rules	
	Entry Code & reservation detail	
Check-In	Check-in time @3PM	-
Stay	Automated Message	
	Welcome Greeting Message	After Check-in
Checkout	Confirmation about Late Check-out. Check-out time @11AM	
Post Check Out	Request for feedback	Feedback

Pre-Booking;

Guests contact us through Airbnb or our website to inquire about our property like location, check-ins, facilities etc. Our available agent receives message in Hostaway and respond according to guest query.

At this level, no automated messages are forwarded to guest.

Pre-Check-In;

Thanks for Booking;

Once guest has booked the apartment to stay with us and below automated message is forward to guest;

[Automation ID 74553 - reservation](#) ⚙️ B

Hello ROSITA LOPEZ,

Thank you so much for booking our place at
Apt 2, 1300 Humming Bird Ct, Pharr, TX 78577,
USA for 7 nights from 07 Mar 2024 to 14 Mar
2024. We will return to you shortly regarding
the practicalities. Until then you can send us a
message or give us a call on +19569839299

Best regards,
Christine

Security Deposit;

After booking confirmation message, the next automated message is generated for security deposit via charge automation. Guest selfie, credit card Image and driving license image are required. Here's automated message forward to guest;

"Hello ROSITA

Thank you for your reservation. We require a few more details from you.

Please take a moment to complete your reservation details.

You will then gain access to your personal portal and guidebook for your stay.

Your Booking Details

Check-in Date: Mar 07, 2024

Check-out Date: Mar 14, 2024

Booking ID: 24176283

Property Name: Cozy Comfort Haven 2 - 2 bed & 2.5 bath- Parking at No

Extra Cost

Booking Status: Ready for Pre-Checkin

Complete Your Pre-Checkin

This process is safe, secure and easy

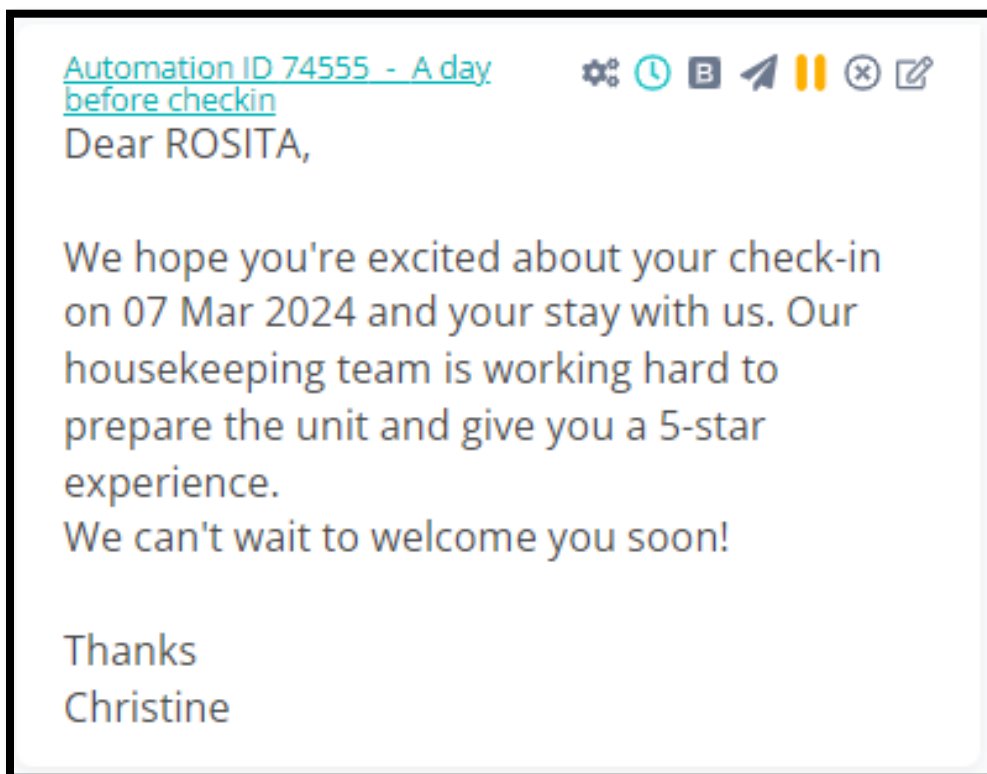
If you cannot access this link, copy and paste the entire URL into your browser:

<https://app.chargeautomation.com/securelink/26560e9d9a>"

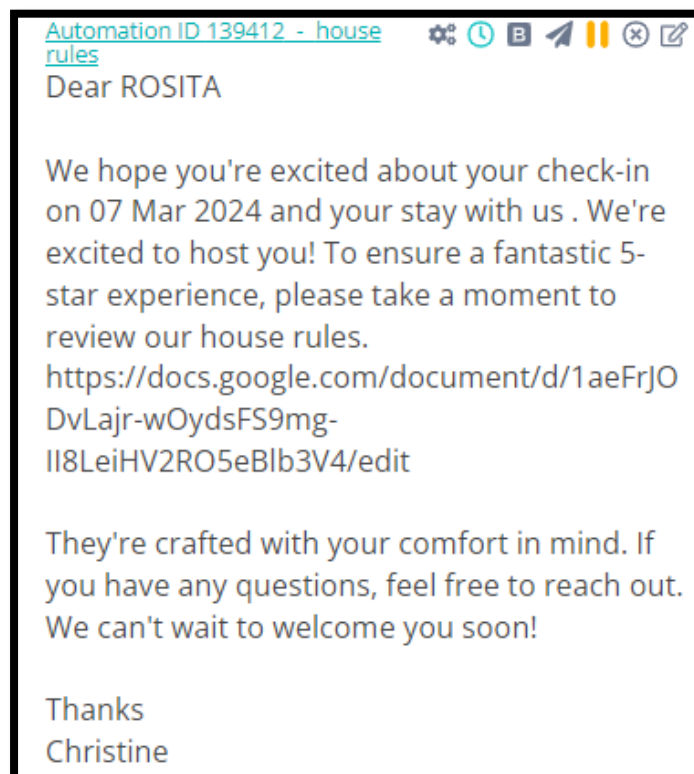
Check-in Instruction @3PM;

These two messages are forwarded to guest one day before check-in @3 PM;

Frist Message;

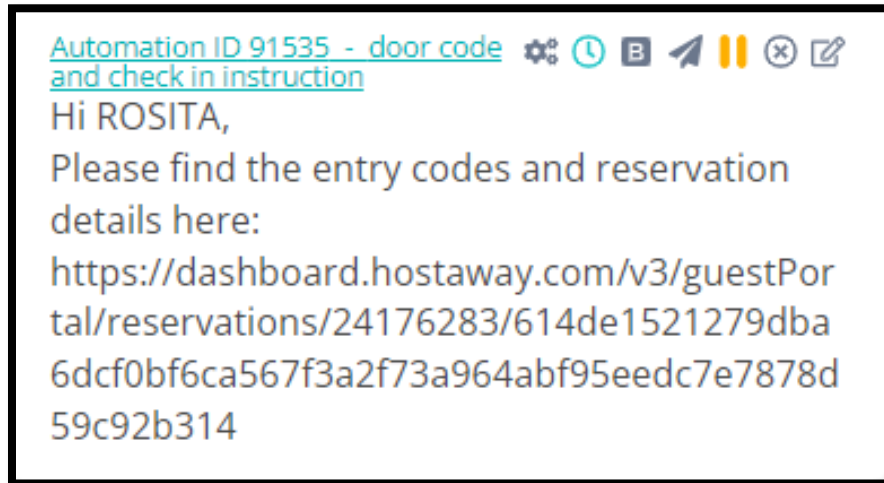


Second Message;

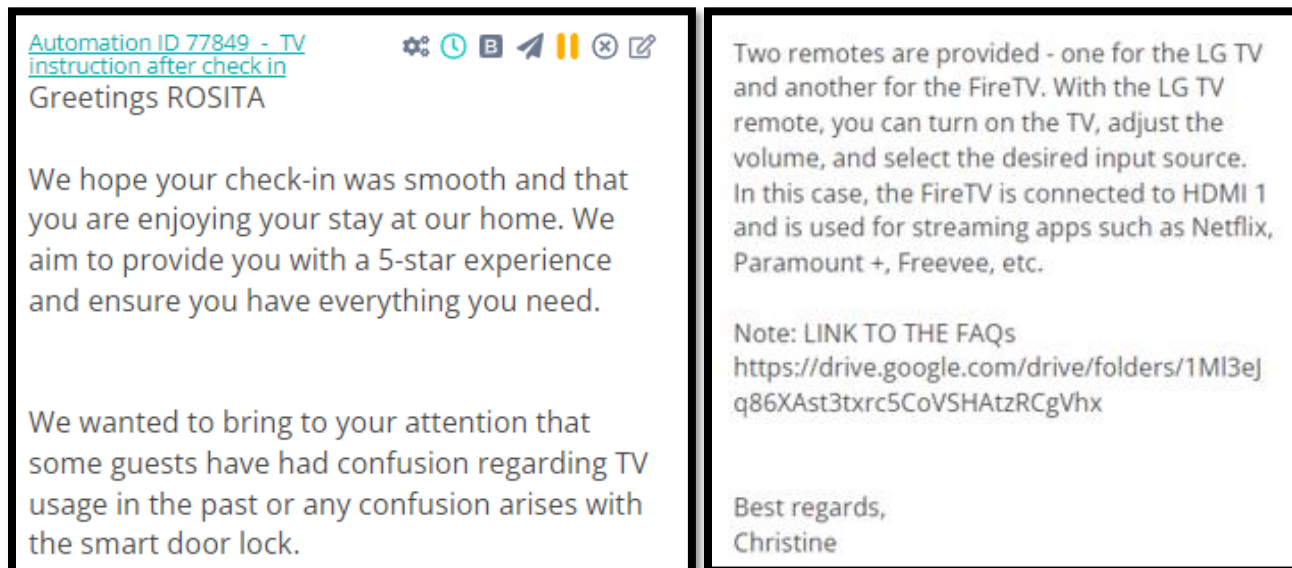


Entry Code & Reservation Detail @2PM;

This automated message is scheduled to forward at 2PM on day of check-in;

**After Check-In;**

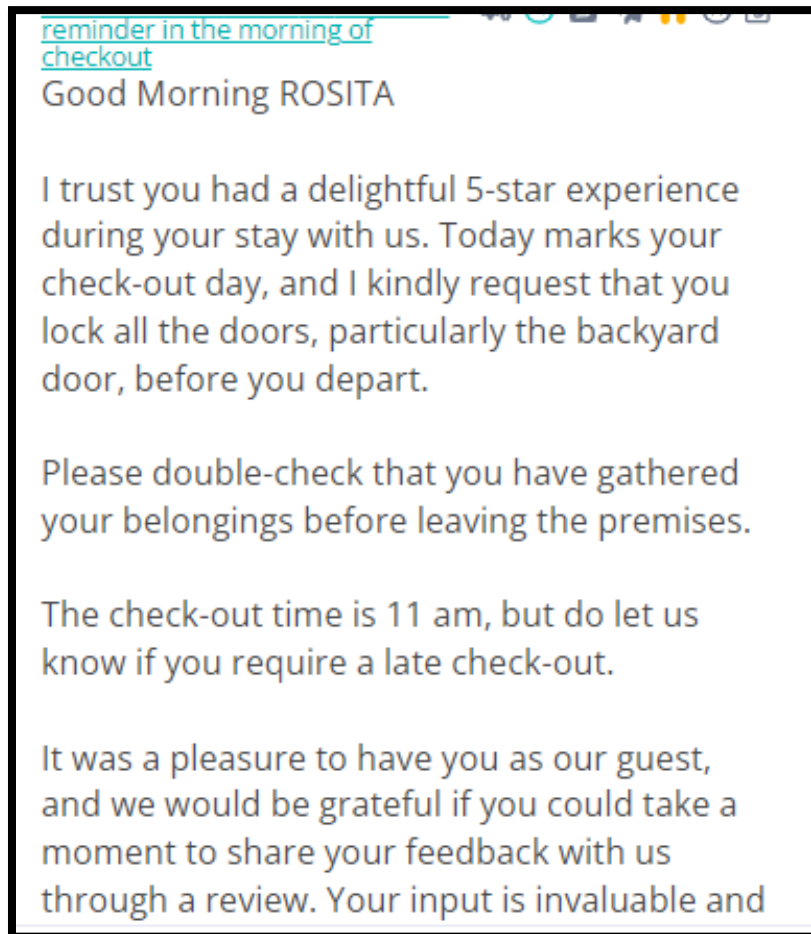
At 4pm after check-in, welcome greeting message is forwarded as per schedule. Here's the sample;



Day of check-out @ 10AM

Check-out

On the day of check-out, an automated message is forwarded to ask about the late check-out @10AM. Here's the sample of message;



Late Check-out / Extension of Stay;

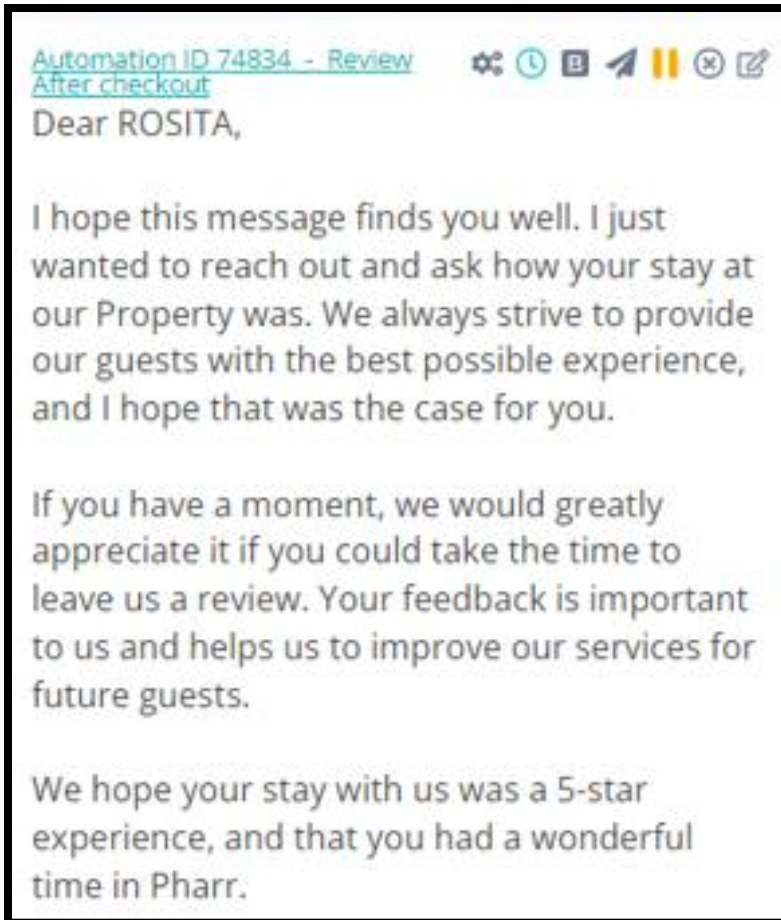
Greetings, valued guest!

I trust that you are thoroughly enjoying your stay at our property. As a gesture of our appreciation, we would like to present you with an enticing opportunity to prolong your trip. The night following your scheduled checkout date happens to be available, and we would be delighted to offer you a 20% discount if you choose to extend your stay. Should you be interested in taking advantage of this offer, kindly inform us at your earliest convenience.

Thanks
Christine

After check-out @ 1PM

At 1PM, below message is scheduled as automated message to encourage guest to give review;



Important Note; if guest has unpleasant stay with then this is paused to avoid the bad reviews from guest.

6. OUR LOCATION AND PROFILE



Apartment No. 2;

This is our luxurious 2-bedroom, 2.5-bathroom apartment for 6 guests tailored for out-of-state students commencing residencies, medical professionals undergoing clinical rotations, or individuals with DHR medical appointments.

The space

- Spacious Townhome in a Great Location
- Just a 5-minute drive to shopping, golf, and more!
- Hassle-free check-in with a door code entrance.
- Equipped with all the amenities you need for a relaxing stay.
- Two car parking spaces.
- No pets or smoking allowed.
- It's just a short drive from everything you need, including shopping, golf courses, and major attractions.
- The townhome is equipped with all the amenities you need to make your stay comfortable, including dishwasher, TV, Wi-Fi, and more. There are also two car parking spaces available.
- No washer and dryer are being offered for the time being.



Listing Platform	Link
Airbnb	https://www.airbnb.co.in/rooms/981902743800329760?source_impression_id=p3_1708595744_yYfy8LV8jqTofLCn
Booking.com	https://www.booking.com/Share-n6ik2y
Google	https://www.google.com/maps/@26.2244188,-98.1930557,3a,75y,25.55h,90t/data=!3m6!1e1!3m4!1s5psGo4nnXQYWeQ1aLifCrA!2e0!7i16384!8i8192?entry=ttu
VRBO	https://www.vrbo.com/3286137?dateless=true&x_pwa=1&rfr=HSR&pwa_ts=1708630728349&referrerUrl=aHR0cHM6Ly93d3cudnJiby5jb20vSG90ZWwtU2VhcmNo&useRewards=true&adults=2&regionId=9106&destination=Pharr%2C+Texas%2C+United+States+of+America&destType=MARKET&latLong=26.194796%2C-98.183624&privacyTrackingState=CAN_TRACK&searchId=a08c78cd-6494-49cd-bd68-efea1956d415&sort=RECOMMENDED&userIntent=&expediaPropertyId=91768513

Apartment No. 3

our opulent 2-bedroom, 3beds, 2.5-bath apartment for 6 persons—perfect for out-of-state students starting residencies, medical professionals on clinical rotations, or those with DHR medical appointments. A serene haven for relaxation after a demanding day, thoughtfully decorated and meticulously designed for seamless comfort and convenience. Indulge in a first-class stay embodying the essence of home-like comfort.

The space

- Spacious Townhome in a Great Location
- Just a 5-minute drive to shopping, golf, and more!
- Hassle-free check-in with a door code entrance.
- Equipped with all the amenities you need for a relaxing stay.
- Two car parking spaces.
- No pets or smoking allowed.
- It's just a short drive from everything you need, including shopping, golf courses, and major attractions.
- The townhome is equipped with all the amenities you need to make your stay comfortable, including a washer and dryer, dishwasher, TV, Wi-Fi, and more. There are also two car parking spaces available.



Listing Platform	Link
Airbnb	https://www.airbnb.co.in/rooms/840924997952728810?source_impression_id=p3_1708627940_3FnfzsEQc2VPYIYP
Booking.com	https://www.booking.com/Share-g1U2dQ
VRBO	https://www.vrbo.com/3286137?rm1=a2&expediaPropertyId=91768513&referrerId=HOT.HIS.Share.Landed.Copy_Link
Google	https://www.google.com/maps/@26.2244188,-98.1930557,3a,75y,25.55h,90t/data=!3m6!1e1!3m4!1s5psGo4nnXQYWeQ1aLifCrA!2e0!7i16384!8i8192?entry=ttu

Apartment No. 4

Apartment 4 (6 guests - 2 bedrooms - 3 beds - 2.5 bathrooms) has two spacious bedrooms, including a master bedroom with a king-sized bed and another room with a queen-sized bed and a sofa bed. The whole townhome has two full bathrooms and a powder room, allowing us to accommodate up to 6 guests in ultimate comfort.

The space

- Spacious Townhome in a Great Location
- Just a 5-minute drive to shopping, golf, and more!
- Hassle-free check-in with a door code entrance.
- Equipped with all the amenities you need for a relaxing stay.
- Two car parking spaces.
- No pets or smoking allowed.
- It's just a short drive from everything you need, including shopping, golf courses, and major attractions.
- The townhome is equipped with all the amenities you need to make your stay comfortable, including a washer and dryer, dishwasher, TV, Wi-Fi, and more. There are also two car parking spaces available.



Listing Platform	Link
Airbnb	https://www.airbnb.co.in/rooms/807244062820303856?guests=1&adults=1&s=67&unique_share_id=9dcfab79-dbe0-4a84-8d1c-dae9c974f907
Booking.com	https://www.booking.com/Share-pJ7IVah
VRBO	https://www.vrbo.com/3286137?dateless=true&x_pwa=1&fr=HSR&pwa_ts=1708630728349&referrerUrl=aHR0cHM6Ly93d3cudnJib5b20vSG90ZWwU2VhcmNo&useRewards=true&adults=2&regionId=9106&destination=Pharr%2C+Texas%2C+United+States+of+America&destType=MARKET&latLong=26.194796%2C-98.183624&privacyTrackingState=CAN_TRACK&searchId=a08c78cd-6494-49cd-bd68-efea1956d415&sort=RECOMMENDED&userIntent=&expediaPropertyId=91768513
Google	https://www.google.com/maps/@26.2244188,-98.1930557,3a,75y,25.55h,90t/data=!3m6!1e1!3m4!1s5psGo4nnXQYWeQ1aLifCrA!2e0!7i16384!8i8192?entry=ttu

Apartment No. 7

Whether you're here for business or pleasure, this townhome is the perfect home base for your trip. We have two spacious bedrooms, including a master bedroom with a king-sized bed and another room with a queen-sized bed and a sofa bed. The whole townhome has two full bathrooms and a powder room, allowing us to accommodate up to 6 guests in ultimate comfort.

The space

- Spacious Townhome in a Great Location
- Just a 5-minute drive to shopping, golf, and more!
- Hassle-free check-in with a door code entrance.
- Equipped with all the amenities you need for a relaxing stay.
- Two car parking spaces.
- No pets or smoking allowed.
- It's just a short drive from everything you need, including shopping, golf courses, and major attractions.
- The townhome is equipped with all the amenities you need to make your stay comfortable, including a washer and dryer, dishwasher, TV, Wi-Fi, and more. There are also two car parking spaces available.



Listing Platform	Link
Airbnb	https://www.airbnb.co.in/rooms/840924997952728810?source_impression_id=p3_1708627940_3FnfzEQc2VPYIYP
Booking.com	https://www.booking.com/Share-0PE5IMW
VRBO	https://www.vrbo.com/3286137?dateless=true&x_pwa=1&rfr=HSR&pwa_ts=1708630728349&referrerUrl=qHR0cHM4Ly93d3cudnJib55b20vSG90ZWwtU2VhcmNo&useRewards=true&adults=2&regionId=9106&destination=Pharr%2C+Texas%2C+United+States+of+America&destType=MARKET&latLong=26.194796%2C-98.183624&privacyTrackingState=CAN_TRACK&searchId=a08c78cd-6494-49cd-bd68-efea1956d415&sort=RECOMMENDED&userIntent=&expediaPropertyId=91768513
Google	https://www.google.com/maps/@26.2244188,-98.1930557,3a,75y,25.55h,90t/data=!3m6!1e1!3m4!1s5psGo4nnXQYWeQ1aLifCrA!2e0!7i16384!8i8192?entry=ttu

7. GUEST COMMUNICATION

Automated and non-automated (Hostaway);

Automated messages are predefined message for the specific events which are sent to guest accordingly. Non-Automated messages are written by available agent to handle the queries from guest, it is suggested to agent sure CHATGPT support to make message specific and streamed line, if any.

Guest Inquiries and Complaints;

We receive guest inquiries and complaints through the Hostaway platform, and it is imperative that we respond promptly to each message within a (05) five minutes timeframe. This ensures a swift and effective resolution to guest communications.

How to answer the phone;

Thank you for calling Hummingbird customer support. How can I help you?

8. HOSTAWAY - PMS

Hostaway is a comprehensive vacation rental software that centralizes the management of all channels in one convenient location. For a package comprising three units, the monthly price begins at \$120. the website is created with the help of hostaway. There are different modules in the system to manage the property business. Below is the list of **major modules** available in the PMS;

Major Modules;

Reservations

Integration

Ical Hostaway

*Creating and Activating
Coupons on Hostaway's
Reservation Dashboard*

Blocking days in Hostaway

*Creating scheduled
message*

*when listing error in
Hostaway*

Direct booking

Double booking

*Shifting guests from one apt
to another when double
booking happens*

Bulk changing of rates

Manually Charging guest

4. Calendar;

Three type of calendar is available like multi, monthly and yearly. You can see the reservation calendar in three different aspects. Moreover, you can also check the reservation by apartment wise like apartment 7 or apartment 3. Prices are set in this module for specific date against certain listing platform.

5. Reservation;

We can check the reservation status by OTA in this module. This module is fully integrated with our listing site and provides updated status like guest check-in, check-out, booking channel and booking.com status.

Coupon; Under the reservation module, there is a dedicated coupon section that facilitates the creation of promotional coupons. These coupons can be effortlessly activated or paused based on the decisions we choose to make.

*(Note; to watch the video, please click on “**reservation & coupon**” button.)*

6. Integration;

Hostaway is fully integrated with our listing platform like Airbnb, Booking.com, VRBO etc. We can set the rules at Hostaway under listing section that will reflect on OTA website.

(Note; for video, please click on “Integration” button.)

7. Ical Hostaway;

Hostaway's iCal modules allows you to import your bookings from countless systems to Hostaway, and also from Hostaway to those system.

(Note; to understand the steps, please click on the “Ical Hostaway” button.)

8. Blocking Days in Hostaway

Under reservation module, you can block or unblock specific room availability on certain date. This activity is performed by blocking days features.

(Note; for step-by-step guide, please click on “Blocking Days” button)

9. Creating a Scheduled Message;

Automated Messages; In this module, we have automated message schedule according to event and such messages can easily pause as per requirement.

Message template; pre-written messages are available in template section which can be schedule through automated feature.

Non-Automated Message; available agent can respond to guest query if any, through non-automated messages to give the best customer support to our guest.

We receive the notification of guest reservation in this module, so we may response to guest as per query or question they raise.

(Note; to see steps, please click on “Automated Messages” button.)

10. [Listing Error in Hostaway;](#)

When you face any listing error in hostaway, go to reservation dashboard then price & fee, and type 6 under the relevant field.

For step by step, please click on “Listing Error” button.

11. [Direct Booking;](#)

Guest contacts us directly without using any platform like OTA. In this case, available agent would need to manually book the reservation in Hostaway then generate their security deposit link as well along with ID identification and verification. In order to understand steps, please click on “**Direct Booking**” button.

12. [Double Booking;](#)

Double booking is happened when two guest booked the same room / apartment against same date. The available agent usually blocks the same date of another apartment to accommodate the guest. To understand how to block the other apartment in Hostaway, please click on “Double Booking”. This case is rarely happened.

How to shift the guest from one apt to another; [Video for Understanding, Part-2](#).

13. [Bulk Changing of Rate;](#)

To change the apartment rate for range of dates we need to select the date range under calendar module. Once we select the date range, in price section simply update the new price of apt.

To understand the detail procedure, please click on “Bulk Changing” button.

14. Manually Charging to Guest;

Sometimes, reservation amount is not debited from guest account so it shows as unpaid. There may be some technical issues with out OTA system. In such case, available agent would need to handle the situation manually and charge guest's credit card.

Important note; available agent is regularly monitored the reservation amount against every reservation and charge guest's card in case of unpaid.

For Hostaway procedure, please click on "Manually Charging" button.

9. HOW TO ADD A NEW LOCK TO SCHLAGE APP AND UPDATE REMOTE LOCK AND HOSTAWAY

Door lock are maintained in Schlage App which is integrated with Hostaway as well. To add the new lock in the app, we need to perform multiple steps as mentioned in below link video;

Here's the step-by-step guidance to add new lock and update remote lock & Hostaway;

Video link; <https://www.loom.com/share/05f42d67f7fe49aaa1257e658a11b0e8?sid=7251ac1c-aa9d-4e9d-833d-3a123f31f43f>

10. HOW TO UPDATE REVENUE SHEET

Revenue sheet is prepared on periodic basis like after 15 days to review the business progress along with targeted numbers to take decision accordingly. Please go through the video to learn how to update the revenue sheet, here's the link;

<https://www.loom.com/share/9f5468ef05254c6da972c659e75e9000?sid=b0de81bb-e2b0-450b-b8c5-9d819001caa8>

11. PROFILE MANAGEMENT AT OTA WEBSITE;

Our property is listed at different online traveling agency website like Airbnb, Booking.com and VRBO. We have to upload our property images, apartment amenities, room space and other facilities offering. Here's the procedural guide mentioned in below video link;

Listing Platform	Video Link
Airbnb	https://www.youtube.com/watch?v=g32_GGDx1us
Booking.com	https://www.youtube.com/watch?v=qKb8l4g-Xns
VRBO Integration with Hostaway	https://www.youtube.com/watch?v=BuqwamyVTRM

12. CHECK-IN AND CHECK-OUT PROCEDURES

Upon completion of all pre-requisite formalities, including security deposit and ID verification, the door code is dispatched to the guest at 2 PM—1 hour ahead of our standard 3 PM check-in time.

For those seeking an early check-in at 1 PM, we gladly accommodate based on apartment availability, without any additional charges. Conversely, our standard check-out time is at 11 AM, extendable to 12 PM for late check-out at no extra cost.

It is imperative to note that during the check-in process, we diligently monitor the number of individuals and pets through our remote CCTV system to ensure compliance with occupancy guidelines.

Security Deposit & ID Verification;

Security deposit is necessary requirement to stay with us. It is also necessary to protect our property being damaged by guest. Security deposit message is forwarded to guest one (01) day before their standard check-in time. Available agent has to make sure the deposit of security amount of \$100 otherwise door code automated message is paused.

We have integrated "Charge Automation" and "Remote Lock" with Hostaway. Before one day from check-in, guest receives a notification from Charge Automation to complete their ID verification process, which includes submitting;

- Selfie,
- Copy of their driver's license / any other valid card,
- and credit card credential

Important Note; Please ensure that the identification details, such as the name, match those provided in the reservation.

Once guest proceeds with ID verification, the available agent cross check the provided information and approve / reject the ID verification in accordance with requirement.

Please note that this verification process is not applicable to Airbnb guests.

Security Refund;

Happy Scenario:

Following a seamless check-out, if our diligent cleaning team identifies no damages, the system automatically triggers a \$100 security deposit refund to the guest after three days from check-out. This process is entirely automated for efficiency.

Damages Notification:

In the event that our cleaning team observes any damage to the apartment or its amenities, they meticulously document the evidence and report it on the designated Slack channel for Hummingbird. The available agent securely stores the evidence, promptly communicates the findings to the guest, and initiates the forfeiture of the security deposit as compensation for the incurred damages. Additionally, the automatic release of the deposit funds is halted.

Resolution of Disputes:

If the cleaning team raises concerns about property damage and reports it on Slack, and the guest disputes the claim after receiving evidence, we temporarily withhold the deposit funds. Should the guest be unwilling to acknowledge the damage, they may escalate the matter to the listing platform (OTA). In such cases, our available agent collaborates with the customer support team of the relevant OTA, providing them with the necessary evidence for arbitration and resolution.

13. CCTV MONITORING – RING CAMERA

During the check-in process, just to make sure guests don't bring any pets inside the place, and double-check that the number of guests they mentioned matches the actual number of people checking in.

We diligently monitor the number of individuals and pets through our remote CCTV system (Ring Camera) to ensure compliance with occupancy guidelines.

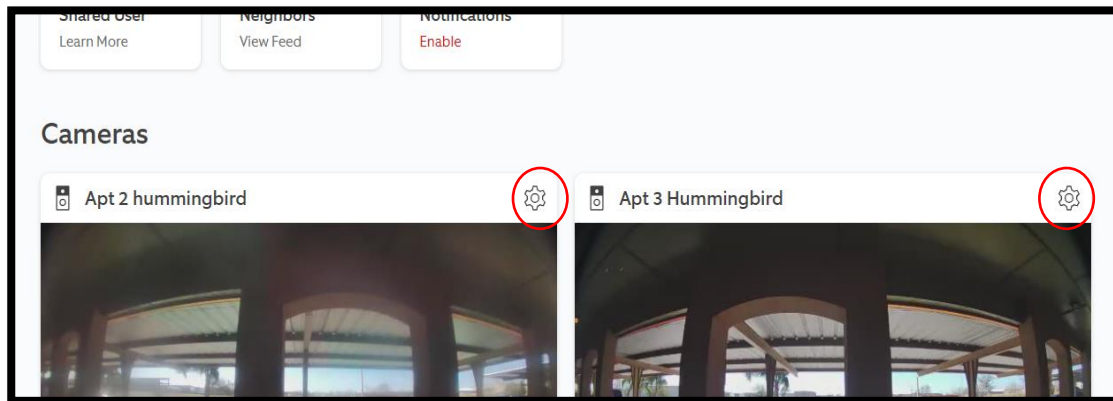
Application to install;

This activity is performed once a day. The monitoring is done by ring camera app and to install the app please click on the below link;

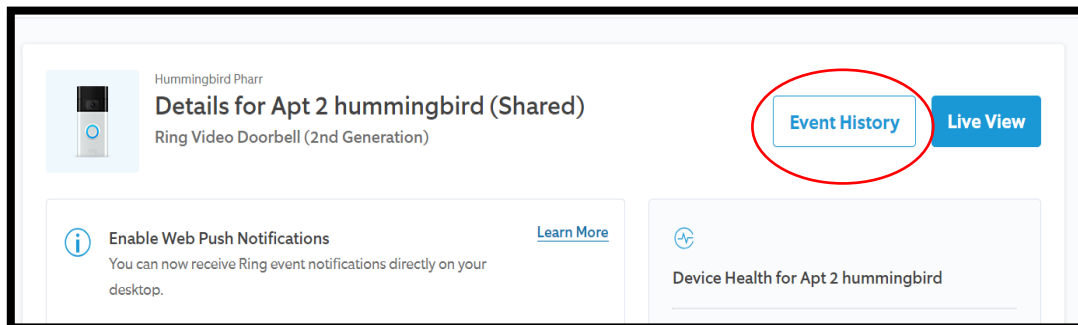
<https://account.ring.com/account/dashboard?!=edd8ce47-3a0c-4004-9136-4f519d78cd46>

Here's the procedure – how to check;

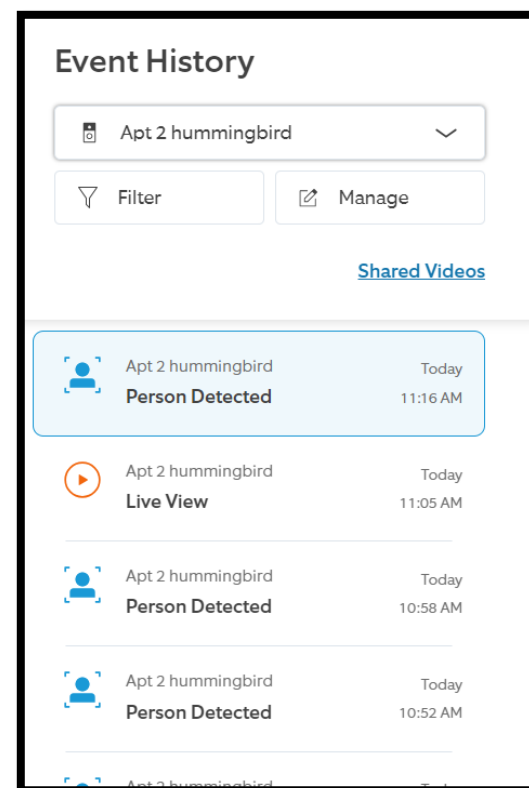
15. In the dashboard, click on the “setting” sign corresponding to the apartment



16. Then click on the “event history” to see the past incidents and live view to see the live



17. In event history, you can click on the notifications and view the video footage



Tracking Sheet;

As activity is performed the result like either pet observed or not, how many persons check-in the apartment will input in tracking sheet. This is available on google drive, please follow the below link;

https://docs.google.com/spreadsheets/d/16Tr90wFMsX5lyp2wwihRTPD_fattiu-hSRd53BWoZml/edit#gid=1037697061

14. CLEANING AND MAINTENANCE PROCEDURES

According to the checkout protocol, the designated agent is required to initiate communication with the cleaning personnel, specifically with Jose from L&J Cleaners, at least one day prior to the scheduled checkout date.

This communication is facilitated through Openphone. The cleaning team is allotted a timeframe from 11:00 AM to 2:00 PM to ensure thorough cleaning of the apartment.

Additionally, in the event that any damages are identified during the cleaning process, the team is obligated to promptly report such findings to the assigned agent.

Note;

Since apartment 2 does not have washer and dryer, until they become available, we need to manage it with washer & dryer of other apartment(s). In the case if all other apartments are fully occupied, contact with @sia or @BJ to arrange washer and dryer from his / her home.

15. LANDSCAPING AND LAWN MAINTENANCE

LoneStar Landscaping & General Contracting LLC is responsible for managing the landscaping and we prefer it bi-weekly lawn maintenance services for Hummingbird Apartments. The corresponding payment invoice can be accessed within the Invoices section of my drive.

Note; we are not using their service right now, decision make takes on later.

16. PRICING AND CHARGING FOR SHORT TERM RENTAL

Our pricing strategy is penetration strategy. We always give a very competitive price for each apartment.

Our unfurnished apartment is available for monthly rental at \$1050, excluding utility bills. This rate is depended upon market prevailing rate and situations. Our target monthly revenue for this rental is \$1600 to ensure profitability. Additionally, we charge a cleaning fee of \$70. Moreover, our pricing for weekends is set at a higher rate compared to weekdays.

17. HOW TO AUDIT OTA BILLS ON MONTHLY BASIS

How to audit VRBO Booking

Here's the procedure to perform the VRBO Booking audit;

- Log in to the VRBO.
- Navigate to the "Payment" tab.
- Click on "Review Reservation (Reconciliation)" under "Remember the deadline to modify booking amounts."
- On the "Review Reservation" page, carefully open each reservation.
- Verify if the booking details are accurately reflected in the Hostaway system.
- Cross-check the amounts to ensure they match with the VRBO records.
- In the case of any discrepancies or if the hotel was unable to charge the guest, please update the commission amount to zero.

This reconciliation process is crucial for maintaining consistency between our systems and ensuring accurate financial records.

Important Note: Audit must be done on or before the 3rd day of the month.

How to audit Booking.com booking

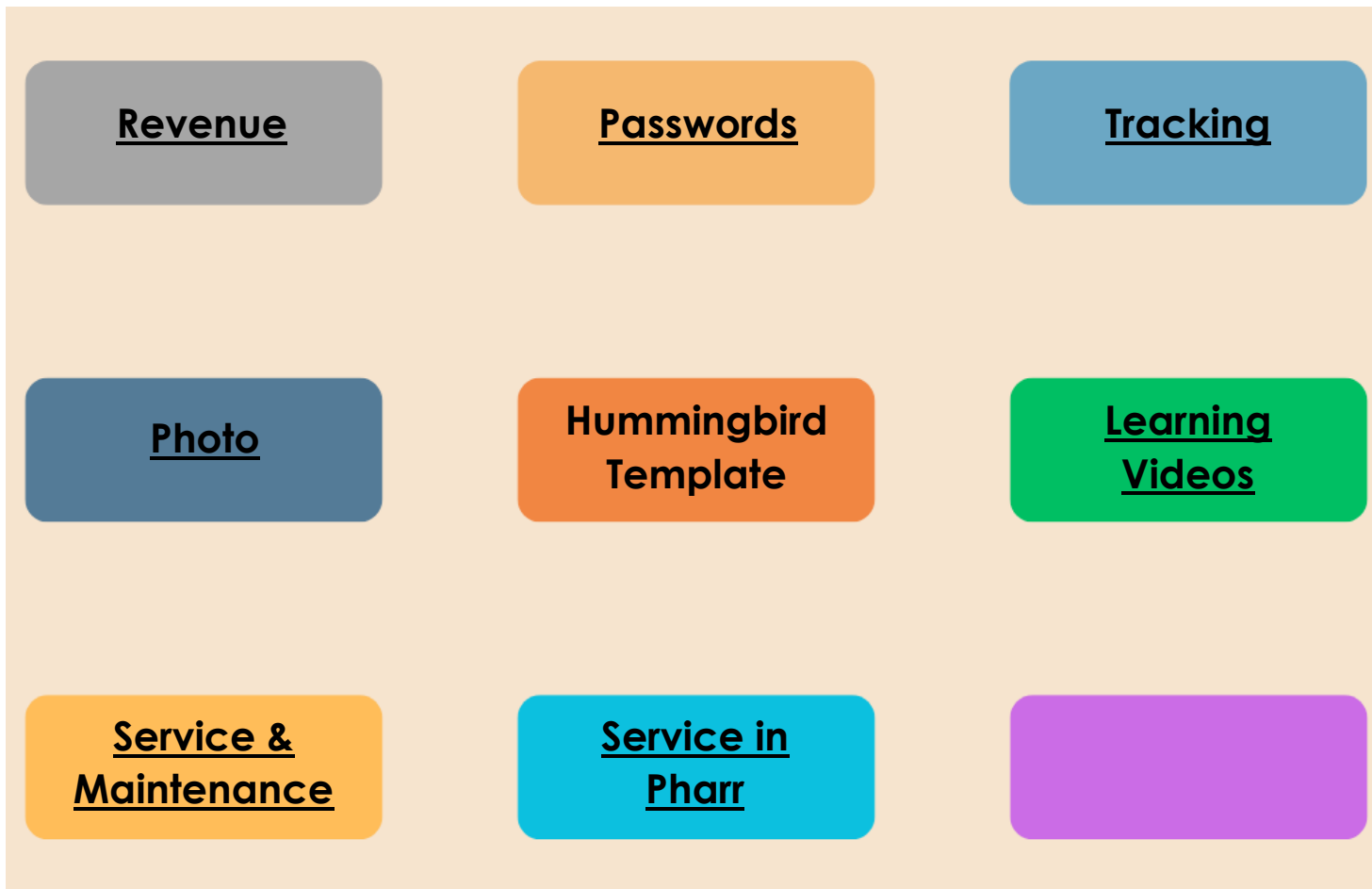
Here's the procedure to perform the Booking.com audit;

- Log in to the Booking Extranet.
- Navigate to the "Finance" tab.
- Click on the invoice tab.
- Click on the "view statement" text according to the audit period dates.
- Open each booking and verify if the booking details are accurately reflected in the Hostaway system.
- Cross-check the amount to ensure it matches Booking.com records.
- In the case of any discrepancies or if the hotel was unable to charge the guest, please tick the commission amount dispute box.

This reconciliation process is crucial for maintaining consistency between our systems and ensuring accurate financial records.

18. RECORDS AND DOCUMENTATION;

We systematically uphold comprehensive records and documentation encompassing revenue, passwords, and tracking details. These meticulous records are consistently maintained in both Google Sheets and Google Drive, facilitating seamless accessibility and easy reference when necessary.



[Click on word to view the link]

19. FREQUENTLY ASKED QUESTIONS (FAQs)

Here's the summary of FAQs along with their respective response;

Sr. No.	Question / Query	Response / Solution
1	At the time of booking, if the customer is facing any network issue or any delay in receiving notification to complete their ID verification process, then what will be the procedure to complete the process?	Send the link from hostaway inbox (mentioned reservation) to the guest as a text message and kindly ask them to complete it, emphasizing that it is mandatory. In the worst-case scenario, request the guest to send their ID via text message to (956) 983-9299 or through email at 1300hummingbird@gmail.com .
2	How often the price is changed, what are the conditions for a hike/discount in price changes?	Our prices are adjusted according to our availability. If the reservation rate is low, we may consider changing the price. As a last resort, the price range can go up to \$55 to \$60. It is important to compare our prices with competitors and assess their occupancy levels. We can consider pricing slightly lower than our competitors to attract more guests. Additionally, implementing promotional offers can also be beneficial.
3	Is the security deposit of \$100 refundable at the time of checkout?	It's automatically refunded after 3 days of their checkout. if not go to charge automation and release for them manually.
4	Why Airbnb guests are excluded from the verification process?	Airbnb does the guest verification on their end.
5	Until which day is the guest eligible for a refund?	The refund availability depends on the cancellation policy in place. Our cancellation policies range from moderate to strict. Additionally, the refund eligibility is influenced by the pricing chosen at the time of

		booking. If a non-refundable rate is selected, the guest will not be refunded.
6	Will a door code be created in the remote lock if we take a reservation through hostaway directly or do we need to make one manually?	We need to make one manually for reservations made from our end, if a booking is made from the guest's end through our website, then it will be created by itself.
7	Is there any specific time to make the coupons active or inactive?	We can make it active or inactive manually from our end. Also, the no of uses and dates are mentioned in the coupon creation time. Please refer to link .
8	After completing a direct booking from our end, do we request the guest to pay the full amount of their stay or only the security deposit?	The security deposit is solely intended to reserve the dates requested. However, the full payment must be completed prior to the check-in date
9	what's the connection between the Schlage app and the Remote lock?	Schlage is the brand we use as remote lock, remote lock is the integrated application we use to connect to PMS.however schlage has it's on App.
10	What is the use of ical link in Hostway?	Ical is commonly employed as a universal method to synchronize calendars. In Hostaway, it is utilized to sync the calendar with various channel partners. However, in cases where a particular partner is not integrated directly with Hostaway, such as the initial difficulties faced with the VRBO integration, the calendar was synced so that any bookings made on VRBO would block the corresponding dates in Hostaway, and vice versa.
11	If a person is extending his stay do we need to give him another lock code or the change in checkout date will also extend the code as well.?	To make a reservation, individuals are required to utilize our website for booking. Please provide them with the link to our website. As soon as the booking is confirmed, the code will be automatically sent to them.
12	How many months will be considered as short stays in apartments 3&7? Do we have a limit in days while booking in apartments 3&7?	Up to one year is allowed to book on any channel.it's up to us to keep the window open.

13	For our long-term stay apartments the booking and ID verification procedures will be the same as apartment 3&7 or do we have any additional procedures to follow?	Tenant screening is done by Zillow(App where we advertise our unit). The long-term stay comes with an agreement for one year lease period and is renewed if both parties wish to continue. only the unit is rented. tenant pays the utilities and all other charges. Rentred is the App used for long-term rentals.
14	How to manually charge a guest through Hostaway if not charged by channel partner	Please click on Video. (Video)
15	If a guest extends their stay, will it automatically extend the time for releasing the security deposit?	Typically, the security deposit is automatically released within 2 days after the guest checks out. However, in the case of an extension, the release date of the security deposit remains unchanged. In such situations, the only available option is to charge the guest, capturing the \$100, and subsequently refunding it once they check out after the extension period.
16	In the event of unforeseen circumstances, how can we go about canceling a booking across various channels?	As a host, you can cancel a booking on any booking partner by following these steps: <ul style="list-style-type: none"> • Log In: Sign in to your host account on the specific partner • Access the Reservation: Locate the specific booking you wish to cancel in your reservations list. • Click on the Reservation: Open the reservation details. • Cancel the Reservation: Look for the option to cancel the reservation. The availability of this option may depend on the reason for the cancellation, the timing of the cancellation, and the cancellation policy of your listing. • Select the Reason: Choose the appropriate reason for the cancellation. Booking partners may require you to provide a reason for the cancellation. • Confirm the Cancellation: Follow the on-screen instructions to confirm the cancellation. Airbnb will

notify the guest, and any applicable refund or penalties will be handled according to your listing's cancellation policy. You can make this process easier by dialing the customer care number of the particular booking partner and requesting them to initiate the procedure by explaining your valid reason for the cancellation.

IMPORTANT> Avoid clicking the "Cancel Reservation" button on the HostAway reservation channel, as it will result in an immediate cancellation of the reservation, potentially affecting the delisting of our property on the booking partner websites.

20. EMERGENCY CONTACT:

Here's the emergency contact detail whenever necessary;

Rahul: @(Slack)

Sia: @(Slack)

BJ: @ (408) 341-5510

Soumya: @786-495-2302

Oscar (Maintenance): @ (956) 408-8085

21. RESPONSE TO GUEST REVIEW;

Different listing platforms have different policy to response to guest reviews e.g., Airbnb allows 14 days to response to guest review. **It is Casa Rosa Inn policy to address the guest review on daily basis** so that reviews would not be unattended more than a day. We are listed on Airbnb, Booking.com and Google hotel.

Here's the guidance video link to address each platform professionally;

OTA	Guidance Video Link
Airbnb	https://www.loom.com/share/6057e86897f743f683b88d408291746b?sid=cf31bcb3-e260-4edf-b228-d1b2180fdf9b
Booking.com	https://www.loom.com/share/8a2a3ff540e2453b8a2082b6afbb8d6f?sid=a555aeb1-e131-4a98-ad5f-4bd5fb2d522f
Google Hotel	https://www.loom.com/share/2f1c33384694493695d8db5d3970d0ea?sid=bfbf56c1-e8fa-433f-9645-7a3246e284d8

22. LONG TERM RENTAL PROPERTIES

23. INTRODUCTION:

Welcome to our comprehensive Standard Operating Procedure (SOP) guide for the efficient management of long-term rental properties in our apartments, with a specific focus on units 1, 5, 6, and 8.

We are using the RentRedi software as property management system. We are listed at different platforms including Zillow, Furnished Finder, Avail, Craigslist and Facebook Marketplace.

The step-by-step procedures cover every aspect of the rental process, from listing the property and tenant screening to lease agreements, move-in processes, and ongoing management. We prioritize clear communication, legal compliance, and positive tenant relationships to ensure the smooth operation of our property management services.

Additionally, this SOP includes information on the tools utilized, a service level agreement for text messages, error correction procedures, and specific guidelines for handling inquiries and reviews from various booking platforms.

By adhering to this SOP, we aim to enhance the effectiveness and professionalism of our long-term property management services.

24. LISTING OF PROPERTIES AT OTAS:

For long term rental, we are listed at multiple platforms like Avail, Craigslist, Zillow, Facebook Market Place and Furnished Finder. To list the property at each platform we need accurate information of property it includes;

**Note;**

The listing procedure of all platforms are similar. But importantly we need to response to guest query promptly.

Here's the sample of list template for better understanding;

Property Description;

Property type

Townhouse

Edit

Property description [Learn more](#)

Edit

Introducing our captivating two-story townhome

Step into luxury with this expansive 2-story townhome, boasting a generous 1113.75 square feet of living space. Revel in the beauty of stunning tile floors and opulent granite countertops that adorn the kitchen and bathrooms. Featuring 2 spacious bedrooms, each enhanced with ceiling fans, and 2.5 exquisitely designed bathrooms, this residence defines the epitome of home comfort. Enjoy the added convenience of an indoor laundry room and your very own private patio/backyard area, creating an enchanting outdoor sanctuary for your leisure.

Experience year-round bliss with central air conditioning and the added perk of covered parking, ensuring your vehicle is sheltered securely.

Key Highlights:


Central Air Conditioning
Covered Parking

Discover the Prime Location:

Rent and Security Deposit;

Monthly rent

\$1,100 /month

Special offer 

None

Security deposit [Learn more](#)

\$900


Date available

01/01/2024

Pets [Learn more](#)

Small dogs allowed, Large dogs allowed, Cats allowed

Amenities;

 Amenities [Learn more](#)

Central air conditioning
Off-street parking

Additional amenities

2 Parking Carport
Laundry hookup
Private Backyard

Laundry

Washer-dryer hookups

Pets and Lease Terms;

Pets [Learn more](#)

Small dogs allowed, Large dogs allowed, Cats allowed

Lease terms [Learn more](#)

No Smoking inside the units
There is a two parking carport available
Pets would require a \$300 pet deposit

Lease duration [Learn more](#)

1 year

Link; https://www.zillow.com/homedetails/1300-Hummingbird-Ct-5-Pharr-TX-78577/2053882370_zpid/?view=public

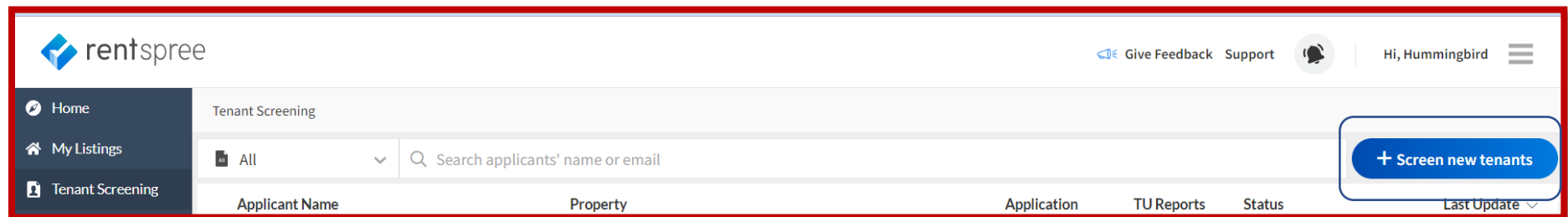
25. TENANT SCREENING

We employ a thorough screening process for prospective tenants, utilizing background checks, credit history analysis, rental references, and employment verification. To facilitate this process, we utilize the Rentspree Authentication application. Potential tenants are invited to undergo screening via email or phone number provided. Previously, we were using the Zillow for tenant screening purpose.

As part of the screening procedure, tenants are required to remit a screening fee directly to Rentspree, totaling \$50. This comprehensive approach ensures a reliable and responsible tenant selection process, safeguarding the interests of both landlords and tenants alike.

Here's the step-by-step procedure to invite;

1. Login to Rentspree
2. Click on "Screen New Tenants"



3. Select property are you screening for, i.e.,
1300 – Hummingbird

4. Select the property then click on Next;

Which property are you screening for?

Select existing or add new property *

Select one

+ Add New Property

1300 Humming Bird, Pharr, TX 78577

1300 Humming Bird Ct, 1, Pharr, TX 78577

Which property are you screening for?

Select existing or add new property *

1300 Humming Bird, Pharr, TX 78577

Unsure about the property? [Screen without property](#)

What's your role for this property? *

I own this property

Back

Next >

5. Select the available options;

Select Application Options

1300 Humming Bird, Pharr, TX 78577

1. Select who will pay the application fee:

Applicants

+

2. Select a bundle:

Premium

+

3. Select an application type:

Standard Rental Application

+

4. Customize screening reports:

–

☒ Credit Report & Score

Includes Applicant Identity Verification and Income Estimate.

☒ Eviction Related Proceedings

6. Select the type of reference to be checked;

☒ Criminal Background Check

☒ Reference Checks

Automatically request verification from references provided by the applicant, including personal, employers, and landlords.

Documents

Request proof of income, bank statements, ID copies, and more.

^

☒ Proof of income

Add Instructions

☒ Bank Statements

Add Instructions

☒ Tax Returns

Add Instructions

☒ W-2s

Add Instructions


☒ Government Issued ID

Add Instructions

7. Provide the guest email or phone number for invite;

How Will Applicants Apply?

For 1300 Humming Bird, Pharr, TX 78577


**Request applications by email or text message** ^

Applicants will receive an ApplyLink™

Request by ☒ Email ☐ Text Message

Send multiple requests by separating each email with a comma. *

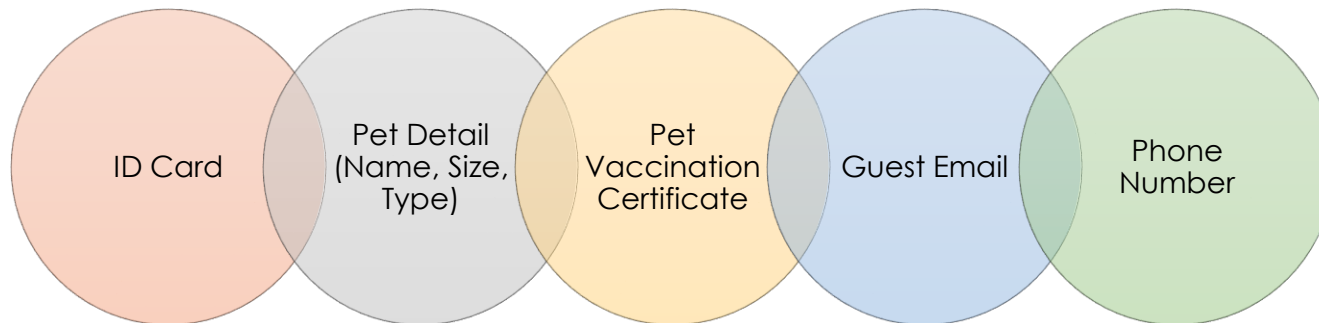
Send Requests

**Share your application link** v

Post an ApplyLink™ to your website or social media.

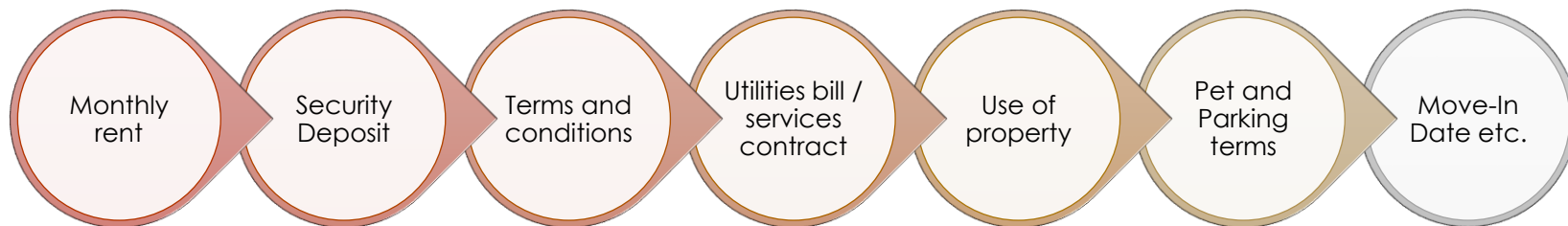
26. LEASE AGREEMENT

As tenant passed from screening process the next step is to sign the lease agreement with tenant for specific period of time like one year. Before lease agreement we need some personal information from tenant including;



We have standard format for lease agreement. All relevant information filed in the agreement and the final draft is signed through docuSign platform. The pdf file of agreement is uploaded in the platform and tenant is invited to sign the agreement. The lease agreement is agreed and endorsed as the initial of tenant is mentioned on it through this app.

The lease agreement majorly includes the clauses including;



As both parties are agreed on property lease, we create invite in rentredi app for tenant through tenant email address. Subsequently, tenant provides the bank details to rentredi app to proceed with period payment like monthly rent etc.

Template link: <https://drive.google.com/drive/folders/1UVDLWBeZBUbYL3mnhohW5XlxJr-0CJSJ>

Termination of Lease;

Lease termination may arise from two primary scenarios:

End of Lease Period

- Upon the completion of the lease tenure, if the tenant chooses not to extend or renew the agreement, termination occurs.

Non-Payment of Rent

- If the tenant fails to pay the monthly rent or consistently pays after the due date, they are issued a notice giving them a three-day period to rectify the payment or vacate the premises.

Failure to comply leads to legal proceedings, wherein the court mandates the tenant to vacate the apartment.

Upon lease termination, we meticulously review the monthly rent status. Any outstanding rent is deducted from the security deposit initially submitted by the tenant.

Furthermore, as the tenant prepares to vacate the apartment, our maintenance team conducts a thorough inspection to assess the property's condition. Any damages incurred during the tenancy are documented, and the corresponding repair costs are recovered from the tenant.

If the tenant does not want to renew their lease, as per lease agreement, they are to give the 30 days notice prior to vacate the property.

Renewal of Lease Agreement;

We proactively engage with tenants two months prior to the expiration of their lease agreement to ascertain their intention regarding continued occupancy. Based on their feedback, we proceed as follows:

Tenant Wishes to Continue Stay

If the tenant expresses a desire to extend their stay, we initiate the process of signing another lease agreement following the closure of the current contract. The existing security deposit remains intact, and we do not request a new deposit.

Tenant Decides Not to Renew

In the event that the tenant opts not to renew the agreement, they provide us with notice at least one month before the lease tenure concludes.

Subsequently, we list the property on various platforms to attract new tenants. Prior to the lease expiration, our maintenance team conducts a comprehensive inspection to identify any damages. If no damage is reported, we promptly refund the security deposit to the departing tenant. Simultaneously, we execute a new lease agreement with a new tenant in accordance with our policies.

27. TENANT MOVE IN

In conclusion of the tenant lease agreement, we extend an invitation for the tenant to seamlessly sign up via the Rentredi application, providing their necessary details. Through this platform, all pertinent charges, including monthly rent, utilities, and security deposit, will be conveniently updated and managed. The process ensures efficient communication and transparency between both parties, streamlining the rental experience. Here's the step involve in tenant move in;

Invite to tenant

Navigate to rentredi

Click on add button, on right side

Mention tenant email address

Select the apartment number (Unit)

Click on Next

Rentredi App Install

Tenant will get the invite of rentredi

Install the app and provide the bank detail for periodic payments; first month rent and security deposit

After connecting the app, tenant status will be reflected in rentredi at Hummingbird.

Available agent has to confirm the first payment including security deposit and first month rent

Upload the lease agreement under document tab by available agent

Monthly Charge

Navigate to charge tab

Click on add charge

Select "Lease/rent" or "Other charges - security deposit, utilities etc." accordingly

Click on unit

Select the tenant's name

Under charge detail – write monthly rent amount

Click on Save

Video link: <https://www.loom.com/share/5f678309946f486fbd1f5d466661fed7>

Important Note; security deposit and first month rent are necessary requirements before tenant move in to the property.

28. RENT COLLECTION

Rent collection is purely managed by our rentredi app. The rentredi generates the alert notifications to tenant for upcoming payments. The tenant provides the bank details at the time of sign up and system is deducted rent on monthly basis accordingly. This is automated system human intervention is only required when payment is being overdue.

In the case of overdue, the available agent will check the payment status at start of every month and send reminder to tenant when payment has not been made. After that through openphone text message is also forwarded to tenant as a reminder for payment.

Monthly rent calculation;

Monthly rent is based on market prevailing rates. We charge higher amount for more shorter stay like in one month stay the rent will be high vis a vis low rent for long term stays. Here is the sample of rent table according to length of stay;

Furnished			
Stay Duration	Rent	Leases	Notes
1 Month	\$2,000	Lease	
3 Months	\$1,800	Lease	
6 Months	\$1,750	Lease	Utilities not included
12 Months	\$1,700	Lease	Utilities not included
Custom			
Unfurnished			
12 Months	\$1,050		Utilities not included

29. REPAIR AND MAINTENANCE

As per the lease agreement, routine or minor repair and maintenance of the property fall under the responsibility of the landlord, unless otherwise specified. However, we have never charged any guest for maintenance issues thus far. If the maintenance issue is caused by the tenant's actions, they will be responsible for covering the associated costs.

We are committed to providing support to our tenants, and therefore, we do not charge for repairs such as those related to the AC or water heater. Our maintenance team will assess reported issues and, if feasible, promptly address them without charge.

Tenants are required to notify us of maintenance requirements through the Rentredi app, accompanied by supporting evidence of the necessary work. Our available agents will assess the urgency of the request and coordinate with our maintenance team accordingly. Emergencies, such as water leakage, will be addressed with immediate action by our maintenance personnel.

Upon completion of maintenance work, charges incurred, if any, will be transparently billed to the tenant through the Rentredi app for efficient transaction management.

30. UTILITY BILLS

For long term rental utility bills are borne by tenant. After some days from check we forward the message to guest to transfer the utility bill at guest name and pay bills on due date. Here's the template of message forwarded guest;

Hello Brandon,

We kindly request that you change the electric and water services under your name starting from your move-in date, and here is the necessary information:

1. Magic Valley (Electricity) - 1 (866) 225-5683 - Meter Number (MVEC 1020003)

2. City Of Pharr (Water) - 956-402-4151/956-402-4000

<https://pharr-tx.gov/wp-content/uploads/2020/04/service-application-2-fillable.pdf>

** Fill up the form

** With DL and lease agreement write a email to water@pharr-tx.com

** Make a payment of \$130

Thank you for your prompt attention to this matter.

Best regards,

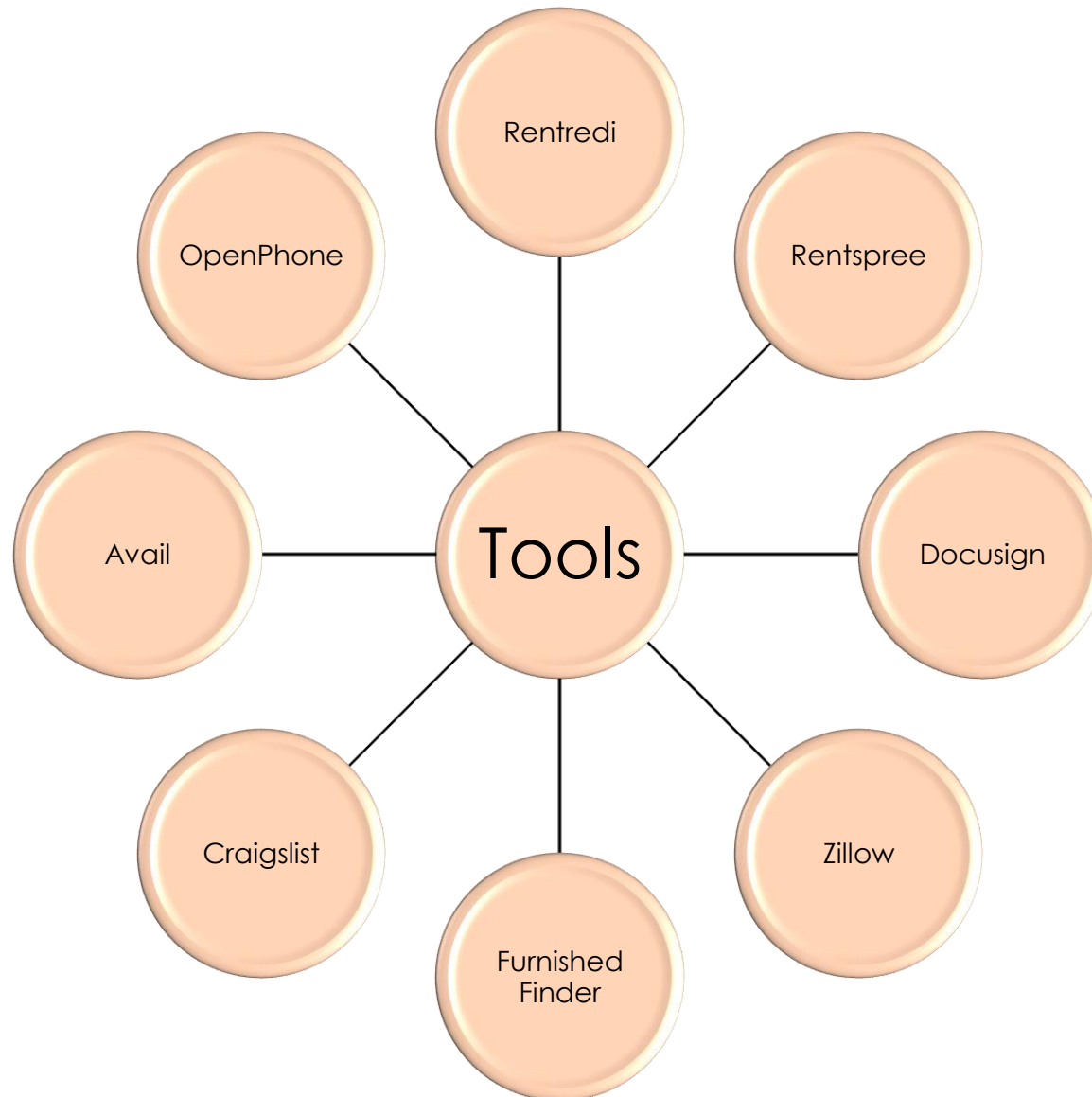
Hummingbird Apartments

31. VACANCY MANAGEMENT

During periods of vacancy, we promptly update property listings across various rental platforms. Employing targeted marketing strategies, we aim to attract potential tenants and efficiently fill vacancies. Our approach encompasses utilizing both paid and free platforms to maximize visibility and outreach, ensuring comprehensive coverage of the rental market.

32. TOOLS WE USE

Here's the name of tools we use in Hummingbirdapt – long term rental properties;



Tool Name	Usage
Rentredi	<p>RentRedi is an advanced cloud-based property management software designed to streamline the entire rental process for landlords and tenants. Offering a comprehensive suite of features, RentRedi facilitates everything from listing properties and screening tenants to managing rent collection and maintenance requests. Its key features include:</p> <ul style="list-style-type: none"> • Online Rent Payments: Enables convenient and secure rent payments through online channels. • Listing Integration: Seamlessly connects with popular rental platforms like Zillow, Realtor.com, and RentRedi for efficient property listings. • Tenant Screening: Provides comprehensive tenant screening services, including full credit, criminal, and eviction reports, ensuring informed decision-making for landlords. • Lease Signing and Document Storage: Facilitates digital lease signing and efficient storage of important documents, reducing paperwork and administrative burden. • Maintenance Request Management: Streamlines the management of maintenance requests, allowing landlords to address issues promptly and efficiently. • Scalability: Offers unlimited units, tenants, and teammate capabilities to accommodate the diverse needs of property portfolios. • Customer Support: Provides dedicated customer support to assist landlords and tenants with any inquiries or issues they may encounter. <p>With RentRedi, landlords can optimize their rental operations while enhancing the overall experience for both themselves and their tenants. <i>[To watch the video please click on "Rentredi"]</i></p>
Rentspree	<p>RentSpree is a leading rental application that simplifies the rental process for both landlords and tenants. It offers a user-friendly platform for tasks such as tenant screening, application submission, and lease signing. With RentSpree, users can securely manage rental transactions, streamline communication, and ensure efficient rental operations.</p>
DocuSign	<p>DocuSign is a trusted and widely-used electronic signature platform that revolutionizes document signing processes. It offers a secure and legally-binding way to sign, send, and manage documents digitally, eliminating the need for physical paperwork. DocuSign streamlines workflows, enhances efficiency, and ensures compliance with industry regulations. With its user-friendly interface and robust features, DocuSign</p>

	enables businesses and individuals to expedite transactions and accelerate the pace of business in a digital world.
Zillow	<p>Zillow is a prominent online real estate marketplace that provides comprehensive information and resources for buyers, sellers, renters, and homeowners. Through its user-friendly platform, Zillow offers access to millions of property listings, including homes for sale and rent, as well as data on home values, neighborhoods, and local market trends.</p> <p>Additionally, Zillow provides advertising and marketing solutions for real estate professionals, enhancing their visibility and reach within the market. Overall, Zillow serves as a valuable resource for individuals and businesses involved in all aspects of the real estate industry.</p> <p><i>[To watch the video please click on "Rentredi"]</i></p>
Furnished Finder	<p>Furnished Finder is a specialized online platform designed to streamline the process of finding furnished housing accommodations for healthcare professionals and traveling medical personnel. Tailored specifically to the needs of this demographic, Furnished Finder offers a comprehensive database of fully-furnished properties available for short-term rentals. Healthcare travelers can easily search for housing options based on their location, duration of stay, and specific preferences.</p> <p>The platform provides detailed listings, including photos, amenities, and rental terms, allowing users to make informed decisions. With its focus on convenience and suitability for medical professionals on temporary assignments, Furnished Finder serves as a valuable resource for those in the healthcare industry requiring temporary housing solutions.</p>
Craigslist	<p>Craigslist is a widely-used online classified advertisements platform that facilitates transactions and connections across a variety of categories, including housing, jobs, services, goods, and community events. Its simple and straightforward interface allows users to post and browse listings in their local area or in other locations of interest.</p> <p>Craigslist serves as a versatile marketplace where individuals can buy, sell, rent, or trade items, find employment opportunities, seek housing accommodations, and engage with their community. With its extensive reach and diverse range of categories, Craigslist continues to be a popular choice for users seeking both goods and services within their locality.</p>
Avail	<p>Avail is an online platform that offers comprehensive rental property management solutions for landlords and tenants. With Avail, landlords can efficiently manage all aspects of their rental properties, including listing vacancies, screening tenants, collecting rent, and handling maintenance requests.</p> <p>The platform also provides tools for creating and signing leases, managing rental documents, and tracking financial transactions. Tenants benefit from a user-friendly interface that allows them to easily communicate with landlords, submit rental applications, and make rent payments online.</p>

	Avail aims to simplify the rental process for both landlords and tenants, helping to streamline operations and enhance the rental experience.
OpenPhone	Openphone is APP used to make phone calls and send SMS. Do not call or SMS international numbers (other than +1) if there is no emergency. (Extra charges apply) Approximately 70-80% of our customer base consists of individuals who primarily speak Spanish. This can be attributed to our close proximity to Mexico. It's worth noting that phone numbers with the +52-country code are treated as Mexican numbers and are classified as international calls.

Google Sheet

In Hummingbird – long term, revenue sheet is prepared in google sheet. This is prepared on periodic basis like after 15 days to evaluate the business progress.

Here is the link; https://drive.google.com/drive/folders/1Vwdr0REsKbtySWhyzRpDT_FwMnMystFQ?usp=sharing

33. TENANT COMMUNICATION

Pre-lease agreement; tenant inquires about the property and amenities available with long term rental. To give the tenant transparent overview, a physical visit is arranged of property along with tenant for better clarity about property condition so that they can take decision confidently.

After Lease Agreement; now tenant has properly moved into the property. They can place query through rentredi app and open phone for any kind of support.

Service Level Agreement (SLA); the available agent has to respond to guest within 5 minutes by max.