



Are you the right fit for Have You Got?

It is imperative that to be a member of The Have You Got Network you must have a website or landing page and must be able to accept direct bookings, with a history of impeccable reviews.

Our professionalism checklist: experience, interaction, knowledge, and more.

1. Clear and Detailed Listing Information:

- A professional property manager provides comprehensive listing details, including accurate descriptions, high-quality photos, and detailed amenity lists.
- They offer transparent information about the property's features, location, and nearby attractions, helping guests make informed decisions.

2. Responsive Communication:

- Guests receive prompt, professional and courteous responses to inquiries, bookings and requests whether it's via email, phone, or messaging platforms.
- Establish clear communication channels and provide support throughout the guest's stay.
- The property manager communicates clearly and effectively, addressing any questions or concerns promptly and professionally.

3. Personalized Recommendations:

- A professional property manager offers personalized recommendations and local insights tailored to the guest's preferences and interests.
- They go the extra mile to provide insider tips on dining, activities, and attractions, enhancing the guest's overall experience.

4. Seamless Booking Process:

- Guests experience a smooth and hassle-free booking process, with clear instructions and transparent pricing.
- The property manager utilizes user-friendly booking platforms and payment systems, ensuring a secure and convenient experience for guests.

5. Warm Welcome and Check-In Experience:

- Guests receive clear instructions for check-in and property access, and preferably a warm or thoughtful welcome upon arrival ie via a video welcome, having heating or a light on for late arrivals, a welcome basket, etc.
- Ideally, the property manager or designated staff member is available to greet guests in person, offering assistance and answering any last-minute questions.

6. Impeccable Property Presentation:

- The vacation rental property is immaculately clean, well-maintained, and fully equipped with essential amenities.
- Guests are impressed by the attention to detail, from freshly laundered linens to thoughtful touches like welcome baskets or informational guides.
- Implement regular cleaning schedules and inspections, and regularly scheduled deep cleans to maintain cleanliness and hygiene.

7. Prompt Resolution of Issues:

- In the rare event of any issues or maintenance concerns, the property manager responds promptly and addresses them efficiently.
- Guests feel reassured knowing that their comfort and satisfaction are a top priority for the property manager.

8. Professional Conduct and Integrity, Legal Compliance and Risk Management:

- The property manager conducts themselves with professionalism, integrity, and respect for guests' privacy and preferences.
- Guests appreciate the property manager's honesty, transparency, and commitment to delivering a memorable and enjoyable stay.
- Ensure compliance with local regulations, zoning laws, and licensing requirements.
- Implement robust security measures to protect guests' personal information and property assets.
- Secure appropriate insurance coverage for liability, property damage, and unforeseen events.

9. Guest-Centric Approach:

- Throughout the guest's stay, the property manager remains accessible and attentive, offering assistance, guidance, and support as needed.
- Guests feel valued and cared for, knowing that their needs and concerns are being prioritized by the property manager.

10. Positive Reviews and Recommendations:

- Collect guest feedback and reviews to identify areas for improvement and address any issues promptly.
- Offer post-stay follow-up to encourage repeat bookings and referrals.

11. Community Engagement and Relationship Building:

- Foster positive relationships with neighbours, local businesses, and community stakeholders.
- Participate in community events, support local initiatives, and contribute to the area's growth and development.
- Act as a responsible steward of the community, respecting local customs, culture, and environment.

12. Continuous Learning and Professional Development:

- Stay updated on industry best practices, technology advancements, and hospitality trends.

- Attend conferences, workshops, and training sessions to enhance skills and knowledge.
- Network with peers, mentors, and industry experts to exchange ideas and insights.

By embodying these qualities and delivering exceptional service, a professional vacation rental property manager ensures that guests have a memorable and enjoyable stay, leaving them eager to return and recommend the property to others.