

HOST *Angel* NOOSA

Providing a High Quality Bespoke Management Service

Thank you for your interest in our holiday rental management. Our Host Angel Noosa team have over 40 years of combined real estate experience. We manage a boutique portfolio of beautiful holiday homes stretching from Noosaville to Peregian Beach. Our goal is to provide our clients with the maximum income from their precious investments, including a professional management service.



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Boutique Management Service

With Host Angel Noosa you will receive the highest level of professional care. We treat each home as if it was our own and we ensure each property receives a good occupancy, high reviews and satisfied guests. Using our expertise on booking websites, including our own booking website, Airbnb, [booking.com](https://www.booking.com) and VRBO. We can ensure premium listings, repeat bookings and maximum revenues.

Holiday Listing Set Up

We will set up property listings on booking websites which will include optimal descriptions, professional photographs, information on your home and the local area.

Booking Websites

Host Angel Noosa Direct Website
Airbnb
VRBO (formally known as Stayz)
Booking.com

NB – each website charges different commissions for guests to book. These fees are charged onto the guest and not the owner. Credit card fees are also charged onto the guests.

Host Angel Noosa charges guests a booking fee (fees differ depending on the booking website).

Price Optimisation and Listing Management

The secret to the success of your new listing is ensuring your pricing is set correctly. By continuously monitoring and adjusting your pricing during all seasons and local events we will optimise your returns and occupancy rates. Our team deal with all booking enquiries, pre-check in information, guest reviews and pricing updates.

Guest Support

The Host Angel Noosa team are on hand to help guests book restaurants, arrange trips and give them advice on local activities. We will provide a customised online guest compendium with QR code which includes instructions on your home and information on the local area. We also offer our guests discounts in local businesses such as hairdressers, spa's and restaurants.

Styling

We can help create a property that will stand out from the competition. We can assist with any budget and project. Maybe you need help adding soft furnishings and artwork to give your property some finishing touches, or maybe it's a whole fit out and you're not sure where to start. We work closely with local interior and building designers should you require more extensive renovations or design.

Casa Noosa – Sam and Lauren are wonderful local interior design team who we highly recommend – <https://casanoosa.com.au/>

Resly Accounting Software

We use Resly accounting software. Guest payments will be sent along with a statement at month end. You will also be given a link to your Resly owners portal where you will be able to block your owner dates, view statements and future bookings.

Handyman Services

We have an in-house handyman who carries out maintenance, repairs and upgrades at our properties. The cost of this is \$66 per hour.

Host Angel Noosa Team

Our small but dedicated team of six ensures your property is looked after to the best of our ability at all times.

Cleaners / Linen Hire or Laundering

We will engage with our professional cleaners ensuring the highest standard of cleaning is achieved. We recommend purchasing commercial grade quality linen and towels and our dedicated cleaners offer a door to door linen laundering service. Or if you wish a quick start up our cleaners can hire good quality sheets and towels. The guest is charged for their departure clean and linen laundering.

Good Night Noosa Security

To ensure we comply with Noosa Councils code of conduct we use an after hours security company called 'Good Night Noosa'. Andrew and Chicko are on call after hours to deal with any complaints that arise. They charge \$1.50 per day to be on call with additional fees (cost to owner) should they be required to contact guests or attend a property.

Pre Occupancy Checks & First Impressions

Before each guest checks in we inspect the property to make sure it is looking its very best. We check lights, A/C's, fans, TV's etc and basis household items and condiments are restocked as required. This pre occupancy check is complimentary for guest bookings. There is a charge should an owner request a pre occupancy check for their family/friends bookings (price depends on the size of the property).



Pricing

Holiday Rental Management

15% (plus GST) of the **guest payout**

Other Applicable Fees

- Annual marketing fee \$295 (due January each year)
- Annual QR code compendium fee \$110
- Good Night Noosa after hours security \$1.50 per day
- Guest condiments and bathroom products (hand and body wash)
- Photography (Emma Bourne) \$495
- Owner/friends pre occupancy checks

Initial Condiments Set Up

We supply 2 x sets of condiments prior to the first guest arriving. A full list of condiments can be supplied. We supply luxury Lief bathroom products (500ml hand and body wash bottles). These bottles will then be topped up from 4ltr containers when required. These are at a cost to the owner.

The Host Angel Noosa Team

Director and Business Development Manager

Gemma

Director and Operations Manager

Adrian

Holiday Property Manager

Brooke

Guest Liaison Officer

Radi

Handyman

Mark

Property Inspector

Kevin