

STAY *sb* BEYOND

YOUR STAYBEYOND JOURNEY BEGINS



## WELCOME TO STAYBEYOND

We're thrilled to have you with us. This pack guides you through our onboarding and the top-notch services we offer, ensuring a seamless transition and successful partnership.

# KICKSTART YOUR STAYBEYOND ADVENTURE YOUR ONBOARDING JOURNEY

Tailored just for you, ensuring a smooth welcome.

Meet Emma: Your go-to New Homes Account Manager for the first 3 months. She's your key to a successful setup. Share all you can with her and don't hesitate to reach out with queries or concerns.

Contact Emma: [emma@staybeyond.com](mailto:emma@staybeyond.com) | +44 7564537960



# ONBOARDING TIMELINE



## Week 1 Onboarding

G360 - Virtual walk through and floor plan creation

Flyp300 - Extensive property survey that our operations team require to run your homes

Interiors and furniture set-up - If we have agreed to carry our refurbishments works or to furnish your home then exact details of this process will be provided separately

Style and finish - Making sure your home looks perfect before we send in our photographer

Professional Photography - We have selected a handful of photographers that we feel suit the handwriting of StayBeyond

## Week 2 Going live

Listings - Create your listing and property information to include any information you have shared with us to ensure a personal touch. Listings go live across our 30+ platforms. Those include Airbnb, booking.com, expedia, homelike, traditional estate agents to name a few. Note that if we confirm your listing is live it automatically means you are live across all of the booking channels we are plugged into

## Month 1 First few guest stays

Reviews: We monitor reviews regularly and attend to any issues that may arise

## Month 2 Rate optimization

Rates - We set rates for your home based on the value of your home or the long term tenancy rate you have achieved. Our in-house and external revenue team closely monitors the first few guests stays. We review rates of new homes twice weekly, monitoring rates vs occupancy until we fine tune perfect balance. Setting us up to achieve the desired returns on your property within the first 3 months

## Month 3 3 month review

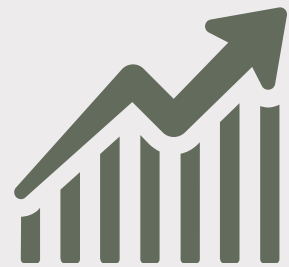
Maintenance and Upkeep - We'll keep you informed about our regular property maintenance checks and cleaning services, all aimed at keeping your property in pristine condition. Lauren Engley is head of property management, Lauren and her team will get in touch from time to time. If you have any questions or would like to raise any concerns with her please notify your account manager

# MAXIMIZING YOUR INVESTMENT

## Strategies for Success



Optimizing Your Earnings: Our revenue team work hard to ensure that earning potentials for each property are achieved. Please ensure your account manager is aware of previously achieved rates, property values and long term tenancy rates.



A live revenue report will be shared with you once the first 3 bookings have been made. This will allow you to track your gross revenue and monitor the performance of your home.

Be mindful it takes an estimated 90 days to start achieving optimum earnings - During these initial few months we work hard to fine tune your rates vs occupancy and ensure guest reviews are positive. If there is negative feedback then our new homes account manager assesses and resolves where possible.

## YOUR SUPPORT NETWORK

Together, Every Step of the Way

### Account Manager Transition:

After the initial 90 days with Emma, you will transition to your dedicated Account Manager, Elke Van Dyk, who will continue to support your journey with StayBeyond.

### Financial Transparency:

Expect detailed monthly statements between the 10th and 15th, providing a breakdown of rental income, expenses, and any other pertinent financial information. Payments to you, the owner, are processed promptly following the statement.



## INSURANCE PROVIDERS AND SHORT STAY MORTGAGE BROKERS

At StayBeyond, we understand the importance of partnering with reputable and reliable service providers to ensure the success of your short-term rental business. Our recommendations are carefully curated based on factors such as reputation, expertise in the industry, customer satisfaction, and alignment with the specific needs of short-stay hosts.



### Pikl

*Website: <https://www.pikl.com/>*

Pikl provides tailored insurance and mortgage solutions for short-stay property owners. Their policies cover risks like property damage and liability, while their mortgage services assist those buying or refinancing properties for short-term rentals. With customizable options and expert support, Pikl ensures peace of mind for hosts and their properties.



## ACCESSING YOUR HOME

**Your Personal Use:** We accommodate your personal bookings or those for friends and family with at least 2 weeks' notice.

Please note that bookings should be made through our website, [staybeyond.com](https://staybeyond.com), and if a special rate applies, inform us in advance for system updates. Additional cleaning services requested during these stays will be billed accordingly.

**Access and Communication:** For any planned maintenance or access needs, advance notice is required to ensure minimal disruption to guests and to maintain their privacy. For non-emergency matters, we kindly ask that you reach out to our team during office hours (9 AM to 6 PM UK time) for optimal service.



# YOUR CONTACT BOOK



## FIRST POINT OF CONTACT NEW HOMES ACCOUNT MANAGER

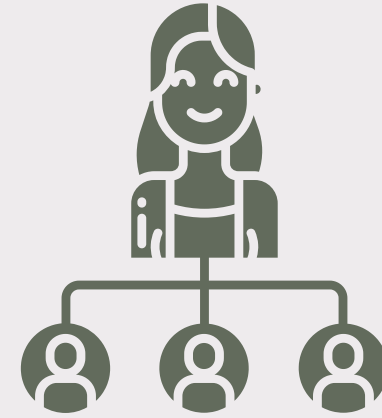
Emma Newton-King  
emma@staybeyond.com | +44 7564537960

- New Homes Set-up
- General Enquiries
- Key Set-up
- Furniture
- Photoshoot



## Maintenance

property-management@staybeyond.com  
+44 20 3868 4028



## HEAD OF ACCOUNT MANAGEMENT

Elke Van Dyk  
elke@staybeyond.com | +27 790165911

- Calendar Block / Bookings
- General Account Enquiries
- Finance queries



## Contact 24/7

home@staybeyond.com  
+44 20 3868 5336

It is imperative to keep communication to the relevant account manager as this will ensure a timely response.

Welcome aboard for a journey of success, support, and satisfaction with StayBeyond.

Your property's potential is limitless with us by your side.



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Website

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