

## **AGENCY AGREEMENT for Airbnb Management Services**

- Create and manage your property listing on Airbnb through our account including taking and updating photographs.
- Owner to provide a house manual with instructions on all appliances which we will ensure is brought to the attention of all guests. We will assist where possible in the compilation.
- Responding to guest enquiries, accepting or declining guests at our discretion, leaving and managing reviews.
- Managing the calendar, blocking out any dates as instructed by the Owner.
- Aim to achieve optimum rental income taking into account time of year and discounts for longer stays.
- Install a key safe at Owner's expense for checking-in.
- All Airbnb properties need to be offered to a 'hotel standard' of cleanliness. We will undertake any additional cleaning we consider necessary to meet this standard prior to the first let and this will be at the Owner's expense. Subsequent cleans between stays to the same standard is covered by the cleaning fee charged to Airbnb guests. Following any private use by the Owner, or Owner's authorised guests, the property will be subject to the same 'hotel standard' of cleaning afterwards at the Owner's expense.
- Undertake all laundry between lets which is included in the Sullivan Mitchell Management Ltd fee.
- Provide 'welcome' pack for guests at Owner's expense (bread or croissants, tea, coffee milk, juice etc).
- Re-stocking of consumables (shampoo/shower gel, soaps, loo rolls, light bulbs, cleaning products) at Owner's expense.
- Source any additional linen, duvets, towels as required plus any additional household items and deduct cost from Owner's letting income. Alternatively advise Owner of items required for them to source.
- Receive payment from Airbnb net of Airbnb commission, deduct our fee and expenses including cleaning fee and pay net balance into your nominated bank account by BACS.
- Provide a monthly rental income statement together with copies of invoices, utility bills etc paid out on your behalf. Provide printout of the Airbnb statement each month detailing guests' visits and gross income.
- All rental proceeds from Airbnb are paid into Sullivan Mitchell Management Ltd Clients account held at Barclays Bank Lymington.
- Arrange for routine maintenance such as window cleaning, gardening etc. Arrange for any repairs to be completed as quickly and as cost effectively as possible through our regular contractors or any alternative contractor nominated by the owner.
- Ensure all waste is removed at the end of each let.

- Airbnb does provide insurance cover for any damage caused by guests however the Owner should confirm their own buildings and, if applicable contents insurers, consent to the property being used for Airbnb use.
- Similarly the Owner should advise that any lender with loans secured against the property consents to its use for Airbnb.
- Unless already fitted the Agent will provide and install the required number of smoke detectors and Carbon Monoxide detectors.

Our fees are 30% of the total income received from Airbnb. This fee is not subject to vat and there are no additional fees or charges other than those referred to in this agreement.

This agreement may be terminated by the Owner at any time however any pre-booked guest stays must be honoured as cancellation affects our Airbnb rating.