



Community Guide: Responsible Short Term Rental Hosting

During the Stay:

Communication is the Key

Good communication prior to the stay sets the precedent for a open line of communication during the stay. If neighbors spot any suspicious activity they should **NEVER** confront the guests directly. In case of emergency, always contact the local authorities first.



Our Mission:

Responsible Hosting

As hosts, we spend a lot of time thinking about guest hospitality, but the #1 priority of Staymentals is, and always will be the safety of our guests and neighbors.

A great Airbnb host should be actively considering their responsibility to guests, owners of the property, and the neighbors that reside within close proximity of a rental.

Industry experts predict that more people will stay in STRs than hotels by 2027. With great demand comes great responsibility.

Our mission at Staymentals is to educate our community, hosts, and owners on how to safeguard properties from becoming neighborhood nightmares.



Check -In:

House Rules

All guests must acknowledge and agree to the house rules.

We wait until the day before check in to send any access codes or check in instructions. Each code is a unique code. This ensures guests only have access to the property when they are supposed to.



Pre Check-In:

Staymrentals maintains the highest level of satisfaction amongst guests and neighbors mainly because our problems are solved before they occur. We are extremely proactive in our screening process to make sure each guest is a good fit for the space they are requesting to rent.

AirBnb has built in safeguards to verify traveler information and ratings (guests are rated by hosts the same way hosts are rated by guests). Unfortunately, many hosts bypass these filters altogether and have no idea who exactly is coming to our property.

Red Flags

- ▶ Poor reviews from other hosts
- ▶ Unwilling to provide basic details and information regarding their stay
- ▶ Unwilling to update the amount of guests they plan to have on their reservation

If something feels off, we reserve the right to refuse access to any potential guests, at anytime, for any reason.

Post Stay:

The Job is not Over

Our work doesn't end at check-out. We follow up with every guest to ensure their stay was enjoyable. We want to know as soon as the guest has left so we can immediately assess the security and condition of a property.

We ensure that all trash has been properly disposed and the exterior of the home is clean. Our properties will never be an eyesore for the neighborhood because we are constantly maintaining them.

Conclusion:

StayM Rentals Properties are in Good Hands

