

MANAGEMENT GUIDE



Palm Tree
Vacation Homes

www.closesttodisney.com

407-397-9640

 facebook.com/palmtreevacationhomes

 twitter.com/closesttodisney

Name: _____

Property: _____



PALM TREE VACATION HOMES

7816 W. Irlo Bronson Hwy, Kissimmee, FL 34747

Tel: 407-397-9640

THANK YOU AND WELCOME!!

Thank you for your interest in our Management Program. With so many choices we are delighted that you interested in putting your property under the care of our family here at Palm Tree Vacation Homes.

This packet provides you with some information and will cover the details into how Palm Tree Vacation Homes operates as a Management Company and help to make your decision and transition to us as easy as possible.

We have been in business as a family run company since 2004, and since then we have gained a wealth of experience in dealing with vacation homes and assisting owners in respect of both management and rentals. This experience has proven of great value to all our owners, while still having a family atmosphere.

Please take some time to read and familiarize yourself with this guide, and should you wish us to manage your property we hope that it will lead you through the entire process. If any questions come up with any of the information provided, please feel free to call or e-mail us.

Our office hours are 10am-5pm Monday-Friday and 3-5pm Saturdays and Sunday's. We can always be reached at 407-397-9640 or info@closesttodisney.com

On behalf of our family at Palm Tree Vacation Homes,

Thank you!

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GENERAL GUIDE

In this guide, we try to answer most of the questions that a new owner or an owner transferring from another management company would want to know. This guide is designed to give you an introduction to Palm Tree Vacation Homes, which provides the highest quality of management care and property service for your vacation home.

Having purchased your vacation home, the next most important step is to ensure that your property conforms to all legislation for rental purposes and is ready for occupation in the shortest possible time. The following is an outline of general procedures, the services we provide and some tips along the way.

Initial Set-up

Once the purchase of your new home is complete and the transaction closed and contract signed with us, then we will immediately organize the following:-

- ✓ Arrange installation of new locks and keys.
- ✓ Arrange all utilities and such to be connected to the property and/or register in your name including electric, water, gas (if applicable), telephone, cable TV, and internet.
- ✓ Arrange for all required notices throughout the property to be neatly displayed in the appropriate places.
- ✓ Prepare an Information Folder for the home, containing all relevant and useful information regarding the home and the area.
- ✓ Arrange for a first major clean so that your home is in great condition for the first visitor.
- ✓ We will obtain on your behalf from the Department of Business and Professional Regulations the hotel/motel license, which is required to rent your property.
- ✓ We will obtain on your behalf a State and County tax ID number. This is required for collection of the sales tax and local tourist tax which is due on all short term rental properties.





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Prior to the completion of the set-up you will be required to pay a deposit to Palm Tree Vacation Homes. This is in order to provide us with sufficient funds to meet the costs outlined in setting up your property for rental purposes and paying bills.

There are 3 different start-up deposits:

1. Operating Fund – Owners are required to maintain a working balance on their account of \$1,000. The operating fund is used for utility bills, maintenance and running costs. Rental income is credited to the owners statement and all expenditure will be deducted from this operating fund
2. Startup Fee: - For setting up a property ready for rental takes a lot of work, for this we charge a onetime fee of \$100
3. Utility Deposits: - Utility companies will calculate the required deposits, and often differ from owner to owner and from home to home depending on various factors.

How we care for your home

Vacation Property Management is a service business. Owners should have realistic expectations that their property will be cared for professionally and that it will be prepared for each and every guest. Our full service management is essential for owners. We will oversee every aspect of the up-keep of your investment and will be on hand 24-hours a day to deal with any situation.

MAINTENANCE

All properties under our care will be inspected on a regular basis to ensure standards are maintained, making sure that any maintenance is taken care of quickly and efficiently in order to keep major repairs to a minimum.

- ✓ We have a team of experienced and skilled maintenance personnel to perform day-to-day repairs and maintenance of the home.
- ✓ If there is something our team can't handle, we have a list of approved licensed contractors that we can call on quickly to provide repair or replacement.
- ✓ Palm Tree Vacation Homes are authorized by the owner to carry out repairs or replacements up to maximum cost of \$200
- ✓ Any repair/replacement in excess of \$200 will be notified to the owner prior to any action being taken. The only exceptions to this would be (a) in the case of an





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emergency or (b) the work needed to be carried out quickly in order to fulfill obligations to the guests.

- ✓ In exceptional circumstances it may prove necessary to move a guest to another property if the nature of the required work inhibits continuing occupation.

CLEANING

On departure of each guest, our cleaning staff will go in, inspect and then thoroughly clean the home so that it's always in excellent condition for the next guest's arrival.

- ✓ All linens will be washed, trash removed, carpets vacuumed, each bathroom and kitchen thoroughly cleaned and contents and services checked.
- ✓ On completion, the cleaning staff will perform a security walk-through to check all doors and windows are locked.
- ✓ Our cleaning staff will check, as far as possible, for damage or broken/missing items. Nevertheless, please bear in mind that minor damage and wear and tear is inherent with a rental property.
- ✓ Once clean, the property is then inspected ensuring that standards are maintained for each and every guest.

POOL SERVICE

Your pool will receive a regular weekly maintenance service which includes cleaning and maintaining the chemical balance.

- ✓ We don't fix the schedule to a certain day because of the Florida weather tends to interrupt the schedule. The pool will however, be maintained at the latest every 6-9 days.
- ✓ The decking, patio furniture and screens will be inspected on a weekly basis and cleaned as required.
- ✓ Two or Three times a year as necessary the decking and screen enclosure will need to be pressure washed to maintain appearance. This will be subject to a small charge.





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LAWN CARE

Your lawn and garden will be maintained on a weekly basis other than during the winter months when work will be carried out as required.

- ✓ Maintenance will include lawn mowing, edging, trimming and weeding. Please bear in mind that Florida is a sub-tropical climate and gardens require greater attention than elsewhere.
- ✓ Additional services will be required from time-to-time to maintain quality levels and they include fertilizer, lawn feed and some replanting as necessary to maintain the overall appearance of your home.
- ✓ It will also be necessary for your lawn to be treated for lawn pest control once or twice a year. This will be subject to a small charge.

PEST CONTROL

Florida law requires short term rental properties to have a regular pest control service performed inside and outside.

- ✓ This preventative service will treat the inside and outside once a month and is meant to safeguard against unwanted bugs inside the home. However, this is Florida and no preventative pest control is infallible.
- ✓ This preventative service also includes the occasional emergency call-out if necessary.





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ACCOUNTING AND ADMINISTRATION

Over the years that Palm Tree Vacation Homes has managed vacation homes, we have taken pride in its strong accounting and administration operation.

- ✓ Each month we will pay the utility bills for all our owners. Our accounting staff makes sure your home is always up-to-date.
- ✓ Owners are sent a detailed monthly statement. Our simple, clear and accurate statements show all income and expenditure.
- ✓ Any figure exceeding the required \$1,000 Operating Fund will be paid directly into your account or check sent to you.
- ✓ If, on occasion, the final balance is below the Operating Fund, then owners are required to make prompt payment to make up the shortfall.
- ✓ We will also assist with sales tax returns. By law, sales tax is payable on all bookings. The monthly statement will show and deductions made from income to pay any dues. Owners must also supply us with amounts of any owner-generated income.
- ✓ During the month of January, we will produce a Form-1099 (for US residents) or a Form-1042 (for foreign nationals). It is advised to provide your accountant with these in order to file your taxes.
- ✓ We DO NOT file your Federal Tax Return. We strongly advise every owner to consult with a local accountant regarding your Tax Return. We can recommend an accountant if needed.





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STEP-BY-STEP GUIDE

Palm Tree Vacation Homes want to make adding your home to our management service as smooth and as easy as possible for you. To help you, we have prepared the following list as a step-by-step guide. Simply follow each of the steps listed below and once you have completed you'll be ready to send us the information needed for us to start working for you.

1. Read through this entire management guide. Make a note of any questions you may have and let us know, we'll be happy to answer any queries.
2. Once you have all your questions answered please complete, sign or initial where applicable.
 - a) Management Agreement
 - b) Service Charge Sheet
 - c) Owner Information Sheet
 - d) Limited Power of Attorney
 - e) Rental Arrangement
3. Make copies of your Driver's License or photograph page of your passport. Make sure that are slightly enlarged and clearly readable.
4. We will also need proof of ownership, usually in the form of the closing (HUD) statement.
5. Write out a check for the Operating Fund in the amount of \$1,000, together with a check for the set-up fee in the amount of \$100.
6. Check you have completed all the above 5 steps and then mail the packet to us:

Mail to: Palm Tree Vacation Homes
7816 W Irlo Bronson Hwy
Kissimmee, FL 34747

7. Sit back, relax and know your vacation property is in great hands!!





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MANAGEMENT AGREEMENT

This agreement is made between **PALM TREE VACATION HOMES** ("herein called the Company") and

_____ ("The Owner")

With regard to the property owned by the Owner and located at:

_____ ("The Property")

Whereby it is agreed that the above parties enter into an agreement under the terms and conditions as defined in the following:

The Company will undertake the following responsibilities:

1. To maintain the Property in a good rentable condition at all times and to effect all necessary maintenance and repairs promptly and efficiently but with due regard to the costs involved.
2. To ensure that all licenses, including but not limited to Hotel/Motel, Occupational, Sales Tax and Tourist Tax are applied for and renewed as demanded by Florida regulations regarding short-term rental properties.
3. To manage the paying of household bills including but not limited to electricity, gas, water, sales tax, television, and telephone & internet services, if needed. Further the Company will pay all utility bills in good faith that the Owner will reimburse the Company. The Company will only continue to pay such bills while a positive balance is maintained in the Owners account subject to clause 4.
4. Should the Owner fail to keep sufficient funds in the Owners account to meet the current bills and invoices, the Company reserves the right to withhold any and all services, until the said account is credited to the required positive balance. (not relying on rental income)
5. To supply a monthly statement to the Owner in a timely manner, no later than the 15th of the following month. The Company will assist the Owner with any matter relating to the statement where the inquiry is made within 60 days of the issuance of the statement
6. To provide a cleaning service of the Property on an as required basis. A clean will be undertaken on the day of departure of a rental guest.
7. The Company may purchase essential/non-emergency/wear-and-tear items or services on behalf of the Owner without the express permission of the Owner. The replacement of towels, linens and cutlery etc, will be limited to a value of \$200 in any calendar month.
8. To ensure that the pool and lawn (if applicable) are attended to on a regular basis as necessary.
9. The Company will help organize and administer all bookings made by the Owner and supply key collection and drop-off facilities where necessary for such bookings. The Company will provide such services for rental guests that have booked the Property through the Company.
10. To provide a 24-hour arrival and emergency service for rental guests of the Company and of the Owner. During office hours, rental guests will be able to call the office number and speak with Company personnel. Outside of office hours, an emergency number is provided to the guests to call. Please note that the Company will be the sole arbiter as to what constitutes an emergency requiring immediate attention.





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The Owner agrees to the following:

1. The Owner agrees that the Company is the sole management company for the Property.
2. To allow the Company to efficiently perform its management services as per cost schedule, and unscheduled items not to exceed \$200 without prior consent from the Owner.
3. Agrees to maintain a minimum balance in the Owners account of \$1000 (\$500 without utilities) with the Company at all times, for the purpose of paying bills and carrying out its management services.
4. Should the Owner fail to keep sufficient funds in the Owners account to meet the current utility bills and invoices, the Company reserves the right to withhold any and all services, until the said account is credited to the required positive balance.
5. The Company is not liable for any loss, direct or consequential, of any income due, or claim for damages from a rental guest, resulting from a cessation of provision of services and/or utilities due to insufficient funds being held in the Owners account.
6. Ensure that the Property is adequately insured against liability should any claim arise. The Company shall be held harmless for any such claim.
7. The Company has set the commission rate on Company bookings at 20% and is reviewed annually.
8. The Owner agrees that all Owner bookings will be provided to the Company with the Guest name, Dates and rental value. The Company shall not be held responsible for mistakes occurring on the Owner's bookings. It is the Owners responsibility to ensure that all relevant information on Owner's bookings is provided.
9. The Owner acknowledges and agrees that the Company will charge an Owner Booking Fee for each booking made by the Owner to provide a 24-hour arrival and emergency for rental guests of the Owner. The fee will be \$10 per booking and is reviewed annually.

Term & Termination

This agreement is for a period of one year from _____ and thereafter on a rolling 30 day notice period by either party. If the Owner or Company wishes to terminate the agreement at any time a notice period of 30 days must be given prior to the termination of the agreement. Should the owner wish immediate release from the agreement Palm Tree Vacation Homes will agree to the waiver of the 30 day notice period on payment by the owner to the Company equivalent to 1 month Management Fee. Release will only be granted by the Company if the Owners account has a positive balance. The Owner accepts and understands the Company reserves the right to attach a lien to the Property until such time as the outstanding sum is settled, and to actively pursue such debts.

This agreement shall be governed and construed in accordance with the laws of the State of Florida.

Signed, this _____ day of _____, 20____

Owner's Signature

Representative of Palm Tree Vacation Homes





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SERVICE CHARGES

It is hereby agreed that the following are the current monthly charges for managing and maintaining the Property which are reviewed annually. They exclude other charges which may occur from time to time so that the Company may carry out its responsibility to the Owner:

Description	Occurrence	Charge	
Management Service	Monthly	2/3 Bed \$100	4/5/6 Bed \$125
Pool Maintenance (if applicable)	Monthly	\$70 (splash pool/spa)	\$85 (pool without spa) \$95 (pool with spa)
Lawn Maintenance (if applicable)	Monthly	\$80 monthly	
Pest Control (if applicable)	Monthly	\$25	
Cleaning (per clean)	Per Occurrence	\$65 Condo \$95 4 Bedroom	\$70 Townhome \$110 5 Bedroom \$125 6 bedroom
Fire Extinguisher Inspection	Monthly	\$10	(annual inspection at additional cost, done by licensed fire inspectors)
Annual Spring Clean (if applicable)		Clean x 3	
Owner Booking Fee	Per Occurrence	\$10	
In House Maintenance	Call Out Charge (normal business hrs)	\$15	
Contracted Out Maintenance (at Company's Discretion)	Per Job	Cost plus \$15	

Owner's Initials _____





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OWNER INFORMATION

Please complete this form to give us your contact information. Please notify us immediately of any changes

Property: _____

Primary Contact: _____

Other Contact: _____

Home Mailing Address: _____



Telephone No: (home) _____

(cell) _____

(work) _____

Email: (1) _____

(2) _____





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LIMITED POWER OF ATTORNEY

Dated this, the _____ day of _____ 20_____

(Please Print Clearly)

I, _____ Social Sec. # _____

I, _____ Social Sec. # _____

Of (Home Mailing Address) _____

(Home Phone Number) _____

I hereby authorize Amanda Barritt of Palm Tree Vacation Homes, to act as our attorney in all matters relating to the Florida property known as:

And, in particular, but without prejudice, to the generality of the position to set up utility accounts with the various utility companies supplying: Power, water, gas, phone and cable. The renting of the aforesaid property and all relating licensing and maintenance is covered by this document, as is the right to act on my behalf in communication with the insurance companies and regulatory licensing and taxation authorities in the state of Florida.

This document fully and totally supersedes and overrides any previous document signed by me, us and I. We demand the documentation relating to the above property be handled forthwith to the holder of this power of attorney and production of an original or copy of this document.

Any correspondence regarding our home should be sent to:

Palm Tree Vacation Homes
7816 West Irlo Bronson Hwy.
Kissimmee, FL 34747
Telephone: 407 397 9640

Signature _____ Witness _____

Signature _____ Witness _____





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RENTAL ARRANGEMENT

The home will be let as much as possible with net rental income (after payments to agents) split as follows: 80% to the homeowner and 20% to Palm Tree Vacation Homes. Payment is credited to the homeowners account and paid to the owner on a monthly basis.

Use of the home by the owners or their guests

Homeowners and their guests or clients may use their properties at any time. The availability will have to be checked with us in advance and provided that an existing booking can be relocated by us to another property. Guests already in occupation cannot however be asked to move out and the property will therefore not be available until their departure date.

This agreement shall be governed and construed in accordance with the laws of the State of Florida.

Signed, this _____ day of _____, 20_____

Owner's Signature

Representative of Palm Tree Vacation Homes

