



— Because your property deserves better — and we don't do basic.



828-516-5659

www.gopremierpm.com

properties@premierpropertiesmgmt.com

● QUALITY
TENANTS

● PROTECTING YOUR
INVESTMENT

● RESPONSIVE
MAINTENANCE

● TRANSPARENT
COMMUNICATION

● MAXIMIZING YOUR
RETURNS

VACATION RENTAL OWNER INFORMATION PACKET

FEES · REQUIREMENTS · SUPPLY CHECKLIST

Premier Properties Management, LLC (PPM) is a property management company located in Murphy, NC. Finding the right property manager is not a decision to take lightly — all owners and investors should do their own due diligence. All property management companies are not created equal.

Here's exactly what we charge, what's included, what we require you to provide, and what we stock for your guests. Read all of it.

Local. Reliable. Professional. *Not Basic.* — Because your property deserves better, and we don't do basic.

01 Management Fee

27% OF NET RENT, PER BOOKING

PPM's management fee is **27% of the nightly booking rate** (net rent per booking). Your property is listed on our account across all major internet booking sites.

BOOKING PLATFORM FEES ARE SEPARATE

Internet booking sites (Airbnb, VRBO, etc.) charge up to 15% per booking. That amount is taken off the top, and the rent is deposited to PPM after — our 27% is calculated on what's left.

WHAT'S INCLUDED IN THE 27%

Scheduling (rentals, cleaning, maintenance, repairs), inspections, troubleshooting, 24/7/365 access to your property manager and cleaning manager for guests and owners, tenant/guest vetting, contracts, monthly payment statements, and yearly 1099 reporting.

WELCOME BOOK

PPM creates a custom electronic and hard-copy house guide for every property. The electronic version goes to every guest; the hard copy stays in the rental and is updated as needed.

02 Booking & Owner Fees

FEE	AMOUNT	WHO PAYS
Admin Fee (per booking, at management discretion)	\$25.00	Guest
Pet Fee (if applicable, per booking)	\$25-\$50	Guest
Cleaning Fee (starts here, scales with home size)	From \$125.00	Guest
Executive Rental Cleaning	\$250.00/month	Guest
Owner Block Reservations (>30 days/year)	\$25.00/day, per block	Owner
Early Termination Fee	\$125-\$1,500 (per contract)	Owner
Yearly Deep Clean (required, deducted from deposit)	\$250.00	Owner

03 Insurance & Photography

HOMEOWNERS INSURANCE

Owners must insure their property as a vacation rental, with PPM listed as an interested party, and carry at least **\$1,000,000** in liability coverage. Proof is required upon contract execution.

PROFESSIONAL PHOTOGRAPHY (OPTIONAL)

PPM's photographer will shoot 35-48 photos and a floor plan for the home. Pricing scales with house size and **typically starts at \$350.00**.

04 Ongoing Property Costs

GARBAGE PICKUP (IF NO CITY/COMMUNITY SERVICE)

PPM can set this up for you. Weekly annual pickup runs **\$240-\$720** depending on location; we work with several vendors. Owners must provide 2 outdoor trash cans for 2-bedroom rentals, 3 for 3-bedroom or larger.

LAWN MAINTENANCE (IF APPLICABLE)

Maintained monthly, April through October, and deducted from owner's monthly income. Mowing runs **\$35-\$150 per mow** depending on location and parcel size.

SMART LOCK / COMBO BOX

Required on every rental. PPM will install a combo lock if requested and charge the owner's account for the lock and installation. Smart locks are always recommended.

PROPANE, POOL/SPA CHEMICALS & CLEANING SUPPLIES

Owners must be on auto-fill with their propane company, and supply a spare propane tank for gas grills without a direct line. Owners provide pool/hot tub chemicals and basic cleaning supplies (see checklist); PPM replaces as needed and charges the owner's account with receipts provided. Hot tubs are cleaned after every checkout.

05 Guest Supply Checklist

Each rental must have at least one locked owner's closet for supply storage. This list may change from time to time — owners will be notified when it does.

STANDARD SUPPLIES

- Dish soap
- Hand soap — kitchen & bathrooms
- Dishwasher detergent (limited per booking)
- Laundry detergent (limited per booking)
- Windex
- Lysol or Clorox wipes
- Stove top cleaner (glass tops)
- Stainless steel cleaner
- Toilet bowl cleaner
- Hardwood floor cleaner (if applicable)
- Broom & dustpan
- Vacuum & dust mop
- Toilet paper (limited per booking)
- Paper towel (limited per booking)
- Trash bags (large & small) & liners

MUST-HAVE SAFETY ITEMS

- Fire extinguisher
- Outdoor motion light or lighted camera (min. 1)
- Smoke detector
- Carbon monoxide detector
- First aid kit
- Flashlights (one per floor; kitchen drawer in ranch homes)

GENERAL ITEMS — MINIMUM FOR 2-BEDROOM RENTAL

- 2 sets of linens per bed
- 8 towels, 8 hand towels, 8 washcloths
- 4 dark makeup-remover face towels
- 2 extra pillows & 1 extra blanket per bed
- Service for 8 (dishes, glasses, silverware)
- Full set of pots & pans
- Blender, crockpot, roasting pan, baking sheets
- Cooking utensils
- Keurig or drip coffee maker, coffee & tea
- Tea kettle & basic spices
- 2 potholders, 4 drying towels, sponges
- Cutting board, chef's knives, steak knives
- Tupperware
- Batteries (smoke detectors & remotes)
- Extra lightbulbs & AC filters
- Propane (plus spare tank for gas grill)
- Wood for wood-burning fireplace (recommended)

OUTDOOR ITEMS

- Outdoor dining set (min. 2 chairs)
- Fire pit (gas or wood) & seating
- Grill tools
- Outdoor lighting & umbrella
- Garden hose & spigot cover

MISCELLANEOUS MUST-HAVES

- Nightlight per room
- Electric heater per bedroom, plus a larger one for living room
- Gas or charcoal grill (charcoal fluid suggested)
- Garden hose (required for pool/hot tub homes)

- Cable/satellite TV or streaming device & internet
- Pack and Play
- Games (child-inclusive), books
- Extra pillows & throw blankets
- Hangers & hair dryer
- Trash can in every room
- Iron & ironing board
- Alarm clock per bedroom & scale per bathroom
- Work-from-home space
- Smart TV or Roku/Firestick
- Charging station (cords a plus)

REQUIRED FOR RENTALS WITH SPA OR POOL

- Test strips & chlorine tabs
- Chlorine float & net
- Garden hose
- Filters (minimum 2 spare)
- Plastic transfer pump & shock

Of course, there's no hard rule requiring guest supplies — but stocking them gives every guest one less thing to worry about, and it shows in the reviews.