

Wine Coast

HOLIDAY RENTALS

PROFESSIONAL HOLIDAY HOME MANAGEMENT

Specialising in Luxury
Properties on the
Fleurieu Coast

Thank you

We extend our heartfelt gratitude to you for taking the time to peruse our brochure. Your consideration of our services at Wine Coast Holiday Rentals for your holiday rental management is truly appreciated. We understand the significance of your choice, and we are committed to delivering exceptional service that exceeds your expectations. Should you decide to entrust us with your holiday rental, we look forward to showcasing our dedication and expertise in making your experience seamless and unforgettable. Thank you for considering us as your preferred partner in holiday rental management.

Bruce Woodberry
& Team

INTRODUCTION

Thank you for considering a partnership with Wine Coast Holiday Rentals.

We are thrilled that you are interested in working with Wine Coast Holiday Rentals to manage your holiday home. Our proposal encompasses comprehensive information designed to provide you with a clear understanding of our services and the role we play. Please view this proposal as a guide, as we acknowledge that every situation is unique. We are committed to working collaboratively with you to tailor our approach to your specific needs.

Within the following pages, you'll find a compilation of negative reviews from homes not managed by us. These reviews highlight that cleanliness and communication lapses are often the culprits behind unfavorable feedback. We firmly believe that these issues can be mitigated through effective management. While setting up a home for holiday rental might demand some initial effort, maintaining it at the desired standard becomes significantly easier – and we'll be by your side throughout this journey.

At Wine Coast Holiday Rentals, we've drawn inspiration from exceptional holiday homes worldwide and integrated the best practices into our operations. We've also carefully eliminated less desirable aspects, and this dedication has earned us our Super Host Status on all booking sites, since our inception.

Unlike some holiday home management companies, we go the extra mile. All our managed rentals come with fully made beds featuring quality linen. Our guests need not worry about hiring or carrying their linens – we want their first impression to be a resounding "WOW!" when they step into a Wine Coast Holidays property. Our aim is to provide an experience akin to staying in a sophisticated hotel, ensuring comfort and luxury from the moment they arrive until check-out.

At Wine Coast Holiday Rentals, we understand the significance of the finer details. From ensuring uninterrupted gas supply during BBQs to providing quality coffee upon arrival. We prioritise the small touches that elevate the guest experience. We even offer special makeup remover towels to save your precious white towels while adding a touch of convenience.

Should you desire further information or an estimate of the potential income your property could generate through holiday letting, please don't hesitate to reach out to us. We are excited about the prospect of partnering with you and creating exceptional guest experiences together.



WELCOME TO WINE COAST HOLIDAY RENTALS

Choosing the appropriate management company for your holiday home holds significant importance. It involves not only the proper care of your property but also the crucial task of facilitating a steady stream of suitable bookings

WHY LIST WITH US?

As a locally owned and operated enterprise, we have a distinct focus on our community. Our strategic position enables us to adeptly serve the needs of both holiday home guests and property owners. With a wealth of experience and unparalleled expertise in both the local area and the industry, we are uniquely positioned to cater to our owners' requirements. Our owners can confidently rely on our expertise and competence to effectively manage their properties.



HOW ARE WE DIFFERENT?

Diverging from conventional real estate agents, our company specialises in the holiday letting domain. Our primary objective revolves around delivering exceptional properties to our guests and providing top-tier property management services to our esteemed owners.

Our dedication to guest satisfaction is instrumental in fostering repeat bookings - an expanding customer segment that we prioritise. We express our gratitude by nurturing these relationships through personalised attention, aiming to create lasting bonds.

We adopt a forward-thinking approach and consistently execute social media marketing initiatives. These campaigns not only spotlight our diverse range of properties, but also promote your individual home at strategic intervals throughout the year.

TECHNOLOGY

Leveraging our advanced management software, we possess the capability to showcase your property on numerous active online booking platforms. This ensures that your property gains visibility on a global scale, instantly connecting with audiences from around the world. Our proficiency enables us to effectively navigate the international market, ultimately optimising bookings for our valued property owners.



DIGITAL FRONT DOOR LOCKS



Whenever feasible, our properties are equipped with cutting-edge digital door locks, a feature that grants each guest a distinct and secure personal PIN. This innovative approach not only enhances the safety and convenience of our guests but also extends to our property owners, who are provided with their exclusive PIN for seamless access whenever required. This advanced security solution offers peace of mind to both guests and owners alike



OUR PRIORITY - PRESENTATION, CARE & EARNINGS

Recognising the paramount importance of property upkeep to our owners, we hold ourselves to the highest standards of maintenance. We take immense pride in meticulously maintaining properties to ensure their pristine condition. The core pillars of our business lie in presentation and maintenance, and we collaborate closely with our property owners to guarantee that their assets are always ready for rental.

We are keenly aware that a positive guest experience leads to return visits and enthusiastic referrals. With this in mind, we meticulously inspect each property before the arrival of guests to guarantee the thorough execution of our comprehensive cleaning and maintenance protocols have been carried out.

ENSURING MAXIMUM NIGHTS BOOKED

With an all-encompassing digital presence across prominent booking platforms including Airbnb, Stayz, VRBO, HomeAway, Expedia, Agoda, Booking.com, Trivago, Hotels.com, and various similar sites, we ensure an extensive reach that spans diverse audiences.

In addition to this, we actively promote extended stays of 28 days or more at a reduced rate, inclusive of a comprehensive linen change every 7 days. This offering is particularly attractive during low-season periods. This service caters to individuals in transitional situations, such as those between homes or fly-in/fly-out workers, providing a valuable solution to their accommodation needs.



MAINTAINING THE STANDARD OF YOUR HOME

As an integral aspect of the booking procedure, our partner booking sites meticulously verify the details submitted by each guest. This encompasses confirming the number of occupants, the ages of accompanying children, and the intended length of stay. As part of our stringent policy, we require credit card payments only and refrain from accepting any cash reservations.



For extended stays, our dedicated housekeeping team conducts regular inspections to guarantee ongoing monitoring and maintenance of the property.

To promote a tranquil environment, we uphold a non-smoking and non-vaping policy within the home as well as on balconies and similar spaces. This measure underscores our commitment to providing a serene and comfortable atmosphere for all guests.

WHAT YOU WON'T BE PAYING FOR

In our capacity as your managing agent, our foremost priority is to deliver unparalleled service and professionalism while maximising your net earnings. Our commitment extends to eliminating many of the "additional" or, as commonly referred to, "traditional" fees. Our aim is to provide you with a transparent and lucrative arrangement.



HOW DOES AN OWNER RECEIVE THE INCOME?

We are committed to transparency and efficiency in our financial dealings. Each month, we will furnish you with a comprehensive statement. Following the reconciliation of outgoings and disbursements, funds will be seamlessly transferred to your account. Rest assured, every financial aspect, including income and charges, will be meticulously documented and clearly explained for your complete understanding.

WHAT RATE CAN YOU EXPECT TO ACHIEVE?

Following a comprehensive assessment of the property, we will furnish you with an estimated achievable rate. Moreover, we will engage in discussions regarding rates for extended stays, which inherently lead to a reduction in the nightly rate.

Our pricing algorithm is designed to account for seasonal variations and intricately factor in adjustments for those booking periods. This ensures that our rates remain responsive to the dynamic nature of demand throughout the year.

PERSONALISED "OWNER PORTAL" FOR EVERY OWNER

To empower our owners with convenient access, each property will receive a personalised login. This feature grants you the flexibility to view forthcoming bookings at any hour, day or night. Furthermore, you will have the ability of reserving the property for your personal use through this platform. This personalised access ensures that you have real-time control and visibility over the property's bookings and availability.



FURNISHINGS & SET UP

To make your home truly inviting, styling and furnishing are key considerations.

When designing your home, pay special attention to bedroom setup. The number of guests your property can accommodate directly impacts the potential nightly rate. Incorporating bunk beds is a strategic way to increase the maximum guest capacity, subsequently boosting your rental income. For larger bedrooms, a bunk bed featuring a double on the bottom and a single on the top is an ideal configuration. This setup caters to extra children while also accommodating couples comfortably.

In your living areas, ensure that your furniture arrangement accommodates your anticipated number of guests. Comfort is paramount.

If you require assistance with styling and furniture arrangement, we collaborate with a skilled team of stylists who can provide valuable recommendations and help create an appealing and functional environment in your property. Speak with us to arrange for your complimentary styling appointment



HERE ARE SOME OF THE SERVICES WE PROVIDE FOR YOU

An exceptional holiday home management experience:

Rate Optimisation

We expertly set rates and work to maximise occupancy, ensuring your property achieves its full earning potential.

Booking Management

We handle all aspects of bookings, from initiation to completion, including coordinating housekeeping, cleaning, and laundry services.

Effective Advertising

Your property is promoted on reputable platforms like Airbnb, Stayz, Booking.com, HomeAway, and our own Wine Coast Holiday Rentals website, maximising its exposure.



Visual Marketing

We arrange professional photos, drone imagery, and videos to showcase your property's best features, enhancing its appeal to potential guests.

Compelling Descriptions

Our team crafts compelling descriptions to captivate potential guests and encourage bookings.



24/7 Booking System

Our round-the-clock booking system enables reservations from anywhere, anytime, enhancing convenience for guests and optimising bookings.

Guest Verification

Credit card details are verified for every booking for added security.

Guest Support

We're available "on-call" 24/7 to address any guest concerns or issues that may arise during their stay.

Financial Records

We maintain accurate financial records, ensuring transparency and efficient management.



HERE ARE SOME OF THE SERVICES WE PROVIDE FOR YOU

Repairs and Maintenance

We coordinate both emergency repairs and general maintenance, utilising trusted professionals for optimal property upkeep.



Housekeeping Coordination

We liaise with housekeeping staff to ensure timely and thorough cleaning services.

Linen Quality

We ensure the provision of top-notch linen, maintaining the highest standards of cleanliness and guest comfort.



Digital Locks

Where suitable, we offer digital front door locks, enhancing security and convenience for guests.

Guest Guide

We provide a comprehensive communication booklet to guests outlining house rules and essential information.



Safety Compliance

We arrange for smoke/fire alarm checks by approved technicians in line with government regulations.

Post-Stay Check

After each guest departure, we ensure a thorough property check and manage rubbish disposal.



HERE ARE SOME VALUABLE TIPS TO MAKE YOUR PROPERTY STAND OUT AND LEAVE A LASTING IMPRESSION ON YOUR GUESTS:

BEDROOMS

Bedrooms hold significant importance in any holiday rental. Focus on providing comfortable beds with high-quality WHITE linen. Invest in quality mattresses and bedding for guest comfort. Bedside tables and lamps offer both decorative and practical elements. Pillow and mattress protectors are essential, and extra pillows in each bedroom enhance the sleeping experience. Elevate bedrooms with throw cushions, blankets, and a duvet cover that folds back for a stylish touch. A floor-length mirror in the main bedroom adds convenience. Keep rooms clutter-free and consider suitable shelving with timber coat hangers. Ensure ample space for guests to move, unpack, and store luggage. If space allows, consider adding a small table and chair. Install blinds or block-out curtains for daytime darkness.

LOUNGE/DINING AREA

Ensure ample seating for all guests around the dining table. Furnish the lounge area with comfortable seating, chairs, and coffee tables. Fast and reliable WIFI is an essential standard. Add attractive artwork while avoiding fragile items or candles. Offer holiday reading material, board games, or recent glossy magazines for a boutique hotel-like experience.

BATHROOMS

Supply quality WHITE towels for a clean and fresh atmosphere. Each bathroom should have a hairdryer, clean toilet brushes, high-quality toilet paper, and an ample supply. High-quality low-irritant air fresheners and cleaning products enhance the bathroom experience.



BALCONY/OUTDOOR AREA

Furnish the balcony or outdoor space with suitable seating, a quality BBQ with two gas bottles, and potentially an outdoor heater.

By thoughtfully addressing each of these aspects, your property will stand out as a remarkable and inviting holiday destination.

GOING BEYOND THE BASICS, IT'S WHAT WE DO

Guests have certain expectations when it comes to basic amenities, but our goal is to surpass those expectations and make your holiday home truly exceptional.

To achieve this, strive for abundance, pursue excellence, and embrace uniqueness.

It's the small touches that make a big difference - consider offering high-quality beach towels. This way, your guests won't be inclined to use your pristine white bath towels at the beach.

Opt for toiletries that aren't cheap or of low quality. It doesn't have to be extravagant, but providing good shampoo, conditioner, and body wash allows your guests to feel rejuvenated and clean. We'll take care of arranging these items and ensuring they're always well-stocked.

Keep an extra roll of paper towels, along with essentials like baking paper and cling wrap, under the sink. These may seem insignificant, but they demonstrate your thoughtfulness and consideration.



OUR PARTNERSHIPS REFLECT OUR VALUES

From the coffee we select, to the stylists that we use. We actively source the finest, local businesses to collaborate with, ensuring your guests enjoy an exceptional experience. This approach benefits everyone involved, resulting in a mutually rewarding outcome.



Wine Coast Holiday Rentals are proud to partner with Cooper Style Co to bring you a free no obligation consultation to discuss options and explain their process.

Preparing your home for Airbnb or holiday letting is a service the team at Cooper Style Co are proud to offer. Styling will help your property to stand out in the competitive online marketplace and maximise your potential to secure bookings.

Their team of specialists can arrange for your holiday home to be fully furnished and accessorised using a vast network of on trend and quality wholesalers. With their interior design knowledge and experience in setting up holiday homes, they will provide you with a beautifully designed space, right down to the crockery and cutlery, bedding and linen, furniture and artwork.

Alternatively, after the initial consultation, they can prepare a report for a small fee that will guide you to set up your property yourself.

Cooper Style Co aim to captivate your viewers' attention through creating styled vignettes that transcends guests into a sense of luxury, relaxation and adventure.

We source Australian
compostable pods from



..another proud
South Australian
business.



THE REVIEWS YOU DON'T WANT...

These excerpts of reviews have been directly sourced from Booking.com. All of these properties are situated locally. We are committed to diligently preventing such reviews from being associated with any of our managed properties.

"Furniture for the balcony was stored downstairs and a hike up a large flight of stairs, carrying furniture was not received well. House was unloved with not enough attention to details to enable a more efficient stay. Instructions for the stove were unavailable and we couldn't get the TV to work. The A/C remote wasn't working. The dishwasher racks would not stay up to hold plates and the frying pan was such poor quality."

"The water feature was putrid. No coffee."

"Not happy with (Real Estate Agent named). They were rude and didn't care I had driven 3000 kms. I couldn't pick up keys earlier. The keys were 3 hours late. The house wasn't that clean. The BBQ was crap and didn't heat up. 3 light bulbs were blown, and the outside table was bowing and ready to break. They wouldn't refund our money at all. Welcome to South Australia. Would not recommend this place at all."

"Check in process was horrendous, multiple emails and phone calls and very stressful trying to organise keys. It should be as easy as booking accommodation, leaving key in drop box at the house and taking deposit bond earlier in the week to avoid last minute rush on a Friday evening."

"Said there was a hair dryer although there wasn't, and the TV didn't work."

"The property was a pig sty from the outside. Staff were rude when we arrived to pick up keys. Bathroom was run down, and we froze as no electric blankets on the double bed."

"The pillows were a little flat. · Beds exceptionally hard. · Insufficient toiletries."

"No shower gel or shampoo. Had to get my own. Queen bed squeaked and was hard."

"The quality of beds and mattresses; cheap and nasty. It all felt super cheap. We could handle it for a few nights but it would prevent me booking it again."

"The TV remote didn't work." Needed extra toilet rolls. One of the bedside lamps was blown."

"Went to the shower after a long day of working and travelling and found no hot water. My partner investigated and found the hot water system was switched off (likely to save \$\$\$) so we couldn't shower. In the morning when the water had heated we found only 1 towel between 2 guests and no floor mat or hand towel. We had to put off having a shower AGAIN. We drove to Noarlunga to purchase towels."

"Housekeeping really need to lift their game. The BBQ wasn't cleaned, gas bottle empty. (no replacement) Estate agent said, "Refill it and we would be reimbursed." We shouldn't have to."

We ended up leaving a day early and had one of the worst possible travel experiences and the accommodation was not cheap. To say we were disappointed is an understatement.

REVIEWS YOU DO WANT ... HERE'S SOME OF OURS

"Thank you for having us. We had a really lovely stay. The place is wonderfully kept and super clean. Overall we can't really fault our experience. Thanks again Love, Louisa & Jack."

"I stayed here with a group of girls and we all loved it. The garden is beautiful and the area is clean. We were close to the beach and town. Would love to stay here again! - Skye "

"This home is flawless! Bruce was extremely professional and went over & above to make sure our stay was perfect. Highly recommend! Thank you so so much for being such a dream to talk to. Thank you for being so flexible and understanding and for making our wedding weekend flow seamlessly. The bottle of champagne was a perfect touch on a perfect weekend. Thank you!! - Georgia "

"10/10 place! Bruce was excellent with communication. Will definitely will be coming back—Kaleb."

"Beautiful house at an affordable price. Bruce was very easily contactable and generous with early check-in and late check-out, which we appreciated. We will definitely be staying again in the future.—Ben"

"Excellent stay worth every cent - Jack "

"This is the best place to stay in Sellicks, great position to enjoy the beautiful views, immaculate home with everything you need. Bruce was a pleasure to communicate with to arrange our stay. Look forward to returning soon.—Tania "

"Thank you Bruce. We had an amazing weekend. We all enjoyed our stay in this beautiful home. The Zambies girls will be back.— Claudia, Natalie, Lauren, Amara, Serena & Addy."

"What a beautiful, airy, modern home. It had all the comforts. Bruce was helpful and we appreciated being able to check out late. Thank you. The beds were more than comfortable. Kitchen utensils' and appliances aplenty. A very pleasant stay. Thank you for the use of your home.—Silvana."

"Amazing accommodation only a stones throw from the beach. Bruce was easy to deal with and the process for accessing the house was seamless. All amenities provided. Didn't have to worry about anything. Clean and modern and looked exactly like, if not better than the photos. You can easily accommodate 10 guests with a fair amount of privacy downstairs, if needed. We would definitely stay again. Thanks so much for having us Bruce.—Vicki "

"We had a wonderful stay. The house was excellent and exceeded our expectations. The amenities were all good and the location is Brilliant. Our visitors from America were very impressed as well. How could you not be. Will highly recommend, and have done so. Thank you for also being very responsive when contacting us and helping to transition the booking from the other company. Best regards—Lee"

"Thanks for everything Bruce. You have been the most generous host. We really loved the incredible views, the door lock, the bath and well stocked kitchen. We loved our stay. You have been the best AirBNB host ever- Chelsea"

Notes

