# Des Moines Short Term Rentals - FAQ

## About The Company

- **How long have you been in business?**
  - Des Moines Short Term Rentals LLC was established September 2022 and officially launched in October 2022. However, the combined years of experience in the long term rental lease sector is over 10 with the partners in this company.

- **Do you only manage short-term rentals?**
  - Yes, we currently are only managing short term rentals.

- **How many employees are in your office? What functions do they serve?**
  - There are currently 4 employees on the team. Each having different focuses on a few aspects of the business; marketing/sales, finance, and (2) operations.

- **Where does Des Moine Short Term Rentals manage STR's?**
  - Our focus, right now, is on the Greater Des Moines STR market.
    - If you would like to request a free analysis on the Des Moines and surrounding cities short term rental market, please click HERE.

- **How does Des Moines Short Term Rentals differentiate from its competitors?**
  - Our core focus is building a business using systems that can be automated and optimized, while keeping customer service and owner communication at the forefront of our operations. We are a data driven company that utilizes AirDNA and other softwares to assist with decision making. We can confidently guarantee certain items when managing your STR. If you would like to learn more about this guarantee, please use this link, HERE, to schedule a zoom meeting with us.

## Marketing & Promotion

- **What channels do you list my property on (ex: Airbnb, Vrbo, Booking.com)?**
  - Currently, we are only listing through Airbnb. As we grow, we will expand to other OTA's as well as our own direct booking website.

- **What direct bookings channels do you leverage (social media, Google Ads, email marketing)?**
  - We can be found on Facebook, Instagram, Youtube, Google, and TiK Tok. Though we do not currently have a direct booking website, guest leads will be directed to Airbnb.

## Operations, Cleaning, Upkeep & Property Care

- **What do your average guest reviews say? What is your average star rating (happy guests)?**
  - We are a SuperHost on Airbnb with an average guest rating of 4.8 stars.

- **How do you screen incoming guests?**
  - Since we are only currently operating through Airbnb, we utilize Airbnb's screening process (Here)

- **How do you handle check in at the property?**
  - We required smart locks at all of our properties to provide our guests with a contactless check-in. When a guest books, a code will automatically be sent to them to enter the property. They will only have access to the property with the code during their stay. When they arrive at the property , they will type in the code on the keypad that connects to the smart lock. After they check out, the code is disabled. New codes are created for every guest.

- **Who cleans/inspects my property?**
  - We have an approved vendor list for maintenance and cleaning.

- **Are the toiletries, toilet paper (the basics) included in the property management fee?**
    - Yes, we define these as "Consumable Items" and have created a list of what falls under that category.

- **Do you have a management contract?**
    - Yes, please email info@desmoinesstr.com to receive a copy to review.

- **Do you require any smart home features?**
    - Yes, we required a ring doorbell, smart lock, and smart thermostat (if applicable). A noise monitoring sensor is not required, but encouraged if the property owner desires. We believe a noise monitoring system helps prevent guests from having parties.

## Financials, Fees & Costs

- **What are the property management fees? Is the fee based on gross or net?**
    - Property management fees are 25%. Ultimately, the fee is based on the net amount, but there are many different ways this can be calculated, and we believe our method nets the property owners the highest payout. Please schedule a meeting with use, HERE, and we will be happy to explain how this is calculated.
- **How long is the contract for and what are the terms to leave the partnership if we choose to?**
    - 1 year contract. We both will have the option to terminate the agreement with a 30 days' prior written notice.
- **What is the nightly rate expected at my property by season? What is the annual occupancy for a similar property you manage?**
    - Please fill out our form, HERE, and we would be happy to analyze the property!
- **Tax information**
    - https://www.therealestatecpa.com/blog/short-term-rental-tax-strategy