



Welcome to Haus

We're a full-service vacation rental management company serving the Hudson Valley and Catskills. Our goal is to provide seamless operations and outstanding guest experiences while protecting your investment and maximizing revenue.

To set us up for success together, we've outlined the key responsibilities, standards, and expectations that guide our partnerships. Reviewing this guide before our introductory call ensures clarity and helps us make the best use of our time. If a site visit is required before engagement, a consultation fee will apply and must be paid prior to scheduling.

Rent-Ready Home Requirements

Your home should be fully furnished, stocked, and guest-ready before onboarding begins. We provide a detailed checklist to guide this process. This ensures your listing launches quickly and begins earning right away.

- Utilities must remain active year-round.
- Lawn care, snow removal, and amenity upkeep (pools, hot tubs, etc.) are the owner's responsibility.
- Pools and hot tubs are coordinated only through licensed professionals arranged by Haus. This protects your home and reduces liability.
- Personal belongings should be stored in a locked owner's closet. Any accessible items are considered guest-usable.

Cleaning and Turnovers

Consistency is key to 5-star guest reviews. Haus coordinates all cleanings, laundry, and restocking between stays.

- Cleaning fees are paid by guests.
- Deep cleans are scheduled seasonally or after heavy use and billed to the owner.
- Owner stays require a professional turnover clean billed at the same rate as guest cleans. Self-cleaning is not permitted; this ensures your arrival matches guest-ready standards.
- Cleaning standards are enforced through detailed checklists and on-site supervision.



Operational Autonomy

Our team manages all day-to-day operations so you don't have to. This includes guest communication, vendor coordination, scheduling, pricing, and issue resolution.

- Maintenance under \$350 is handled automatically to avoid delays.
- Emergencies are addressed immediately, with notice provided.
- Owners can relax knowing the details are covered without the need to micromanage.

Pricing Strategy

We combine market expertise with dynamic pricing software to optimize occupancy and maximize revenue.

- Some nights may appear underpriced, this is part of a broader revenue strategy.
- Pricing feedback and questions are welcomed during scheduled check-ins.

Communication Expectations

Clear communication keeps operations running smoothly.

- Use the Owner Portal to book personal stays. Requests by phone or text cannot be processed.
- Urgent Owner matters are addressed promptly during business hours (9 AM–5 PM).
- Guest support is available 8 AM–10 PM daily, with urgent on-call coverage after hours.
- For 1-on-1 calls, email us to schedule.

Financial Overview

Our fee structure is designed to align with your success — we only earn when your property does.

- 25% commission on rental revenue (excluding taxes and cleaning fees).
- \$250 monthly management fee for on-the-ground operations (slightly higher for larger homes).
- \$1,500 onboarding fee covers listing setup, professional photography, and launch.



- Cleaning fees are charged to guests; owners are billed for personal stay cleans.
- Reimbursable expenses are billed at cost plus 15% to cover coordination and float.
- Monthly statements and payouts are issued by the 10th of each month via direct deposit to your bank.

Onboarding Timeline

Our streamlined onboarding process ensures your home is ready to earn quickly:

1. Intro Call – 30-minute consultation to review your property and answer questions.
2. Signed Agreement – Management agreement signed and onboarding fee collected.
3. Rent-Ready Preparation – Complete checklist to fully stock and furnish the home.
4. Photography & Listings – Professional photos, digital materials, and listing creation.
5. Clean & Walkthrough – Final quality control check and preparation for first stay.
6. Go Live – Your home launches on major booking platforms and begins accepting reservations.