

# carvalho propertymanagement

vacation rental  
services  
and  
pricing

**480.854.9000**

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<http://carvalhopm.com>



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Questions: 480.250.6099

Find Us:  
4135 S. Power Rd. #125  
Mesa, AZ 85212



# Owner-Centric. Guest Driven.

## Welcome Vacation Rental Owners!

Thank you for considering Carvalho Vacation Rentals (CVR) to manage your Arizona vacation rental. We pride ourselves on our responsiveness and attentive customer service to both owners and guests.

We are the next generation of vacation rental management with the service, systems and online technology to manage your properties and your guests' expectations. Quite simply, our vacation rental management services are a cut above.

## Our management philosophy is straight forward.

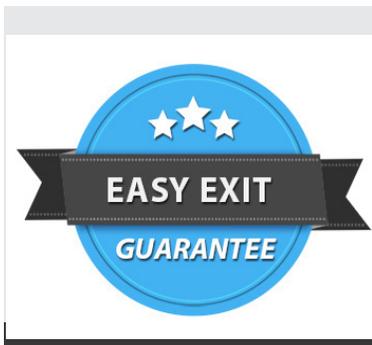
- **Communicate frequently and proactively with both owners and guests**
- Always protect your asset's value to maximize your return
- Keep vacancy low with brilliant marketing and a conversion-focused inquiry process
- Deliver a stellar "destination experience" guests want to tell friends and family about

## What does this document contain?

- + A detailed break down of our vacation rental services
- + Pricing for our vacation rental packages
- + Our super, strong and exclusive service guarantees that owners love

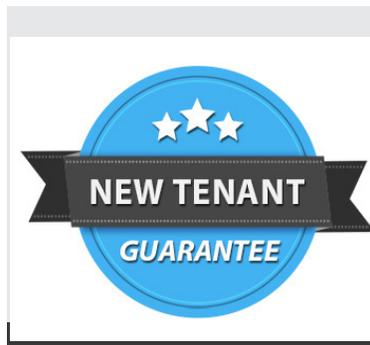
# Great Service. Guaranteed.

Carvalho Property Management sets high expectations for our team and demands that our staff provide you and your tenants with prompt and satisfying service. If you ever have a question or concern you can contact any of us including the owners, Kristin and Mark Carvalho, at any time. If after talking to us you are still not 100% satisfied with our service, CPM offers you all of the guarantees below. **You won't find another property management company who will offer you the same super, strong guarantees that we do!**



**Easy-to-Switch Guarantee**

If for any reason you are not **completely happy** with our management services and you want to leave Carvalho Property Management, you can cancel your management agreement without penalty at any time. No asterisks. No fine print. No hoops to jump through.



**Re-Rent Leasing Fee Guarantee**

If the tenants we place in your property do not complete the first 120 Days (4 Months) of their lease agreement, we will re-rent the property for free. At Carvalho Property Management, you will never pay a leasing fee for a tenant that doesn't last at least 120 days on a 12 month lease.



**100% Happiness Guarantee**

If for any reason, at any time, you are not 100% happy with our property management service, we will refund you that one month's management fee. All we ask is that you give us a chance to address your concerns and resolve any issues first, promptly and to your satisfaction.

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» *We've all been there. You reach out to your property manager with a question or concern via a phone call or email, and into the black hole it goes. Your left feeling frustrated and stressed that nobody gets back to you, sometimes for weeks. **Our company standard is to return all calls within 1 business day. We'll never leave you hanging.***

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# Vacation Rental Management

At Carvalho Vacation Rentals, we believe in offering management services that match your requirements. That's why we offer a choice of 2 different "vacation rental" management packages:

<b>MARKETING ONLY</b> <i>One-Time Marketing Set Up</i>	<b>FULL SERVICE</b> <i>Vacation Rental Management</i>
Account Set-Up: \$0	Account Set-Up: \$150
Marketing Package: \$995	Marketing Package: \$995
<i>High Definition</i> <b>Marketing Syndication</b>	<i>Leasing + Management Fee</i> <b>30% of Gross Rent</b>

<b>Service Description</b>	<b>Full Service</b>	<b>Marketing Only</b>
Maximum exposure marketing plan	✓	✓
Superior tenant screening and risk mitigation	✓	
Comparative rental analysis for maximum rent	✓	✓
Condition inspection reports with photos	✓	one-time
Housekeeping, maintenance and repair services	✓	upgrade \$
Invoicing, accounting, financial reporting	✓	
Rent collection and disbursements	✓	
Investment and selling assistance	✓	✓

# Vacation Rental Management: Marketing Only



If you own a great home that you would like to rent to vacationers, and you can manage the actual leasing, check-in, check-out, rent collection and housekeeping, but need some marketing muscle, this package is for you. We will create a high-definition package of marketing materials that we will syndicate to the largest possible number of potential vacation renters enabling you to capture and convert more guests willing to pay maximum rent.

<b>MARKETING ONLY</b> <i>Ongoing Marketing &amp; Leasing</i>
Account Set-Up: \$0
<i>High Definition Marketing</i> <b>Marketing Package: \$995</b>

## Professional Marketing

- + Homeaway.com annual subscription package
- + Advertising on 15 international vacation rental sites, including Zillow, Trulia, etc.
- + High resolution DSLR photos with HDR post production editing
- + HD video walk through tour designed to convert prospects to guests
- + Custom Craigslist rental ad with direct response copywriting
- + Full AZ MLS listing for agent represented tenants and remote MLS viewers
- + Expert advice about marketing, staging, furnishings & improvements

# Vacation Rental Management: Full Service

Whether you're leaving for a week, a month, a couple months or even the entire year, Carvalho Vacation Rentals can help find the perfect guests, and we'll do all the work! Help recoup the costs of home ownership by using our services and you can trust that your property is in the best hands. We make it easy and do all the heavy lifting from A to Z.

## Professional Marketing

- + Homeaway.com annual subscription
- + Advertising on 15 international vacation rental sites
- + High resolution DSLR pictures
- + HD video walk through tour
- + Custom Craigslist rental ad
- + AZ MLS listing for agent represented tenants
- + Exceptional rental prospect lead follow up systems
- + Property showings to potential guests
- + Expert advice about marketing and improvements

## Tenant Screening & Leasing

- + Competent and informative guest communication
- + Convenient online scheduling platform
- + 50% deposits required at time of booking
- + Online applications and leases for tenants
- + Leasing agents are licensed by the State of Arizona
- + Online rent collections and owner disbursements
- + Late payment collections and eviction services
- + Move in, move out, and make ready services

## Maintenance & Accounting

- + 24/7 coverage for tenant maintenance issues
- + Complete vendor network with lowest rates
- + Periodic inspections and recommendations
- + Online owner portals with full accounting reports
- + Direct deposit of rents to owner accounts
- + State-of-the-art accounting systems and software
- + Profitability reports and ROI analysis for owners

## Our Guarantees

- + Cancel Anytime Guarantee
- + 100% Happiness Guarantee
- + Calls Returned Within 1 Business Day

*\* see page 2 for guarantee descriptions*

<b>FULL SERVICE</b> <i>Vacation Rental Management</i>
Account Set-Up: \$150
Marketing Package: \$995
<i>Leasing + Management Fee</i> <b>30% of Gross Rent</b>