

## **Three Rivers Property Management FAQ's**

1. If I purchase a cabin and want to offer it for rent, do I have to use Three Rivers Property Management?

No, you can use another company or do it yourself. However, because we are a complete resort and operate on site, it would be awkward if your unit's guests were not able to utilize the services of our front desk and resort staff.

2. Do I have to rent my cabin to long-term tenants?

No, this is an option. Historically, we do not have enough nightly guests during the winter months to make it worthwhile to keep a cabin open. There is a market for long-term rentals in the winter so this is a way to produce some amount of cash flow during those slow months. We can refer you to property management companies that handle long-term rentals.

3. If I offer my unit for rent, how will you ensure that rental nights are distributed fairly among homeowners and units owned by the resort?

We have a fairly sophisticated software system that tracks reservations. The system allows us to view reports on a regular basis and we use those reports to distribute as evenly as possible reservations among a particular unit type.

4. Do we have to pay a fee to stay in our unit?

Yes, there is a cleaning fee per stay whether it is you or your guests staying. No matter how much you clean, our housekeeping staff must still clean and inspect to make sure the cabin is up to our standards. Linens must also be washed and replaced.

5. If we offer our cabin for rent, do we need to purchase any insurance?

Yes, you will have to provide liability and content insurance for the inside of your unit, i.e. from the walls in.

6. If Three Rivers Property Management manages our property, what fee do we pay for this service and what does it include?

For nightly rentals, we charge a 40% fee. This includes all marketing and advertising costs, housekeeping charges (labor, supplies, vehicles), reservations/front desk services (labor, computers, phones, fax, software, supplies), and accounting services (labor and supplies related to property management).

7. Can we decorate our unit with our own furnishings and accessories to make it “uniquely ours?”

If you are offering your unit for rent, we ask that the bed types/sizes remain the same and that the furnishings and kitchen items remain the same. Often, groups will stay in multiple cabins and end up transferring kitchenware from one cabin to the next. If you have a unique set of dishes, for example, we cannot easily replace them on short notice if they are lost, stolen or broken. If you have special pictures, decorative touches or small furnishings that you are willing to risk with renters, that is your decision to provide them or not. If there are a number of units similar to yours, we want to maintain as much consistency among unit types as possible. This makes it easier to advertise and sell the units to guests.