

# Okanagan **Vacation** Home Rentals



## Owner Guide

### Renting Your Vacation Property

Toll Free: 1-888-763-6373 - Fax: (250) 860-0057  
#205 - 2000 Enterprise Way - Kelowna, BC - V1Y 9S9



## Why Rent Your Home?

There are a number of reasons why you may be considering renting your home. Perhaps you are not using the property as much as you planned and it is sitting empty or perhaps you are looking to offset the cost of owning your property. Whatever the reason, renting your property can have many benefits.

Okanagan Vacation Home Rentals is here to help you. We have grown from one employee and 12 vacation properties in 2003, to more than 1,500 vacation homes and resorts in 2019. We are able to provide an exclusive four season vacation experience to our guests by choosing superior properties and partnering with only the best owners and property management companies. This high standard of product is evident when browsing our inventory.



“We strive to provide our customers with the most expansive selection of premium accommodations wherever they choose to travel.”

- Mark Walker,  
President



# Table of Contents

Message from OVHR .....	1	The Rental Process .....	11
Your Objective .....	3	a) Inquiries	
Rules & Regulations .....	4	b) Our Reservation Agents	
Owner Responsibilities .....	5	c) Contacting Owners	
Preparing Your Home .....	6	d) Deposits & Cancellations	
OVHR Responsibilities .....	8	e) Confirmations	
a) Our Websites		f) Check-in / Check-out	
b) Our Database		g) Damage Deposit	
c) Our Rules for Guests		h) Issues During a Stay	
Property Listing .....	9	i) Payments	
a) Rates		Staff Contact Directory .....	14
b) Photos		Guest Welcome Letter .....	15
c) Descriptions		Property Information Sheet.....	16
d) Owner Login & Blocking Dates			
e) Non-Exclusive - Using Other Rental Websites			

# Your Objective

## What do you want out of your rental?

When renting your property for the first time it is important to set clear objectives. How many weeks of the year would you like to rent your property? Is there any time you would like to block off for your family or friends to use? Is your property available throughout the year, or only during peak seasons?

## Income

Is there a financial objective you would like to meet to offset the cost of owning your property? If so, it is important to decide how many weeks you require to be rented in order to meet these goals. This may also decide how flexible you can be with your rates and if you can afford to offer incentives on your property.



### ***How Much Can I Rent My Home For?***

- *This depends on a number of things:*
  - *Where is your home located?*
  - *What amenities does your home offer?*
  - *How much are nearby homes renting for?*
  - *How far in advance are you taking reservations?*
- Last minute renters are often looking for a deal.*

## Type of Guests

There are a number of different types of guests out there looking to rent and you should decide which of these your property is appropriate for, before listing. Certain properties are better equipped for families while others may be better suited for all adult groups. Ask yourself if you see your guests staying short term (3-7 days) or renting long term, for a month or more at a time. Do you want to allow guests to bring their pets or have small events at your home such as weddings, staff parties or golf weekends?





# Rules & Regulations

## Licenses & Permits

Some cities and resorts require home owners to purchase a permit before renting their property. To acquire one your property may have to meet certain guidelines and be available for an inspection. This allows the city to ensure only safe, high quality properties are being offered to local tourists.

## Zoning

Municipalities all have different zoning bylaws for renting your property. If you have further questions regarding this please call or email our office.

## Strata

Certain buildings and neighbourhoods belong to a Strata council which may put restrictions on the length of stay or enforce a minimum age for renters. Make sure to look into this and abide by these rules before you start advertising your property.

## Neighbours

While you are not required to inform your neighbours before renting your property, it can be beneficial to both of you to tell them about your plans. Your neighbours can be an extra set of eyes on your property while you are not there and should have either yours or your property managers contact information in case any issue may arise.





## Owner Responsibilities

While renting your home you will have to make a choice as to your level of involvement. Some owners live in close proximity to their property and choose to take on the cleaning and maintenance themselves, while others may be in a different city, province or even country than their home and so will need to hire some assistance.

### Cleaning

Having a reliable cleaner is one of the most important aspects of a smooth rental process. Your cleaner should be familiar with your property and your expectations before your first renter arrives. A good plan is to do a walkthrough of your home before your first check-in, giving your cleaner a chance to take a basic inventory. Your cleaner will be the first person on-site after a guest checks out. This way if anything is damaged or misplaced it can be addressed immediately. Whether you choose to clean your property yourself, or have someone else do it, the expectation of the guest is the same, a Hotel Quality Clean and fully stocked with linens, towels and the supplies outlined in our contract.

### Maintenance

Many properties include amenities such as pools and hot tubs which may require service. This makes having a qualified maintenance person available during and between guests important. Whoever you choose should be local, easily accessible and have their contact

information posted in the home. If there is a maintenance issue when a guest checks-in, the expectation is that it will be addressed immediately.

### Property Management

For select premium vacation homes, we offer a full service property management program which includes cleaning, maintenance, check-in service and anything else that may arise during a guests stay. If you are interested in this full service program, please contact our office.

### Emergency Contact

While it is unlikely that an emergency situation will arise at your property it is important to have an emergency contact. Whether this is you, a neighbour or a property management company, it is important that the phone number be available to our reservation agents as well as posted in the home and that your contact will be available at all times.

### Accounting & Insurance

Renting your home is just like running a small business and as such it is suggested that you hire an accountant who can advise you on bookkeeping procedures and income tax implications, and contact a local insurance company to discuss your options.





# Preparing Your Home

## Walk Through & Remove Valuables

It is important to make certain changes to your property so that your guests will feel comfortable during their stay and so that you can avoid any potential accidents with your valuables. A good guideline to follow is to remove any items that are irreplaceable and located where they could be bumped, broken, or have something dropped on them. Consider replacing extremely fragile or expensive decorations with less expensive versions while your renters are there.

It is also important to de-personalize your home. Take down family photos, remove all your clothes from bedroom dressers and closets. De-clutter desks, shelves and surfaces. Your guests are aware that this is your home, however they should not feel that they are intruding on your family and their daily life.

## Lock-Off

Many owners choose to install a locking door on a storage room, spare bedroom or even the garage so that they can lock away their personal possessions without having to feel like they are moving in and out between renters.



## Access, Keys & Lockboxes

Some owners prefer to meet their guests at the property and supply a set of keys at that time. This can prove to be inconvenient if your guests travel plans change or they become delayed. The more popular option is to install a lockbox or keyless entry system and have guests do a self check-in. A keyless entry can be purchased at most hardware stores for about \$100 and is well worth the cost to avoid the inconvenience that a lost set of keys can cause.

## Kitchen

Your kitchen should be equipped with the guest's convenience in mind. Have enough plates, glasses and flatware for double the amount of guests that your property can sleep. Make sure you have everything that you would expect to use while on vacation: a coffee pot, a blender, wine glasses and an opener, adequate pots and pans for cooking and plenty of seating at the dining room table.



### **Helpful Kitchen Tips**

- *Avoid items that are not dishwasher friendly*
- *Accidents happen, glasses will get broken, so buy an inexpensive set*
- *Your refrigerator should be empty when guests arrive*
- *You should provide things like salt & pepper*
- *If your guests are checking in late, they may not have time to get groceries that evening. It is nice to leave some pre-packaged coffee for their first morning.*

## Entertainment

Make sure you have a living area with comfortable seating and at least 1 TV, large enough to be seen from across the room. Provide at least basic cable, a DVD player, a CD Player and a deck of cards and some board games in case of a rainy day. If your home features an elaborate entertainment center, please include some basic information on how to operate it. High speed Internet access is expected, unless your property is in a remote area where it is not offered. If you have wireless internet available in your home, please post the Network ID and Password for guests to use on your guest information sheet.

## Cleaning Supplies

The more easily accessible cleaning supplies you include in your home, the more likely guests are to use them. This makes your cleaners job easier and saves you money.



### ***Make Sure You Have***

- *Broom & Dustpan*
- *Vacuum Cleaner*
- *Dish Cloths and Drying Towels*
- *Dish Soap (Standard & Machine if required)*
- *Small Supply of Laundry Soap*
- *Lots of Paper Towel*
- *A Bottle of Stain Remover*

## Towels, Sheets & More

You will need at least 2 sets of high quality sheets for each bed, pillows with pillow cases and a good selection of extra blankets. Your guests will expect spotless bathrooms with at least 2 bath towels, 2 hand towels & 4 wash clothes per guest. Make sure you have at least 1 hair dryer in your property. If your home is equipped with a pool or hot tub, or you are lakefront – then you will need to provide an additional 2 large towels per guest which can be used outside.

## Extras



### ***Guests May Also Appreciate***

- *Books, Games, Movies*
- *Crib or Pack & Play*
- *First Aid Kit*
- *Video Game System*
- *Pool Table*
- *Beach / Pool Toys*
- *Deck Loungers*

## Liability

**WARNING:** Some amenities may be enjoyable for guests but pose a significant liability risk. A good precaution is to post a warning that these amenities are “use at your own risk” such as: trampolines, fitness equipment, row boats & canoes.

**\*Do Not Include the use of any motorized vehicles in your rental.\***





# OVHR Responsibilities

## Our Websites

Canadian Vacation Homes currently operates 5 separate websites each customized to reach a slightly different audience. Depending on the details of your vacation property, we will choose to display your listing on the websites we feel will best promote it. The Vacation Home Company ([TVHCO.com](http://TVHCO.com)) is our largest website and acts as an online catalogue of all our vacation properties worldwide. Okanagan Vacation Home Rentals ([OVHR.com](http://OVHR.com)) is our original website from the company's inception and provides a premium selection of Okanagan properties and local knowledge. OKChalets ([OKChalets.com](http://OKChalets.com)) is our local ski vacation website which focuses mainly on Canadian ski resorts. Sandcastle Accommodations ([SDCastle.com](http://SDCastle.com)) specializes in waterfront properties and popular vacation summer destinations across North America. Its sister site Mountain Accommodations ([MtnAccom.com](http://MtnAccom.com)) focuses on major ski resorts across North America.

## Our Database

Our ever-growing database of vacation home renters is one of our key strengths. We are able to communicate with over 40,000 previous guests and interested travellers, which means your property isn't just sitting there, waiting to be booked, instead we are actively marketing it to qualified clients.

## Our Guests

Renting your home is different than renting a hotel room. You want guests that will be responsible and respectful of your property, who do not cause damage or problems, so you can continue renting your property in the future. To help achieve this we have implemented several rules for eliminating potential problem guests.


- 1. Okanagan Vacation Home Rentals caters to family and mature adult groups and enforces a 25 year old age minimum for renters. This policy is applied to the majority of the group, not just the person making the reservation.**
- 2. We enforce a 3 night minimum rental on the majority of our properties and a 7 night minimum on our premium properties to avoid weekend partiers.**
- 3. Our guests are informed of our zero tolerance policy for any excessive noise, smoking, unauthorized pets and guests exceeding the maximum capacity.**
- 4. We do not accept reservations for bachelor / bachelorette parties. Any group event on the property must be approved by the owner prior to booking.**





# Property Listing


## Rating & Price

We feel that our guests deserve to never be disappointed upon arrival to one of our listed vacation properties. While each of our properties are privately owned and individually decorated, they are also expected to maintain a certain level of quality, upkeep and supply certain basic amenities. The extent to which your home surpasses these basic expectations will decide its rating level, the guests we will suggest it to and ultimately its price.

 **BRONZE RATED** – Clean and comfortable but may be showing some signs of wear. Basic bedding, a full kitchen and the required supplies listed in our contract are included.

 **SILVER RATED** – This property is tastefully decorated and features quality furnishings, bedding and contemporary kitchens and baths.

 **GOLD RATED** – Upscale and finished with a designer touch that includes premium furnishings, specialty entertainment features and top-quality kitchens, baths and amenities.

 **PLATINUM RATED** – The best of the best featuring unique and one of a kind designer homes. Top quality furnishings, luxury features and top of the line kitchens, baths and amenities.



### ***Keeping Competitive***

*If there are other rental properties available in your area offering similar amenities, it is important to make sure your price is also similar. If you are in a competitive rental market then little extras can sometimes decide which property gets booked and which sits empty. Consider adding a pool table or video game console so your property appeals more to families with children.*

## Discount Specials

While we will always strive to book your property for full price, from time to time our staff will suggest discounts and special rates as incentives during slow time periods. As an owner you can add your own discounts at any time. Consider offering **20% Off** or a **“5<sup>th</sup> Night Free”** special to fill any last minute gaps in your calendar. Remember it is better to make a booking at a discounted rate then to have your home sit empty.

## [Photos](#)

The photos of your property are the most important part of the listing. Potential guests will look at the photos and decide whether your home is appropriate for their group before they read a single word on the page. Okanagan Vacation Home Rentals offers photography service for no charge to owners within reasonable driving distance of our main office. Owners outside this area have the option to take their own photos or enlist the services of a local photography company.



### ***Tips on Taking Your Own Photos***

- *Take high resolution digital photos*
- *Digital photos are free, so take lots (50-100) and choose only the best when you're finished.*
- *Stage each photo before taking it. Remove unnecessary clutter, straighten tabletop items, fluff pillows and bed covers and turn off the TV. Add in decorative items such as a bowl of fruit or consider setting your dining room table with your best plates and cutlery.*
- *Lighting is the most important factor in taking good photos. Utilize natural light by opening the curtains and blinds. Turn on all of your interior lights. Try taking photos both with a flash and without.*
- *Choose a sunny day for exterior photos. A dark and cloudy day will make your property look gloomy and unappealing.*

## [Description](#)

Nobody knows your property like you. When filling in your contract you will be asked to provide us with a detailed description of your property. The more information you can provide, the better equipped our staff will be to produce a high quality listing that will attract good guests. What are the key features of your home? What makes it superior to other properties in the area? Are there amenities nearby that would be of interest to a potential renter?

## [Owner Login & Blocking Dates](#)

Okanagan Vacation Home Rentals strives to provide our owners with easy access to their listing and booking information, which is why we offer our Owner Login System. From here our owners can view the details of their listing including a live calendar, driving directions, keyless entry codes and more, plus submit blocks to their calendar as well as apply discounts and specials to their property.

## [Non-Exclusive - Using Other Rental Websites](#)

We feel that our owners should use every means available to book their property, which is why we are non-exclusive and try to make it as easy as possible to integrate the use of other websites and listing services. If you accept bookings from another source, all we ask is that you keep your owner calendar with us updated or provide us with access to another online calendar where we can see live availability. We also ask that you provide us with equal opportunity to book your property which means we will be allowed to book on a first come, first serve basis at your lowest publically advertised rate.



# The Rental Process

## Inquiries

Once your property listing is completed and posted on our website, visitors will have the option to inquire on it. Our reservation agents will also begin actively suggesting it to visitors they feel would be a good fit. Regardless of the property a guest inquires about, we will suggest the property that we feel best fits their needs.

## Our Reservation Agents

Our reservation agents are in unique position as both our guests and our owners are relying on them to provide the perfect rental experience. It requires experience and a great deal of patience to find out what exactly a guest is looking for and then sort through hundreds of properties, in a timely fashion while also trying to provide each property with an appropriate amount of exposure. Our reservation agents make frequent visits to our destinations across North America so they can offer first hand information about our properties as well as local knowledge.

Our reservation agents are also your first line of defence against potentially unsuitable renters. We will screen all inquiries on your home to discourage party groups, stag/stagettes, groups under the age of 25 and anyone else we feel would be unsuitable. Our policy is that we would rather turn down a rental than knowingly put irresponsible guests in your home.

## Contacting Owners



At anytime while you are listed on our websites a reservation agent may have questions for you, so don't be surprised if you receive an e-mail or phone call to clarify something. The reservation process can be fast paced and response time can play an important part. If a reservation agent is unable to contact an owner with regards to crucial information to a potential reservation, they will consider it unavailable and move on to another property. It is in an owner's best interest to provide us with detailed contact information.

## Deposits & Cancellations

Once a guest has selected a property they wish to reserve we will secure a 50% deposit, followed by the remaining balance 120 days before their arrival. A guest is permitted to cancel a reservation up to 120 days prior to their arrival and transfer the deposit amount to another property. Once the full amount has been paid, a guest is no longer permitted to cancel their reservation without forfeiting the full amount.

## Confirmations

Once a reservation has been confirmed and a deposit taken, you will receive a confirmation e-mail listing the guests name, arrival date, check-out date and total cost of the reservation. If you have specified an e-mail address for your cleaner or property management company we can also notify them of any bookings you receive. We will also send a reminder e-mail 2 weeks before your guests arrive.

## Check-in / Check-out

This can be a busy time around your property and it starts 2 weeks before your first check-in. This is when guests will be e-mailed directions to your property. It is important you and your cleaner plan ahead and have keyless entry/lockbox codes already arranged and sent to us. On the day it is common that you will have a group checking out at 10:00AM and another group checking in at 4:00PM, so it is important to be organized. You cleaners must be capable of changing out all linens and towels, cleaning every room in the house, removing garbage and recycling, restocking supplies and taking an inventory of the home.



### ***Cleaning Challenge***

*It can be difficult to wash all the linens and towels for a 4+ bedroom home in the allotted time. Having a duplicate set stored in your lock-off can allow your cleaner to quickly change them out and then do laundry off-site before the next stay.*

Guests checking in should be greeted by a simple welcome letter explaining anything you feel they should know during their stay. We have included a basic greeting letter you can use at the end of this package, or feel free to make your own. A good idea is to laminate it and attach it to the front of your refrigerator. Important things to include are garbage removal and property maintenance schedules, emergency contact information and the location of your electrical panel and emergency water shut off.

## Damage Deposit

Upon arrival a minimum \$500 damage deposit is authorized on the guest's credit card. This authorization will expire within 24 hours of their departure. If damages are found in a property it is important that either you or your cleaner take a photo of the damage and contact our reservation department immediately. We will then contact the guests and inform them of the charges. The longer you wait to contact us, the less likely we will be able to reimburse you.



### ***The Cost of Doing Business***

*Accidents happen and things wear out. We won't start a damage claim because a guest broke a wine glass or your 10 year old patio furniture finally wore out. Be reasonable and understand that at the end of each rental season you will need to put a portion of your income back into your home in maintenance.*

## Issues During a Stay

While we strive to provide a smooth rental experience, sometimes issues will arise. These will be dealt with on a case-by-case basis by our reservation agents and if necessary, a member of our management team. We will try to find a solution minimizes the impact on a guests stay and appropriately compensates either the guest or owner.



### **Quality Assurance**

*If we feel upon check-in that a property is not as advertised or does not meet our standards for cleanliness we reserve the right to move a guest and refuse payment to that owner.*

## Payments

Okanagan Vacation Home Rentals complies with Consumer Protection BC policies and holds all monies in trust until after our guests check-out. Owners will be sent payment within 30 days of guest check-out. This allows us time to address any dispute that may arise.



### **Rental Process Review**

1. *Guest contacts OVHR via phone or email.*
2. *Our reservation agents suggest the best available properties.*
3. *Guest chooses a property and reserves it with a 50% deposit.*
4. *The property owner is sent a confirmation e-mail.*
5. *The guests remaining balance is due 120 days before they arrive.*
6. *2 weeks before arrival the property owner is sent a reminder e-mail and the guest is sent directions and check-in instructions.*
7. *Guest arrives, stays and checks-out.*
8. *Owner is sent payment within 30 days.*



# Staff Directory

## Okanagan Vacation Home Rentals

DBA: Canadian Vacation Homes Ltd.

**Toll-Free: 1-888-763-6373**

Local: (250) 763-6373

Fax: (250) 860-0057

#205 – 2000 Enterprise Way,  
Kelowna, BC  
Canada

### President

Mark Walker  
[mwalker@ovhr.com](mailto:mwalker@ovhr.com)



### General Manager

Eugene Kalmuk  
[eugene@ovhr.com](mailto:eugene@ovhr.com)



### Accounting

Anita Starkey  
[anita@ovhr.com](mailto:anita@ovhr.com)



### **Testimonials**

*Over the years we have had multiple properties with Okanagan Vacation Homes Rentals and have been very impressed with their level of professionalism. They have always provided us with good renters and a stress free experience. We highly recommend them to anyone property owner.*

**Steve Nicholson**  
Kelowna, British Columbia

*I have two Lakefront properties with Okanagan Vacation Home Rentals. I have been very happy with the level of service and success in maximizing my rental potential. They are a very knowledgeable and professional and I would recommend their service to anyone looking to rent out their property.*

**David Bradley**  
White Rock, British Columbia



We hope you have arrived safely and had no trouble finding our home.

We know you must be ready to relax and start your vacation, and we want you to make yourself at home right way. If you have any concerns regarding the property upon check-in, we ask that you report them within the first 24 hours of your stay:

**Okanagan Vacation Home Rentals**  
**1-888-763-6373**  
**#205 – 2000 Enterprise Way – Kelowna, BC**

You will find a property information sheet about our home located \_\_\_\_\_.  
Should you have any other questions during your stay, please feel free to contact Okanagan Vacation Home Rentals.

We hope you enjoy your stay and visit us again in the future!

Regards,

\_\_\_\_\_  
\_\_\_\_\_



## Property Information

### General

Property Address: \_\_\_\_\_  
Phone #: \_\_\_\_\_  
Keyless Entry Code: \_\_\_\_\_  
Wireless Internet ID: \_\_\_\_\_  
Wireless Internet Password: \_\_\_\_\_  
Parking #: \_\_\_\_\_  
Check-Out Time: 10:00 AM \_\_\_\_\_

### In Case Of Emergency

**Contact Okanagan Vacation Home Rentals: 1-888-763-6373**

Additional Emergency Contact: \_\_\_\_\_  
\_\_\_\_\_  
Emergency Water Shut Off Is Located: \_\_\_\_\_  
\_\_\_\_\_  
Electrical Panel Is Located: \_\_\_\_\_  
\_\_\_\_\_

### For Your Convenience

Garbage Removal Is Every: \_\_\_\_\_  
Recycling Removal Is: \_\_\_\_\_

Yard Maintenance Is: \_\_\_\_\_  
Additional Supplies Are Located: \_\_\_\_\_

Pool/Hot Tub Instructions: \_\_\_\_\_  
\_\_\_\_\_

Air Conditioning/Heating Instructions: \_\_\_\_\_  
\_\_\_\_\_

Additional Instructions: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**1-888-763-6373**