



NINE10 Properties

Susanne House

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Short-Term Rental Services + Concierge Packages

Property shouldn't cost your peace of mind.

Save time, stress less, and earn more from your properties through concierge care. We handle everything from guest relations and bookings, maintenance and emergencies, the administrative behind-the-scenes work like financial summaries and reporting, to adding thoughtful touches that wow your guests.

Choose from a range of full-service property care packages to keep turnovers smooth, guests happy, and your properties in great shape.

Included with every Package:

- Guest Communication + 24/7 Support
- Cleaning Management (paid by your guest)
- Linen Service (linens provided and folded on the bed)

Effortless Package

It's those finishing touches that really count. Rest assured that every finishing touch is in place, and WOW your guests with a place that looks and feels effortless. Perfect for high-end and luxury rental experiences.

INCLUDES:

- Calendar sync + multi-platform management
- Listing setup, optimization, + pricing management
- Professional photography coordination
- Vendor scheduling + supervision
- Concierge trash can service
- Tax-time financial summary + monthly reporting
- Seasonal decor swap-out, decorating, + staging touch-ups
- Priority vendor scheduling
- Quarterly preventive maintenance walkthrough
- Maintenance + inventory logs
- Pre + post check-in quality checks
- Automated check-in/out instructions
- Restocking essentials + owner-supplied inventory
- Guest-reported issue resolution + emergency repairs
- Smart-lock management
- Welcome Book
- Damage deposit processing + claim handling
- Custom Check-in/out experiences
- Enhanced reporting dashboard
- Full-service inventory management
- Review management
- Automated restocking of essentials
- Optional Add-Ons: bed-making services and concierge services

Investment: 18% of gross rental income + cleaning fees (paid by guest)

Elevated Package

Take your property up a notch (or three). Ideal for hands-off owners who want a truly passive income stream from their rental properties.

INCLUDES:

- Calendar sync + multi-platform management
- Listing setup, optimization, + pricing management
- Professional photography coordination
- Vendor scheduling + supervision
- Automated check-in/out instructions
- Maintenance + Inventory logs
- Routine maintenance scheduling
- Pre + post check-in quality checks
- Restocking essentials + owner-supplied inventory
- Guest-reported issue resolution + emergency repairs
- Smart-lock management
- Tax-time financial summary + monthly reporting
- Welcome Book
- Review management
- Automated restocking of essentials
- Optional Add-Ons: bed-making services, concierge trash can services, and concierge services

Investment: 15% of gross rental income + cleaning fees (paid by guest)

Essentials

Everything you need, nothing you don't. Cover the essentials of property management, guest relations, and cleaning that make your rental shine.

INCLUDES:

- Calendar sync + multi-platform management
- Listing setup, optimization, + pricing management
- Professional photography coordination
- Vendor scheduling + supervision
- Tax-time financial summary + monthly reporting
- Automated check-in/out instructions
- Restocking essentials + owner-supplied inventory
- Guest-reported issue resolution + emergency repairs
- Smart-lock management
- Welcome Book
- Optional Add-Ons: bed-making services, concierge trash can services, and concierge services

Investment: 12% of gross rental income + cleaning fees (paid by guest)

Co-Host + Cleaning

It's like the buddy system, but for your property. Let us be that extra set of hands in keeping your property running right. Maintain full control over your Airbnb/STR listing account while we take care of the cleaning.

INCLUDES:

- 24/7 Cleaning Support + Guest Communication (pertaining to cleaning)
- Cleaning Management (paid by your guest)
- Linen Service (linens provided and folded on the bed)
- Restocking essentials + owner-supplied inventory
- Guest-reported issue resolution + emergency repairs
- Access to your Owner Portal
- Optional Add-Ons: bed-making services, vendor scheduling + supervision, concierge trash can services, annual deep clean + carpet cleanings, and concierge services.

Investment: \$350/month + cleaning fees (paid by guest)

Turnover

Smooth turnovers make everyone's day better. Find your property clean and ready for the next guest with everything folded and tidied.

INCLUDES:

- Cleaning Management (paid by your guest)
- Linen Service (linens provided and folded on the bed)
- Access to your Owner Portal
- Optional Add-Ons: bed-making services, annual deep clean + carpet cleanings, and concierge services.
- Investment: \$130-150 per turnover & \$20/bed + cleaning fees (paid by guest)

All Services + Fees

- Effortless Package → 18% of gross rental income + cleaning fees (paid by guest)
- Elevated Package → 15% of gross rental income + cleaning fees (paid by guest)
- Essentials Package → 12% of gross rental income + cleaning fees (paid by guest)
- Annual Deep Clean & Carpet Cleaning (Required with Packages) → Double the regular cleaning fee
- Cleaning (Paid by Guest) → \$135-\$150 per turnover + \$20 per bed
- Co-Host & Cleaning Service → \$350 per month + cleaning fees (paid by guest)
- Turnover Service → \$135-\$150 per turnover + \$20 per bed
- Long-term Rentals → 8-12% of gross rental income + cleaning fees (paid by guest)
- Bed Making (Optional Add-On) → \$10 per bed
- Concierge Trash Can Service (Optional Add-On) → \$30-\$50 per month
- Mid-Stay Cleaning → \$75-\$125 per month
- Storm Prep/Post-Storm Inspection → \$75 flat fee
- Concierge Shopping/Custom Setup → \$50 per hour + cost of goods
- Concierge Services → \$60 per hour + cost of goods
- Guest Experience Packages → \$60 + cost of goods
- Guest Welcome Basket → \$25 per basket
- Optional Upcharges → Include but are not limited to holiday rate, last-minute turnovers, late checkout, and early check-in requests.

Not sure which service fits your property best?

Request a complimentary consultation by email:

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