SPECIAL STAYS

# Owner Information Pack

Premium short-term rental management for coastal, waterfront and lifestyle properties across Western Australia.

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|---|---|
| WA owned and operated | Operating since 2018 |
| Founder-led management | Coastal property specialists |

Mandurah · Rockingham · Fremantle · Perth · Coastal WA

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# A more accountable way to manage your property

Special Stays was founded by Samantha and Steve Young in 2018. We combine personal, founder-led service with the operational systems required to manage premium short-term rentals properly. Our portfolio is deliberately selective, allowing each property to receive informed oversight and direct accountability.

# What full management includes

Listing creation and optimisation; professional copy and photography coordination; channel and calendar management; dynamic pricing and revenue management; guest enquiries, screening and support; cleaning and linen coordination; inspections and maintenance coordination; consumables and damage reporting; owner statements, portal access and performance monitoring.

# Revenue management

Pricing is reviewed as market conditions change. We consider seasonality, weekends, school holidays, local events, booking pace, competitor positioning, occupancy, lead time, length of stay and booking gaps. The objective is the strongest sustainable revenue outcome while protecting the property’s market position. No income outcome is guaranteed.

# Guest and property protection

More bookings are not always better bookings. Verification, booking review, clear house rules, security processes where applicable, responsive communication, unusual-pattern monitoring and documented damage reporting provide additional safeguards and help reduce risk.

# Presentation and oversight

Professional cleaning, linen, presentation checks, maintenance coordination and local oversight support a consistent guest experience. Issues are identified, recorded and communicated so owners are not left to discover them later.

# Transparent reporting

Owners receive clear statements and access to performance information. Revenue, occupancy and pricing decisions can be discussed directly with the team responsible for managing the property.

# Our onboarding process

1. Property assessment and fit review. 2. Management plan and preparation. 3. Photography, listing and channel setup. 4. Launch, active management and ongoing review.

# Next step

Request a property assessment for an honest discussion about the home, its market position and whether Special Stays is the right management partner. The assessment is a conversation, not a valuation or promise of income.

**REQUEST A PROPERTY ASSESSMENT**

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This pack provides general information only. Property suitability, projected performance and management recommendations depend on an individual assessment.