

evolve®
vacation rental network

SERVICE PARTNER GUIDE



www.EvolveVacationRental.com

1.877.818.1014

WELCOME TO EVOLVE!

Welcome to the Evolve Vacation Rental Network. We're happy to have you on our team!

As a service provider for an Evolve property, you provide essential on-the-ground support to our owners and guests. We've developed this guide to explain what it means to be an Evolve Service Partner and help you succeed.

You'll find details about what to expect now that you're servicing an Evolve home, how your services will be scheduled, how to maintain the property, as well as other helpful tips and resources.

Please use this guide to ensure every Evolve guest enjoys a seamless vacation rental experience and that the properties you service stay in top condition.

We look forward to working with you!





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EVOLVE IS DIFFERENT

We are redefining vacation rental management by focusing on the complex task of marketing and booking vacation rentals, while giving our owners the flexibility to configure on-the-ground services to their liking.

Evolve partners with local service providers like you to assist our homeowners in creating the perfect in-residence guest experience.



OUR PARTNERSHIP

Evolve is committed to making vacation rental easier for **everyone**.

That includes you. We focus on providing great marketing and booking services to homeowners, but we know our on-the-ground service partners are an essential resource for owners who desire a comprehensive vacation rental management solution.

Together, we can create seamless guest experiences that result in great reviews, drive more bookings, and ensure our mutual success.

Whether you're providing Cleaning Services, acting as the Guest Contact, or both, we're here to help you build a rapport with homeowners, ensure communication is running smoothly, and refer even more clients your way.

The table below outlines our respective roles. Please be sure to communicate with the owner and any other service providers so that everyone is clear on their responsibilities.

SERVICE PARTNERS		
MARKETING & BOOKING	CLEANING	GUEST CONTACT
<ul style="list-style-type: none">Market and book the propertyProcess guest payments, including refundsManage pre- and post-stay communication with guestsProvide support to homeowners, partners, and guests	<ul style="list-style-type: none">Provide regular cleanings between guest staysRestock consumable supplies such as toilet paper, paper towels, dish detergent, etc.Report any damage or maintenance issues within 24 hours of the guest's departureSemi-annual deep cleans	<ul style="list-style-type: none">Be available to guests 15 days prior to arrival for questions about check-in and the residencePerform pre-stay walkthroughsAssist guests during their stay with any questions, concerns, and in case of an emergencyCoordinate any maintenance needs while guests are in residenceAncillary tasks agreed upon with the homeowner

EVOLVE'S 4 CORE PROPERTY STANDARDS

As an Evolve Service Partner, you want to ensure guests are always thrilled with their experience. Happy guests mean 5-star reviews, and 5-star reviews mean **more bookings for our owners and more business for you.**

Servicing vacation rental properties requires a lot of attention to detail, so it's important to understand exactly what guests expect from every stay. Thankfully, the vast majority of guests will be thrilled if the properties you service meet our 4 Core Property Standards:

1. SAFE
2. CLEAN
3. GUEST READY
4. AS ADVERTISED

While these standards are relatively simple to achieve, consistency is key, and you, as one of our trusted service partners are in the best position to ensure each and every guest enjoys a property that is Safe, Clean, Guest Ready, and As Advertised.

To make it easy for you to translate Evolve's 4 Core Property Standards to your day-to-day responsibilities,

we've created some [helpful checklists](#) for cleanings, walkthroughs, deep cleans, and replenishing the home with supplies.

We encourage you to review our checklists with homeowners and adjust them accordingly to match the service requirements of each property.

[Click here to read more about Evolve's 4 Core Property Standards and download our editable checklists.](#)





GETTING STARTED WITH EVOLVE

Below is a summary of how Evolve will introduce you to new homeowners and communicate with you throughout the booking process. **Please review this information carefully to ensure you're prepared to support our owners and their guests.**

- 1** During the homeowner sign-up process, we will introduce you via email to homeowners who require on-the-ground support. Please be prepared to discuss your payment terms and any other important details related to the services you offer.
- 2** In an effort to create top-notch property listings for our owners, we schedule a complimentary photo shoot for every home that we welcome into our network. Owners may need your help preparing their property for the shoot, so please be sure to offer your assistance with this task.
- 3** Once the owner's property listing is complete, we will send you a copy of the [Pre-Stay Email](#) that guests will receive so you can verify that the check-in details are correct.
- 4** Every time we book the property, you will receive our [Booking Notification Email](#). It is your responsibility to schedule the services the owner has hired you to provide in order to support each booking.
- 5** 15 days before each guest arrival, Evolve will send you a [Service Reminder Email](#) to ensure you have ample time to prepare the property for travelers.
- 6** After each guest departure, the property should be **thoroughly cleaned and inspected** for any damage or missing items. Please be sure to [report any damages](#) to Evolve and the homeowner immediately.



PREPARING FOR GUESTS

It is important that you **talk with your homeowner** about who will be performing which services for the home. For example, some owners may want the Cleaning Provider to perform the pre-stay walkthrough while the Guest Contact's role is limited to assisting guests. Please be sure to connect directly with all service providers so you can be clear on expectations and coordinate the times you'll each be providing service.

If, for any reason, you cannot service a property on a certain date, please notify the homeowner and Evolve immediately.

Perform an Initial Deep Clean & Inspection



We strongly suggest performing a thorough deep clean of the home before the first booking and every six months thereafter. This will make future cleanings easier and less time consuming, and ensure guests are arriving to a well-kept home.

[Click here](#) to access our Deep Clean & Inspection Checklist. This checklist is designed for you and your homeowner to edit for your specific property needs.



PREPARING FOR GUESTS

Property Access

If you are responsible for managing how the guest enters the home (lockbox codes, keyless entry, meeting the guest, etc.), please make sure the information provided in our pre-stay email is accurate and contact us immediately if the access instructions need to be updated. One of the biggest issues guests experience with vacation rentals is being unable to access the property. This can easily be avoided by performing a quick check.

To save time and avoid incident, please make sure that there is an additional key, either in a lock box or hidden somewhere at the property. This will save you a trip to the home in the event that the guest is locked out.



DURING THE GUEST'S STAY

Availability

If you are serving as the **Guest Contact** for the property, it is essential that you are reachable during the time that guests are due to arrive at the property. You may need to assist them with finding the property or accessing the home should they experience any problems. Guests who have a negative experience upon their arrival are more likely to find other problems throughout the stay.

Please stay within 30 minutes of the property while guests are in residence. Make sure your cell phone is always turned on and check your email on a regular basis. If you are unable to assist with a reservation, please find a replacement and communicate the appropriate contact information to the guest and homeowner.

Local Expert

Guests choose vacation rentals for the authentic and personal experience. Being familiar with the area, you have a great deal of knowledge that is valuable to guests. They will be grateful if you spend a few moments explaining a bit about the property and area. Giving tips about the

best places to visit and eat will greatly improve the quality of their stay. *This is something that can be included in the home's Welcome Book as well.*

Issue Resolution

Ideally you will be able to identify and fix any issues prior to the guest's arrival, however, incidents are sometimes unavoidable. Plan ahead for how you will handle unexpected issues should they arise.



In order to quickly resolve any problems, work with the owner to identify ahead of time which individuals or companies will serve as your go-to resources to repair things like plumbing, HVAC, alarm systems, electronics, and appliances.

Follow [these best practices](#) on what to do if a guest has a complaint. Taking these steps will ensure a positive experience for all involved and show the guest you care about their experience.



AFTER THE GUEST'S DEPARTURE

Cleaning



Every property needs to be thoroughly cleaned by the responsible service provider within 24 hours of check-out. This ensures the property will be ready for the next guest and allows you to report any damages or issues to the homeowner and Evolve in a timely manner. We recommend using our editable [Cleaning Turnover Checklist](#) for the home to ensure consistent cleanings each time.

Perform a Quick Inventory & Look for Issues

After guests depart, perform a walkthrough to confirm that the guests left the vacation rental in an acceptable condition. Be sure to document any items that are missing or broken.

There may be instances where small fixes are necessary. In your walkthrough, check for items like loose handles, ripped or stained linens, dead batteries in smoke detectors or electronics, and burnt out lightbulbs.

In addition to doing your typical walkthrough, make note of any items that are worn or broken and should be replaced. If you see any opportunities to improve the home, discuss these improvements with the homeowner.

Reporting Damage

If there are any broken, missing, or dysfunctional items, notify the homeowner and Evolve within 24 hours of the guest's check-out.

In lieu of a security or damage deposit, Evolve's *Property Protection Plus* insurance program covers up to \$3,000 worth of accidental damages to an owner's property, but claims must be filed within 3 days of the guest's departure. This is why it's essential for our partners to document and report damage as soon as possible to both the owner and Evolve - without your help, we may not know about damage until it's too late to file a claim.

Contact the Evolve Partner Development Team by emailing partner@evolvevacationrental.com or calling 877.818.1014 (press 3) to report damage.

EVOLVE PARTNER REFERRAL PROGRAM

If you work with vacation homeowners who are managing their properties on their own and you think they could benefit from Evolve's marketing and booking expertise, we want to help them!

We also want to reward you for sending us referrals so we've created a Partner Referral Program for just that!

Every time a homeowner you refer signs up with Evolve, we'll send \$250 directly to your bank account. Better yet, your referrals will receive a \$250 booking fee credit!

Call our Partner Development Team at 877.818.1014 (press 3) or email them at partner@evolvevacationrental.com with any questions you have about how to refer homeowners to Evolve.

[Click here to learn more about our Partner Referral Program.](#)



WORKING WITH THE EVOLVE TEAM

The Partner Development Team is your primary point of contact at Evolve, so please contact us first should you have any questions or issues.

Phone: 877.818.1014 (press 3)

Email: partner@evolvevacationrental.com.

There are also a number of other teams here at Evolve that may reach out to you at various points throughout our partnership.

We've created a comprehensive directory to help you understand the roles and responsibilities of each department

[Click here to see the Evolve Team Directory.](#)



CONCLUSION

Thank You!

By providing Cleaning and/or Guest Contact services, your role is vital to ensuring guests enjoy an outstanding vacation rental experience and that your homeowner's property earns great reviews. The better the property performs, the more business it secures for you. If you have any questions or concerns regarding your role and responsibilities, please discuss them with your homeowner. The Partner Development Team at Evolve is also your resource for any questions you may have. We're here to help!

You can contact The Partner Development Team by emailing partner@evolvevacationrental.com or call 877.818.1014 (press 3).

We offer a wealth of resources and answers to frequently asked questions in our online [Help Center](#). You can find tools, tips and information about Evolve for you (Partners) and for homeowners.

You can also read more about and download our **4 Core Property Standards checklists** by clicking [here](#).

Thank you again for your commitment to ensuring every Evolve guest enjoys a hassle-free vacation and helping owners keep their homes in top-condition!

