

NATIIVO™

THE
NATIIVO™
MANAGED
OPTION

A TURNKEY SOLUTION /

NATIIVO MANAGEMENT
OFFERS INNOVATIVE
BENEFITS, WHICH MAKE
OWNERSHIP TRULY UNIQUE.

MASTERHOST™:

Natiivo's elevated concierge service, our MasterHost™ team is available to help manage your unit and listing, facilitate guest requests, and take care of every detail whether you're home or away.

NATIIVO APP:

Manage your rental calendar and earnings, schedule a home cleaning, submit service requests and more.

OWNERS SERVICES :

HANDS FREE APPROACH WHEN YOU ARE NOT THERE / LISTING YOUR UNIT ON HOMESHARING PLATFORMS:

- / Enrollment to Natiivo™ Owners App
- / Registering unit for hotel tax services
- / Coordinating payment, licenses, registrations, regulatory items with the city
- / Uploading and publishing your unit
- / Manage unit listing and booking calendar
- / Host Services and Support
- / Handling all guest communication
- / Responding to and managing all guest issues
- / Coordinating unit turn overs and cleaning
- / Coordinating unit maintenance and upkeep
- / Monthly communication of homesharing activity and any unit issues that arise
- / Coordinating of payment within all homesharing platforms / Natiivo™ platform

LET US PAMPER YOU WHEN YOU ARE THERE

- / Handling maintenance repairs and issues
- / Maintaining furniture, fixtures, and equipment upkeep in unit
- / Receiving mail, packages, and dry cleaning

À LA CARTE SERVICES:

- / Housekeeping
- / Transportation
- / Grocery stocking
- / Restaurant reservations
- / Access to exclusive experiences, private events and classes
- / Special rates and promotions at other Natiivo properties

GUEST SERVICES :

- / Managing guest communication and requests
- / Receiving guests to the building
- / Coordinating guest access to unit

GUEST SERVICES WHILE STAYING WITH US:

- / 24/7 concierge
- / Housekeeping services (unit cleaning, linens, consumables)
- / Package receiving
- / Food service delivery
- / Connection to local attractions
- / Access to exclusive experiences, private events and classes
- / Managing guest issues that may arise

NATIIVO™

NATIIVO OWNER FAQ

WHEN DO I GET PAID FOR RESERVATIONS?

We currently pay owners once a month. Expect to receive an owner statement and an ACH deposit to your bank account on the ___ of every month. This statement and deposit will cover all guests that check out during that month. If you have a guest crossing over one month to the next, the payment for that reservation falls in the month they check out.

WHAT KIND OF CONTRACT DOES NATIIVO™ OFFER?

When you enroll with Natiivo, you'll be free to come and go from our program as you please. All we ask is that you give us 30 days notice if you do choose to unlist your unit with us. You must honor and existing future reservations though.

WILL I HAVE TO WORRY ABOUT HOTEL, SALES OR OCCUPANCY TAXES?

Natiivo™ will collect all hotel and occupancy taxes that are required of your unit, put them into our owner escrow-style account, and remit on your behalf. Each reservation has taxes added to the amount of the rental. You do not need to send us extra money to pay taxes, nor do you need to file with your lodging authority.

DO I HAVE TO COMMIT TO A CERTAIN AMOUNT OF AVAILABILITY?

No, but we do require that all units that wish to use Natiivo's™ management arm are year-round rentals. You are free to use your unit for as much personal use as you'd like, but we also reserve the right to cancel a management agreement if the unit is predominantly unavailable for bookings.

IS THERE ANYTHING I AM REQUIRED TO HAVE AT MY UNIT?

Yes. While we install a wireless internet router, BLE door lock and supply a closet lock, there are certain things we ask that you provide as a unit owner - your unit must be fully furnished and have basic appliances. We will provide cookware, and dinnerware as part of the management package. We will work with you to make sure that you have everything in place. Well decorated units with personality tend to rent at a higher frequency, and we always encourage owners to have a unit that shows well.

WHAT KIND OF REPORTING WILL NATIIVO PROVIDE ME SO I CAN UNDERSTAND HOW WELL MY UNIT IS PERFORMING?

You will get real time information on our Natiivo™ app as well as a monthly statement from us that details how much rental revenue you earned, how much tax we collected and will pay on your behalf, and any charges that you may have incurred during the month (for example, if you wanted your unit cleaned for your own stay or if you had us install a new TV, etc.)

HOW DO YOU ENABLE MY HOMESHARING BOOKINGS?

We use our proprietary Natiivo™ Software and app. You will log into your account and fill out your availability calendar. We will take over the rest

HOW CAN GUESTS BOOK MY PROPERTY?

Guests can book your unit directly through the Natiivo™ website and the homesharing platform.

DO I NEED TO PROVIDE YOU WITH PHOTOGRAPHS?

No. In preparation for listing your unit, Natiivo uses the latest technology to capture photos, a digital floor plan, which we have found to be a key selling point for potential guests. When captured, our highly trained team of expert photo editors make sure your home looks fantastic.

HOW DO YOU ADVERTISE MY UNIT FOR RENTAL?

We list your unit everywhere guests are looking for rentals!

In addition to our own Natiivo site, we'll automatically list your property on all or most of these major listing sites:

/ Airbnb	/ Venere	/ HomeAway.com.au	/ HomeAway.se
/ VRBO.com	/ Hotwire	/ AlugueTemporada.com.br	/ HomeAway.co.uk
/ TripAdvisor	/ Owner Direct Vacation Rentals	/ HomeAway.ca	/ HomeAway.com
/ Expedia	/ Beachhouse.com	/ HomeAway.ca.fr	/ Homelidays.com
/ Orbitz	/ Resort Reservations	/ FeWo-direkt.de	/ Homelidays.it
/ Hotels.com	/ AllTheRooms	/ HomeAway.dk	/ VacationRentals.com
/ Travelocity	/ Vacation Rental Supermarket	/ HomeAway.es	/ Rental Source
/ Booking.com	/ Vaystays	/ HomeAway.fi	/ RentByOwner
/ Kayak	/ PerfectPlaces.com	/ HomeAway.it	/ Travelprorentals
/ Priceline	/ VRGuest	/ HomeAway.com.mx	/ Agoda
/ FlipKey	/ Vacayhero	/ HomeAway.nl	/ CoastRentals.com
/ Tripping	/ Abritel.fr	/ HomeAway.no	/ forGetaway.com
/ Trivago	/ HomeAway.at	/ HomeAway.pt	

We sync your availability calendar across every site, so each site will always show the right rates and availability, making it easy for guests to view the correct information and book your unit.

HOW DO I BOOK MYSELF, FRIENDS, OR FAMILY AT MY PROPERTY?

You can call us, and we will book your property for you, or you can view your availability and book online through your Owner Dashboard. There is absolutely no charge for booking your own home. If you choose to have us clean your home after your stay, we will bill you on your owner statement for the cleaning.

HOW DO YOU SET PRICING FOR MY UNIT?

We monitor the market availability calendars on other selling platforms. Additionally; we set separate rates that vary based on day of the week and time of the year. For example - mid-weekdays will be set at one price and weekends at another; holidays and peak periods will likely be set higher and off-season prices are usually set a bit lower. We set these initial prices based on several factors like input from our proprietary algorithm, characteristics of the home (size, bedrooms, bathrooms, floor, etc.), comparable unit prices in the area, and guidance from our local General Manager.

DO I NEED TO PROVIDE SOAP, PAPER TOWELS, TOILET PAPER, ETC.?

Natiivo™ manages and makes sure your unit remains stocked for every guest. We supply a kit for each guest that includes a couple rolls of toilet paper per bathroom, a roll of paper towels, soap, shampoo and conditioner, dish soap, etc. Rather than have an owner manage and maintain these supplies.

WHAT IF I WANT TO DO SOME DECORATING ON MY OWN?

We highly encourage unit owners to take pride in their space and invest in decor. Guests want a unique and local experience. Your unit's decor is a great way to provide this.

HOW DO I ACCESS MY UNIT?

Each lock comes with the ability to have several master RFID keys set for it at any given time. As the unit owner, you will have a master RFID key and can access the property whenever you want (when it is not occupied) - we recommend not sharing this code with anyone.

WHAT ABOUT REGULAR MAINTENANCE?

Natiivo™ provides guest service management and property management to owners during inspections, we will restock consumable items like soap, toilet paper, shampoo, etc., and we will perform simple maintenance like changing remote control batteries or light bulbs for lamp fixtures, replace air filters, etc. We will schedule vendors as needed and all maintenance work will be billed at cost to you. We make it easy by paying vendors directly - saving you the headache of coordinating anything during a guest stay!

WHAT HAPPENS IF THERE IS A GUEST EMERGENCY?

Natiivo has a MasterHost Team that is available 24/7. Guests can call, text, and email our team at all hours with any issues. Your guests will never know your name for privacy reasons. We'll take the call and dispatch the appropriate vendor.

HOW DO YOU DEAL WITH NOISY GUESTS?

In an effort to keep your guests and unit safe we have a strict policy of evicting guests upon any sign of noise, partying, or over-occupancy. We want guests to enjoy themselves, however, we do not tolerate abuse of your unit and contractually have heavy measures in place to evict and charge additional fees.

DO GUESTS PAY ANY TYPE OF CLEANING FEES?

Yes. Guests pay us directly for cleaning fees/service fees and we pay the housekeeping vendor. There is nothing you need to do to schedule or pay them. If you wish to have your unit cleaned while you, a family member, or friend are using your unit, just let us know, and we will clean it and bill you for it as part of your monthly statement

WHAT DO YOU CHARGE FOR FULL-SERVICE RENTAL MANAGEMENT?

National commission rates for property manager services average roughly 35%, ranging as low as 20% and as high as 60% depending on the type of unit and market, and the types of additional services property managers will charge for after commissions are considered. Natiivo™ at 25% provides full-service property management without cutting any corners for industry low rates

DO I NEED TO DO MY GUESTS' LAUNDRY (E.G., TOWELS, LINENS, ETC.)?

Cleaning fees cover laundry service for linens with every professional clean. Our cleaners will do it on-site if time permits or bring it to a laundry facility as a backup.