



Mellow Stays – Property Management

Overview

Thanks for considering Mellow Stays to manage your property.

We are a local New Plymouth-based property management company currently managing **18 properties from Ōākura through to Bell Block**, with over four years of Superhost experience.

Our goal is to take care of the day-to-day management of your property, maximise its earning potential and provide guests with a consistently high-quality experience.

Why Choose Mellow Stays

- Local team based in New Plymouth
- 18 properties currently under management
- Properties managed from Ōākura through to Bell Block
- Over four years of Superhost experience
- Proven systems for guest management and property care
- Dedicated Owner Portal with full booking visibility
- Local knowledge of the New Plymouth short-term accommodation market

Management Fee

Our total management fee is **30% of the accommodation rate**.

The 30% management fee covers the ongoing management and marketing of your property. Cleaning fees and booking platform fees are charged separately and are not included in the management fee.

Initial Setup Costs

Professional Photography – \$400

Professional photography of your property to create high-quality images for your listings and marketing.

Property Setup – \$400

This includes setting up your property across the relevant booking platforms, an initial property clean, restocking amenities, cupboard labelling and creating a guest welcome booklet.

Property Setup & Marketing

We manage the complete setup and ongoing marketing of your property, including:

- Creating and optimising listings across multiple booking platforms
- Professional listing descriptions and presentation
- Dynamic pricing based on demand, seasonality, local events and market conditions
- Ongoing pricing and availability management
- Advice on furnishing and property presentation to improve guest appeal
- Marketing the property locally, nationally and internationally

Booking & Guest Management

We manage the entire guest journey, including:

- Enquiries and booking management
- Booking confirmations, deposits and final payments
- Guest check-in information and directions
- Guest communication before, during and after their stay
- Guest information and house manuals
- Guest support 7 days a week from 8:00 am to 5:00 pm
- 24/7 emergency support
- Managing damage claims with guests and booking platforms where required

Cleaning, Presentation & Linen

We manage the cleaning and preparation of your property between every stay, maintaining a consistent, high standard of cleanliness and presentation.

This includes:

- Thorough interior cleaning after each stay
- Washing accessible windows
- Preparing the property for incoming guests
- Rubbish and recycling removal
- Restocking guest essentials
- Leaving a welcome note for guests

Linen

Mellow Stays provides and maintains **commercial-grade guest linen through La Nova**, including sheets, pillowcases, bath towels, hand towels, face cloths, bath mats, tea towels and other linen required for guest stays.

Owners are required to provide duvet inners and pillow inners for the property.

Our standard bed presentation is a clean, simple motel/hotel-style finish using sheets.

If you would prefer a more styled, Airbnb-style appearance with a duvet and pillows visible on top of the bed, you can also provide **duvet covers and pillowcases for the top layer**, along with spare covers for changeovers.

Guest Essentials

We provide and maintain standard guest essentials, including:

- Coffee, tea, sugar and milk
- Toiletries and soap
- Toilet paper
- Dishwasher tablets
- Dishwashing liquid
- Cleaning products

Inspections & Maintenance

We monitor the condition and presentation of your property and advise you of any maintenance or repair issues identified during turnovers and routine property checks.

We can arrange contractors, obtain quotes where appropriate and coordinate access and repairs on your behalf.

Mellow Stays does not charge an additional management or service fee for arranging routine maintenance and repairs. The owner remains responsible for the cost of any repairs, maintenance, replacement items or contractors.

Where immediate action is required to protect the property, ensure guest safety or prevent further damage, Mellow Stays may authorise emergency repairs up to **\$500 without prior approval**, and will notify the owner as soon as reasonably practicable.

While reasonable inspections are undertaken, Mellow Stays cannot be responsible for issues that are not apparent during a property turnover or inspection.

Owner & Financial Management

Owners have access to our **Owner Portal**, allowing you to view:

- Current and upcoming bookings
- Property availability
- Owner blocks and personal-use dates

We provide a clear monthly booking and financial statement, with funds transferred to your nominated bank account within **five days of the following month**.

Owners can request or block out dates for personal use through the Owner Portal, subject to existing bookings and availability.

Owner Responsibilities

Owners are responsible for maintaining the property as a fully furnished and equipped holiday rental, including:

- Furniture and furnishings
- Appliances
- Kitchenware, cookware, crockery, cutlery and glassware
- **Duvet inners and pillow inners**
- Adequate heating and blankets
- Maintaining the exterior and grounds
- Utilities, internet, rates, insurance and other property-related costs
- Replacing worn or damaged furniture, appliances and household items when required

Owners must also maintain appropriate insurance that covers the property for short-term rental accommodation.

All properties must have **unlimited Wi-Fi**, as this is an important consideration for guests and can significantly influence booking demand.

Owner Stays

Owners are welcome to use their property for personal stays and can request dates through the Owner Portal.

Where possible, we recommend providing reasonable notice so that personal stays can be managed around existing guest bookings.

Other Important Information

Owners are responsible for ensuring the property meets all relevant safety and regulatory requirements, including appropriate smoke alarms and fire safety equipment.

The care of indoor and outdoor plants remains the owner's responsibility. Our team will often water plants during scheduled cleans if they appear to need it, but this is provided as a courtesy only and cannot be guaranteed.

Examples of Properties We Manage

We are happy to provide examples of properties currently managed by Mellow Stays and, where appropriate, put you in touch with existing property owners for references.

Please feel free to get in touch if you have any questions or would like to discuss getting your property set up with Mellow Stays.