



LOCATIONS
SHORT TERM RENTALS

OWNER'S GUIDE

OUR MISSION

Our mission is to deliver industry-leading hospitality service and build lasting relationships with guests while providing our owners with the highest possible return for their real estate investment.

OUR VALUES IN ACTION



SUPERIOR SERVICE

Locations Management Group is in the business of helping people. Our guest-centric approach is demonstrated in our awareness of our client needs, attention to detail, and willingness to go above and beyond to exceed expectations.



TRUSTWORTHINESS

We prioritize open communication, creative problem-solving and effective execution. We are reliable and consistent – regardless of the scope – and pride ourselves on offering a worry-free experience that's based on a proven track record of success.



INNOVATION

Locations Management Group puts time and effort into researching and applying solutions that will net our clients the most from their real estate investments. Using cutting edge software and proven technology systems, we harness the power of multiple channels, dynamic pricing, and optimized listings to get you top dollar for your property.



ACCOUNTABILITY

The core of accountability is responsibility. Our team at Locations Management Group upholds our commitment to you, our valued client, first and foremost. We recognize the profound trust you place in us and take great pride in delivering exactly what we say we will in an efficient, consistent, and transparent manner.

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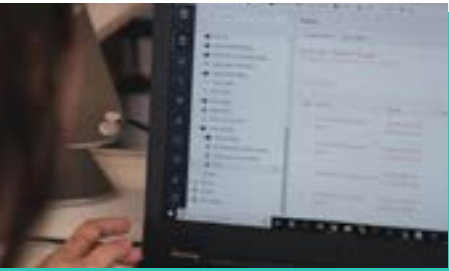
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SERVICES WE OFFER

INITIAL ASSESSMENT

Locations offers a free initial assessment of your investment property in order to provide a revenue projection across all seasons. We will also evaluate the decor, furniture quality, appliances, linens, and other small items in order to recommend improvements for maximum revenue return.



LISTING CREATION

We create a detailed breakdown of each property with tailored descriptions designed to engage potential guests. This is paired with professional photography and staging services to capture high quality photos of every unit to display your investment property in its best light.

ACCOUNT MANAGEMENT

We offer easy contact for owners' queries and with our 24-hr online calendar system, you have the option to block dates with complete flexibility. You decide when the property is available for bookings and rent it on your terms while leaving the rest to us.



PRICE OPTIMIZATION

There is no guessing when it comes to your investment. We use a combination of specialized technology and knowledge of the local rental market in order to set the perfect price for your property. Our strategy involves dynamic pricing, filling the calendar and maximizing rental revenue for you, the owner.

GUEST COMMUNICATION

Availability is key, especially when it comes time for a prospective client to book a reservation. Staff at Locations Management Group are always available to answer inquiries and we pride ourselves in offering prompt responses with enticing dialogue. We are not in the business of keeping guests waiting. Whether it's answering an email on a holiday weekend or responding to a guest phone call late at night, we understand that responsiveness is critical in capitalizing on your short term rental investment. We handle all communication in a timely manner from the first inquiry, until well after the check out has passed, answering any questions or concerns that may come up along the way.



SERVICES WE OFFER

HOTEL QUALITY LINENS

Locations Management Group organizes linens and towels for each unit. All items are laundered professionally and beds are then made to hotel standard. Cleanliness is not just about appearances; it's also about guest comfort and satisfaction – and this is what we strive to offer to everyone staying in your home.



PROFESSIONAL CLEANING

We are hyper sensitive to this practice, ensuring both our guests and our owners feel at home staying with us. Furthermore, a clean unit is a crucial piece of any guest's positive vacation experience. We organize professional cleans paid for by your guests in order to ensure clean units and high ratings, which ultimately results in repeat and referral business.

REPLENISHMENTS

As with professional cleaning and hotel-quality linens, fully stocked replenishments lend themselves to higher overall ratings and repeat clients. We help exceed guest expectations by providing paper towels, coffee filters, dishwasher detergent, dish soap, hand soap, waste bin bags, toilet paper, soap, shampoo, and conditioner for each new guest and extra if they request more.



PROPERTY MAINTENANCE

Locations Management Group has highly skilled professionals on staff and on-call to take care of every maintenance need that arises. While managing your property, it is the team's responsibility to care for and maintain your investment. Our duties don't end with basic maintenance such as replacing light bulbs. The team is also responsible for emergency maintenance, such as a clogged toilet or unseen plumbing issues, and when needed, we also coordinate less urgent trades such as electricians or flooring specialists.

LOCATIONS MANAGEMENT FEE

Kelowna: 20% of gross revenue (nightly rate + cleaning fee)
Big White: 35% of gross revenue (nightly rate + cleaning fee)

ADVERTISING CHANNELS

Locations Management Group uses professional photography as well as search optimization across multiple listing platforms to help your investment property stand out from the competition.

Our online presence, continuous community engagement, and social media pages help drive traffic to our easy-to-use website and **convert potential guests into paying, repeat customers.**



Our effective online marketing strategy, coupled with a superior guest experience, enables ***the highest yield possible for your real estate investment*** in the ever-expanding short-term rental market.

SHORT TERM RENTALS

Locations Management Group's focus is primarily on short term vacation rentals and has been doing so *for nearly a decade*.

Our team advertises on all the major channels like Airbnb, VRBO, and Expedia. The software and systems we use harness these channels and have functions built in to yield the highest amount possible, while providing owners with live access to their vacation rental calendars, allowing them to pay as little or as much attention as they like.

We are also in touch with the latest rules and regulations, helping owners understand the requirements, taxes, and technicalities of owning a short-term rental investment property. Our goal is to generate the most income for our owners' vacation rental investment, while ensuring a worry-free experience that is based on a proven track record of success.

[Click to contact us](#) for more information on the earning potential of your short-term rental investment property.

REVIEWS

HUSSEIN

Guest



We had excellent experience, the host is very helpful and his communication is excellent and very quick. The post is a perfect representation of the apartment, we got what we expected and more. Highly recommended location.

FABIENNE

Guest



The photos do not lie; this place is beautiful with everything you need! Communication with Brett was fantastic and we were greeted by Ashlin to a very clean apartment. The suite is also conveniently located close to the city center. We truly recommend this place!

ROB B.

Owner



Locations started managing our property this year and did a great job. The team is very attentive and we felt confident leaving it up to them to get it booked. Would highly recommend.

ALEXANDRA B.

Guest



Property is as advertised, Ian was very kind and responsive to questions and very accommodating. Check-in and check-out process were straightforward, great location, very clean! Would stay here again.

SHAUN A.

Owner



Locations has been managing my property for over three years and I'm making more money than when I managed it by myself. The process is too easy.

GREG

Guest



We had a great stay at this location! The unit was immaculate and clean with all the utensils and supplies provided. The host responded quickly to questions and discussions about check-in, check-out, etc. We would definitely return to this property when we visit Kelowna again!

PROPERTY MANAGEMENT

In addition to our standard short-term vacation rental services, we are proud to offer *long term property management service via our partners.*

Similar to a short-term vacation rental, Locations Management Group operates, controls, and oversees all aspects of each unit to allow for a stress-free owner experience. Our licensed Property Managers pair owners with long term tenants for the off-season, thus ensuring continuous income for your investment property.

PROPERTY MANAGEMENT SERVICES

- Advertising of property
- Credit check, previous landlord, employer reference checks
- Collection of security and/or pet deposits
- Signing of tenancy agreement
- Full condition inspection report
- Collection of monthly rent with electronic deposits
- 24 hour emergency contact
- Basic, emergency and seasonal maintenance of property
- Monthly income/expenses reports
- Paper and digital records
- Annual cash flow reports
- Online owners portal
- **Regarding evictions:**
 - » Negotiate with tenants for quick removal; serving eviction notices; filing for arbitration; handling arbitration dispute hearing; arrange for tenant eviction; handling door lock changes; arrangements for junk removal/cleaning

[Click to contact us](#) for pricing information on our property management services.

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KELOWNA

SHORT TERM BUILDINGS





1. WATERSCAPES

Waterscapes Skye Tower was instantly a landmark in downtown Kelowna but nearly didn't make our list of rental buildings. Due to a current bylaw, only original owners or direct developer purchases are able to do short term rentals. If you're lucky enough to join this exclusive club, you'll have a prime location and a traveller's favourite.



2. DISCOVERY BAY RESORT

In the heart of Kelowna's downtown and cultural district you will find Discovery Bay steps away from beaches, craft breweries, event centres, and an assortment of restaurants and pubs. For travellers searching for the pulse of the city, look no further than Discovery Bay!



3. SUNSET WATERFRONT

Located on the downtown Kelowna waterfront, Sunset Waterfront Resort backs onto beaches, estuaries, lovely walking trails, and an assortment of restaurants and nightlife. Sunset is the place to base yourself if you want to explore Kelowna by foot but still want a full resort experience with picturesque views of the Okanagan.



4. ST. PAUL

The St. Paul Building is downtown adjacent to many attractions and one can regularly see bicycle tours passing by and tapping into the next brewery. There are also many trendy bars and restaurants a short walk away. For fresh contemporary style and a downtown vibe, St. Paul is the place.



5. SOLE DOWNTOWN

Located in the heart of Kelowna's downtown and cultural district, Sole Downtown stands alone smack dab in the middle of the action. Any way you wander you will find boutique coffee shops, hip bars, and everything else Kelowna has to offer.



6. BROOKLYN AT BERNARD BLOCK

At over 25 stories and a walk score of 98, Brooklyn at Bernard Block is the latest addition to the downtown skyline and one of the most sought after buildings in Kelowna. With a rooftop patio, you can plan your next move to any number of restaurants, bars or beaches just a stone's throw away.



7. PINNACLE POINTE RESORT

Pinnacle Pointe Resort is located in the university district near two championship golf courses, The Bear and The Quail. Featuring high-end affordable accommodations with an abundance of on-site amenities, Pinnacle Pointe is a great spot for people looking for a more laid back experience outside the hustle and bustle of the city.



8. SOLE KLO

In Kelowna's more laid back Mission area, Sole KLO can be found across the street from Okanagan College. The close proximity makes this a great spot for vacation rentals, where students stay for eight months of the year and then the place can be available for high return vacation rentals in the summer.

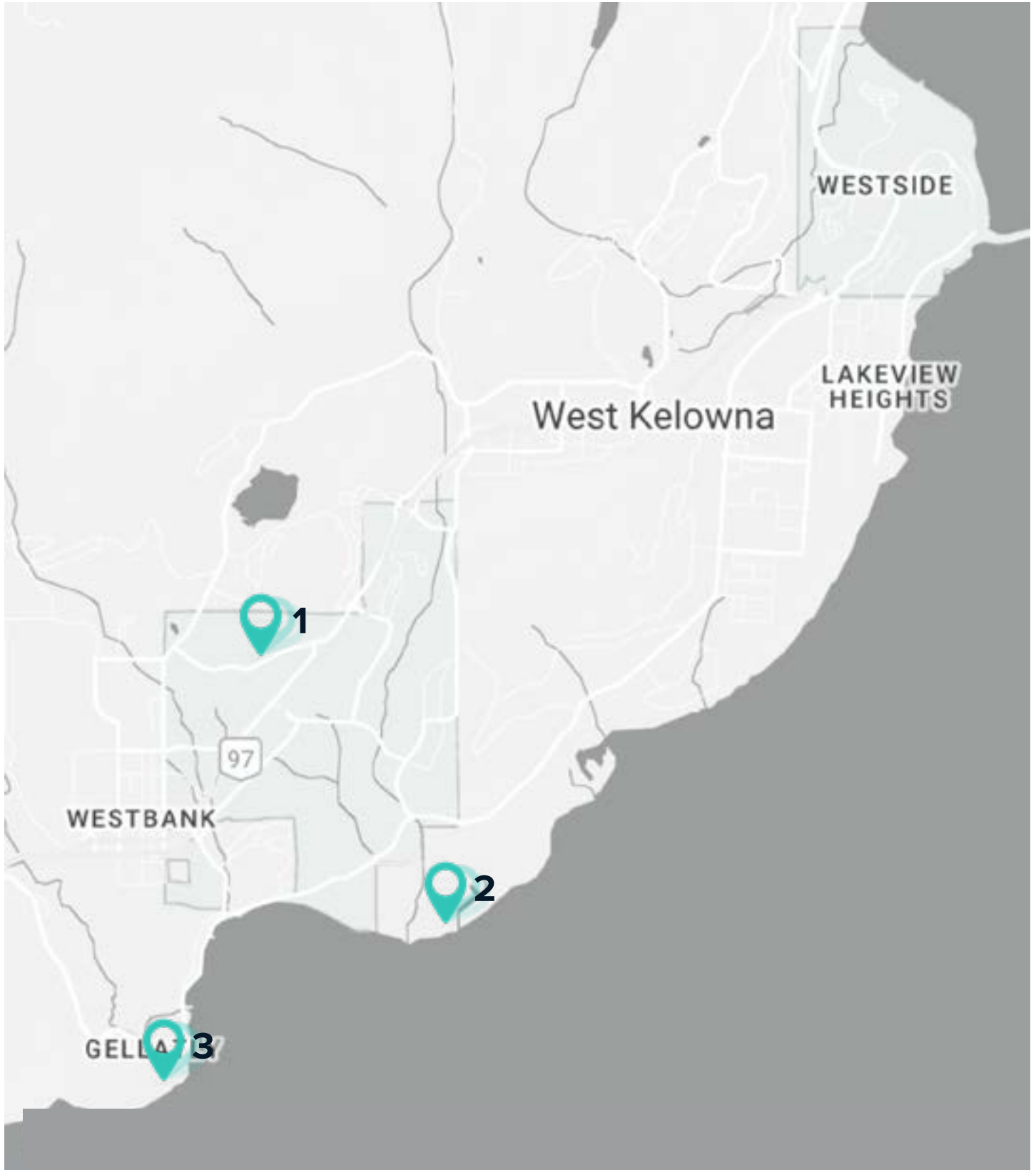


9. PLAYA DEL SOL DESERT

Playa Del Sol has a lot to offer as one of our favourite, amenity rich resorts. With close proximity to beaches, boutique shopping, grocery stores, and an assortment of restaurants, it is no wonder why travelers tend to keep coming back to Playa del Sol!

WEST KELOWNA

SHORT TERM BUILDINGS





1. COPPER SKY

Perched on the hills of West Kelowna, Copper Sky offers great views and has loads of amenities on site. With close proximity to West Kelowna town centre, boutique shopping, grocery stores, wineries, and an assortment of restaurants are not far away. Copper Sky is the Okanagan's best kept secret!



2. THE COVE

The Cove Lakeside Resort can be found in the southernmost area of West Kelowna. The property site backs onto Gellatly Nut Farm and is close to the West Kelowna Yacht Club and boat launch. There is dry storage nearby or rent a slip from the Cove and store your boat right on the water. The downtown strip of West Kelowna is still only a short drive away where you can find grocery stores, golf courses, and an assortment of restaurants.



3. BARONA BEACH

Located on the shores of West Kelowna, just below scenic Mission Hill, Barona Beach offers loads of amenities on site and boat moorage off their private dock. Nestled in on the fertile plains lakeside in West Kelowna, Barona Beach is still only a short drive to grocery stores, wineries, golf courses, and an assortment of restaurants. With nine buildings and over 150 condos, Barona Beach has something for everyone.

THE LOCATIONS TEAM



BRETT ZAZELENCHUK

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Brett is a UBC alumnus with a degree in Business Management and a focus on marketing. He has over 12 years in hospitality, tourism, and rental/ logistics experience. His previous roles have included managing people and systems in fast paced environments with a high emphasis on accountability.



CHRISTOPHER ALBANESE

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Christopher has been a licensed real estate agent for over 15 years, he has managed properties for 17 years, and has been managing short term rentals for over 5 years. He is passionate about helping teach people how to leverage in real estate and using short term rentals for maximizing profits.



IAN BYRKA

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Ian is a UBCO alumnus and one of our licensed Property Managers. He has a background in teaching but has been managing rental and vacation homes around Kelowna. He has experience doing renovations, general repairs, and installations, as well as coordinating rental and vacation stays.



BROCK CURZON

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Brock is career tradesman who has managed vacation rental properties for over 5 years. Being an avid mountain enthusiast, it's fitting that he is the manager of our Big White operations. In his rare time off, you can find him biking down the side of a mountain or adventuring with his daughter.