

Services Provided to the Homeowner:

Weekly Property Inspections & Services

- Home thoroughly inspected for standard maintenance and necessary repairs & replacements.
- ESPM agent will contact owner directly for maintenance issues that need to be addressed before moving forward with repairs/replacements.
- We proudly offer renovation services (through our sister company, Byrd Builders) and can handle home repair projects for you!
- ESPM provides services and manages subcontracted work in order to maintain your property.
 - Pool cleaning & maintenance
 - Landscape & irrigation management
 - Pest control treatments
 - HVAC system maintenance

Scheduled Housekeeping Services

- Departure Cleaning is required after each guest and billed to the guest at a predetermined rate.
- We offer annual deep cleans of your property to keep it looking fresh

Guest Arrival & Contact

- Communicate any homeowner-driven preferences in regards to property & amenity use.
- Contact guests at different intervals before, during and after their stay to ensure total satisfaction
- Provide guests with a binder custom to the home and featuring important/emergency phone numbers and other pertinent area info.
- Act as the main point of contact for guests during their stay including as an emergency contact (see more details below)

Guest Departure

- Walk the property to complete a Damage Assessment after each departure.
- Lock and arm home, ensuring all guest keys are secured in the property lock box.
- Communicate condition of home and guest profile to owner for personal rental history.

Services Provided to the Guest:

Optional Concierge Offerings for Guests*

- - Arrange for rental & delivery of bicycles, water sport equipment, infant cribs.
 - Book tee times and court times through required outlets.
 - Make dinner reservations - on or off the islands.
 - Purchase & stock home with specified groceries prior to arrival.
 - Arrange car service transportation to all area attractions & airports.

**Any concierge services are billed directly to the guest(s).*

After-Hours Emergency Contact

- Provide a live-manned phone number, operating 24/7 to address any guests' issues or concerns.
- Guarantee agents' response to property if a pertinent problem arises.
- Priority coordination with subcontractors if professional assessments or repairs are needed.