



# Service Overview For Hosts

On the following pages we are summarising some common questions on our rental services.

- What do we do
- How does it work
- What can you expect?

BY ADMINISTRATION APS

# We're pleased to meet you



We are a smaller collective of property owners in Copenhagen. Our home, or, our office, is in Brorsongade, Just by Vesterbrogade closely connected to the city. From here, we manage, plan, and curate your home on a daily basis.



In our property rental portfolio, we make sure to go above and beyond for you. Not just day-to-day operations, but advising you along the way. Because, in the end, we know, and respect that this is your property. Our main goal is to help you reach your goals, while you spend your time on more meaningful things for you.

We are super happy, that you are considering joining us on this mission, to showcase Copenhagen through local homes.

# Contract



## Commision rate

Our rental commision is at a flat 17% rate of the gross revenue.

There is no start-up fees as part of the agreement, or any other (nasty) surprises.

## Terms

There is no binding period.

Termination of agreement is 1 month.  
There is no other contract conditions.  
We always send you a standard contract agreement, and there should be no surprises.

- Do i recieve a monthly payment for the revenue generated?

Correct, at the start of each new month we send you a full overview stating the previous month's financial performance of your property. We subtract our 17% commission and cleaning fees, and pay out the rest directly to your chosen bank account.





# Cleaning

## Who pays for cleaning?

- Cleaning fee

Guests pay an additional cleaning fee, per booked reservation. The same amount is passed on to our cleaning team to cover their costs.

If your property has a washing machine and/or dryer, we can often include linen washing in the cleaning fee. If not, linen is laundered externally, and you will receive a quote for this service.

- Before and after every clean, our staff fills out a form with pictures and documentation. This ensures that we always know the

## Linen and Towels

- Inventory of bed-linen and towels

We source all bed linens from Jysk. We require three full linen sets per guest spot.

We ensures quick turnaround between guests - while other sets are being washed.

- We will always contact you with a detailed quote before any purchase.



# Guest Services

## Check-ins and check-outs?

- We always provide solutions for key-box for all our hosts. The guests enjoy the flexibility of being able to check in and checking out at any time.
- We only use our special high-class safe keyboxes. We offer to set it up for you aswell.



## Guest communication services

- We make sure to communicate with the guests, from the point of reservation, to check-in and after check-out. We also operate with a 24/7 telephone line.

## Core values and commitment

- Additionally, we work towards, that all guests get the exact same, and good service on all steps of their stay with us. The guests receive a digital check-in book 2 days prior to check-in, with all relevant information needed to access the property.
- Further, we provide a physical guidebook with popular sites in and around Copenhagen, and/or other good things to know.



# Host services

## Dynamic software system

- Our software helps connect multiple platforms and manage them under one system. Such as:
- Avoid double-bookings when using multiple platforms
- Generate more bookings on your property
- Centralize and automate guest customer service
- Setting dynamic prices
- Assist cleaning with automatic tasks
- Connect you to the software, giving you access to all information in real-time. Ensuring 100% transparency.

## Platform Marketing

- Listing marketing on multiple platforms

We take care of all details regarding the marketing and pricing on your property to relevant platforms.

- Photography

We collaborate with a professional photographer, who helps us take amazing pictures, so the apartment becomes attractive. We advise all our clients to use professional photos, as it increases bookings by 10-15% on average.



## Guest policies

For all guests, we enforce a set of strict policies:

- Quiet hours from 22:00–7:00, no partying or loud music.
- Minimum booking of 2 nights/stay.
- No pets or other animals.
- No smoking tolerated.
- Guests are always required to include phone number.

## Emergencies

- We make sure that our communication lines are always open, so we can react promptly.
- We always have an extra key to every property stored, so we can quickly access the property, should there be anything.
- We collaborate with skilled craftsmen, that can help us acutely, or for other tasks that are planned. We always give you a quota estimation before any work is done.

## Claims and other aftermaths

- We will always run damage claims through the booking platform.
- If your insurance company is introduced to the damages in the claim case, we can also run this for you, with a power of attorney declaration (Fuldmagt).
- We hold previous experience within the insurance sector, and are oftentimes succesful in our caes.

We will always take care of all claims regarding the platforms, and keep you informed throughout the process.



# Property safety & services



# Our Contact

 Phone

+45 50 52 15 37

 Website

[www.byadministration.dk](http://www.byadministration.dk)

 Email

[team@byadministration.dk](mailto:team@byadministration.dk)

 Office

Brorsonsgade 4, 1624 København V



Looking forward to collaborating  
with you