

Standard Operating Procedures re: STRs for Sweet Homes (per Jamie Michel September 2021)

Sweet Homes has a strong vetting process when setting up a vacation rental. Verification is done by checking identification, car licenses, and pet information. Specifically, the company verifies:

- Age (you must be at least 26 to rent a vacation home)
- Number of occupants
- Number of cars at each home
- Number of pets in the home.

Before COVID-19, Sweet Homes had a full contact check-in policy with the renters as they arrived at the home. The company once again verified the number of people, cars, and pets. A Sweet Homes representative would meet them at the home and walk through all the processes of the home as a courtesy while verifying the rental information. Since COVID-19, the full contact check-in process has turned to contactless check-in. Sweet Homes will revert to their full contact check-in policy as soon as it is safe to do so.

There is a 24-hour emergency number displayed outside of each Sweet Homes rental property. Calls will always be answered.

Sweet Homes also has a 15-minute response time on all complaints. Several different managers at different locations respond to complaints.

Sweet Homes employs 50 employees for 80 vacation rental homes within their company. In addition, the company has recently hired extra staff to drive through the property to check for garbage, count cars, check for parties, as well as lights left on.

Sweet Homes is very willing to work side by side with Bayshore on any neighborhood issues related to rentals. The company sees a positive outcome to all sides if we all work together.