

Standard Operating Procedures re: STRs for Vacasa (per David Wilson September 2021)

Vacasa employs 49 employees in the Bayshore area alone to help STRs run smoothly in the neighborhood.

Vacasa has added 7 people to their staff just for Bayshore to drive around and check for trash, cars, parties, lights left on, and a general check of the homes that they are managing.

In the last 2 years, Vacasa has improved its response time to 15 minutes for complaints. David responds to most of the complaints personally. He also handles complaints about grass that is too long, signs in the yard, noxious weeds, and other issues that are normally outside of the bounds of operating vacation rentals.

Vacasa continues to work very hard at reducing the number of complaints and trying to be proactive on neighborhood issues.