Vacationer Holiday Homes LLC – Software Strategy

Purpose: Initially this software will be for the purpose of streamlining the operational running's of our holiday home business. The aim of the software is to integrate all currently used software into one allowing team member to have complete visibility of their day-to-day tasks.

Software currently being utilized:

- JotForm Enterprise – AED 26,200 pa

There are 4 main functions of this software:

- Conduct property inspection before and after each guest's arrival (Video and Photo upload capability)
- Serves as a guest registration tool allowing guests to sign before taking handover if each property.
- A payment collection tool allowing guest to pay for services such as cleaning, additional services.

- Monday.com – AED 4,800 pa

There are 3 main functions, with all three requiring changes to allow for easier visibility and to be more user friendly.

- Capturing all newly created reservations from Hostaway into the task sheet, tasks are then assigned based on area. Necessary information collected, name of guest, arrival, departure date and contact number capturing guest's passports. Areas to improve on is the continuous duplication on task entries once a reservation has been confirmed/cancelled or modified.
- Calendar function, allowing team members to view the tasks assigned to them in Day/ Week/ Month format. Areas to improve is that when viewing via the Monday.com App the only way to view it is in Monthly View. Ideally it would be beneficial to be able to have it in a weekly view on the App as well.
- Functions to add: "Block Out Dates" meaning, once someone has put in their leave dates into the calendar and it has been approved no further can be assigned to that team member. Ideally a notification needs to appear.

- Zapier – AED 882,00 pa

The function of this software is to communicate between HostAway and Monday.com in order to capture the necessary information required to operate.

Hostaway – AED 55,00 per listing

This is our Holiday Home PMS, this is where all reservations are captured, properties are listed and pushed into our Online Travel Agents (Airbnb, Booking.com, VRBO, Marriot Homes and Village and the Vacationer Holiday Home Website).

- Stipe

Payment Collection software that integrates to software such as HostAway, JotForm.

- Safety Culture (iAuditor) - Free

Free software that is currently being use in order to conduct new property inspections. The purpose of this software is to formulate a detailed report that is presented to a property owner informing them of items that are already in the property, items that are missing and need to replace as well as maintenance issues that need to be addressed.

- Price Labs – AED 19 per listing

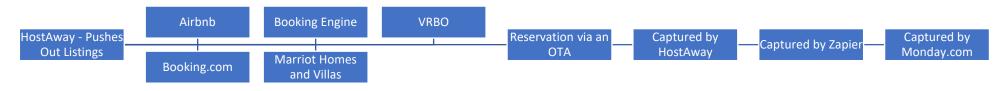
Pricing software that feeds into HostAway that uses data collected from the current market to give informed price suggestions.

- Pipe Drive – AED 2,200 PA

This is a relationship management tool used by the sales team to capture all necessary details of clients/ landlords.

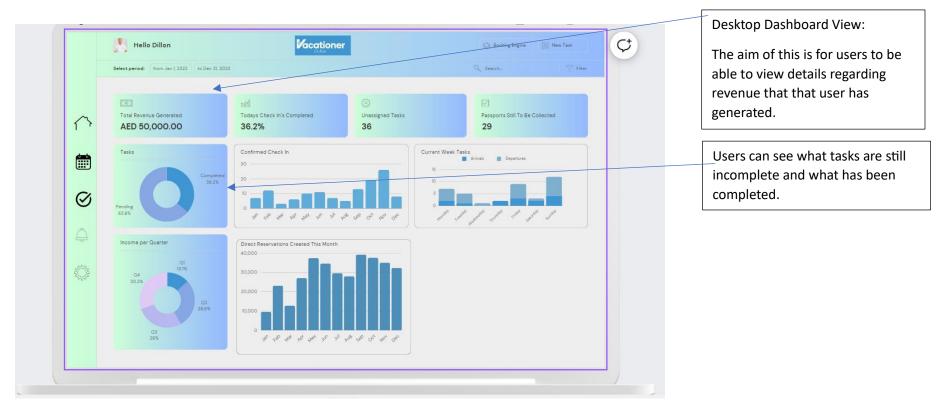
PandaDoc – AED 2,300 PA
 Software used for capturing digital signatures and creating contracts and documents.

Process Flow



Dashboard:

The dashboard should reflect the values for that particular user. The user should be able to see what is outstanding and what has been completed.



Tasks:

The purpose of this is for users to see what tasks/ reservations have come through via HostAway.

| | Select period: from Jan 1 | 1 2322 to | o Dec 31, 2 | 2023 | | | | | 9 Search. | / / | \\ \nabla \ \nabla \ | |
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| | Lucas Slebeking | G | | Still to be Contact. | - Monting on II. | Thu, Aug 17, 03:00.P. | Mon, Apr 1, 2024, 11 | 014 - 2706 Torch, Dubal Marina | +49 174 9720445 | | 172068.0 | |
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| | Stephen Bickerstaff | 4 | | In Contact | Details Collected | Mon, Sep 4, 03:00 P., | Mon, Sep 18, 11:00 A. | G72 - 806 Spankle Tower 1, Du. | +971 56 778 9491 | | 5625.41 | |
| | Natasa Nestorovic | Ð | 0 | In Contact | Villebington II | Tus, Sup 5, 03:00 PM | Tue, Dec 5, 11.00 AM | 124 - 1006 Burj Royale, Downt | +971 58 892 0646 | | 10000 | |
| | Bassem El Kheshen | ۲ | 0 | | | Tue, Sep 5, 02:00 FM | Sat. Sep 9, 11:00 AM | 147 - 6106 Soug Al Bahar, Dow. | +971 50 356 0. | | 1412.14 | |
| | MinJeong Kang | æ | 0 | Number Cut | | Tue, Sep 5, 03:00 PM | Sat. Sap 9, 11:00 AM | 026 - 501 Residences Tower 7, | | | 2018.3 | |
| | Maiha May | Ð | (9) | Still to be Contact. | | Tue, Sep 5, 03:00 PM | Tue, Sep 19, 11:00 AM | 122 - 708 Time Place Tower, D. | +971 58 534 6882 | | 4127.00 | |
| | Darius Kuncevicius | 4 | | | | Wed, Sep 6, 03.00 P., | Mon. Oct 16, 11:00 A., | 077 - 904 Silverene Tower B | +370 624 60710 | | 16991.2 | |
| | Mazen Algamol | 4 | | | | Wed, Sep 6, 03:00 P. | Sun, Sep 10, 11-00 AM | 110 - 2101 Dorra Bay, Dubai Ma., | 1966 54 210 1423 | | 3738.3 | |
| Д. | Szenn Pacwels | 6 | | | | Thu, Sep 7, 03:00 PM | Sat. Oct 7, 11:00 AM | 079 - 1307 Stella Maris, Dubai | +32 492 64 22 08 | | 208627 | |
| | Jaylza Mydin Ghani | 6 | e | | | Thu, Sep 2, 03:00 PM | Wed, Sep 20, 11:00 | 194 - 3102 Bloom Tower B. JVC | +60 19.000 2106 | | 3538.3 | |

Providing details such as, name, check in and check out date, time of arrival and departure, contact details and the apartment which they have booked. All details to come from HostAway.

Users should have access to all tasks that come through from HostAway and can assign certain tasks to member in their team.

Users should be able to add and delete tasks depending on the permissions granted, all information will then be filtered into the calendar.

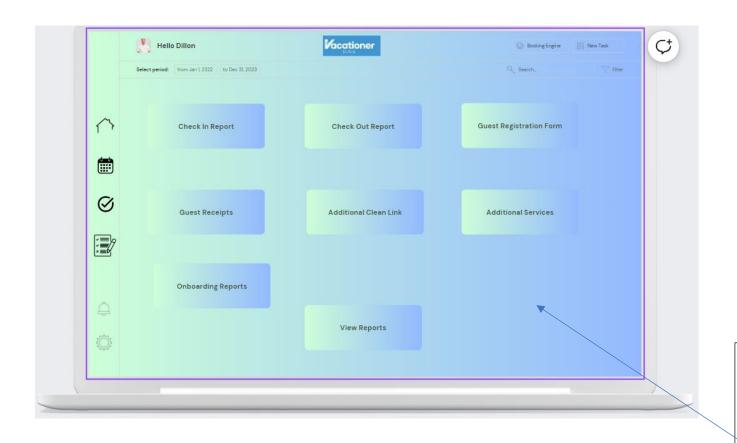
Users should be able to change the status of tasks, to track if guests have been contacted and once details have been collected.

At this stage the user should be prompted to add the arrival time, once the time has been added the task moves to the specified time on the calendar,

Calendar:

| | New Tark + Add w | | 7 Filter - Today C 3 Jul | 10th - Jul 18th Week * \$\$ | 14 Fri | 15 Sat | 16.Sut |
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Tasks will filter into the calendar allowing users to be able to place there tasks based on the time.



Cleaning Schedule tab would be added, the purpose of this would be for placing necessary cleaning for the week.

Third Party cleaning company should be able to access this in order to plan.

Example on page 7

Landlord information tab should be added. This should be information taken from PipeDrive for users to be able to have easy access to certain information.

| А | в | с | D | E | E | E A | | |
|---------|--|-------------------|----------------------|---|----------------|-----------|--------------------------------------|---|
| DATE | 5 | C | 0 | L | KA | | | |
| | PROPERTY | Check Out Time | Cleaning Type 👻 | SERVICE REMARKS | Scheduled Time | Status | Cleaning Cost Inclusive of VAT | Provisional Beach/Pool Towels provided |
| Fri-1/9 | 1601 DAMAC Smart Heights | • 8:00 | Fresh-up Cleaning 🔹 | | 8:00 | Done | | |
| | 011 - 306 Collective, Tower 2 | • 12:00 | Check-out Cleaning 🔹 | | 12:30 | Done | | 2 pcs |
| | 053 - 2503 Sadaf 7, JBR | * 12:00 | Check-out Cleaning 🔹 | | 11:30 | Done | | 2 pcs. |
| | 079 - 1307 Stella Maris, Dubai Marina | · 15:00 | Check-out Cleaning | | 16:00 | Done | | 4 pcs |
| | 114 - 121 Eaton Place, JVC | ▼ 15:00 | Check-out Cleaning 🔻 | | 16:00 | Don | | 4 pcs |
| | 309 O Ten | ▼ 14:00 | Check-out Cleaning 🔹 | | 14:00 | Done | | 2 pcs |
| | 201 Sparkle Tower 3 | * | Deep Cleaning 🔹 | new apartment clean, linens, mattress protectors and amenties | 9:00 | Done | | 2 pcs |
| | 202 Sparkle Tower 3 | Ŧ | Deep Cleaning 🔹 | new apartment clean, linens, mattress protectors and amenties | 14:15 | Done | | 2 pcs |
| | 204 Sparkle Tower 3 | * | Deep Cleaning 🔹 | new apartment clean, linens, mattress protectors and amenties | 13:40 | Done | | 2 pcs |
| | 205 Sparkle Tower 3 | * ` | Deep Cleaning 🔹 | new apartment clean, linens, mattress protectors and amenties | 9:00 | Done | | 2 pcs |
| | 206 Sparkle Tower 3 | * | Deep Cleaning 🔹 | new apartment clean, linens, mattress protectors and amenties | 14:00 | Done | | 2 pcs |
| | 209 Sparkle Tower 3 | * | Deep Cleaning 🔹 | new apartment clean, linens, mattress protectors and amenties | 9:00 | Done | | 2 pcs |
| | 128 - 404 Sparkle Tower 3 | • 9:00 | Check-out Cleaning 🔹 | | 9:00 | Done | | 2 pcs |
| | Villa 6, Acacia Extension Villas, Al Sufouh | ▼ 12:00 | Fresh-up Cleaning 🔹 | | 14:00 | Cancelled | 42.00 | |
| | 006 - 3307 Botanica Tower, Dubai Marina | • 9:00 | Fresh-up Cleaning 🔹 | | 9:00 | Done | | |
| | | * | * | | | | | |
| | | * | * | | | | | |
| Sat-2/9 | 123 - 302 Summer Creek Beach, Tower 2 | · 12:00 | Check-out Cleaning 🔹 | New Arrival at 1-2 | 11:00 | Done | | 2 pcs |
| | 055 - 508 Executive Residences 2, Dubai Hills | ▼ 15:00 | Check-out Cleaning 🔹 | | 12:00 | Done | | 2 pcs |
| | 056 - 3813 Palm Tower, Palm Jumeirah | ▼ 10:00 | Check-out Cleaning 🔹 | | 10:00 | Done | | 2 pcs |
| | 089 - 410 Silverene Tower A, Dubai Marina | ▼ 17:00 | Strip-Off Cleaning 🔹 | Full cleaning & Collections of all the linens | 15:00 | Done | | |
| | 095 - 3007 Marina Gate 1, Dubai Marina | ▼ 11:00 | Stay-in Cleaning 🔹 | | 11:00 | Done | | 2 pcs |
| | 124 - 1006 Burj Royale, Downtown Dubai | ▼ 13:00 | Check-out Cleaning | | 14:00 | Done | | 2 pcs |
| | 2402 Vera Tower, Business Bay | • 15:00 | Check-out Cleaning 🔹 | | 16:30 | Done | | 4 pcs |
| | 143 - 1906 Binghatti Canal, Business Bay | ▼ 14:00 | Check-out Cleaning 🔹 | | 14:00 | Done | | 4 pcs |
| | 157 - 706 Fairfield, Park Island, Dubai Marina | ▼ 15:00 | Deep Cleaning 🔹 | new unit please use unit duvet, pillows. | 15:30 | Done | | 2 pcs |
| | 025 - 2212 Torch Tower, Dubai Marina | ▼ 11:00 | Stay-in Cleaning 🔹 | | 14:00 | Done | | 4 pcs |
| | 034 - 911 Sadaf 6, Jumeirah Beach Residence | ▼ 14:00 | Check-out Cleaning 🔹 | | 14:00 | Done | | 4 pcs |
| | | * | · · | | | | | |

Easy way to schedule upcoming cleanings to replace google sheets.

Third Party contractors need to have access to this in order to see upcoming tasks, timings and cleaning specifications.

Third Party Contractors should be able to add the start timing and completed status from their end.

+ = Requests - January • Requests - February • Requests - March • Requests - April • Requests - May • Requests - June • Requests - July • Requests - August • Requests - September. •

