

FAQs

FREQUENTLY ASKED QUESTIONS

Who pays for cleaning?

- Renters pay a cleaning fee that is separate from the rent when they book. Pinkham Vacation Rentals will arrange for the property to be cleaned after each guest rental. After an owner stay, our cleaning staff will perform a touch-up clean and bill the Owner account.

Do I need to provide cable? Internet?

- Wifi is a must (often basic cable comes as part of a package). If you do not wish to provide cable, you should have Smart TVs or other streaming devices so that guests can connect to their subscriptions.

What if something goes wrong during a guest stay?

- Pinkham Vacation Rentals fields the call or message from the guest and works to resolve it. Typically, guest questions can be resolved over the phone, but we also have on-call handymen to address more in-depth issues. If a larger problem arises, we reach out to keep you informed and see how you would like to proceed.

FAQs

FREQUENTLY ASKED QUESTIONS cont.

Should I allow renters to use woodstove/fireplace?

- Yes, as long as your insurance company and association knows that renters will be using the woodstove and your coverage is sufficient for that use. At the end of a busy day in the mountains, guests love to be able to have a fire, so you will get many more bookings if guests can have a fire. Owners who provide firewood book even more rentals than those who don't.

How do I block time for personal use?

- Owners have access to an online portal where they can block time for personal use, view their monthly owner statements and see future reservations.

WHAT WE DO

LINENS

- Linens for Guest stays will be provided by Pinkham Vacation Rentals. (Owners do not provide linens for Guests.)
- Owners are responsible for providing pillows and blankets for all beds. (Plan to replace pillows and mattress pads annually.)
- Fresh linens are delivered by our staff before each guest arrival
- Used linens are removed by the cleaning staff after guest departure so there is no wear and tear on your washer and dryer.
- Owners keep personal linens locked in owner closet. PVR can provide linens for owner guests for a fee upon request.

WHAT WE DO



GARBAGE

- Owners are responsible to supply means for garbage disposal: dump pass-coupons-dumpster-or a local trash pick-up service
- We are available to answer all Guest questions if they are unable to locate an association dumpster or local Transfer Station
- We provide a dumpster in two separate locations (owners will be charged a fee toward costs)
- **Bartlett/Jackson-contact local town hall to obtain a dump pass**
- **Madison/Eidelweiss-purchase dump coupons from local town hall**
- **Conway/North Conway-pay monthly toward Pinkham dumpster**

PLEASE PROVIDE APPROPRIATE TRASH CANS AND BINS FOR RECYCLING

WHAT WE DO

CLEANING

- Professional cleaning service after each Guest or Owner stay
- Renter cleans are NOT debited from Owner's proceeds. However, Owner and Owner Guest cleans will be charged against your monthly statement
- Cleanings are scheduled automatically after each Owner stay. Owners should abide by the same close-down requirements that Guests are asked to observe
- Arrival set-up performed prior to each Guest stay
- Deep cleans performed twice a year in Spring and Fall