

SCENIC HIGHWAY 30A

  
*Kismet*

PROPERTIES

Family Owned, Boutique Vacation Rental Management



## LOCAL

There is a demand for a personalized property management experience in the 30A market. We're excited to deliver that to you!

## 20+ YEARS OF EXPERIENCE

We've managed our own properties on 30A for 20+ years. We will treat your investment property as if it was our own!

Because we are locals we can be at a your property within 15 minutes. When a guest calls, we come running!

## VACATION RENTAL MANAGEMENT BY LOCALS

Kismet Properties of 30A is locally owned and managed by experts in the 30A market. We live here, play here, and completely understand the frustrations that come with listing your property with one of the big rental management companies.



# OUR FAMILY. YOUR TEAM.



**NANCY**

Nancy Abraham, co-owner and founder of Kismet Properties of 30A. With a background spanning two decades as a successful entrepreneur specializing in consulting and technology training. Since becoming a full-time local in 2016, her focus has been on helping clients buy, sell, and rent properties along the stunning Highway 30A, where her passion and professionalism create a seamless and rewarding real estate experience.



**CHRIS**

Chris Abraham, co-owner of Kismet Properties of 30A, began his career in hotel and hospitality management. Now he brings his experience to Kismet Properties of 30A. Chris leads our operations, revenue management, and ensures each guest enjoys a seamless and exceptional experience. Chris's commitment to excellence is the driving force behind our mission to deliver unparalleled service and unforgettable memories along Highway 30A.



**TIM**

Tim is our Maintenance Maestro. After moving full-time to 30A he has shifted his focus from corporate consulting (and the inevitable travel) to being Kismet Properties of 30A's handyman, IT specialist, plumber, HVAC tech, and our best golfer. Tim's dedication to excellence and his broad skill set ensures that every property we manage benefits from meticulous care and technical know-how.



**CHERYL**

Cheryl is our Director of Sparkle and Shine. Having lived in the area for over 15 years, she is not a new face to the vacation rental management business. Cheryl's dedication to creating a pristine environment for our guests to unwind is palpable in every detail she oversees. Her exceptional eye for cleanliness, coupled with her passion for elevating guest experiences, truly makes Cheryl the Director of Sparkle and Shine that our properties deserve.



**KRISTA**

Krista manages the guest relations team for Kismet Properties of 30A. Whether it's helping guests find their dream beach vacation property, addressing queries about existing bookings, or offering in-house assistance, Krista's warm and knowledgeable demeanor ensures guests receive top-notch support.



## **HOW DO YOU MARKET KISMET PROPERTIES AND SPECIFICALLY, MY PROPERTY?**

Marketing. The nebulous noun that sounds important but is exceedingly hard to quantify. We have been renting our own properties for almost 20 years. In that time, we have hired several property management companies that promised to spend huge money “marketing” our property. Here’s the truth: almost all of a property management company’s marketing budget is spent on marketing to you, the owner.

Why? Because 30A is already heavily marketed by the TDC and by word of mouth. That is why people who choose to manage their own property are full during the rental season, just like the properties we manage. People already want to come here! You are hiring us to manage your property and make your life easier, not replace the TDC.

Rather than promise some huge marketing budget, we will focus on what we know actually works:

- Professional photographs of your property.
- A colorful and engaging description for the prospective guest to read.
- Monitor and publish rates that are competitive, but never the lowest in your market.
- Build a relationship with each of your guests.

We have learned that it takes at least three conversations with the guest to make them feel more responsible for your home. We have an actual conversation at booking, when they arrive, and mid-week. We want to put a human touch to the stay so that they will treat your home as if it is their own.

## **LINENS**

It’s true that most property management companies utilize a linen pool for their properties. It’s easier to manage and certainly more cost-effective for the management firm. Our clients have told us that they prefer knowing that their linens are staying with their property. In other words, the linens you purchase for your property will stay exclusive to your guests. We will facilitate the purchase of high quality linens for your property. We will ensure that they are professionally cleaned and returned to your property between each stay.

## **WHAT HAPPENS IF SOMEONE DAMAGES MY HOME?**

We inspect every property after each guest departs. If anything needs repair, we will arrange for repairs and will take the cost out of the damage waiver up to \$2,500 per reservation.

## **WHEN DO I GET PAID?**

Monthly. You will also have access to the Kismet Properties owner’s portal which provides statements, booking calendar so you can block off your personal use of the property, and a dashboard which provides a year-to-year comparison of revenue and nights booked.



## WHAT IS YOUR MANAGEMENT FEE?

Our management fee is a flat 20% of the rental fees collected. Service fees, cleaning fees, and damage deposits are all in line with other property management companies, and are paid by the guest.

## BIKES

Kismet Properties of 30A will provide 4 standard taxi bikes for each single family home (we do not provide bikes for condos or studio properties). This is provided at no cost to the homeowner! The bikes are maintained by a local 30A vendor, and are inspected and serviced between each guest. When you come to visit your property along 30A, you will get to use these bikes free of charge. This additional amenity will help your vacation rental stand out above the rest!

“  
*It's the attention to detail that makes Kismet Properties a better choice for us*”

## HOW WILL GUESTS ACCESS MY PROPERTY?

We use a locking system that provides each guest a unique code and allows us a contactless entry. This code is only good for the duration of their stay and stops working at 10:00 am the day they depart. This system also notifies us when housekeeping or maintenance arrives. A log is kept of each access to your property. This locking system is part of your initial startup cost but we charge much less than other property management companies.





## HOUSEKEEPING

Our housekeeping standards ensure that every property is sparkling clean for each guest.

## MARKETING

We market your property on all social media platforms, as well as Airbnb, VRBO, and our own website.

## GUEST SUPPORT

Each property will have a unique Mobile Guest App, providing each guest with the property and community details and directions.



## SCREENING

We communicate with each guest who books and require them to upload a valid ID. We make it our business to know exactly who is renting your property.

## SECURITY

Our keyless lock systems allow us to be aware of who is in your home at all times. Owners, maintenance, and housekeepers all receive a specific access code.

## OWNERS SUPPORT

Our owner portal keeps you in the know with monthly owner statements, visibility to the rental calendar, and a graphical dashboard of revenue and occupancy.

## HOW WILL PEOPLE FIND MY PROPERTY?

We will list your property on VRBO (annual fee), Airbnb, and the Kismet Properties reservation website. We will make certain that your pictures are polished, your listings are accurate, and your amenities are all listed so that the search engines will easily find your listing. We also will feature your property on our social media outlets!



# WHAT DO YOU CHARGE FOR MAINTENANCE?

We are small and plan to stay that way. This gives us the flexibility to treat your property like we would treat our own.

We do not charge for the following:

- Monthly HVAC filter maintenance (you provide the filters). We also treat your condensate line (to help alleviate clogs) every 60 days.
- Service calls for easily fixed items (toilet running, internet down, beeping smoke detector, etc.). Any parts that are purchased for your home are billed as a pass-through cost.
- Calls to Mediacom, Gulf Power, or Regional Utilities of Walton County are not charged.
- If a repair requires an outside technician (for example an HVAC, plumbing or appliance repair), we arrange the repairs and manage the process. This cost is passed on to the homeowner, but not up-charged by Kismet Properties of 30A.

The bottom line is that we do not charge for quick visits. Responding to calls keeps the guest happy and keeps your property in great condition.



## HOMEOWNERS CHOOSE US!

Inquire about our services or receive a complimentary rental projection. Contact us today to get started!

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