

Hands on Excellence – Partner with Us!!

Partnering with Carolina Coast Vacations

Thinking of turning your property into a short-term rental or switching from your current management company? We're here to make the transition smooth, profitable, and stress-free. Below are answers to the most common questions homeowners ask when considering our vacation rental management services.

Local Expertise / Hands On Approach

Our team lives, works, and enjoys Hilton Head Island, and we know the island! There is no call center located in a distant country! We have a centrally located office on the island, and our employees know and inspect all of our properties.

In House Marketing

By utilizing major booking platforms, and our own high-traffic website, we market your property across multiple channels globally, driving direct bookings to maximize visibility and revenue.

Quality Control / Property Oversight

Our dedicated team conducts regular inspections to ensure your property consistently meets our high standards.

Property Protection

We hold guests accountable. Any accidental damage up to \$1,000 is covered—no paperwork or hassle for you.

Staff Maintenance Team

We have a full-service maintenance team, stock basic supplies, and provide a 24/7 emergency response phone line for peace of mind.

Professional Photography

Every property receives high-quality professional photography, including drone footage—at no additional cost.

Professional Cleaning

Our carefully selected cleaning partners provide off-site commercial laundering of all towels and linens and follow our guidelines to provide a pleasant guest experience at no charge to our owners.

About Carolina Coast Vacations

Carolina Coast Vacations is a locally owned, full-service vacation rental management company on Hilton Head Island. With a personalized, hands-on approach, our team is committed to providing exceptional service to both guests and homeowners. Our attention to detail and dedication ensures that your property is maintained to the highest standards while achieving its full income potential.

General Questions

Q: What services do you provide as a vacation rental property manager?

A: We handle all aspects of vacation rental management, including marketing, guest communication, reservations, housekeeping, maintenance, and 24/7 guest support. Our goal is to maximize your revenue while offering a seamless, hands-off experience for you.

Q: Do you manage properties year-round or just seasonally?

A: We manage homes year-round and customize your property's availability based on your goals—whether you want consistent income or prefer to reserve time for personal use.

Q: How do I begin?

A: Contact us for a free rental income projection. If it's a good fit, we will explain our on-boarding process to you, including photography, listing creation, and property prep.

Q: What if I'm currently with another management company?

A: We frequently help owners transition. We'll guide you through the contract cancellation process and make the switch easy and smooth.

Q: Can I use my home personally?

A: Yes! You'll have access to an owner portal where you can block off dates for your personal use anytime. Remember, it is YOUR home!

Q: Can I review your management agreement?

A: Absolutely. In fact, we would want to schedule time to go over the agreement with you so we can answer any questions you may have.

Q: Do you carry liability or errors & omissions insurance?

A: Yes, we carry both. Full policy details can be shared upon agreement.

Q: Do you inspect properties after each cleaning?

A: Always. We inspect every home to ensure cleanliness, amenity setup, and guest

readiness. This also allows us to catch and resolve any overlooked issues and “stage” the property before check-in.

Q: Can you accept deliveries or supervise installations?

A: Yes! We frequently assist with deliveries and installation, especially in the off-season. Charges depend on time and complexity. We discourage in-season deliveries unless urgent.

Q: Do you require specific equipment like smart locks?

A: Yes, we use Wi-Fi enabled smart locks at all of our properties. Carolina Coast Vacations provides this lock and installation at no charge to the owner. If our working relationship ends, we will remove our lock and assist in the installation of a different lock.

Marketing

Q: Where will my property be listed?

A: Your home will be featured on major platforms such as Airbnb, VRBO, Booking.com, as well as other “On-line Travel Agencies”, PLUS our direct booking website. We also implement strategic marketing through SEO, email campaigns, and social media to reach high-quality guests.

Q: How are rental rates determined?

A: We use dynamic pricing software to analyze real-time market data, seasonal demand, and competitor trends. Rates are reviewed and adjusted regularly as needed to ensure optimal revenue. We review inquiries, reservations and rates on a weekly basis year-round to capture changing market conditions.

Q: SEO and Website Tracking:

A: Our website is optimized using SEO techniques, and we diligently track marketing metrics to ensure maximum visibility and secure bookings.

Q: Dynamic Pricing Strategy:

A: Using advanced tools, we implement dynamic pricing that adjusts based on demand, seasonality, and other market variables. This ensures that homeowners maximize their returns without underpricing or overpricing their property.

Financials & Reporting

Q: When and how do I get paid?

A: Owner payments are issued monthly via ACH direct deposit. You'll receive a detailed statement outlining income, expenses, fees, and occupancy. For example, June revenue is generally paid out by July 15th.

Q: What are your fees?

A: Our base commission structure at Carolina Coast Vacations is 16% if we have access to market the property for a minimum of 44 weeks of the calendar year. There are several factors that can influence this commission rate. The rate can be either lower or higher, depending upon your individual property, personal usage, and number of Vacation Rental properties that you own. This topic is something that we should discuss during our introductory meeting.

Q: Do you handle revenue tax payments?

A: Yes! We manage all state and local accommodation tax collection and remittance on your behalf. This allows for a very hands-off process for our owners.

Q: Phone Calls and Emails:

A: We maintain open lines of communication through phone calls and emails. Our team is readily available to answer questions, provide updates on property management, and address any urgent matters promptly. We understand the importance of timely responses to homeowners' as well as guests' needs.

Q: Owner Portal:

A: Our secure online owner portal is a central hub for homeowners to access a wealth of property-related information. From financial statements to guest reviews and the ability to make reservations for themselves, the portal provides real-time access to critical documents and data. Homeowners can log in at their convenience to review and track property performance.

Q: Monthly Financial Reports:

A: Owners receive detailed monthly statements that provide a transparent breakdown of revenues, expenses, and net income. These reports are designed to be straightforward and provide clarity on financial performance.

Q: Expense Management:

A: We meticulously track and manage all property-related expenses. Our in-house team handles maintenance and cleaning, which allows for better cost control. Any significant expenses are discussed with property owners, ensuring there are no surprises.
Collections and Payments: We manage all guest payments, ensuring timely and secure collection of rental revenues. For owners, we provide regular and prompt disbursements directly to their bank accounts.

Q: Year-End Financial Summary:

A: At the end of the year, property owners receive a comprehensive financial summary. This includes all revenues, expenses, and net income, simplifying tax filings and annual financial planning.

Property Care & Maintenance

Q: How is cleaning and turnover handled?

A: Our trusted cleaning teams follow detailed checklists, and we inspect each property after every guest departs. Guests pay a cleaning fee as part of their reservation.

Q: How are maintenance issues or emergencies managed?

A: Our Staff Maintenance Team will handle most issues. **Specialized Maintenance:** We rely on licensed external contractors for appliances, HVAC, and advanced electrical, and plumbing needs. Immediate action is taken regarding critical issues like A/C repairs or refrigerator malfunctions, with the owner being informed as soon as possible.

Q: Is there a minimum trip charge for minor issues like resetting a cable box or changing a light bulb?

A: No. We do not charge for small issues. These calls are common and provide an opportunity to deliver excellent guest service—a cornerstone of our Super host reputation.

Q: What is your hourly rate for minor repairs, and what's your repair approval threshold?

A: Labor rates range from \$44–\$100/hour depending on complexity. We will not proceed with repairs of over \$200 without your approval (unless in case of an emergency).

Q: What is your average guest response time for maintenance calls?

A: We aim to respond immediately. While island traffic can sometimes delay in-person arrival, we maintain communication and act as quickly as possible. Kind, prompt service turns challenges into opportunities for 5-star reviews.



**CAROLINA COAST
VACATIONS**

1012 William Hilton Parkway

Suite 4A

Hilton Head Island, SC 29928

843-715-1272