



OBASA SUITES EXCLUSIVE HOMES PROGRAM

FREQUENTLY ASKED QUESTIONS

WHY PARTICIPATE IN THIS PROGRAM?

Our comprehensive Exclusive Home Owner Rental Program is an excellent option for individuals who value their time. While a property generates revenue, OBASA Suites Exclusive Home Rentals takes care of both guests and property while understanding the individual building dynamics. We manage the condo within the bylaws of the condominium act.

WHAT IF I WANT TO USE MY OWN UNIT?

Easy, as long as you give us at least one month's notice. Just 'book off' the desired time with Reservations (Remember, the longer the notice the better).

CAN I RENT MY UNIT OUT TO OTHERS AFTER CONTRACTING WITH OBASA SUITES RENTALS?

In order for us to guarantee our services to our customers, we must have full care and control. This means that all bookings and reservations must be made through our Reservations System.

CAN I KNOW WHO IS IN MY SUITE AND WHEN?

We can't let you know 'who' is in your suite, but we are more than happy to let you know when your suite is rented out and future bookings. Just call our office and request an 'occupancy status report' on your suite.

CAN I TALK TO THE GUESTS IN MY SUITE?

No. Our Guests are *our* business. If you have a question or concern about your suite, contact our office and *we'll* contact the guest, if necessary.

WHAT IF I WANT TO GO IN AND GET SOMETHING OUT OF MY SUITE?

Contact our office and we'll arrange a time with our Guest and set up an appointment for one of our staff to meet you at the suite. Personal records, clothes and other belongings of Owners/Vendors should not be left on the premises. We encourage Guests to feel at home, meaning they should be free to use what they find!

WHO HAS ACCESS TO MY SUITE?

Only our housekeeping staff and our guests are given keys to your suite. **All keys must be signed in and out so that we know where they are at all times.**

HOW DO YOU MAKE SURE THE KEYS ARE SECURE?

All key sets are coded and entered into a key inventory management system. No key is labeled with unit number and building identifiers are removed.

AM I RESPONSIBLE FOR PAYING FOR OPERATING MAINTENANCE ON MY UNIT?

Normal wear and tear such as painting, the replacement of furniture, updating of linens, etc. are your responsibility and you should budget accordingly. Guests are responsible for any damage.