



LICENSED REAL ESTATE BROKERS

Long & Foster Guest Services

Long & Foster's Guest Services Department is integral to the support of our company's overall effort to provide quality professional real estate services to both our owners and their guests. Our one of a kind service in Sea Isle is designed to meet this service. We will offer cordial and timely assistance on behalf of our owners as an extension of their hospitality to their tenants.

Tenants depend on us to solve problems promptly and efficiently along with clear, friendly, and knowledgeable service. Our goal is to resolve all issues as quickly as possible with the least inconvenience to tenants and at the most reasonable cost to our owners while maintaining the highest level of accountability to all concerned.

By accomplishing these goals our owners are saved money, time and inconvenience while assuring our tenants enjoy their well-deserved vacation.

- * Full time staff of Guest Services personnel from approximately May 15th through Oct 15th
- * 7 days a week from 9am until 5pm (later if needed)
- * Fully trained Guest Service staff to handle tenant/owner issues over the phone and visit the home as required.
- * Our Guest Services are trained and equipped to handle most issues and contact owners and/or contractors for more detailed repairs.
- * There is no charge at all for all issues resolved over the phone.
- * There is no charge at all for all issues where a visit to the home was required and a small issue was able to be resolved quickly.
- * There is no charge if our personnel visit the home and find a contractor needs to be called for a repair.
- * We charge the owner a very nominal flat \$50 charge if our personnel visit the home requiring an item be repaired, replaced, trash or garbage be removed, or going to a store to buy any items for the property.
- * Our service is available to every vacation rental listing we have. If co-brokered and it is another Broker's tenant and our Guest Services is called to visit the property a \$50 charge will apply to the owner regardless of the reason. We will provide this service to our co-listed owners even when it is not our tenant.

Summary of Guest Services (one recent summer)

1105 calls to our Guest Services from tenants and owners
440 issues resolved on the phone
665 visits to the properties to resolve issues and repair items
114 visits were charged the \$50 flat fee
\$30,000 - \$34,000 estimated amount saved by owners for repairs