



# Creating a Rental Safety Program for your Agency



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# Why Should your Agency Focus on Safety?

## Guests

Ensuring that the guests your are hosting needs to be a top priority for every agency.

## Quality

Safety and quality go hand in hand - if your properties are not safe, you are not providing a high quality experience to guests.





















A two-story house with a balcony, partially obscured by tall grass in the foreground. The house has a grey roof and white siding. The balcony has a white railing. The text "Where Should you Begin?" is overlaid in the center.

Where Should you Begin?





# Identify a Member of your Staff to Manage all Safety Efforts

Is there a member of your team or a department dedicated to safety?

If not, work to identify someone in your agency as the safety point person, who is responsible for spearheading your safety efforts.





### **Office Staff / Reservations / Guest Services**

- **Track Product Recalls**
- **Put together weekly, monthly and annual meetings**
- **Communications**

### **Housekeeping**

- **Safety Incentive Program**
- **Monthly Training Programs**

### **Agency Owners / Managers**

- **Work with legal / insurance**
- **Designate safety team leaders**
- **Establish safety policies**

### **Maintenance Team**

- **Track Product Recalls**
- **Put together weekly, monthly and annual meetings**
- **Communications**





# **SNOWY MOUNTAIN VACATION RENTALS**

## **SAFETY POLICY GUIDEBOOK**



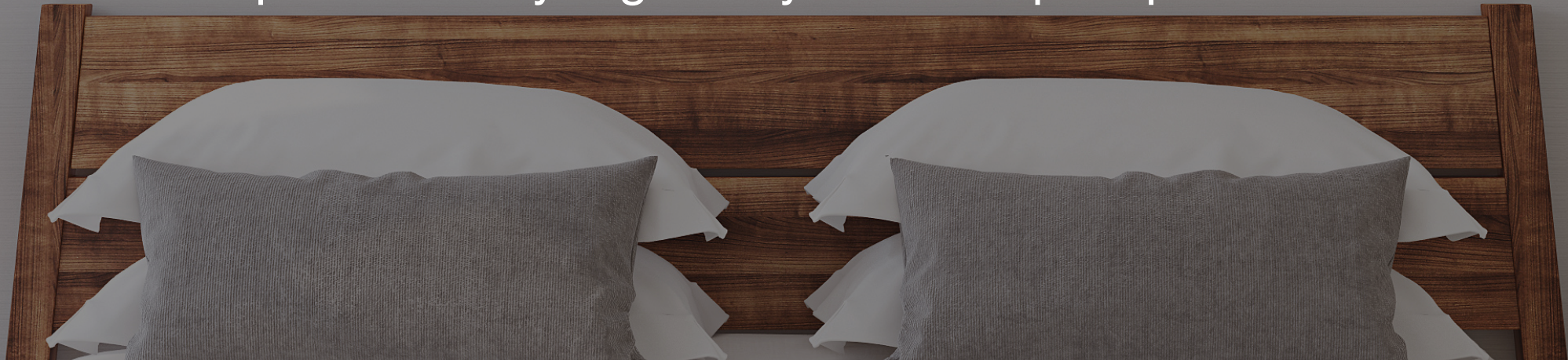


# Facilitate Agency Wide Education Surrounding Safety

Ensure your staff is aware of the standards your agency has set surrounding safety, and they understand compliance and regulation in your municipality.

Offer education surrounding safety (smoke detector placement, fire extinguisher placement, egress windows, deck construction, pool safety, etc.

Keep your team update on any regulatory or municipal updates.



### **Weekly:**

Discuss safety incidents related to vacation rentals that have come up in the news.

Review a safety concern over the past week or something safety related that came up in a rental property.

### **Monthly:**

Do an in-depth presentation on one safety item/product/issue. For example, discuss smoke detector placement, fire extinguisher placement, egress windows, deck construction, pool safety.

### **Annually:**

Changes in Safety Rules & Regulations as they pertain to residential properties.

Night review of rental properties (start the work day at 8pm, after a pizza party – then visit all properties to see exterior lighting and hazards).

Discuss Owner Agreements and Guides as it relates to Safety.

Update literature on safety in Property Books, on Website, etc.

Have an afternoon meeting reviewing all the important safety features in the home.





# Participate in a Regular Inspection Schedule

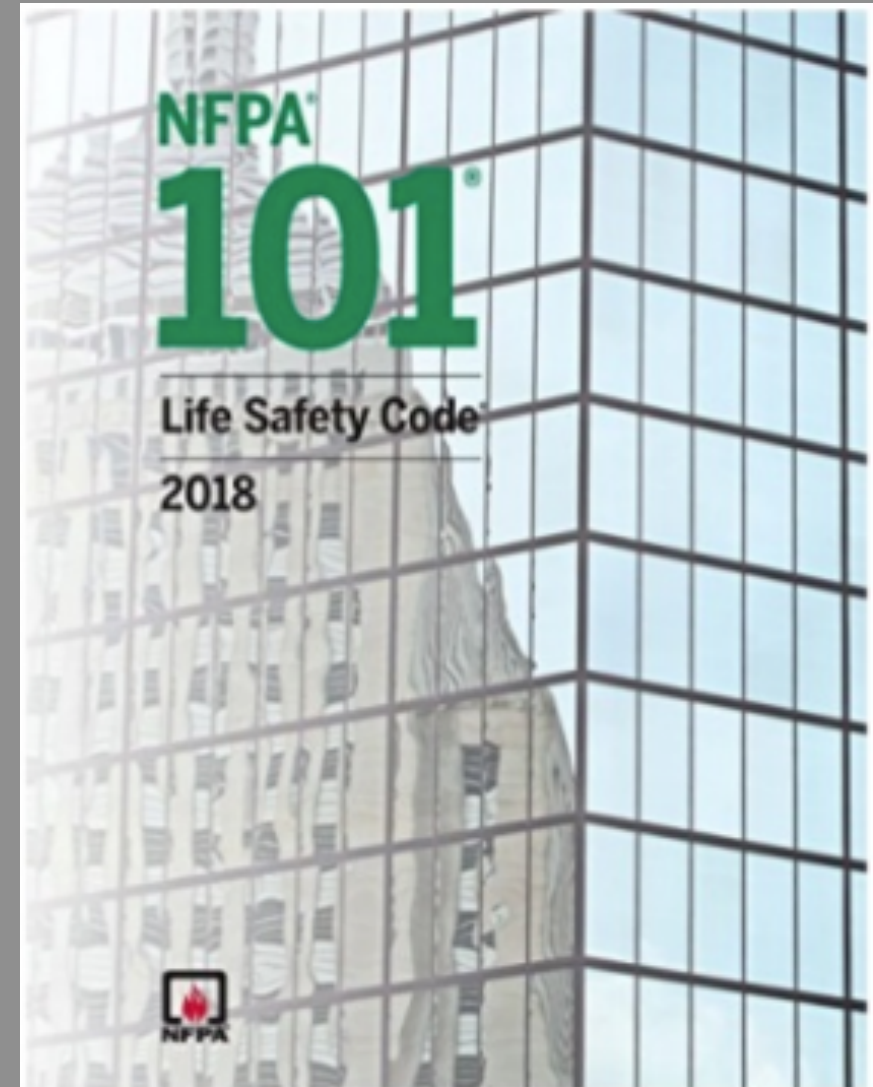
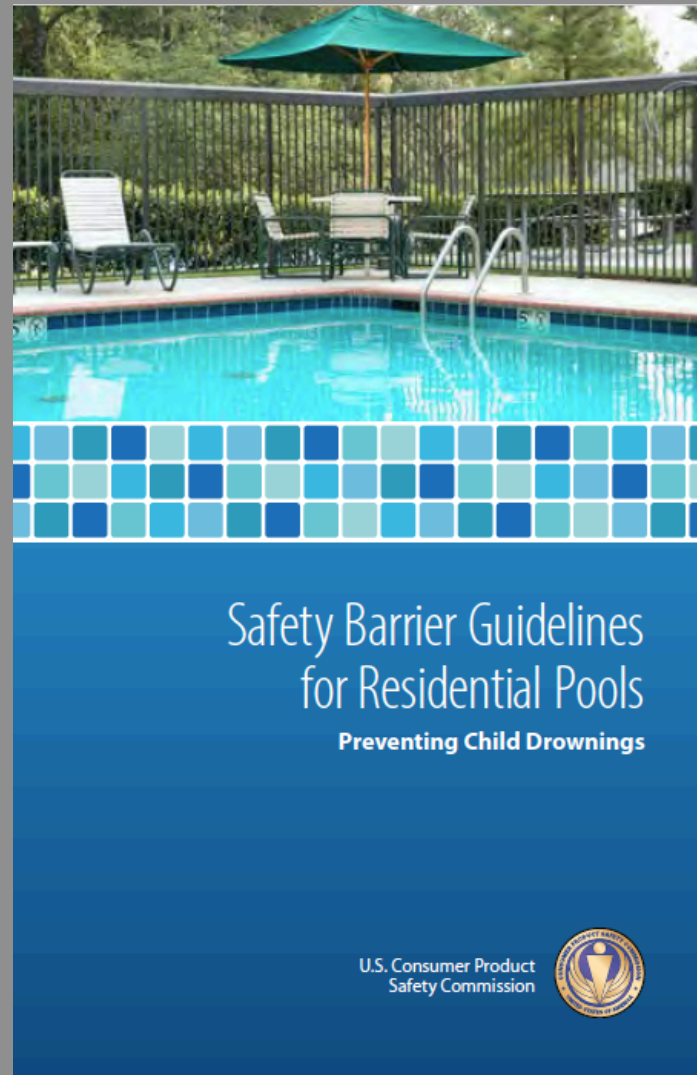
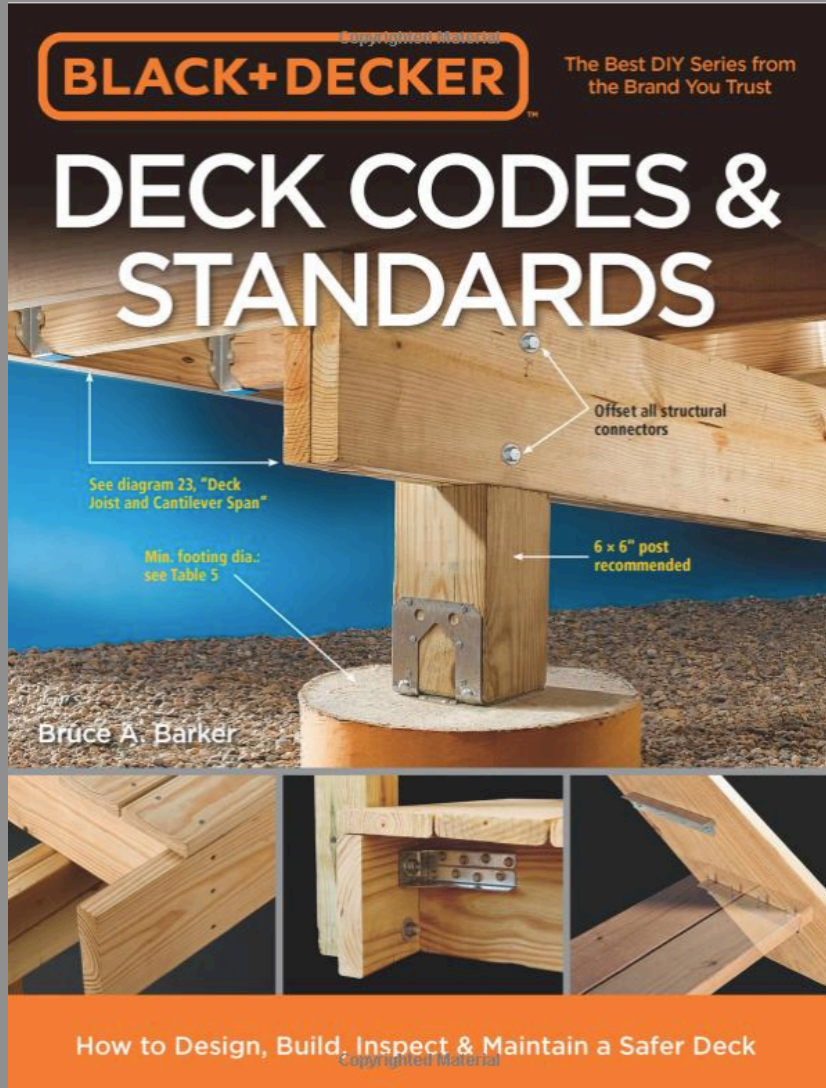
Every rental dwelling should have a home inspection completed every five years.

Every rental dwelling should have a safety inspection completed annually.





# Identify & Utilize Resources Dedicated to Safety





# Communicate Safety Related Topics with Guests

Remind guests upon arrival to familiarize themselves with this unfamiliar property. If they have any questions about new appliances or amenities make yourself available to answer them, or provide detailed instructions.

Provide an emergency safety card outlining emergency numbers, agency contact information, property address, details where the fire extinguisher and first aid kit are located, along with instructions to turn off water and gas.


Add a safety commitment page to your website.





Browser tabs: Inbox (5), holding sr, Complaint, Google, LogoSp, My Drive, Justin Fall, (6) Dwell, Child pull, VIDEO: Se, Big Sky M

Address bar: <https://snowymountainrentals.com>

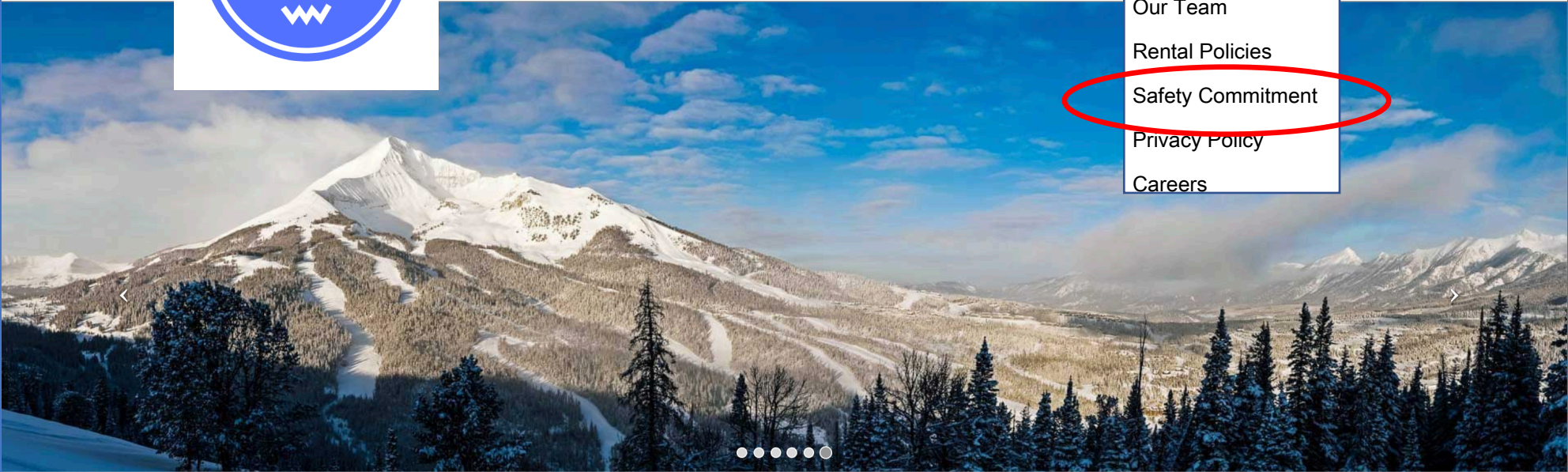


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WE KNOW SNOWY MOUNTAIN.

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- Our Team
- Rental Policies
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Navigation: All Properties 10/10/2019 10/17/2019 All Bedrooms All Guests Check Availability

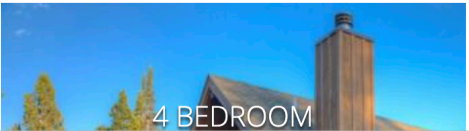
Looking for a specific home? ▾




2 BEDROOM



3 BEDROOM



4 BEDROOM



5 + BEDROOM





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## Our Commitment to Safety

Here at at Snowy Mountain Vacation Rentals, the safety of you, your family and friends in our rental homes is critically important to us. Two times a year, at the beginning and end of the ski season, our rentals all get a thorough safety inspection and any issues are addressed. Items we check include:

- Smoke and CO Detectors
- Fire Extinguishers
- Domestic Water Temperature (to prevent scalds)
- Hot Tub Cover Locks
- Decks and Deck Railings
- Fireplaces
- Furniture and TV Placement / Mounting
- Lighting (indoor and out)
- AND MUCH MORE!



### Search Rentals

Arriving  
10/10/2019

Departing  
10/17/2019

Check Availability

Bedrooms  
All

Guests  
All

Properties  
All

### Traveler Ratings

Property Manager ★★★★★

Property ★★★★★

1179 Reviews

Stayed with us?

If you ever see anything that appears to be unsafe or have any concerns about your safety in our vacation rentals – please contact us right away!







**Welcome! We know you must be looking forward to the vacation that you have booked with us. Please make yourselves at home! Have a look through the cupboards to familiarize yourself with the contents of the property. The property should be clean with clean bedding on the beds and clean towels in the cupboards. If you find anything to not be to your satisfaction please inform us within the first 24 hours of arriving at the property.**

**Safety:** We recognize you are occupying an unfamiliar with home with lots of features and a layout unlike your primary residence. As a result, we have done everything we can to ensure you are safe during your stay. Smoke Detectors and CO Detectors have been installed as legally required and the cleaning team tested them prior to your arrival. Please locate the fire extinguisher mounted in the kitchen, recognize the emergency safety card on the refrigerator and become familiar with the secure access to the pool area to prevent drownings.

### **Property Notes:**

**WIFI: Network Name – “47HighStreet” – Password “ThinkSafety”**

**Lounge/Dining Room** Inform your guest what is in the living room and if there is any guidance needed to operate the DVD player or perhaps how to operate the satellite television.







We have done our best to make sure this vacation home is safe for your stay. Please care for your own safety during your vacation here.

- Find and be aware of all exits in the event of an emergency.
- Find and test smoke and/or CO detectors.
- Locate fire extinguishers.
- Walk about the property to look for hazards for any young children in your party.

**Please report any safety concerns to us  
at 1-800-930-2561 Ext 6**



# RENTAL DWELLING EMERGENCY SAFETY CARD

## Emergency Phone Numbers



Medical: \_\_\_\_\_

Fire: \_\_\_\_\_

Police: \_\_\_\_\_

Agency/Owner: \_\_\_\_\_

## You Are Located At:

\_\_\_\_\_  
\_\_\_\_\_



## A First Aid Kit is Located:

\_\_\_\_\_



## Fire Extinguisher(s) Are Located:

\_\_\_\_\_

\_\_\_\_\_



## Electrical Shut Off / Circuit Panel is Located: \_\_\_\_\_

\_\_\_\_\_

Learn more about rental safety at [breezeway.io](https://breezeway.io)









# Address Safety Issues & Concerns with Owners

- a) Building Code: Vacation Home Owner will ensure the vacation property is up to general building and insurance code standards, mainly including the most recent version of NFPA 101, including all state and local codes. If a unique feature about the property can't meet building code, then Vacation Home Owner will seek an exception statement from their insurance company that the property is insured despite the conflict and provide that to the Agency.
- b) If the Vacation Property has a pool or hot tub/spa, Vacation Home Owner will ensure it meets the "Safety Barrier Guidelines for Residential Pools to Prevent Child Drownings" published by the U.S. Consumer Product Safety Commission.





## Inspections:

- a) Vacation Home Owner will pay for an annual safety inspection of the rental property including repairing or addressing any discrepancies found.
- b) Vacation Home Owner will pay for a building inspection, by a licensed building inspector prior to the rental property being offered for rent with the agency, and again each and every five years. Vacation Home Owner will pay for any repairs or address any discrepancies found in the inspection report.





Arrival

## How to Talk Safety with Homeowners by Putting the Relationship First



Justin Ford

From Justin Ford and Ali Cammelletti

As we enter a new decade and vacation rentals grow to become more popular, it is a time to review maintenance and safety in vacation rentals. Internationally, vacation rentals are the most dangerous segment of the travel industry with more people injured or killed in vacation rentals than on planes, cruise ships or in hotels. We know this because of insurance data, news reports and of course, because the home is where we spend about half our time

### RECENT STORIES

#### Tell Your Story



amplify this narrative?

Studies show that vacation rentals are good for the local economy. How can we

#### How to Talk Safety with Homeowners by Putting the Relationship First



a time to review maintenance and safety in vacation rentals.

#### How to Stay Ahead of Changing





# Make Sure you are Properly Insured





# Discussion & Questions

