

RESORT REALTY

PROPERTY MANAGEMENT

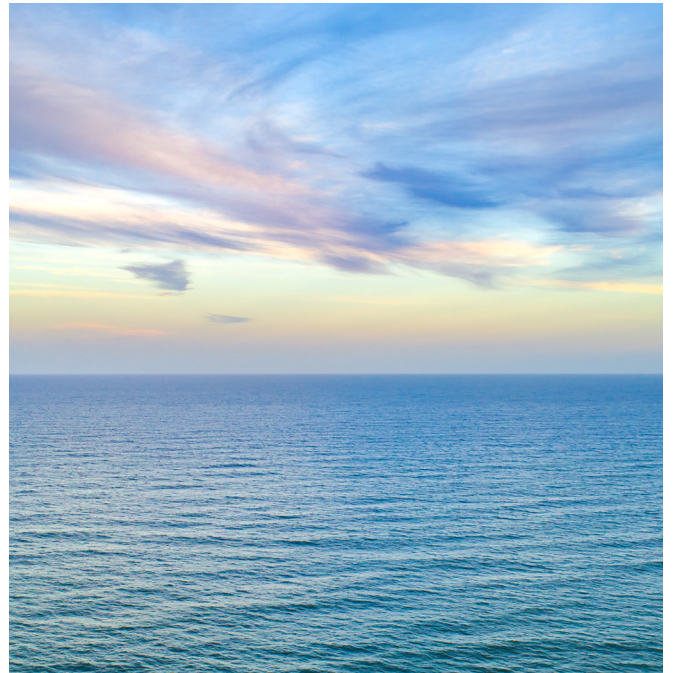


HOMEOWNER'S GUIDE

WELCOME TO RESORT REALTY

Do you own a home or condo on the Outer Banks? Are you looking for a property management company that takes excellent care of your home? What about a company that also uses a totally no cost to owner approach? You've come to the right place; welcome to Resort Realty! This mini version of our original homeowner's guide highlights our owner centric property management program.

You can contact Debbie Harrell, our Director of Business development for a full copy of this helpful guide and learn even more about Resort Realty property management. Read more about Debbie below and see how she can help your home work for you and put extra income in your pocket!



MEET *Debbie Harrell*



Originally from Portsmouth, Virginia, Debbie Harrell knows the Outer Banks. As a child, Debbie spent her summers on the Outer Banks and after college and her 4 year teaching career, she decided to make the OBX her home. She then raised two beautiful children and when her husband became a licensed contractor, Debbie became a broker in 2006 as part of his business.

Debbie joined the rental side of Resort Realty as Director of Business Development in 2017 where she creates success for our homeowners with Resort Realty. Debbie has unparalleled experience and is a seasoned veteran of the Outer Banks vacation rental market. She knows what it takes to build a strong performing rental home and a great working relationship with both owners and guests.

DEBBIE CELL: (252)305-9011 | **EMAIL:** debbie.harrell@resortrealty.com

OUR STORY

For over 33 years, Resort Realty has been the leader in Outer Banks rentals. Since the beginning, our goal has been to deliver 100% satisfaction to all of our guests and clientele.

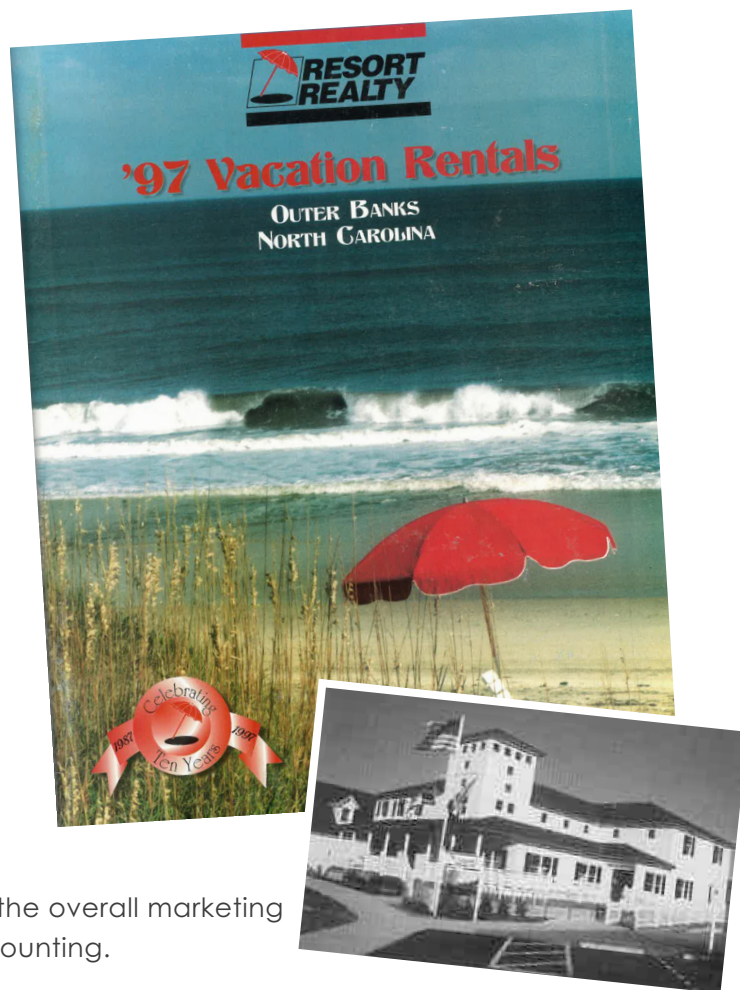
A lot has changed on the Outer Banks since our start in 1987. Resort Realty began with a dream and one converted office in Kitty Hawk. As the vacation rental industry grew, so did our passion for delivering the highest standards of customer service. After more than three decades of steady growth and success, our passion has helped us manage hundreds of vacation rental homes and deliver unmatched hospitality, marketing, and management services. All out of four local offices from Corolla to Hatteras Island.

Resort Realty understands that your vacation rental home is your investment—and investments need protecting. We consider ourselves an owner-centric company. We specialize in building one-on-one relationships with our homeowners while maximizing the long term success of their homes. We encourage open communication to ensure that vacation rental ownership is stress-free and enjoyable, no matter where you are. We take pride in being your local connection—personally handling everything related to your property from the overall marketing and presentation to maintenance repairs and accounting.

We have learned that passion is the key to top-notch customer service. We experience the magic of preparing a rental home for a guest's long awaited vacation and we look forward to connecting with them. Most importantly, our team is fun-loving and hard-working. We find the best employees on the beach to help fulfill our vision; and it shows.

We are proud of the services we offer, and the team that delivers them every day. As a part of the Resort Realty rental program, you can feel confident that your home is promoted through industry-leading marketing initiatives, maintained with the highest quality care, and that you are receiving personalized assistance from your dedicated Rental Manager. We welcome the opportunity to help you maximize your vacation home ownership experience.

From our core businesses of Vacation Rentals and Property Management, to our commitment to the local community, Resort Realty is passionate about everything Outer Banks.



THE RESORT REALTY *difference*

EXPERIENCE

We have been a leader in property management for 33 plus years and are focused on providing superior rental performance and maximizing return on your investment; all while maintaining your home with unsurpassed customer service.

LOCAL KNOWLEDGE

Our four local offices from Corolla to Hatteras Island allow us to be directly in the heart of the communities we serve. Our staff are local, and work, play, and live on the OBX. Their local knowledge provides you with incomparable experience in managing your vacation home.

INNOVATION

Resort Realty is proud to stay ahead of the curve. Our keyless entry system, HDR and drone photography, and our state of the art website helps us lead the pack in cutting edge concepts.

LEADERS

Many members of the Resort Realty team actively participate in local, state, and national property management associations and serve on industry boards and committees. In addition to our significant leadership role in the industry, we've been helping the Outer Banks community remain a healthy and enjoyable place to live and work by providing charitable contributions whenever possible.

DEDICATED TEAM MEMBERS

From our Rental Managers to our Vacation Specialists, our incredible team works closely with each of our owners and guests to understand your needs so we can recommend options best suited for you. From your first point of contact, your Resort Realty team will ensure that you are receiving the personal attention you deserve.

Nobody Knows the Outer Banks Better! ®



resort SERVICES

[cost-effective & stress free property management]

CARING FOR YOU & YOUR HOME

ACCOUNTING

All accounting procedures comply with the NC Real Estate Commission and are set up to protect your funds.



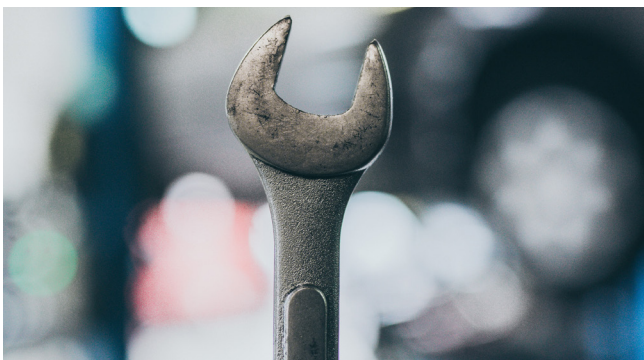
HOUSEKEEPING

Our trained team works hard to clean your home to the highest standards - making it ready for guest occupancy every week.



MAINTENANCE

Resort Realty provides 24-hour emergency service for maintenance issues as well as after-hours maintenance service during summer months.



OBX SERVICES

Resort Realty has a preferred vendor relationship with OBX Services for pool and spa services, carpet care, lawn care, and general property maintenance.





THE EASIEST RENTAL PROCESS

Guest retention begins and ends with great customer service. Our goal is to create a vacation experience for your guests that will turn them into lifetime Resort Realty customers. Our knowledgeable vacation specialists, friendly office staff, and proactive guest services team all take pride in creating a memorable experience.

RESERVATIONS MADE EASY

- User friendly website with 24 hour online booking
- Toll-free reservation lines open 7 days a week
- Locations in Powell's Point, Corolla, Nags Head, and Waves

PLANNING AHEAD

- Trip cancellation insures offered to every guest to protect their vacation
- Pre-paid maintenance for negligent damage fee is included with each reservation

SIGNATURE SERIES HOMES

Extraordinary 4-to-13 bedroom homes with unmatched service and:

- Premier Linen Service
- Early Check-in
- Exclusive amenities



guest
BENEFITS
[turning new visitors into repeat guests]



resort realty

HOME EXPECTATIONS

[what we need from you as the homeowner]

Resort Realty prides ourselves in being an owner centric company, giving our owners everything they need to succeed in the vacation rental industry. However, we do need help from you as a homeowner. We have furnishing, decor, and appearance standards in order to meet and exceed guest expectations while keeping repeat renters coming back each year. All rental properties should present the appearance of having a coordinated decorating plan. As decorating styles and trends change, it's important, the appearance of your rental property keeps up to not appear dated.

LOCALLY ROOTED

for your peace of mind

Our employees work, play, and live in the communities we serve. From Corolla to Hatteras Island, Resort Realty is here to serve you and your home. Drop by one of our local offices or give us a call and let a company with local Outer Banks roots work for you and your home.



NAGS HEAD

5219 S. Croatan Highway
Nags Head, NC 27959
252.441.5000

COROLLA OFFICE

501 Old Stoney Road Unit B.
Corolla NC 27927
252.261.8888

HATTERAS ISLAND OFFICE

26200 W. Vista Drive
Waves, NC 27982
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RESORT REALTY CENTER

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