

Frequently Asked Questions - Professionally Managed Airbnb

What is short-stay property management?

Short-stay property management is a full-service solution that allows property owners to rent their homes for stays ranging from a few nights to several weeks, without the day-to-day workload. A professional manager handles everything from listing the property on booking platforms and setting dynamic pricing, to guest communication, check-ins, cleaning, linen, and ongoing maintenance.

Unlike traditional long-term leasing, short-stay management focuses on flexibility, presentation, and maximising nightly returns—especially during peak seasons and major events. Owners retain full control over their property, can block out dates for personal use, and benefit from higher income potential while their asset is professionally cared for and monitored.

Who is short-stays management best suited for?

It's ideal for owners who want flexibility, higher earning potential, or use their property periodically while still generating income.

What platforms do you list on?

We list properties across leading platforms such as Airbnb, Booking.com, and other corporate and government accommodation channels.

Do you manage pricing?

Yes. We use dynamic pricing tools and local market insight to maximise returns during high-demand periods.

Can I still use my property?

Absolutely. Under a management agreement, owners retain full control and can block out dates for personal use at any time.

How often do you clean the property?

A professional clean is completed after every guest stay, including linen laundering and restocking essentials.

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How do you screen guests?

We review guest profiles, past reviews, booking intent, and booking patterns to ensure suitable stays.

Is short-stay accommodation legal in Canberra?

Yes, short-stay accommodation is permitted in Canberra when operated in line with ACT regulations and strata rules (where applicable).

How do you handle maintenance issues?

Minor maintenance is managed proactively. Larger issues are reported immediately with owner approval before works proceed.

What happens if something is damaged?

We document and manage claims through platform protections and guest security deposits where required.

Do you provide linen and towels?

Yes. Linens, towels and bedding is accounted for in our furnishing budget

How do owners get paid?

Earnings are paid regularly via your nominated account, with transparent reporting and statements. Payments are made weekly to you based on money that is paid into our account and monthly reporting is provided to you at end of month

Can you manage multiple properties?

Yes, we have the capacity to manage individual properties as well as multi-dwelling and investor portfolios by utilising management softwares and comprehensive procedures.

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What makes short stays more profitable than long-term leasing?

Short stays allow owners to benefit from seasonal demand, event pricing, and premium nightly rates.

Do you manage guest communication?

Yes. We handle all guest messaging, check-ins, check-outs, and support throughout the stay. We have a response window of 6am-12am and hold super host status based on timely responses.

How do you ensure neighbours aren't disturbed?

We enforce house rules, quiet hours, and build trust with guests before arrival. Guest screening allows us to monitor who is staying at the house and why they are travelling.

What costs are involved?

Our management fee is commission-based, with no hidden costs. Cleaning is charged per stay, and consumables are purchased in bulk, only being invoiced on a needs basis.

Can I switch from long-term to short-stay easily?

Yes. We handle the full transition, including setup, styling advice, and platform onboarding.

How quickly can my property be listed?

Most properties average 14 days, depending on readiness, photography and styling.

Why choose professional management instead of self-hosting?

Professional management saves time, reduces risk, and consistently achieves higher occupancy and returns.