

# Frequently Asked Questions - Self Managed Airbnb

## How much time does managing an Airbnb actually take?

Managing guest enquiries, bookings, cleaning coordination, maintenance, pricing updates, and reviews can require a few hours each week, depending on occupancy. We would average 3.5 hours per listing, per week!

## How do I get my first bookings?

Professional photos, a well-written listing, competitive pricing, and positive reviews are the main drivers of early bookings. New bookings benefit greatly from special offers that the platforms will suggest to you!

## What should I charge per night?

Pricing depends on location, seasonality, local events, competition, and property quality. Many hosts use dynamic pricing tools. Check your area and see what properties compare best to what you offer!

## How do I handle guest enquiries?

Guests expect fast responses, often within an hour. Airbnb rewards responsive hosts with better search rankings.

## Do I need special insurance?

Standard home insurance is usually insufficient. Most hosts require specialist short-term rental insurance, Airbnb has insurance included in your platform fees.

## How do I manage cleaning between guests?

You'll need a reliable cleaner who can work on flexible schedules and report any damage or maintenance issues. If you want to save money, cleaning should be performed an hour after guests check out to ensure there is enough time for the next guest to check-in!

## What happens if a guest damages my property?

Damage claims can be submitted through Airbnb's AirCover program, but documentation and evidence are important.

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## How do guests check in if I'm not there?

Most hosts use lockboxes, smart locks, or key safes to allow self-check-in.

## What furniture and amenities are essential?

Comfortable beds, quality linen, Wi-Fi, a fully equipped kitchen, toiletries, and basic household supplies are expected.

## How do I deal with difficult guests?

Clear house rules, strong communication, documented evidence, and understanding Airbnb's support processes are important.

## Do I need council approval?

Requirements vary by council and location. Owners should check local planning and short-term rental regulations.

## How do I prevent parties and unwanted guests?

House rules, guest screening, minimum age requirements, security deposits, and noise monitoring solutions can help.

## What taxes do I need to pay?

Income from Airbnb is generally taxable. GST and other obligations may apply depending on circumstances.

## How do I manage maintenance issues?

Owners need a network of reliable tradespeople who can respond quickly to urgent issues.

## Should I allow pets??

Pet-friendly properties often attract more bookings, but there may be increased cleaning and wear-and-tear costs.

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## How do I get good reviews?

Cleanliness, accurate listing descriptions, fast communication, and a smooth guest experience are the biggest factors.

## What should I include in a house manual?

Check-in instructions, Wi-Fi details, appliance guides, local recommendations, emergency contacts, and house rules.

## How often should I update my pricing?

Many successful hosts review pricing weekly or use automated pricing software that adjusts rates daily.

## What occupancy rate should I expect?

This varies by location, season, property type, and pricing strategy. Occupancy often fluctuates throughout the year.

## Is self-managing more profitable than using a property manager?

Self-managing avoids management fees but requires significant time, organisation, guest communication, and operational oversight.

## Should I List My Property on Multiple Booking Platforms?

Generally, yes. Listing on multiple platforms can increase your property's visibility and help attract more bookings throughout the year. Common platforms include Airbnb, Booking.com, Stayz (Vrbo), and Expedia.

For many owners, starting with Airbnb alone is a good way to learn the process before expanding to additional booking channels. Once operations are running smoothly, adding other platforms can help maximise occupancy and revenue.