



Why Use Nox Rentals?

Thank you for affording us the opportunity to present to you the reasons that we believe you should consider using Nox Rentals to help you manage your property investment, and the ways in which we can help you to get the best out of your investment.

We offer a number of services in the vacation rental market space, including **property management, marketing and vacation rental operations.**

We believe that there are four primary areas to consider when making this decision. These are:

- Rental returns
- Care of the property
- Customer service
- Legal & Administrative issues

The first decision to make, is to decide on **self-management** versus **professional management.**

DIY Management

The biggest pro to self-managing your property is that you do not have to pay any fee to a management company, and you retain a **very close control** of your property. However, it presents a number of cons as well. You need to be actively involved to ensure that the servicing is being done to standard, and you also need to be available (or have a staff member available) for guest check-ins, check-outs, inventory checks, ad-hoc guest requests and maintenance calls.

On top of that you have to be **available practically 24/7** to answer emails & phone calls, and to handle all of the marketing, administration and legal aspects of the business.

Possibly the biggest con is that, as an individual home owner, your **distribution** channel will be **relatively limited.** Many tour operators and travel agents will only deal with professionally managed properties and this is where approximately 70% of our business comes from.

Although DIY management is a viable option for some, we believe that in 90% of cases it is not the correct one. If you are a Cape Town resident and want to run your property as your primary business it can be worthwhile, but **do not underestimate the amount of time and effort** it takes to manage a luxury property effectively.



Employing a Property Management Company

A good property management company will **offer you a completely hands-off solution**, taking care of the marketing of your property, guest relations, house-keeping, maintenance & administration of your holiday property. Many firms (ours included) will go so far as to deal with municipal accounts etc.

This will expose **your property to a larger market**, and make the entire process far easier for you. Generally speaking it also offers the guests a better experience, as they are **dealing with a professional hospitality company**.

The con is, of course, that this service does cost you a fee. However, in our experience, the **increased distribution** means that even though you are paying the fee, your revenue will probably increase due to improved occupancy. In fact, we have taken over a number of very actively owner-managed properties, and we have managed to improve their returns (even after netting off our management fees).

What Can Nox Offer?

Rental Returns

By joining the Nox Rentals portfolio, you are joining one of **Cape Town's premier portfolios** of luxury accommodation. We are well established, and have formed strong relationships with guests and agents alike **since 2003**.

Our live reservation system enables agents to query our database and make instant, live bookings. **This is a first in South Africa**, and makes us the first port of call for the majority of our agents.

Our management system feeds numerous other websites, allowing our properties' availability data to be updated live, and allowing for our properties to be booked online on any of those sites.

Our **website is highly optimized**, and ranks very well for targeted search phrases. **We spend several hundred thousand Rand** per year on targeted web advertising, driving visitors to our site.

We have built a **fantastic network of agents** through representing our properties at various trade shows, including the annual Durban Tourism Indaba and at regular **SATSA** and Cape Town Tourism meetings. This includes relationships with a number of Europe & the UK's top bespoke travel agencies, as well as a number of the larger operators. On a monthly basis we communicate with over 2,000 tour operators and travel agents.



We also have an excellent distribution of “paid for” web and magazine listings, which any one individual property owner cannot viably match.

All in all, Nox Rentals has developed an excellent distribution channel for luxury villas and apartments. In addition to the above, we also have an effective office infrastructure in **Totnes Avenue, Camps Bay** that ensures the maximum conversion of enquiries to bookings, with a dedicated sales team and offices that are open 363 days per year.

Availability Schedule – Live, internet-based availability and pricing which owners can access:

The screenshot displays the 'Online Reservation Schedule' interface. It includes a navigation bar with options like 'Login', 'Available', 'Special', 'Brochure', 'Map', 'Reservation', 'Party', 'Report', 'Sale', 'Receipt', 'Purchase', and 'Payment'. Below this is a search area with 'RAZOR' and 'Refresh' buttons. The main content area is divided into a left sidebar for filters (Locations, Attributes, Accommodation Size, Environment) and a central table. The table lists properties with columns for 'Cur', 'Rack', 'Quote', 'STO', and a calendar grid for days 11-30 of April 2011. A legend at the top of the table defines reservation statuses: Provisional (red), Reserved (orange), Confirmed (yellow), Fully Paid (green), Arrived (blue), Departed (cyan), and Closed (grey). The calendar grid uses these colors to indicate the status of each property for each day.



Care for the Property

Whereas rental returns are often an owner's primary concern, it is vital that **the asset is well cared for and maintained**. Short-term rentals can result in wear and tear on the properties, and it is our responsibility to **ensure that the process is managed effectively**, and that the correct inventories, checks and supervision are all in place.

We only sign up properties that we rent out actively. This ensures that we can pay very close attention to each property, and because our rental revenue (and our income) relies on our properties being in perfect condition, we have a vested interest in ensuring that owner's assets are well looked after.

We have an in-house property management team, and we have invested heavily in an **online property management system** to ensure that all maintenance is tracked and completed in good time. We also perform regular breakages, damages and **inventory checks** - the results of which are communicated through to our owners.

Our team of property managers and handymen will get an **intimate knowledge of your property**, and ensure that any issues are dealt with swiftly and effectively. When the job at hand is too complicated or specialised for our internal staff, we have a comprehensive database of preferred suppliers who will respond to our jobs quickly and cost effectively.

We also have a very close relationship with the **servicing staff** that clean the properties on a daily basis, ensuring that the communication loop is quick, and that any issues are reported timeously.

All issues with the properties are reported to an online database, ensuring that all items are actioned. **Owners receive a monthly report** outlining exactly what has been done on the property, and all outstanding items.

Getting great rentals is one thing, but to do so at the expense of damage to the property is not worth it. We realize this, and the property management function is core to the service that we offer to you, as an owner.

We also work actively with some professional property managers. In these situations property owners appoint a specialist property manager to manage all the maintenance and housekeeping aspects of their property, and Nox Rentals handles the marketing and rental administration.

Property Management Activity Report – Sent to Owners monthly

Tasks

[Add New](#)

Search Options

Property: Search Text:

Status: Assigned To:

From: To:

Show All Records Show Descriptions

Property	Task	Status	Deadline	Assigned	Action
100 Geneva	Electrical Problem : Lights 01/03/11 - CC - Jeff - Went to check lounge lights and replace. Found that electrical problem has occurred. Sterling electrical was called out to repair. 14/03/11 - CC - Jeff - Open for Sterling Electrical to sort out lounge light. Replace downlighter kitchen and outside cottage.	Waiting	01 Mar 2011	Jeff Simpson	
100 Geneva	Repaired : Basin Tap and Bedroom Door 14/03/11 - CC - Jeff - Checked 2nd bedroom cold water tap (faulty) -flexi- hose clogged up Repaired cottage basin tap - Basin tap loose. Repaired 4th bedroom door. - Hinge dropped - door wouldn't close properly. 15/03/11 - CC - Jeff - Remove blocked flexy hose and complete tap flush and replace unit. Water running better. Opened for WDS to check bedroom two toilet flusher. 18/03/11 - CC - Jeff - Attend to tap handle in cottage.	Waiting	14 Mar 2011	Jeff Simpson	
100 Geneva	Various Odd Jobs 22/03/11 - CC - Jeff - Purchase white paint, blue and mortar for jobs around the property. 22/03/11 - CC - Jeff - Scrape and polyfill ceiling in kitchen. Cleaned up garage. Make ready for glue to be applied to floor carpet tiles. Washed markes off LHS wall. Started to glue carpet tiles, but ran out - had to purchase more. 22/03/11 - CC - Jeff - Went to Laughton's to purchase more Gemkem glue for the garage carpets. 22/03/11 - CC - Jeff - Glue more carpets in garage. 23/03/11 - CC - Jeff - Sand and repaint ceiling and fill brinks around pool - Rain stop play. Repaired and secured taps in cottage. Scrape and fill cracked cement that came out. 24/03/11 - CC - Jeff - Polyfill	Waiting	22 Mar 2011	Jeff Simpson	

Date	Rate	Name	Property	Task	Notes	Status	In	Out	Mins
25 Mar 2011	Basic	Jeff Simpson	La Grange	Lock Rusted - Post Box	25/03/11 - CC - Jeff - Purchased padlock for letter box. Cut off the old one and replaced with the new one.	Waiting	12:15	13:15	60
15 Mar 2011	Basic	Jeff Simpson	La Grange	Bin Day	15/03/11 - CC - Jeff - Put bins out.	Waiting	08:10	08:20	10
14 Mar 2011	Basic	Jeff Simpson	La Grange	Toilet Seat : Broken	14/03/11 - CC - Jeff - Secure new toilet seat in bedroom 3 and secure tap top in bedroom one.	Waiting	11:15	12:00	45
14 Mar 2011	Basic	Jeff Simpson	La Grange	Toilet Seat : Broken	14/03/11 - CC - Jeff - Toilet seat broken and bath tap in main bedroom very loose. Purchase toilet seat for 3rd bedroom and look for part for bedroom one loose tap at On Tap and Pro-Link.	Waiting	10:15	11:00	45
11 Mar 2011	Basic	Jeff Simpson	La Grange	Garden Service	11/03/11 - CC - Jeff - Open for Plants to be planted and trees to be trimmed.	Waiting	09:00	09:20	20



Customer Service

We believe that **Nox Rentals offers the most professional and comprehensive property management service available in Cape Town.**

We offer the owner an end-to-end, hands-off solution to generating a return from short-term lets. **We pride ourselves on being professional,** and we have an established office infrastructure.

We are also the most **innovative** firm, and we are continually looking at ways to make the guests', agents' and owners' experiences with us better - from online bookings, to online feedback, to online property management systems. **Our aim is to continually improve.**

If you do choose to come on board, you will receive **monthly communications outlining the financial performance, guest satisfaction, property management and general news.** On a monthly basis you will receive the following communications from us:

Financial Documents:

- Sales Breakdown outlining all the stays on your property during the previous month.
- An invoice for our management charge and for any additional items purchased on the owner's behalf.
- A statement showing all debits and credits to your account.
- A breakdown of any property management activities during the month, and an associated cost.
- Any reports received from external contractors (such as the pool services).

Property Management Report:

- A monthly breakdown of all current and completed work on the property (as shown earlier), as well as any items or notes for your consideration that have come up in the monthly audit.

Guest Relations Report:

- We get online guest feedback that most, but not all, of our guests complete. We use this to keep a close eye on the business, and to ensure that our standards are being maintained. We actively manage our web based feedback through the Tripadvisor platform, where we respond to our guest feedback. This feedback is presented on each property's listing, and is accessible by anyone on the internet.

Reviews From FlipKey

Reviews for 43 Central Drive

Average Rating: ★★★★★ 2 of 2 reviews < Previous

"Dream vacation"
★★★★★

43 Central is a spectacular modern home overlooking Camps Bay in Cape Town. The prime location, easy access to the beach, restaurants, and amazing views make for an over the top experience. I would recommend 43 Central to anyone visiting Cape Town

Manager Response:
Thanks for the great review and we're so happy you enjoyed your stay.

Powered by **FLIPKEY**

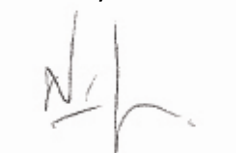
Closing

All in all, we believe that our **focus on all four areas (rental returns, property care, owner communications & administration)** combine to offer owners of premium properties the best available service in Cape Town.

We would be delighted to manage your property, and to help you care for, and attain the best return on, your investment. Please don't hesitate to contact me personally should you have any queries.

My contact details are below:

Nick Taylor



MD

Nox Rentals

Email: nick@noxrentals.co.za

Tel: +27 21 438 6440

Mob: +27 72 625 6597