



ONBOARDING PROCESS - CITY RETREAT

Welcome to City Retreat! We are thrilled that you are considering partnering with us to list your property as a serviced apartment. This document is designed to guide you through the entire process, outlining the simple steps to take, the standards and amenities your property should offer, and the necessary information we require. Additionally, it includes details of our service agreement we would sign between you and City Retreat, and the tenancy arrangements we utilize with tenants. Our goal is to make this journey as smooth, easy, and rewarding as possible, ensuring that your property not only meets expectations but exceeds them, providing a wonderful experience for you and your guests. Thank you for choosing City Retreat. We look forward to a successful partnership.

STEP 1. APARTMENT HANDOVER REQUIREMENTS

Ensure your property meets our standards. City Retreat apartments must meet the levels that we guarantee to our clients. Corporate clients rarely view apartments before they book so it is important we can establish expectations and service levels. [See our 'Apartment Handover Requirements' on page 2.](#)

STEP 2. PROVIDE PHOTOS & LIST OF AMENITIES

Provide City Retreat with photos and list of amenities and let us find you candidate options to consider. We will send you candidate requests including their required dates, the amount paid, who would stay, reason for the stay and if smokers and or pets would be inside.

STEP 3. SIGN OUR SERVICE AGREEMENT (EXAMPLE BELOW)

Once you approve a candidate we will secure the [tenancy agreement](#) with the client and then:

- visit the apartment to say 'HI'.
- take a look around the apartment and pick up one set of keys.
- send you our property management agreement via Docu Sign. [See example here.](#)

STEP 4. PROVIDE CITY RETREAT WITH INFORMATION

To ensure we have a well-maintained property with friendly happy tenants and neighbours, we require the following information:

1. House and VVE rules. By default, parties are not allowed. Smoking and pets are not allowed without prior consent. We ask all tenants to be respectful of our friendly neighbours. We ask all tenants to be conscious of energy usage and provide advise on how to do so.
2. Property user manual including how to use appliances and heating, how to collect post, how to dispose of garbage and how to connect to the internet.
3. Bank details (where you will receive the rent).
4. When was the boiler last serviced, and if you have a preferred supplier to service your boiler.
5. Do you have any preferred supplier for general maintenance (electrical, plumbing, misc. repairs/installations)

STEP 5. LEAVE THE REST TO US

There is very little more you must do now and you can leave the rest to us. You will receive the rent on time and property inspections before and after every tenant stays.



Below you will find the full list of unit requirements before CR will onboard property(s). The unit(s) needs to contain these, for us to accept a handover and Go-Live with corporate rentals.

POWER OF CERTIFICATION

You are the owner of the property or have written permission from the owner to rent out their furnished apartment.

FULLY-FURNISHED / STATE

Your apartment is fully furnished in a way which allows tenants to move in with nothing but a suitcase and feel at home. Personal items such as clothes, shoes, photos, expensive artwork, and private devices should be removed and/or put in secure storage.

IMPORTANT ITEMS PRIOR TO HANDOVER

- 3 sets of keys + 1 key extra for every bedroom more than one. Example: 2 bedrooms = 4 key sets.
- No outstanding maintenance issues with all electrical connections, switches and bulbs in working order.
- All kitchen utensils, cooking equipment and cutlery.
- 200cm x 200cm duvets (to fit our linen size) and four pillows per bed.
- Blackout curtains or blinds on all bedroom windows.
- Hairdryer, iron, and iron board.
- All cleaning equipment (including vacuum/mop/bucket).
- Access to a washing machine - either in the apartment or in the same building.
- A functioning dryer; if this is not feasible, a good-quality, reasonably sized drying rack.
- A table (dining table is acceptable), a chair, and nearby socket so tenants can comfortably work in the unit.
- Deep cleaned. After handover, CR will arrange and carry out the cleaning during and after the tenants stay.

UTILITIES & INTERNET

The accommodation includes all utilities (gas, electric, water) up to a reasonable level. The accommodation offers high-speed Wi-Fi access without data limitations or additional costs.

ENTIRE APARTMENTS

Designed for temporary living of the entire unit. We do not accept subletting of rooms or sections of the apartment.

HOUSE & VVE RULES

You will provide CR (via email to bookings@cityretreat.com) with house and VVE rules. By default, we communicate the following:

- Parties, pets (without prior consent) and smoking are strictly forbidden.
- All tenants must be respectful to our friendly beloved neighbours
- All tenants must be energy conscious which includes making sure lights and the heating is switched off when not needed otherwise we will enforce the usage cap stated in the tenancy contract.

APARTMENT MANUAL

You will provide CR (via email to bookings@cityretreat.com) with

1. A property manual detailing instructions for apartment amenities, including Wi-Fi login, mailbox location, and garbage disposal guidelines. This can also include useful information about local services.
2. Bank details (where you will receive the rent)
3. When was the boiler last serviced, and if you have a preferred supplier to service your boiler
4. Do you have any preferred supplier for general maintenance (electrical, plumbing, misc. repairs/installations)?

Useful Resources:

[Property Management Agreement](#): This is the document we sign with owners when they approve their first candidate. This document does not need to be re-signed if future candidates are approved.

[Residential Tenancy Agreement](#): This is a long stay indefinite tenancy agreement that allows tenants to terminate at any time.