

L.S. Robinson Real Estate & Vacation Rentals

Est. 1932

VACATION RENTAL PROPERTY GUIDELINES

Revised October 2017

I. There will be a formal, signed lease agreement between the owner and the tenant, negotiated by L.S. Robinson Real Estate and its agent, and duly signed by both.

II. All rent monies will be paid directly to L.S. Robinson Real Estate and the commission will be deducted by the agency. The balance due to the owner will be forwarded within ten (10) working days of beginning of lease period, according to the terms of the lease, unless other arrangements have been made or there are unresolved issues. Maine State Lodging Tax of 9% must be collected on all rents and will be charged on the gross rental figure, payable by tenant. Certain rentals over 28 days may be exempt from lodging tax.

III. A security deposit will be required of all tenants, and will be held in a Robinson Real Estate Rental Escrow Account, to be released to the tenant ten (10) days after the termination of lease agreement. Return of security deposit is dependent upon inspection and after clearance by the owner or owner's representative, and is subject to payment of damages to and/or excess cleaning of property real or personal. A phone deposit may be required, and held for 90 days for payment of telephone long distance charges (and other utilities if so defined in lease) as presented by owner. The balance over and above the total of these charges will be returned to the tenant as soon as bills have been received from owner, with copies of all bills. In some longer term leases, telephone and electric services may be required to be transferred into the Lessee's name. All balances due, including rent, lodging tax where applicable, security, and phone deposits must be paid in full four weeks prior to arrival.

IV. RENTAL PERIODS

A. One week or two week period: in at 3:00 P.M. Saturday, out by 10:00 A.M. Saturday, with the exception of those few cottages where access to the premises is available on Friday or Sunday, or where lease reads otherwise. ***LEASE SUPERSEDES GUIDELINES.***

B. Monthly: in at 3:00 P.M. the first Saturday of month; out by 10:00 A.M. last Saturday of month, or such dates and times as specified in lease, with a month to be 4 weeks long.

C. Seasonal: at discretion of owner.

V. OWNER RESPONSIBILITIES

A. All maintenance and repair to property and building(s) including plumbing, heating, electrical system, appliances, and telephone service if applicable, etc.

B. Provide L.S. Robinson Real Estate with list of service people engaged for maintenance and repair.

C. Supply electrical service, heating oil, firewood and/or cooking gas if applicable, two trash cans, bi-weekly trash collection, local telephone service if phone on premises, yard care. Provide gas for gas grill with a full extra tank for back-up.

D. Provide and pay for cleaning person to do a complete spring cleaning and between-tenant cleanings at change over.

E. Notify L.S.Robinson Real Estate of any damages or excess cleaning required, within ten days of tenant departure.

F. PROVIDE ALL LINENS, TOWELS, AND BEDDING. CLEAN LINENS AT CHANGE OVER.

G. Provide each tenant with initial paper towels, toilet tissue, hand soap, laundry detergent, dish detergent, trash bags and coffee filters.

H. Notify L.S.Robinson Real Estate of any changes in property; i.e. new equipment or furnishings.

I. Notify L.S.Robinson Real Estate if there is a long distance block on the telephone. Owners choosing not to have a long-distance block or unlimited domestic long distance on their phone need to forward any charges for long distance calls to L.S.Robinson Real Estate within 90 days of tenant departure. Total long distance charges of less than \$1.00 will not be reimbursed. Owners choosing not to block or provide unlimited domestic long distance need to understand that L.S.Robinson Real Estate holds \$100 for 90 days. Charges over \$100 may not be recoverable.

If you have a long-distance block please check with your in-state provider to see if in-state toll charges are being blocked as well.

J. Notify L.S. Robinson Real Estate of any rented or owner occupied dates throughout the season.

K. Carry Dwelling Fire insurance or whatever insurance is recommended by your insurance company for a rental property. Furnish property with smoke alarms and fire extinguishers.

L. Review all leases prior to signing for date and price accuracy. Record dates so as not to double book.

VI. TENANT RESPONSIBILITIES

A. MAKE COMPLETE FINAL PAYMENT FOUR WEEKS PRIOR TO ARRIVAL DATE. If not four weeks, must forward a Cashier's Check, Money Order, or Wire Transfer.

B. Leave the premises in clean and orderly fashion, with only minimal amount of soiled laundry, all dishes put away, all used beds stripped, and broom-clean. Payment for excess cleaning will be deducted from security deposit.

C. Premises MUST be vacated by the time indicated on your lease on the day of departure and cannot be occupied before the time indicated on your lease. An hourly charge, up to \$30/hour, per cleaning person inconvenienced, may be deducted from the Security Deposit if departure is not completed by the designated time.

D. Provide own gas for boat if one is included in lease.

E. Provide own firewood beyond that which is left on premises by owner.

F. Owners typically provide initial paper towels, toilet tissues, hand soap, laundry detergent, dish detergent, coffee filters and trash bags. If not provided or you run out tenants are responsible for purchasing those items for their stay.

G. Assume responsibility for damages to property, real or personal, as applicable when caused by Lessee negligence during period of tenancy. Assume responsibility for excess cleaning performed by cleaning person after departure. Payment for damages and/or excess cleaning to be made from security deposit and additional personal funds as necessary. If you move the furniture, you are responsible for returning it to its proper location.

H. Assume financial responsibility for all long distance telephone charges, in-state toll calls, and/or utilities if so written in lease. Payment to be made from utilities deposit and additional personal funds as necessary. Notify agency if toll charges might exceed utilities deposit. AOL, especially, is an in-state toll call from this area. Even if out-of state long distance calls are blocked, often in-state toll calls (7 digit numbers) may not be blocked.

I. Contact agency immediately in case of emergency or damages.

J. Return keys to location found upon arrival. Leave door as found upon arrival (locked or unlocked). There is a Key drop at L.S. Robinson Insurance entryway in brown box.

VII. AGENCY RESPONSIBILITIES

A. Prepare complete leases, duly signed, and provide copy to owner and tenant as well as file copy.

B. Collect all deposits, security deposits, rents, and sales taxes as applicable, holding security deposits in L.S. Robinson Real Estate Escrow Account as required by law. Forward all proceeds to owner (after beginning of lease), pay all Maine State Lodging Taxes in timely fashion, reimburse owners for telephone and/or utilities charges and/or damages by tenant, and return balances of deposits to tenants with full accounting.

C. Forward IRS Form 1099 Misc. and income statement to owner by January 31 annually. Forward IRS Form 1099 Misc. to IRS by February 28 annually.

D. Notify owner and/or caretaker of any problems that arise during lease periods, as necessary; handle emergencies immediately and directly.

E. Expose all properties to potential renters by use of listing sheets, brochures, web pages, and generic advertising as deemed appropriate by agency.

VIII. SECURITY DEPOSITS

If a charge is to be levied against a tenant's security deposit for damages or cleaning to real or personal property, the agency must be notified immediately. This notification should include the date the damage was discovered, the extent of the damage, and an approximation of repair or replacement cost. If possible, cleaner/caretaker should take digital pictures of damage and forward to agency. Repair or replacement should be undertaken immediately, and a copy of the bill forwarded to L.S. Robinson Real Estate for charge back against the Lessee's security deposit. *In the absence of notification by the owner or owner's representative of any damages within 10 days following termination of the tenancy, the security deposit will be refunded in full to the Lessee.*

IX. PHONE DEPOSITS

All bills for long distance and/or utilities charges will be forwarded to L.S. Robinson Real Estate immediately upon receipt by owner. The owner will be reimbursed from the tenant's phone deposit (at the end of 90 days), and the balance of the deposit will be returned to the tenant with a copy of the bill that has been paid. Because of the nature of billing cycles in relationship to tenancy, these accounts may take several weeks to clear. Total long distance charges for less than \$1.00 will not be reimbursed. AOL, especially, is an in-state toll call from this area. Even if out-of state long distance calls are blocked, often in-state toll calls (7 digit numbers) may not be blocked.

ALL PHONE DEPOSITS WILL BE RETURNED AFTER 90 DAYS IF NO NOTIFICATION HAS BEEN RECEIVED.

Answers to the Most Frequently Asked Questions

RENTAL PERIODS:

- All of our rentals are for 1 week or longer.
- Almost all run Saturday to Saturday, with a few running Sunday to Sunday.
- Many properties are booking 2 weeks or long during July & August until a certain date, after which they will be open to 1 week rentals.
- **Vacationing in October?** Make your booking before October 1st or the cottage you want might be closed for the season.
- **2018 rate schedule for most properties:**
May rates *April 28-May 26* **June rates** *May 26-June 23* **July rates** *June 23-July 28*
August rates *July 28-Aug 25* **September rates** *Aug 25-Sept 29* **October rates** *Sept 29-Oct 27*

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- There is a 9% Maine Lodging Tax on all vacation rentals.
- Security deposits cover excess cleaning, damage, and/or late departure and are returned 10 days after departure.
- Initial payment for leases totaling less than \$2500 is: 50% of the Rent amount for bookings made prior to April 1st, & 70% of the Rent amount for bookings made after April 1st. Final payment is due four weeks before arrival.
- Initial payments for leases totaling \$2500 or more is: 40% of the Rent amount for bookings made prior to April 1st with a second payment of 40% due half way between; & 70% of the Rent amount for bookings made after April 1st with final payment due four weeks before arrival.
- Payments made without four weeks to arrival must be by cashier's check, money order, or wire transfer.
- We do accept credit cards, but you will not get the posted Cash Discount Rate. Credit Card payment are 5% more.
- The owner pays the agency commission.
- Phone deposits (usually for long distance telephone) are released 90 days after departure.
- Leases are prepared for all vacation rentals.

GENERAL INFORMATION:

- LSRobinson Real Estate office hours are Monday thru Friday 9:00 am - 4:30 pm.
- Rentals are from Saturday with check-in no earlier than 3:00 or 4:00pm, to Saturday morning check-out no later than 9:00 or 10:00am, in almost all cases. Please see lease for your specific times.
- Late arrivals are easily accommodated; please call during business hours to make arrangements.
- August fills early with two week and longer rentals leaving few openings for one week rentals (July is usually lovely and less crowded).
- Directions to cottage and key instructions will be sent with fully signed lease.
- Cottages are fully furnished, linens, pillows, blankets, towels, dishes, glasses, pots, pans, and cooking utensils are all provided.
- Owners typically provide initial paper towels, toilet tissues, hand soap, laundry detergent, dish detergent, coffee filters and trash bags. If not provided or you run out tenants are responsible for purchasing those items for their stay
- All cottages have telephones unless otherwise noted, cottage telephone number may be on your statement, and long distance calls from some cottages may require a credit/calling card.
- Some properties may not have TV, VCR, etc, please review amenities list in each property description:
TV, VCR, DVD, CD PLAYER, MW=Microwave, DW=Dishwasher, W/D=Washer & Dryer,
WS=Woodstove, FP=Fireplace, FANS, A/C=Air conditioning (only in a very few properties), HEAT.
- Large properties usually rent longer than one week and family reunions are difficult to accommodate.
- Water Access means walk-able and useable.
- We make every effort to keep the site accurate; however errors may exist in furnishings, rates, & availability.
- **If something is critical or important to your stay please be sure to let us know.**

PETS:

- There are 100+ properties that allow pets. Some with an additional charge.
- All pets must be on flea medication, and there is a pet policy sent with the lease.
- Security deposits for those renting with a pet are held for 17 days after departure.
- Please do not bring a pet to a non-pet property. If you do, you and your pet may be asked to leave and your money will not be refunded. You may also forfeit your entire security deposit.
- **Please note that just because a property does not allow pets, does not mean the property is "Pet Free" and there has not been a pet in it. If you have any pet allergies please let us know.**
- Are pets allowed in Acadia National Park? YES

Pets may not be left unattended and need to be leashed or otherwise physically restrained at all times. Pets are allowed in all park locations except Sand Beach, Echo Lake Beach, Isle au Haut campground, ladder trails, and inside public buildings. It is requested that dogs are not brought on any ranger-led activities. Service dogs or sight-guiding dogs may accompany their owner to all park locations unless the area is closed to all visitors.

DEPARTURE INFORMATION:

- Cleaners are on a very limited time schedule. Departure delays or excess cleaning may cause charges to you & delay the next tenant's vacation.
- Leave on or before the time on your lease - normally 10:00am but sometimes 9:00am or even 8:30am. If you are going to depart before the end of your lease, please let us know so that the cleaners might be able to start earlier.
- Please leave the premises broom clean and in a orderly fashion.
- If there is a washer, please leave only a minimal amount of laundry. All used beds should be stripped, & a load of laundry started before departure.
- Have all dishes washed and put away.
- Empty all wastebaskets and garbage cans - please have trash out on trash day during your stay.
- All appliances used (especially the refrigerator) should be left clean and empty.
- Anything that your party has made especially dirty should be cleaned by you unless it requires extreme measures - than call and let us know ahead of time so that we can prepare the cleaning person.
- If you broke something, either replace it with the same item or notify us. Please don't leave your damages to be discovered by the cleaning person.
- **Please treat your cottage as if you were a guest in someone's home.**

CANCELLATION:

- If you have to cancel the following from your lease applies:
"Upon initial payment and the signing of the lease contract, should it become impossible for you to occupy the property, due to unforeseen circumstances, and no fault of the owner, the amount paid shall be retained by the owner as liquidated damages. You are responsible to pay for the balance due for the entire lease period. Upon notification of default, this Agency, and the Owner, will work to re-rent the property, and any money received through re-renting will be returned to you, but subject to, and no more than the original lease amount."
- If the property is not re-rented you are responsible for the entire rental amount (excluding tax and security.)
- Owners may make exceptions to the above and allow full or partial cancellation.
- Consider purchasing Travel Insurance there is a link to the Alan Agency on our website Link Page

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Pet Policy

Dear Tenant,

FLEAS & TICKS - Our owners require that those tenants bringing pets follow one of the following two procedures for control of fleas & ticks. The first option is to have your pet use Program which is an internal medication to prevent fleas. The second option is to use Frontline Top Spot or Advantix which are topical neck treatments. The topicals actually kill the fleas & ticks whereas the Program only makes them sterile. Please check with your veterinarian as to which treatment is suitable for your pet. Flea baths and collars are not sufficient and we have eliminated use of flea bombs as they delay entry of cleaning people.

Because fleas & ticks may not hatch until two weeks after your departure, we will be holding your security deposit an additional week and will return it to you 17 days after your departure instead of the 10 days listed in our guidelines.

CLEAN-UP – You are responsible for the cleanup of all pet excrement on a daily basis since the lawn may need mowing during your stay.

FURNITURE – Please, no pets on the furniture. The cleaner has a limited time before the next family arrives for their vacation. It is very time consuming to clean furniture of pet hair and many owners have stopped allowing pets for that reason. Excessive pet hair can lead to additional cleaning charges against your security deposit.

LAWS – The towns on the island and Acadia National Park all have leash, clean-up, and barking laws. Please abide by them to protect your pet and keep your neighbors happy.

SAFETY - Please don't leave your pet (especially small ones) outside unattended. This is a rural area and there are many forms for wildlife (eagles, foxes, coyotes, etc).

If you have questions, feel free to ask. Remember, every time we have a problem with a pet, that is one more property that will no longer be available to pet owners.

Sincerely,

Joseph & Sheri Wright
Vacation Rental Agents

We hope you have enjoyed your stay!

It is understood that there is no daily maid service during the time of the lease. During your stay and in preparation for your departure and the next incoming tenant please:

Keep up with the linens and towels during the week,

Leave on or before the time on your lease –

Usually 10:00am but may be 9:00am, earlier/later (see lease for your departure time)

If you are going to depart before the end of your lease please let us know so that the cleaners might be able to start earlier.

Used bed linens stripped and piled in the bedrooms and used towels/mats piled in the bathroom tubs—where laundry appliances are provided, start a load (unless posted otherwise)

Have all dishes, pot, pans, etc washed and put away and the tables/surfaces wiped clean.

Empty all wastebaskets and garbage cans –have trash out on trash day during your stay. Trash should be bagged and placed securely in containers. Instructions or returnables, recyclables may be posted as well.

All appliances used (especially the refrigerator) should be left clean & empty.

If you used the grill please leave it clean.

**Floors “broom clean” and any furniture you moved put back in place.
(note: avoid scratching floors or damaging furniture)**

Anything that your party has made especially dirty should be cleaned by you unless it requires extreme measures – then call and let us know ahead of time so that we can notify the cleaning person.

**If you broke something, either replace it with the same item or notify us.
Please don't leave your damages to be discovered by the cleaning person.**

Cleaners are on a very limited time schedule.

Late departure or excess cleaning may cause charges to your security deposit.

SUGGESTED BASIC INVENTORY FOR A 3 BEDROOM COTTAGE

MANDATORY

Smoke alarms outside of bedroom areas and
at head of basement stairs, if applicable
Fire extinguisher for all types of fires
Toilet Plunger

KITCHEN

Service for 8-12 of dishes, cups/mugs,
glassware, flatware
1 platter
Sugar and creamer
Serving/mixing bowls
Very large and/or lobster pot
Large pot for corn and/or pasta
2-3 various size fry pans
2-3 sauce pans
Casserole dishes – large and small
Pie plate
Muffin tin
Large strainer and/or colander
Cookie sheet
Baking rack
Cake pan
Tea kettle
Cutting board
Wooden spoons
Rubber spatula
Pancake turner
Large fork
Wisk
Potato masher
Sharp knives
Large pitcher for OJ/lemonade/iced tea
Refrigerator storage bowls
Can opener/bottle opener/corkscrew
Measuring cups and spoons
Large spoons – slotted and plain
Lobster crackers and picks
Salt and pepper
Pizza cutter
Garlic press
Cheese grater
Wine glasses
Chip clips

KITCHEN LINENS/SUPPLIES

Pot holders	Garbage bags
Sponges/dish cloths	Paper towels
Hot pads	Toilet tissue
Dish towels	Bath/hand soap
Place mats	Table cloths
Dust mop	Laundry basket
Broom/dustpan	Mop and bucket
Dish drainer	Wastebasket
Large garbage cans in trash bin	
Basic cleaning supplies	

APPLIANCES & ELECTRONICS

Electric coffee maker – at least 10 cups	
Blender	Toaster
Good vacuum cleaner	Microwave
Mixer – hand okay	Electric fry pan
Iron and ironing board	Washer and dryer
Several reading lamps	Flashlights
Radio/cassette/CD player	Clocks
TV/VCR/DVD	Fans
Barbecue grill – gas(best) or charcoal	

LINENS

3 sets of sheets for each bed(1 set stored)
2 sets of towels, washcloths, bath towels/person
Mattress pads
2 blankets/bed
Bedspreads
Pillows
Plastic coat hangers
Bath mats

ADDITIONAL ITEMS TO CONSIDER

Beach towels,
Bed skirts/dust ruffles if using

SUMMER RENTALS – OPENING CLEANING

COMPLETE SPRING CLEANING PRIOR TO FIRST TENANT TO INCLUDE:

Wash all windows, inside and out. Vacuum or sweep all screens.

Scrub and where applicable, wax floor.

Remove all dust, cobwebs, etc., with vacuum; wipe down all woodwork, cupboards, doors, windows, etc., with damp cloth(minimum). Scrub woodwork where necessary to remove dirt, grease, fingerprints, etc.

Remove and wash all cooking utensils, dishes, glasses, flatware, etc.; wash insides of cupboards; put down fresh shelf paper.

Vacuum inside of all closets and drawers; wipe down shelves and baseboards.

Wash all wooden, plastic and metal furniture with mild soap (including lawn furniture) ; wax, if desired.

Vacuum all upholstered furniture, rugs, and carpets.

Launder all curtains; wipe down all shades and blinds.

Launder all linens not winter protected.

Check upholstery, slip covers and rugs for cleanliness; dry clean, wash, spot clean or shampoo as necessary to freshen.

Air all blankets, pillows, spreads, etc.; check for cleanliness, and wash where at all questionable...probably best to plan to wash each year.

Clean refrigerator, range, dishwasher, microwave, toaster, washer, dryer. Clean under and around all appliances. Place new, opened box of baking soda in both refrigerator and freezer.

Check all light bulbs; check for adequate sturdy clothes hangers.

Scrub all baths, including walls, floors, woodwork, fixtures.

Report any breakage or winter damage immediately to owner.

IN OTHER WORDS – EVERYTHING SHOULD BE CLEANED. PEOPLE EXPECT “MOTEL” CLEANLINESS.

Please make sure that your cleaning person has a copy of this sheet.

SUMMER RENTAL – BETWEEN TENANT CLEANING

Strip all beds, launder all linens, and remake all beds.

Clean all baths thoroughly including shower stalls, tubs, toilets, etc.

Clean kitchen thoroughly including range, refrigerator, dishwasher, and small appliances.

Wipe out and off, washer and dryer.

Dust all furniture, windows, baseboard, etc.

Wash all bath and kitchen floors; wax if appropriate.

Check all kitchen equipment for cleanliness.

Check all light bulbs.

Check to see if keys for incoming tenants are in the designated location.

If cottage has been sitting empty for a week or more after being cleaned, please check again and do any touching up necessary before tenant arrival – cobwebs, flies, etc.

Report any breakage, missing items, damages of any sort to owner and agency immediately. Take digital pictures, if possible. SECURITY DEPOSITS ARE HELD FOR 10 DAYS ONLY.

CLOSING

Return all L.S. Robinson Real Estate keys to L.S. Robinson Real Estate
337 Main Street, Southwest Harbor, Maine.

Please make sure that your cleaning person has a copy of this sheet.

L.S. Robinson Real Estate & Vacation Rentals

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