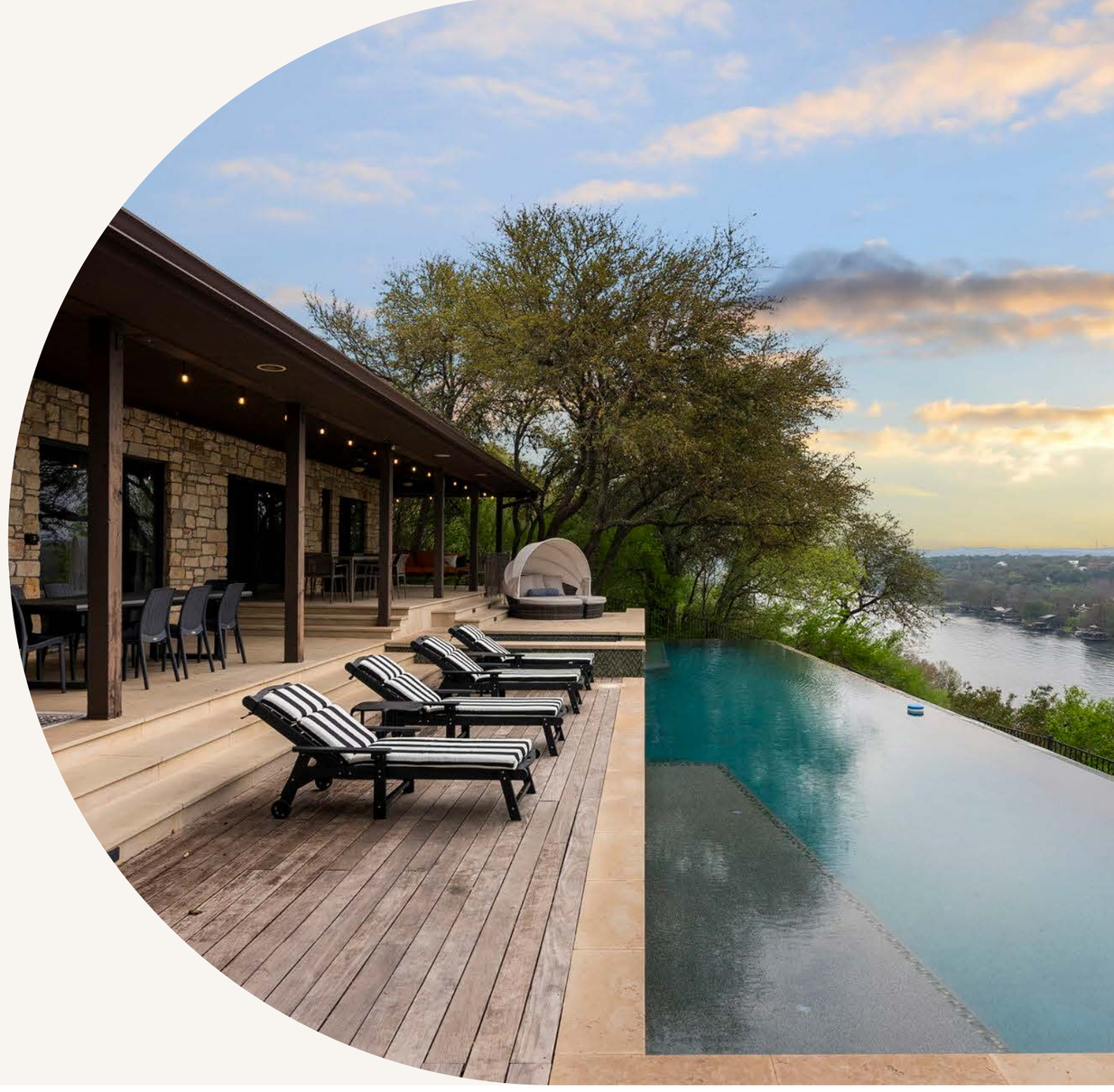
MÎNUT × FIVE STAR *Vacation Home Rentals*

How Five Star Vacation Home Rentals scales a 70+ home luxury portfolio with proactive noise monitoring from Minut



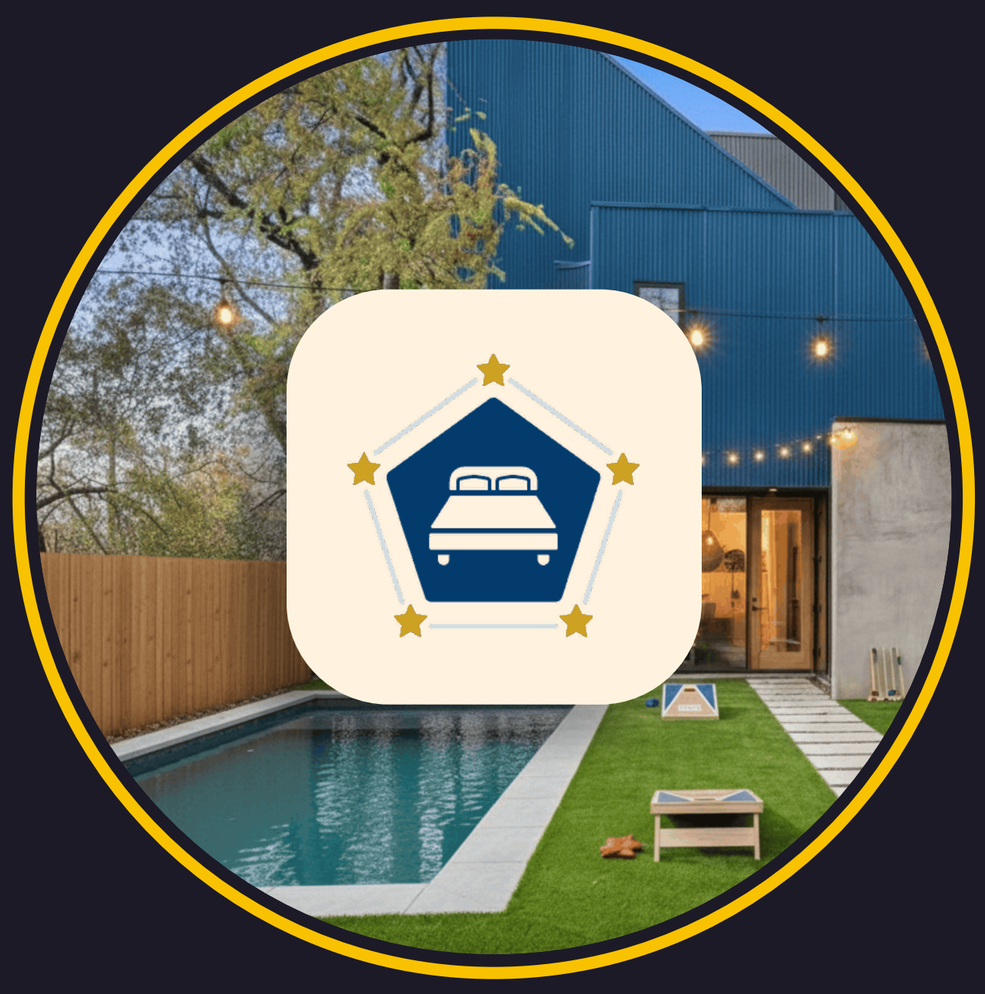
70+
luxury short-term rentals monitored across Austin and San Antonio

Proactive
noise alerts reach the team before neighbors complain

15–20
more homes the team can add without adding unnecessary risk

Executive Summary

Many of Five Star Vacation Home Rentals' 70+ luxury homes are built for groups, so backyard noise and quiet hours are a weekly concern. Before monitoring, the team often learned about noise only when a neighbor complained. Now Minut alerts the team as noise rises, and a quick message or call to the guest usually resolves it before it escalates. That visibility gives the team the confidence to add another 15–20 homes without adding unnecessary risk or workload.



About Five Star Vacation Home Rentals

Five Star Vacation Home Rentals is a property management company running luxury short-term rentals across Austin and San Antonio, Texas.

It has hosted more than 27,000 guests and was named one of Airbnb's Top 150 hosts in North America at Airbnb Host Week in September 2026.

A mix of local and remote team members handles guest communication, housekeeping, maintenance, pricing, inspections and homeowner relationships. The company invests in systems and technology so it can grow while keeping the guest and homeowner experience high.

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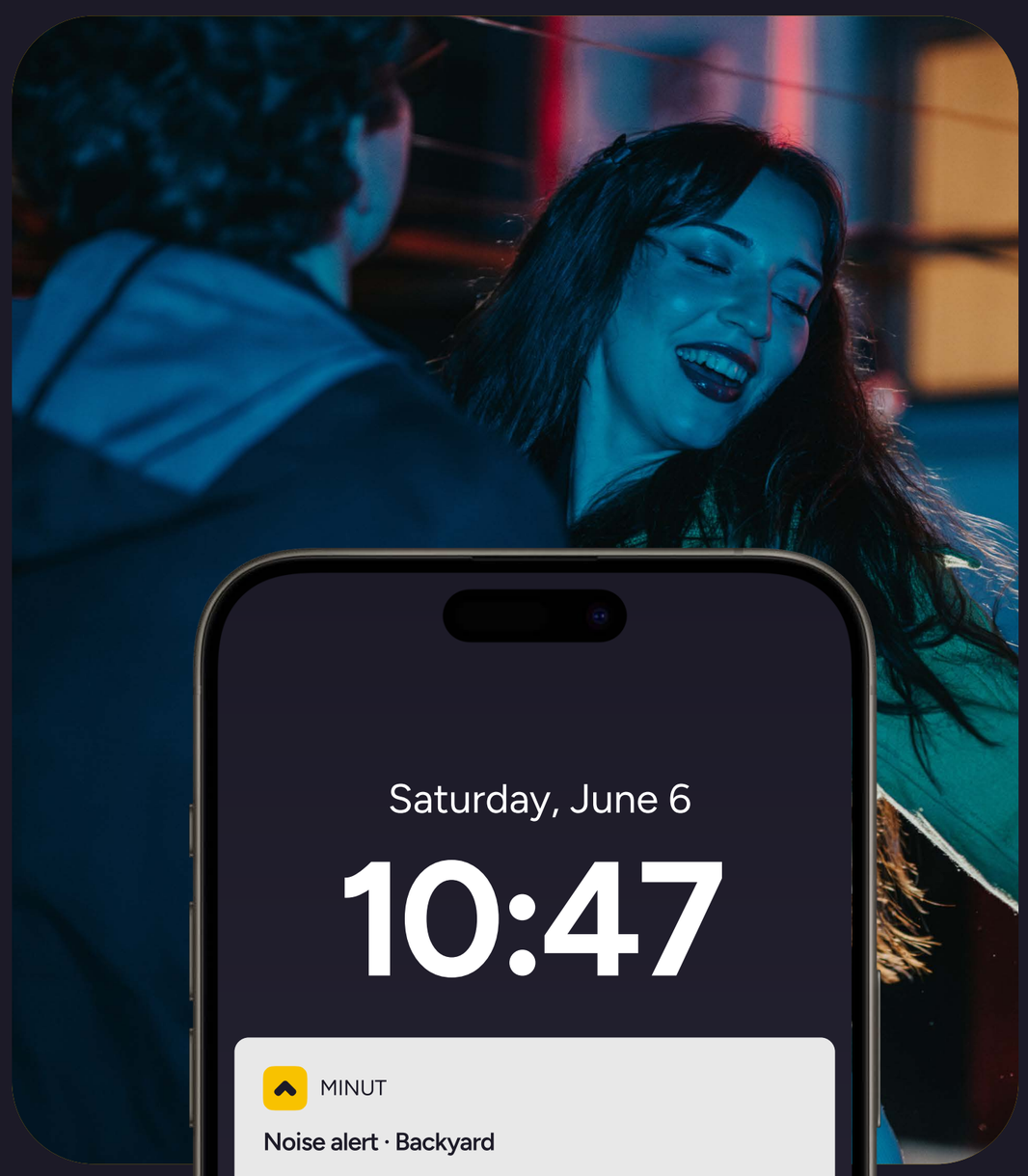
Case Study

Use Case #1

Catching noise issues before neighbors do



The challenge

With more than 70 properties, the hardest thing is knowing what's happening in the evenings and on weekends, when the team isn’t on site. A noise issue left unchecked puts neighbor relationships at risk, along with the trust of the homeowners whose properties the team protects.

“Before monitoring, we often wouldn't know about a noise issue until a neighbor complained. By then, the situation could have already escalated. Minut has definitely helped us catch noise issues before they turn into neighbor complaints. Usually a quick message or call to the guest does the trick!”

Ryan Leake
Operating Partner at Five Star Vacation Home Rentals

The solution

The team uses Minut's noise monitoring across the portfolio, with a focus on outdoor noise and quiet-hours enforcement at its group homes. When noise levels rise, Minut alerts the team in real time. Minut can send an automated guest message or staff can contact the guest directly, and that's usually enough to settle things down.

The results

Proactive
noise alerts before neighbor complaints

Quiet hours
enforced at larger group homes

Stronger
relationships with neighbors and homeowners

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Case Study

Use Case #2

Scaling with systems, not headcount



The challenge

At 10 properties, a lot can be managed by hand. But at 70+, that's impossible. Five Star's goal is to keep growing without adding employees at the same rate and not sacrificing the guest and homeowner experience. With a mix of on-site and remote staff, the team needed to stay informed about every property without physically being there.

> “Scaling is all about systems. Our goal is to grow without needing to add employees at the same rate or sacrifice service quality. When you're managing more than 70 properties, you can't be at every home. Adding another 15–20 properties without monitoring would create unnecessary risk and additional work for our team. Minut makes it possible to grow the portfolio without putting extra burden on staff or affecting the level of service that we offer.”

Ryan Leake
Operating Partner at Five Star Vacation Home Rentals

The solution

Minut sits alongside OwnerRez, Breezeway, PriceLabs and the rest of Five Star's tech stack as a dedicated property monitoring layer. The company has looked at other options but chose Minut for its simplicity and reliability. Automated monitoring means the team only acts when something needs attention, wherever they're working from.

The results

Confidence
to add 15–20 more homes to the portfolio

Peace of mind
for the team and homeowners

Less on-site
checking for a mixed local and remote team

MINUT × FIVE STAR Vacation Home Rentals

Case Study

Future planning

Five Star plans to keep growing its Austin and San Antonio portfolio, with Minut covering every new property, helping the team stay proactive as it protects valuable homes and keeps good relationships with neighbors.

"Peace of mind for our team and homeowners is the biggest benefit. Minut helps us be proactive rather than reactive."

— Ryan Leake, Operating Partner, Five Star Vacation Home Rentals

Want to learn more?

Minut gives enterprise property teams the clarity and control they need to stay ahead of risk, standardize operations, and deliver safer, more seamless guest and resident experiences.



Book a demo with our team

www.minut.com