

# I S N O K H C O L L E C T I O N

## **Boutique Short-Term Rental Management**

**Discreet, full-service short-term rental management for high-quality Calgary properties.**

**A private management service for owners who value discretion, consistency, and long-term performance.**

## WHO WE WORK WITH

Designed for Owners Who Value Peace of Mind

Isnokh Collection partners with a select group of property owners who view short-term rentals as long-term assets — not side projects.

We are intentionally not a volume-based management company.

Our clients value structured operations, professional oversight, and predictable execution.

Our clients typically include:

- Out-of-province owners who require trusted local oversight
- Busy professionals who value time, discretion, and consistency
- Builders and investors operating furnished properties
- Owners with 1–10 short-term rental units seeking portfolio-level management

We intentionally manage a limited number of homes to maintain operational standards, consistency, and accountability across every property.

If you are seeking a hands-off, professionally managed experience with clear standards and control — we may be a fit.

## OUR PHILOSOPHY

Hospitality Is Operational Excellence

Successful short-term rentals are not accidental.

They are the result of systems, discipline, and clearly defined operational standards.

Our approach is built on repeatable processes — not reactive decision-making.

Every decision we make is guided by three priorities:

- Protecting the physical condition and long-term value of your property
- Delivering a refined, consistent guest experience
- Optimizing revenue without compromising quality, control, or discretion

Our role is to remove friction from ownership — managing the details quietly, proactively, and professionally.

Owners remain informed, never overwhelmed.

## WHAT WE MANAGE

### Full-Service Short-Term Rental Management

We oversee all operational aspects required to run a high-performing, professionally presented short-term rental.

#### Guest Operations

- Guest communication and screening
- All guest interactions are handled professionally, with expectations clearly set before arrival and throughout the stay
- Screening protocols are in place to protect the property and minimize risk

#### Housekeeping & Presentation

- Professional cleaning coordination
- Trusted cleaning teams operate using standardized checklists to ensure consistent quality, presentation, and early identification of maintenance issues

#### Inventory & Property Readiness

- Inventory and restocking systems
- Consumables and household essentials are monitored and replenished systematically to ensure every stay meets presentation standards

## Revenue & Performance

- Pricing and calendar optimization
- Rates and availability are actively managed to reflect seasonality, demand, and market conditions — balancing occupancy with revenue quality

## Maintenance & Asset Protection

- Maintenance and issue resolution
- Minor issues are addressed promptly; larger concerns are escalated with transparency, recommendations, and owner approval when required

## Damage Claims

- Damage claims handling
- Documentation and claims are managed efficiently to minimize owner involvement and recover costs where applicable

## Reporting

- Monthly performance reporting
- Owners receive clear, concise reporting focused on performance, trends, and notable updates — not unnecessary data

## OUR ADVANTAGE

### In-House Visual & Listing Optimization

Unlike most co-hosts, Isnokh Collection provides professional interior and listing photography in-house.

This ensures each property is positioned correctly from the outset — visually aligned with its target guest, price point, and market expectations.

This approach supports:

- Stronger first impressions
- Higher-quality guest inquiries
- Improved conversion and long-term listing performance

This level of control allows us to protect brand perception, pricing integrity, and guest quality over time.

Listings are treated as assets — not advertisements.

## THE OWNER EXPERIENCE

### Hands-Off Ownership

Our management model is designed to remove daily involvement while maintaining clarity, oversight, and control.

We operate quietly in the background, handling complexity so ownership feels simple.

Owners can expect:

- A single, consistent point of contact
- Clear communication and structured reporting
- No direct guest involvement or interruptions

Operations are managed discreetly — so ownership feels effortless, not distant.

## MANAGEMENT STRUCTURE

### Engagement

Our pricing reflects the level of oversight, discretion, and operational responsibility we assume.

- Standard Management: 15%
- Multi-Unit Portfolios: Custom

Pricing reflects scope, complexity, and scale.

Details are discussed privately to ensure alignment.

## **NEXT STEPS**

We accept a limited number of properties each quarter to preserve service quality and operational standards.

Initial conversations are exploratory and focused on fit.

Isnokh Collection

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