



Onboarding Next Steps

Congrats, and welcome to GoodNight Stay. We are excited to have you as an owner!

To ensure a smooth onboarding process, we kindly ask you to read and complete the steps listed below. GoodNight Stay will not be able to list your home until these items are completed.

Owner Portal Information:

The Owner Success Management (**OSM**) team is your go-to contact for all things related to your home. If you have just signed your agreement, the OSM team will be reaching out via email to introduce themselves shortly. In the meantime, feel free to get a head start on the onboarding process!

Access to your Owners Portal will be sent to your *primary* email. Please note that our system only allows one email for the login, and this login will have to be shared if there are multiple owners. Please be on the lookout for an email from **noreply@owners-portal.com** or **noreply=owners-portal.com@guesty.com**, and make sure to check your junk/spam folder as well.

GNS recommends downloading the **Owners by Guesty** app if you have an Apple or Android device. It follows the same process as shown above, just on your mobile phone. Don't have room for apps? Access the Owner Portal on the desktop version [here](#).



Few things to note:

- * The Owners Portal access will be limited until your home is officially "live" on all platforms.
- * For any questions on completing the steps listed below, please contact the OSM team.

ONBOARDING NEXT STEPS

Permits

By law, most short-term rentals require a permit. GNS will secure the permit at the owner's expense & **the owner will be responsible for all fees associated** with obtaining the permit.

Please provide your **email** and send all required documents to the OSM team. Feel free to reach out with any questions.

Once the permit has been approved, the owner will be provided a link to pay for its activation. The approval process can vary depending on Metro's schedule.

Once submitted, this process can range from 3 to 4 weeks.

Step 1: View Full Permit Process [HERE](#)

- ☐ Chain of Ownership - Deed
- ☐ Proof of Liability Insurance - min. of \$1Million
- ☐ [Affidavit For STR](#) - Notarized
- ☐ HOA & Contact Information - even if no HOA
- ☐ Email required documents to the OSM team

Owner Questionnaire

Please fill out the linked Owner Questionnaire **as soon as possible**. The more information GNS has upfront helps not only speed up the onboarding process, but sets your home up for success!

Download the Questionnaire on a computer, and the document will be fillable. Please SAVE your changes before sending.

Step 2: Complete [Owner Questionnaire](#)

- ☐ Save Questionnaire to computer
- ☐ Fill out by typing into document
- ☐ Re-save Questionnaire with edits
- ☐ Return Questionnaire to OSM team & CC owners@goodnightstay.com
onboarding@goodnightstay.com

Owner Deposit & Technology

GNS will install our proprietary smart lock & hub on all homes to ensure safety & security. **This is a required item.**

GNS requires a deposit to cover tech and onboarding costs as outlined in your PMA. Additional tech items can be requested; please see the full list of optional additional tech items [HERE](#). Please connect with the OSM team on how to make a payment.

Step 3: Owner Deposit & [Technology](#)

- ☐ Email OSM team requesting required tech installation, as well as any additional tech items
 - ☐ Follow steps provided by OSM team to submit deposit
- *Once payment is confirmed, GNS will install lock & hub and any other additional tech items*

Home Inventory Checklist

Ensure your home has **ALL** the supplies needed for a guest stay.

Ensure utilities are set up with recurring payments. It is the owner's responsibility to establish this under their name.

GNS also requires all TVs to have streaming capabilities.

Step 4: [Home Inventory Checklist](#)

- ☐ Ensure home has required supplies
- ☐ Confirm utilities are under the owner
- ☐ Ensure TVs have streaming capabilities

**Once all steps are completed, connect with the OSM team to confirm there is no other outstanding information.*

When can we get photos of my home?

Who pays for photos, and do we need photos taken if I have my own to supply?

Photos of your home will be scheduled once the GNS Marketing team has approval from our Operations team. While the Onboarding team completes an initial pre-onboarding inspection, the Operations team conducts a full inspection to ensure the home is photo-ready. This includes confirming the home and outdoor spaces are fully cleaned, all miscellaneous owner items have been removed, renovation projects are complete, beds are fully made with linens, and all guest supplies are in place for the shoot. Once approved, the Onboarding team will coordinate with the photographer and work around existing reservations to schedule the session.

As for the cost of photography, **GNS will cover the costs of photos as a part of the onboarding process.** If owners would like to provide their own photos, please notify the OSM team. All owner-provided photos must be approved by the GNS team, and a photography release form must be signed prior to use. Please note that our goal is to position your home in the best possible light, and professional GNS photography is designed to help your listing stand out from competitors while providing guests with a high-quality and accurate representation of the property. We encourage owners to trust the GNS team throughout this process.

If you would like to add twilight photography or additional custom shots, these can be arranged at an additional cost to the owner. Pricing will vary depending on the requested services.

Now that I have completed my onboarding steps, when will my home be live?

Once the above steps are completed, the GNS team will be able to move forward with the following processes:

- **Photos:** Turnaround times typically range from 3–8 days, depending on scheduling availability and the photographer's editing timeline.
- **Inventory & Inspection:** Our Operations team will complete a final inventory and inspection to ensure all required guest supplies are in place and the home is clean, organized, and ready for its first guest.
- **Final Listing Preparation:** The GNS team will then finalize all listing details, including your home's creative name, property description, local attractions, amenity list, house rules, SEO optimization, dynamic pricing strategy based on market trends, distribution across marketing platforms, and guest communication templates. Depending on onboarding demand, this process may take several business days to complete. Once finalized, you will receive an email confirming that your home is officially live.

*Please note that if updates or changes need to be made after the listing goes live, we ask that all requests be consolidated into a single email thread. Please allow up to 2 business days for the Onboarding team to complete requested updates.

How is my home priced?

Your home is priced by our Revenue Management team, who follows a dynamic pricing model. If you would like a complete rundown of this process, please click the link for the document [“How is my Home Priced?”](#) or watch this YouTube video [here](#). If you have specific requests, such as a minimum length of stay or nightly rate, please let the OSM team know, and they will inform our Revenue Management team.

How do I access my Owner Portal?

A link to set up your Owner Portal will be sent to your primary email once your home has officially been signed with GNS. Please be sure to check your junk/spam folder; the email will be coming from our system and not a staff member directly. Once you create your log-in, please share your log-in with any additional owners who will need it. Please note, your Owner Portal will have limited access at first. Once your home is officially live, your Owner Portal will have full access, allowing you to view all reservations, associated funds, and to select dates for when you would like to use the home yourself. GNS recommends for easy use to download the Owner By Guesty app for Apple and Android devices. The link to download can be found on the cover page of this document. Don't have room for apps? Access the Owner Portal on the desktop version [here](#).

How do I receive payments?

Log in to your Owner Portal, and at the top there will be a banner with a link to input your banking information. When your account is set up, all payments moving forward will be sent directly to your account.

When will I get my first booking?

Each home enters the market differently, and the more “wow” factor your property has, the more attention it will attract. In a saturated market, standing out is essential. Along with several other factors, there is no guarantee of immediate bookings. We strongly encourage owners to trust the proven process, allow time for the listing to gain traction, and be receptive to recommendations that help maximize performance and long-term success.

Can I be completely hands off after onboarding?

The short answer is, not entirely. Goodnight Stay is a *partnership* with the owner on behalf of their home. The OSM team will keep you up to date on anything affecting your home that may need your attention. GNS may need authorization from owners on items such as damage, repairs, etc. before and shortly after onboarding to set up the property for success.

Can I freely utilize my home while it is live on platforms?

Yes, we are happy when owners visit their homes! We just require you, the owner, to put a block on the home whenever you plan on visiting. This allows us to ensure the home is ready post departure for the next guest, as well as not have any overlap from owners to guests or service providers. Goodnight Stay does require a minimum of 9 months of bookable nights per year. Please refer to your PMA for the amount of bookable nights required. **Please note, owners will have to pay a cleaning fee for each personal stay.**

Can I leave items in the home while it's being rented?

We encourage owners to remove all personal items from the home, as if they are accessible to guests, Goodnight Stay cannot be liable for inventory or replacement. If items must be left, please have them in a locked storage place. Please note, GNS will not be responsible for these items.

Does my home need a design refresh?

Want your vacation rental to stand out, and need design assistance? Our in-house design team, Alpha Interiors, offers flexible design packages, and owners typically see an average 25% increase in revenue after a redesign. Visit their website to learn more: AlphaInteriors.co

Please don't hesitate to reach out if you have any other questions, thank you!

owners@goodnightstay.com

