

# Onboarding Process

## 1. Terms and conditions

You need to review these, sign and return them to us before we move on

- i. NFE Terms of Business
- ii. NFE Agency Agreement Details

**2.** You need to get your house guest ready - we can help you with a guide for inventory and will let you know what we think would be a great USP so you can deliver that too. We want your property to sell all year round and bring you the best return possible so it's vital to meet our requirements.

**3.** Whilst you are getting your house ready, it is important to put in place your operational team - cleaners/property manager/accountants. You'll also need health/safety/insurances in place. We have a safety guide for you to read to help you on this journey.

**4.** Only when your house is 100% ready for guests can we come and inspect it to arrange a photoshoot and start our process of getting it ready to market.

**5.** On the photoshoot day, we will need the house clean, tidy and set up as it will be let out to in order to take photos and shoot the 3D video tour. We have a guidance sheet to help you plan this and know when you're ready.

- Our team will liaise with you regarding the date.
- All our team will also visit the house so they can sell it better having seen it. We will also need to sit down with you to go through the details including where fuse boxes are through to WiFi codes and more.

## 6. Marketing information

- We will gather all the marketing information we require
  - i. Written copy
  - ii. Detailed inventory for the website
- Once collated and written, we will send to you for final agreement. It is vital that you check this as any details about your property not correct will mean you are in breach of your contract with a guest.

## 7. Final sign off

- Website to go live and reproduce to third party websites.
- Please do not expect a booking the day your house goes live...sometimes it takes up to 4 weeks to get the marketing take off!

## 8. Your booking system login

- Once your property is set up on our system we will give you a login and password to access the system. From here you can review your booking information including numbers of guests and any booking specifics like bed set up or baby equipment requirement. You will also get email notifications of new and upcoming bookings.
- You can also block out dates or book in 'owner bookings' when you want to use your property for friends/family.
- We will also create a Whats App group for you to use to communicate with us - this should include your PM as well so they are in on our comms.

