



Lage Real Estate  
306 N 5th Street  
Saint Charles, Mo. 63301

Welcome to Lage Real Estate Property Management and thank you for trusting us with your home! Our number one goal is to provide the best experience possible for the guests. “Happy Guests, Happy Life., Healthy Payout.” Our team is responsible for generating reservations, for ensuring guest’s reservations balances are paid in full prior to arrival, check-in & check-out instructions are given, and being available for guests' concerns and needs 24 hours a day, 7 days a week, 365 days a year. Additionally, we are coordinating any tasks needed or requested by the guests, collecting any additional fees, and inspecting the units to make sure they are always held to our standard.

As we start the process to make your investment property a temporary home for potential guests, perhaps even yourself, we want to provide some guidelines and suggestions to ensure it is a great stay to guarantee guest satisfaction.

Initial\_\_\_\_ OWNER AND OWNER’S personal guests agree to observe the standard check-in (4pm) and checkout (10am) times unless otherwise communicated to our Reservations team. Owners who create reservation blocks for their own “non-paying” guests should be sure to advise our team if the guest requires directions and check in instructions. We will assume that you are managing your guests’ arrival and departure and other details otherwise.

Initial\_\_\_\_If the OWNER would like to schedule a maintenance service to the property, (ex. roof repair) Management must be informed at least 3 weeks in advance of the scheduled task to block the unit from bookings or to make arrangements for any already reserved dates. We kindly ask if possible to schedule tasks during time slots where there are no reservations, or give enough notice to reserve the time needed otherwise.

Initial\_\_\_\_The OWNER may reserve a hall/basement/spare closet with a keypad lock or even a locked chest for personal items at the property. This storage would be in addition to the Cleaner’s Closet. To ensure consistent standards we refrain from having shared items at this time. ( ex. food, spices, personal blankets, children toys, etc) We do this to ensure quality control and to prevent any disturbance with your personal items. If there are such items left behind our housekeeping staff is instructed to dispose of all food items or take lost items to headquarters. Lage Property Management is not responsible for any items left behind.



Initial\_\_\_\_In the event an OWNER needs access to the property to retrieve an item during a stay, communication must be made with the Reservation Team to coordinate with the guest. An OWNER is to never enter the property while it is being occupied by a paying guest without consent of that paying guest.

Initial\_\_\_\_Before we go live with the property, the property will be inspected for rental readiness. Additional items may be needed to make the property rental ready. We will notify you, allowing you to make the necessary corrections or changes. Alternatively, our team can gather the required items. If you choose to have our team gather the items, the OWNER will be billed for the items plus a 10% fee.

Below is a standard list of the Minimum Items needed for a short term rental listing. We encourage Owners to have fun with their design of the unit, and to have it stocked as if you would want if you were staying there. Our goal and mission is for our guests to truly feel they are “at home.” (Here is a checklist for your convenience; [Order list External](#))

## Bedrooms

Comfortable Mattress  
Waterproof Mattress Protector  
Comfortable Pillows  
(4) sets of sheets per bed  
Television (additional rooms optional)  
Side Table (2 if space allowed)  
Adequate lighting  
Shades/Blinds/Curtains  
Dresser ( tray jack if space not allowed)  
Closet with hangers ( clothes rack if space not allowed)  
Clothes Hamper  
Body Mirror  
Tray for towels



Q: Why four sets of sheets?

A: To provide proper rotation. One set on the bed and one spare during the guest stay. Housekeeping is instructed to change out both sets each turn to ensure both sets of sheets are clean and they can rotate the four sets each turn.

Q: How do I know what mattress to buy?

A: Comfort & Quality is key and preferably king or queens. Targeting a broad audience, so even though you may love super firm or super soft it may not be popular amongst the masses. We will gladly share a link of a mattress we purchased from amazon for many of our units and we've received nothing but great reviews.

## Bathroom

Shampoo/Conditioner/BodyWash Containers or Dispensers

Storage for Supplies

Toilet Paper Holder

Hand Towel Holder

3pc Cotton Set Holder

Hair Dryer

4x Max Occupancy in towels

Q: How do I know what shower dispenser or containers to get?

A: We have a standard that we use, and can provide the link below. However if you come across something similar that you like- feel free to purchase. Must have 3 dispensers or containers.

Q: Why 4x the max occupancy for towels needed?

A: Our standard is to provide two bath towels, one hand/face towel, and one washcloth per max occupancy within the unit. In addition to a few sets in storage, and a few sets to be rotated in laundry.

Q: What is a cotton set holder and why do I need one?

A: Our standard is to provide a starting amount of cotton swabs, cotton balls, and cotton pads. Below is a link of a standard set we own, but if you wish to have something else similar you are welcome to!



## Kitchen

Dish and Utensil Set for max occupancy x2.5

Pint glasses, wine glasses, and coffee mugs for max occupancy

Pot & Pan Set with lids. (If the unit is a home set for occupancy 8 or more. Large Pots & Pans will be required.)

Basic Cooking Utensil Set

Steak Knife Set

Paper Towel Holder

Keurig coffee maker

Coffee Pod Holder

Mixing bowls

Measuring cups

Cookie Sheets

Oven Mitts

Pizza Pan

Pizza Slicer

Colander

Can Opener

Wine Key

Microwave

Toaster

Ice Trays

Containers for sugar & creamer packets

Q: Why a keurig? Can I have a drip coffee pot instead?

A: To give the guests the best experience, we do provide coffee, sugar, and creamer packets. To provide quality control across the board and prevent dirty/breaking pots we require a Keurig coffee machine. If you wish to have another coffee maker in addition to a Keurig you may do so, but we will not be able to offer inventory support for owner elective items.

Q: Why 2.5 the max occupancy in silverware?

A: A high point of interest in reserving a home vs. a hotel is the luxury of being able to cook and eat at the residence. In the event the home is fully occupied at max occupancy, we want the guest to be able to enjoy their next meal while on vacation without having to hand wash or run the dishwasher every time.



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Q: Can I have other appliances available in the kitchen like a blender or tea kettle?

A: Absolutely! We even encourage it to bring a more “at home” experience to the guest. Please note, if the appliance does not function properly during their stay it could result in a maintenance charge or a charge of replacing.

Q: If I have an ice maker in the freezer, am I required to provide ice trays?

A: Yes, just like stated above appliances ( especially ice makers) can be stubborn. This ensures ice can always be readily available.

Q: Does it matter if the steak knife set is one for the counter or not?

A: It does not, if you don't have the counter space to do so, a nice drawer set would do just fine.

## Miscellaneous

Fire Extinguisher

First Aid Kit

Fire Alarms

Carbon Monoxide Alarms

Iron

Iron Board

Vacuum

Swiffer

Locked Storage for Supplies

Schlage Encode Smart Wi-Fi Deadbolt

Q: Does it matter what kind of vacuum?

A: If the vacuum is of quality to perform a 5 star clean, then it does not matter the brand. Housekeeping kindly requests that it be lightweight to facilitate easier movement up and down stairs and maneuvers well around furniture and various surfaces.



STAY LAGE PROPERTY MANAGEMENT  
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Stay Local, Stay Lage