



Durango Red Cliff Properties, LLC
97 Orchard Lane Durango, CO 81301
970-799-4673
redcliffrentals@gmail.com
www.durangoredcliffproperties.com

WELCOME

Thank you for choosing Durango Red Cliff Properties. We are dedicated to delivering personalized care for your home. As a local, family owned and operated company, we are very in-touch as we experience daily what makes Durango one of the most beautiful spots for vacationers year-round. We love what we do and take pride in the fact that it is our personal goal to provide each client and guest with the highest level of personal care and attention. We wish you to be successful and feel good about your decision to rent your home. Durango Red Cliff Properties offers you solid peace of mind that your home will be well cared for. We would like to extend our appreciation once again for trusting our family to represent your beautiful home.

COMPANY HISTORY

Kevin and Gwen Buscher have lived in the Durango area since 1979 and are the primary owners of Durango Red Cliff Properties. Their dream to own and run their business was born out of the great desire to provide excellence in hospitality within the beauty of the Durango area, which they call their Camelot.

Kevin has a BS in Education and a Masters in Counseling. He has always had a passion for designing and working with wood, which he has developed and is now a master in this trade. With a great love for people Kevin has ventured out and enjoyed teaching building and trades in the Durango area for the past several years. He now builds high-end custom designed furniture that can be seen all around Durango. His experience in construction, plumbing, electrical, and mechanical work aid in diagnosing problems that may come up with individual home needs. Kevin is available to both owners and guests 24 hours a day, seven days a week.

Gwen's natural talent and specialized training from the Scottsdale School of Design has helped launch her successful Interior Design business, Classic Interiors. Since 1988 she has been one of Durango's most sought out designers. Gwen is known for working in Project Management for both residential and commercial building from the blue prints up. Her creative eye and talent for special design and interiors helps make each vacation home both functional as well as appealing for potential guests. Gwen manages the Head of Housekeeping and is a liaison for both homeowners and guests.

Jenna Byers has loved living and raising her family in Durango. She has been a core part of the Durango Red Cliff Properties family since its start. Jenna has a degree in Hospitality Management from the Lé Cordon Bleu School in Portland, Oregon.

Jenna is the Director of Operations overseeing reservations, rental scheduling, and bookkeeping. She is available to each owner and guest by e-mail.

There are many more members to our family, and each brings a unique skill set to the business to aid in creating the best of what professional property management can offer to both owners and guests alike.

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CONTACT INFORMATION

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Jenna Byers

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Bookkeeping

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SUGGESTED STANDARD FURNISHINGS AND AMENITIES

Kitchen

Were you aware that many guests choose their vacation rental based off a well-stocked kitchen? For this reason, we recommend that your kitchen be fully stocked to provide your vacationing guests with the ideal setup to serve memorable meals in your home.

It is best to have full, complete sets for all dishware, silverware, glasses, and mugs. Keep in mind the number of guests your home sleeps and make sure you have adequate settings, plus a few extra. Items marked with an (*) are suggestions that prior guests have mentioned they appreciated to have had the use of.

1 1/2 Quart Covered Sauce Pan	Coffee Maker	Baking or Casserole Dish
3 Quart Covered Sauce Pan	Coffee Grinder	Roasting Pan
8 Quart Covered Stock Pot	Toaster	Cookie Sheets
4 Quart Sauté Pan	Microwave	Pizza Pan
10" Skillet	Water Glasses	Serving Platters
8" Skillet	Wine Glasses	Mixing Bowls
Ladles	Bottle/Wine Opener	Electric Mixer & Blender
Potato Peeler	Coffee Mugs	Crock Pot
Oven Gloves & Pot Holders	Large Dinner Plates	Blender
Cutting Boards	Cereal Bowls	Pitchers
Strainer	Can Opener	* Waffle Iron
Knife Sharpener	Spatulas	* Griddle
Steak Knives	Mixing Spoons	Dish Drainer
Silverware	Potato Masher	Kitchen Towel Sets
Cheese Grater	Plastic/Glass Containers	Paper Towel Holder



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Bedrooms

This list is recommended **Per Room**. When choosing bedding keep in mind comfort and think seasonally. For the Winter season flannel sheets make a nice touch and are very inviting. For the Spring and Summer seasons Egyptian cotton sheets are very soft and cool in hotter weather. When it comes to color and pattern choices try to select soothing colors that match the style and mood of the room. You can never go wrong with white, it is fresh & clean, but if you decide to choose colors again, go for soft colors and keep patterns to a minimum.

2 Sets of Matching Sheets	2 Pillows for Each Bed + Shams
1 Comforter or Duvet Cover	1 or More Accent Pillows
1 Blanket	1 Mattress Pad

Bathrooms

This list is recommended **Per Bathroom**. When selecting bath amenities again keep your guest's comfort in mind. We are not all created equal, so remember this when choosing towel sizes. Bath Sheets are a new trend providing luxurious oversized coverage (40"x70") that any guest will appreciate. Color and material are important here too, think softness and again match the style of your decor.

2 Sets of Bath Towels	2 Bath Mats
Towel Holder or Hook for Each Guest	Container for Makeup Washcloths
Hair Dryer	Plunger
Toilet Brush	2 Sets of Hand Towels

Child Friendly Homes

The following are suggestions and are not required, but greatly increase the rentability of your home and help meet overall guest satisfaction. Items marked with an (*) are suggestions that prior guests have mentioned they appreciated to have had the use of.

*Pack-n-Play or Portable Crib	*High Chair
Baby Gate for Each Set of Steps (Liability)	Crib Mattress Protector and Sheets
Child Friendly Books, Toys Games, and Movies	Set of Children's Dinnerware

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Outdoor / Other

Outdoor and Other recommended items are sometime forgotten or overlooked. Items marked with (*) are absolutely required. This list below provides items that can provide that extra touch making guests feel they have all their needs met.

Outdoor Grill (Gas Preferred)	* Current Fire Extinguisher & Working Smoke Detectors
Grill Brush / Tools	* Working Carbon Monoxide Detectors
2 Propane Tanks for Gas Grills	* Extra Light Bulbs for all Fixtures in Home
Wood / Matches / Lighters for Fireplaces	* Flashlight for Each Bedroom & Kitchen
Vacuum Cleaner (Extra Bags If Applicable)	* First Aid Kit
Broom & Dust Pan	Small Sewing Kit
Mop & Bucket	Step Stool & 8' Ladder
Garage Broom (If Applicable)	Snow Shovel
Iron & Iron Board	Roof Rake (Optional)
Hose for Hot Tub & Landscaping (Optional)	Snow Saucers or Sleds (Optional)
Outdoor Dining/Seating	Gas Fire Pit – Wood fires are not allowed

Gaming & Entertainment

The following are suggestions and are not required, but greatly increase the rentability of your home and help meet overall guest satisfaction.

HD Flat Panel T.V.(s)	DVD or Blu-Ray Player
Board Games	Movies
Gaming Systems (Wii, Xbox, PlayStation)	Ping-Pong, Foosball, or Other Game Table
Alexa System or Stereo System	Horseshoes, Cornhole, or Bocce Ball

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Pet-Friendly Homes

Did you know that 75% of vacationers own a furry friend? Allowing pets at your home will provide the opportunity to expand the number of potential guests and increase rental revenue. Guests are required sign our pet contract and pay an additional non-refundable deposit. We ask that all guests bring a crate, but if you can provide one it makes a nice amenity, so guests do not have to.

Doggie Disposal Bags	Designated Doggie Towels
Food & Water Dishes	Crate

Hot Tubs

We find that adding a hot tub to the home increases revenue and positive reviews. Hot tubs are one of the top three deciding factors that determine a guest's decision to book a home and it can generally increase returns between \$5,000 and \$10,000 each year.

Outdoor Dining

Let's face it, most guests come to Durango for the beauty of the outdoors. The weather nine months out of the year provides stunning outdoor living and so we recommend outdoor furniture with different configurations to fit the home for your guests to enjoy. Remember, the more your home has to offer, more memories are made to satisfied happy guests that want to return to your home again and again!

Required Amenities

Two required items all homes must have are T.V.'s and Internet. In today's world many of our guest are working or schooling remotely. Many travelers employ online resources to plan their vacations and many guests do look for T.V.'s in each bedroom in addition to the living room. If you need help to find a provider, please contact us and we can explore your cable and internet choices and possible bundling of services.

Properties on Water

If your property includes water access to a river, lake, pond, etc., we will send all guests an additional liability waiver outlining any possible risks.

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MAINTENANCE

We have resources with the best contractors and subcontractors that Durango has to offer. They are reliable, trustworthy, and will handle any repairs or changes to the property with the utmost of care.

HOUSEKEEPING

Housekeeping excellence is a top priority for Red Cliff Properties, and we wish you to have sound peace of mind that we stand by our commitment to cleanliness. We guarantee that your vacation rental will be clean and safe upon each guest's arrival and we guarantee that our professionally trained and certified housekeeping team and inspectors are dedicated to making sure your home is comfortable for all your guests.

- We have a highly trained professional staff to help keep your home in top working order.
- We assign an exclusive cleaner that is designated for your property. They will know your home well and know exactly when damages occur.
- We make sure that each property is cleaned within 24 hours of a guests stay.
- We thoroughly check the home before and after each visit.
- We provide a checklist tailored to your home that each cleaner follows along with strict policies of how your home is to be cleaned and cared for.
- We take pride in our housekeepers and hold bi-annual training sessions to aid in keeping up to date with the best hospitality guidelines.
- We provide optional spring and fall cleans where we “Q-tip clean” and polish each property so that we are ready for each new season. We have a defined list that the cleaners follow for these cleans.
- We assess what specific items need to be addressed and proceed with the deep clean from there. Professional window washing, screens, carpet cleaning, cabinets, and floors, etc. are added if needed.

PROPERTY CHECKS

During months that your property is not being rented you may choose how often you would like a property inspection. Please see our contract for more details.

Exterior Check Includes

- Winter: Snow, Ice Dams, Rodents, Water, Windows, Screens, Doors, Setting Markers for Winter Plowing, Water Softener, Locks, Wood Supply for Fireplaces
- Summer: Sprinkler System, Landscaping, Exterior of Home, Roof, Rodents, Water Softener, Locks, Wood Supply for Fireplaces

Interior Check Includes

- Heat, Water, Rodents, Toilets, Sinks, Overall Details of The Home

If anything is in question, we will both call and e-mail you with our concerns and suggestions for the best solutions.

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LODGING TAXES AND OWNER PAYMENTS

Durango Red Cliff Properties will collect applicable taxes from rental customers, file appropriate county and state returns, and make all lodging tax payments on your behalf. Property owners will receive the following:

- At the close of each month, we send a statement of rents with income payment, typically no later than a week after the month closes. We offer paper statements and checks mailed to your address or emailed statements and direct deposit payments straight to your bank account.
- At the end of each fiscal year, a 1099 form will be sent to the address on file.

SUPPLY LIST

Both in the Spring and Fall we take inventory of products that need to be purchased for the coming season. We will provide you with this list and with your approval we will purchase and re-stock your home. Items include:

Sponges	Hand Soap	Batteries: AAA/AA/9V
Liquid Dish Soap	Shampoo	BBQ Brush
Dishwasher Detergent	Cream Rinse	Light Bulbs
Garbage Bags	Lotion	Coffee
Jet Dry	Makeup Washcloths	Sugar
Lemi Shine	Kleenex	Spice Rack (Optional)
Paper Towels	Windex	Ink Pens
Laundry Softener	Toilet Bowl Cleaner	Note Pads
Laundry Soap	Water Softener Salt	Linens and Towels as needed

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PEAK SEASONS

Want to **MAXIMIZE** your rental revenue potential? Here's how! Durango's designated peak seasons listed below are when we see the highest volume of rentals. If you are able to leave these dates open for your guests, it will greatly maximize your rental revenue potential.

- Christmas & New Years - Approximately December 17th to January 6th
- Martin Luther King Weekend - January
- Presidents Day Weekend - February
- Spring Break - Approximately March 4th to 24th
- Memorial Day Weekend - Last week in May
- July - Especially July 3rd to 6th

PERSONAL/FAMILY & FRIEND USE

To make personal reservations or reservations for family and friends, we simply ask that you email us at redcliffrentals@gmail.com. Please provide your arrival and departure date and times. If the dates are for family or friends, please provide a contact name and number. Some owners choose to let family and friends stay at no charge, others just charge the exit cleaning fee, and others will offer a discounted rate. We leave that choice up to you and will work with you on whatever you decide is best for each stay.

OWNER & GUEST SERVICES

Red Cliff Properties is excited to offer a variety of personal concierge services for both homeowners and guests alike. Services include:

- Grocery Shopping & Stocking Home
- In-Home Catering
- Meal Delivery
- Transportation and Airport Runs

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WEBSITE & ADVERTISING

At Red Cliff Properties it is a high priority of ours to provide our homeowners easy access to their home via our website. You can easily check the availability of your home via the website calendar and glance through to see future reserved dates.

Guests will find it a seamless process as they scan through our gallery of individual property listings that provide in-depth and detailed information about each of our homes. In addition, we provide a variety of links to help guests find area information and additional services.

To best represent your home Red Cliff provides

- A complimentary design consultation
- Photo shoot for our website and advertising
- Photo inventory of home available upon request

Let's face it, exposure is what gets your home noticed and booked. At Red Cliff Properties we take advantage of advertising to highlight your home on a variety of sites and bring as much exposure your way as possible. We are always on the lookout for current trends and adding new sites all the time.

Some of our advertising sites include:

- VRBO/HomeAway and their large range of affiliates
- Airbnb
- Trip Advisor
- Facebook, Twitter, Social Media
- Local Tourism sites like visitdurango.org, durango.org, godurango.com
- Colorado and New Mexico Travel Magazine

SECURITY DEPOSIT AND INSURANCE

In our effort to provide you with the best protection for your home, we are excited to announce that we have partnered with Safely, the industry leader in insurance and guest screening services for vacation rentals (see additional brochure). We also charge all guests a refundable security deposit in addition to the insurance policy they pay for. We feel this keeps guests more invested in taking care of our properties as they are committed to getting their refund returned. If damages do occur the insurance covers up to \$5,000 in property/content damage to repair or replace items needed.

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