



All About Evolve's Service Partners

What's it like to work with Evolve's service partners?

Evolve connects and communicates with vetted service partners.

We've created a large network of vetted service providers that have a proven track record of driving 5-star reviews by keeping your home clean and guest-ready

- We can connect you to cleaners and people who can serve as your Guest Contact to help with any needs during a guest's stay (answering questions, solving issues, providing instructions, etc)
- **78% of our partners are full service** and can handle everything from turnover service to light maintenance like snow removal to giving your guests an excellent experience by answering questions or needs during their stay
- If we don't have a vetted partner in your area, we'll attempt to source some options for you. If we can't find someone for you, we'll provide the guidance you need to find qualified people within your local network and community

Once you've chosen your partners, **we simplify communication** with them

- We notify cleaning partners when you have a new booking or any modifications to a booking (like a change in travel dates)
- Our Partner Account provides partners with a calendar of upcoming needs and makes it easy for them to send incident reports on your behalf if anything happens throughout a stay

You're in control of your crew.

- **You'll choose who you work with** from our vetted network or from your own community, then hire them for their services
 - You can also do the work yourself, and we'll give you the resources you need to make sure you can create excellent guest experiences
- **You'll pay them for their services** and negotiate the cost
 - We'll charge cleaning fees to your guests to cover the cost of your cleaning partner, but you'll be responsible for ensuring they're paid for their services
 - Additional Guest Contact services will be paid for out of your pocket
- **You'll create a relationship with your service providers** and ask for the care you need, when you need it
 - Outside of scheduled cleanings, you'll need to speak to your Guest Contact for any other specific requests



How does the Evolve partner network benefit me as an owner?

It keeps your management fees low since not every owner wants or needs the same level of service, and we can focus on tailoring your experience to exactly what you need

It gives you more flexibility to choose how much daily care you'd like to coordinate yourself and how much you'd like to outsource, as well as who you'd like to work with on a regular basis

You can trust that all of our partners are vetted to uphold a high standard of service and quality of care. We know how important cleanliness and on-site support can be to your reviews and profits, so we make sure you're working with professionals who understand the specific needs of vacation rentals and can create 5-star experiences

You're helping support small business owners in your local community who specialize in vacation rentals and helps them grow their business along with yours

Why is working with Evolve and their partners better than working with a local property manager?

We have some of the lowest management fees in the industry — starting at 10% — since we tailor the level of service to each individual owner and you only pay to work with the partners you need. Other property managers can charge much more because they make you pay for all of their services, even if you don't want or need them.

We give you more flexibility to choose how much daily care you'd like to take care of yourself and how much you'd like to outsource, as well as who you'd like to work with on a regular basis. Other property managers may not give you the opportunity to choose who is caring for your home, or may require that you use their team for all aspects of cleaning, maintenance, and customer care.

We don't require long-term contracts and have a Risk-Free Guarantee to make sure that if you aren't satisfied, you have no obligation to continue working with us. Many property managers require long-term contracts, so if their service providers fail to clean the property consistently and you get bad guest reviews as a result, for example, you may have to pay a penalty to leave their service — even if they failed to deliver.

We have a big-picture view of what's working in local and nationwide markets, so we can make sure our partners can keep up with standards that guests have come to expect



How are external service partners vetted by Evolve?

- We source and interview service providers nationwide to make sure they have in-depth experience with vacation rental care, including turnover service and experience working with guests, as well as a strong business framework, positive reviews, and provide professional, timely communication
- We run a Public Record Screening to make sure they don't have any felonies, bankruptcies, or other notable concerns
- They sign our Evolve terms and conditions that holds them to our high standards of care and conduct

Why aren't there any vetted service partners in my area?

We hold our service partners to high standards, which includes having experience with vacation rentals and understanding how to perform their work efficiently and effectively to get you the highest reviews and revenue. If someone does not meet these standards, we won't qualify them as a vetted Evolve partner.

Every market is different and has varying numbers of service providers in the area.

- Larger cities or very popular vacation markets may have lots of service providers who specialize in caring for vacation rentals, while somewhere like a rural town may have very few options or only have cleaners who don't necessarily qualify to be a part of our network.

Even if we don't have a vetted provider for you in our network, we will help you find the care you need.

- Our team will do our best to source providers in your area and will bring as many options to you as we can.
- If we don't find any options, we'll provide you with lots of resources to help you tap into your local network to find someone that works for your needs
 - Standards and processes we use to vet people
 - Cleaning checklists to hold your team accountable
- If you end up choosing a partner outside of our network, we'll work with them in the exact same way, including providing a Partner Account and coordinating cleanings
- If you know someone that you think would be a great fit as an Evolve partner, they can also [apply through our website](#).