



# Owner's Portal Guide

Mobile Version

# | Content

4	Log In
5	Choose Property
6	Dashboard
12	Income and Expenses
16	Reservations
18	Balance and Payouts
21	Known Issues
23	Help & Contact   <b>Owner's Stay Request</b>
26	Chat
30	Edit Account Details
31	Contact Us

# Welcome to the Owner's Portal User Manual!

This guide offers a **detailed overview** of our portal from **features** to **step-by-step instructions**, designed for **property owners, managers, and administrators**.

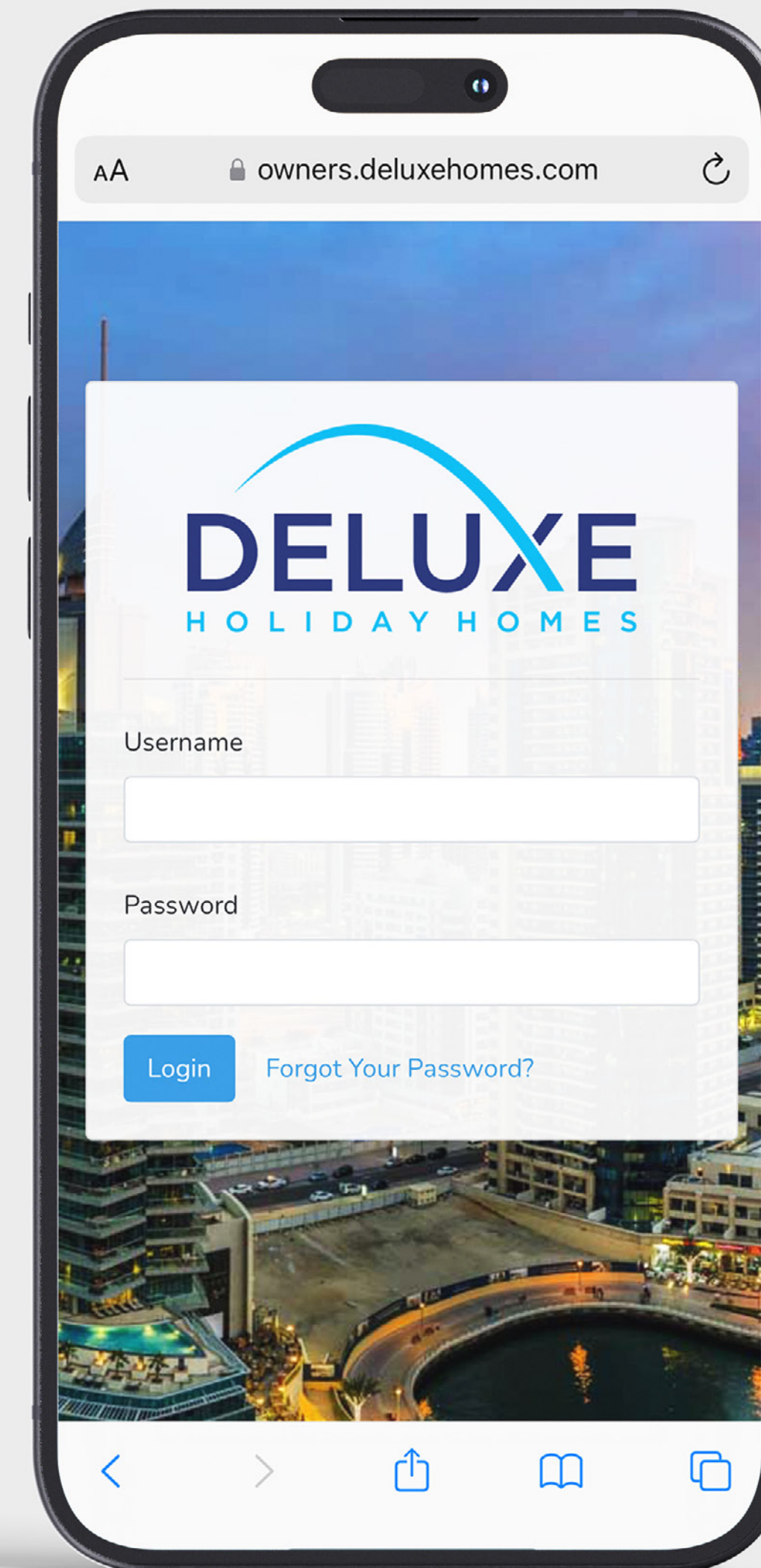
Let's dive in and explore the full capabilities of this powerful portal.

# | Log In

You can access your owner's portal with the **link provided in the email** once your portal is set up.

Use the login credentials provided in the **welcome email**.

Keep in mind that both the **username and password are case sensitive**.



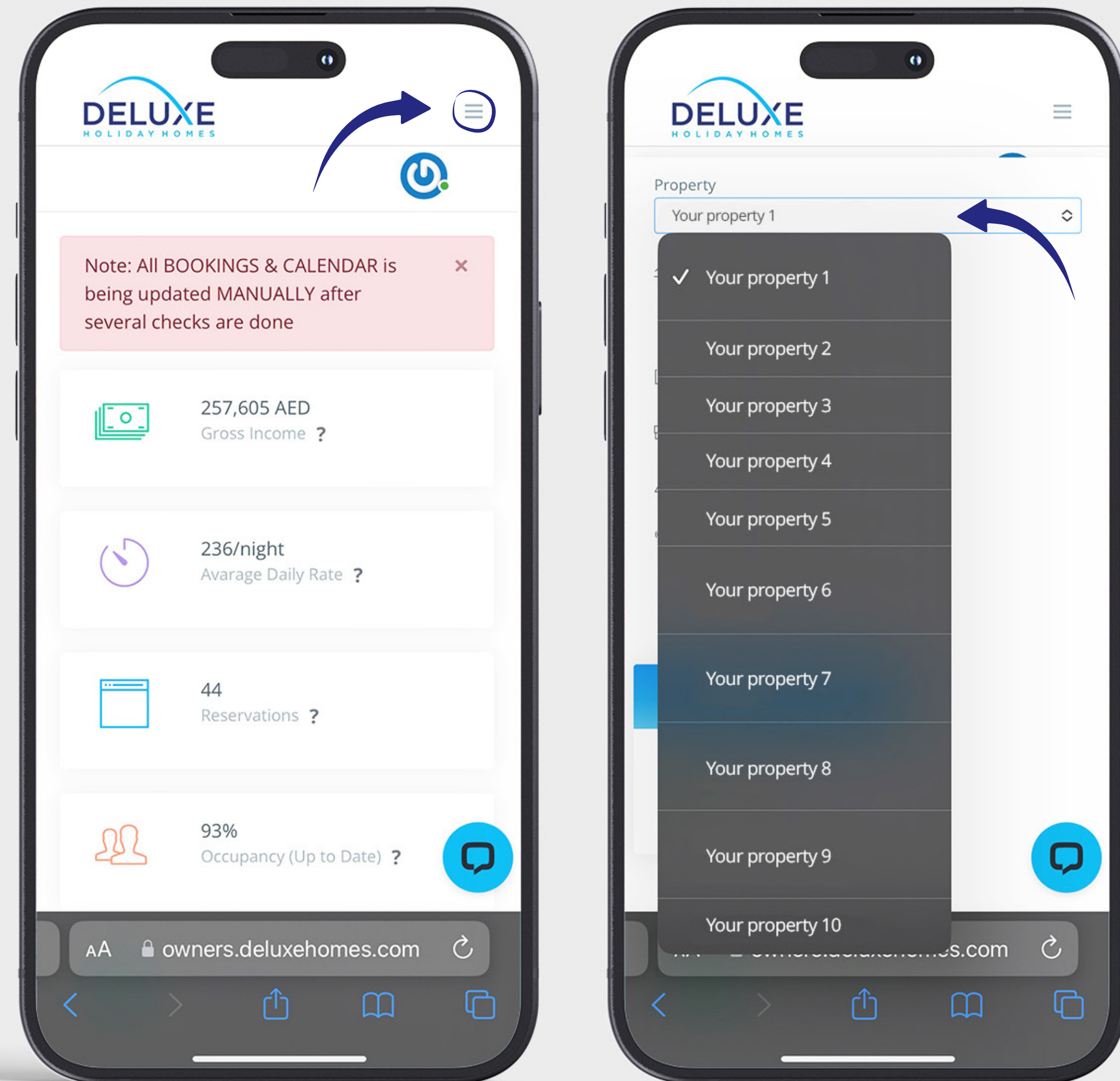


# | Choose Property

If you have multiple properties listed with us, you can easily access the records of **each property individually**.

To choose from the list of properties, **click the menu button** at the top right of the dashboard and **click on the property dropdown**.

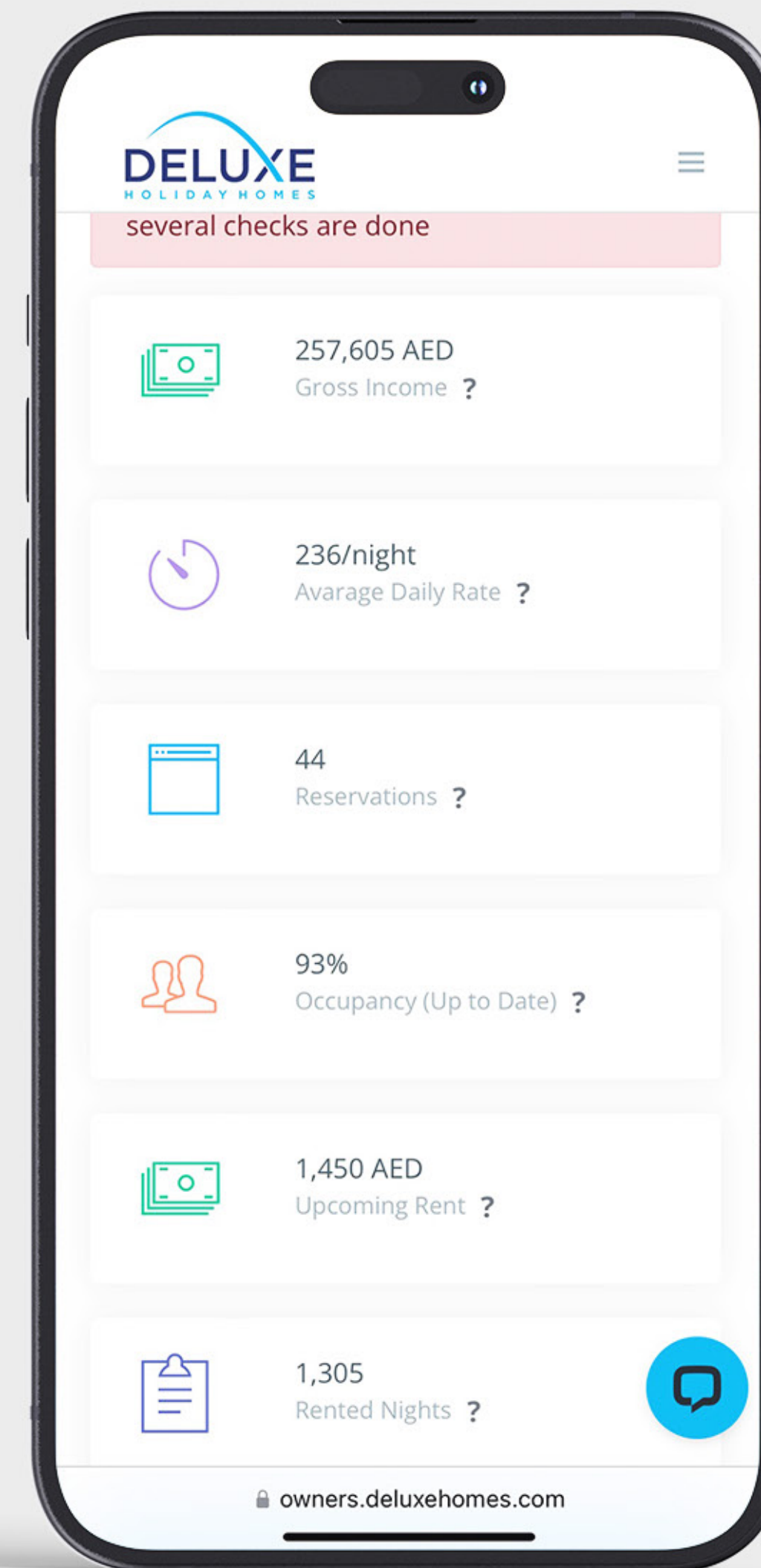
Choose the **desired property** and begin reviewing the details.



# Dashboard

## Overview

The dashboard has an **overview section** where you can see the **highlights of your properties**.



*Details on next page*

# Dashboard

## Overview



AED

Gross Income ?

The total income your property generated while with us.



/night

Avarage Daily Rate ?

Displays the average rate for all confirmed and completed reservations.



...

Reservations ?

Displays the total number of confirmed and completed reservations so far



%

Occupancy (Up to Date) ?

Displays Occupancy Rate up to the current date



AED

Upcoming Rent ?

Displays approximate revenue from all confirmed upcoming reservations



...

Rented Nights ?

Total nights your property was rented.

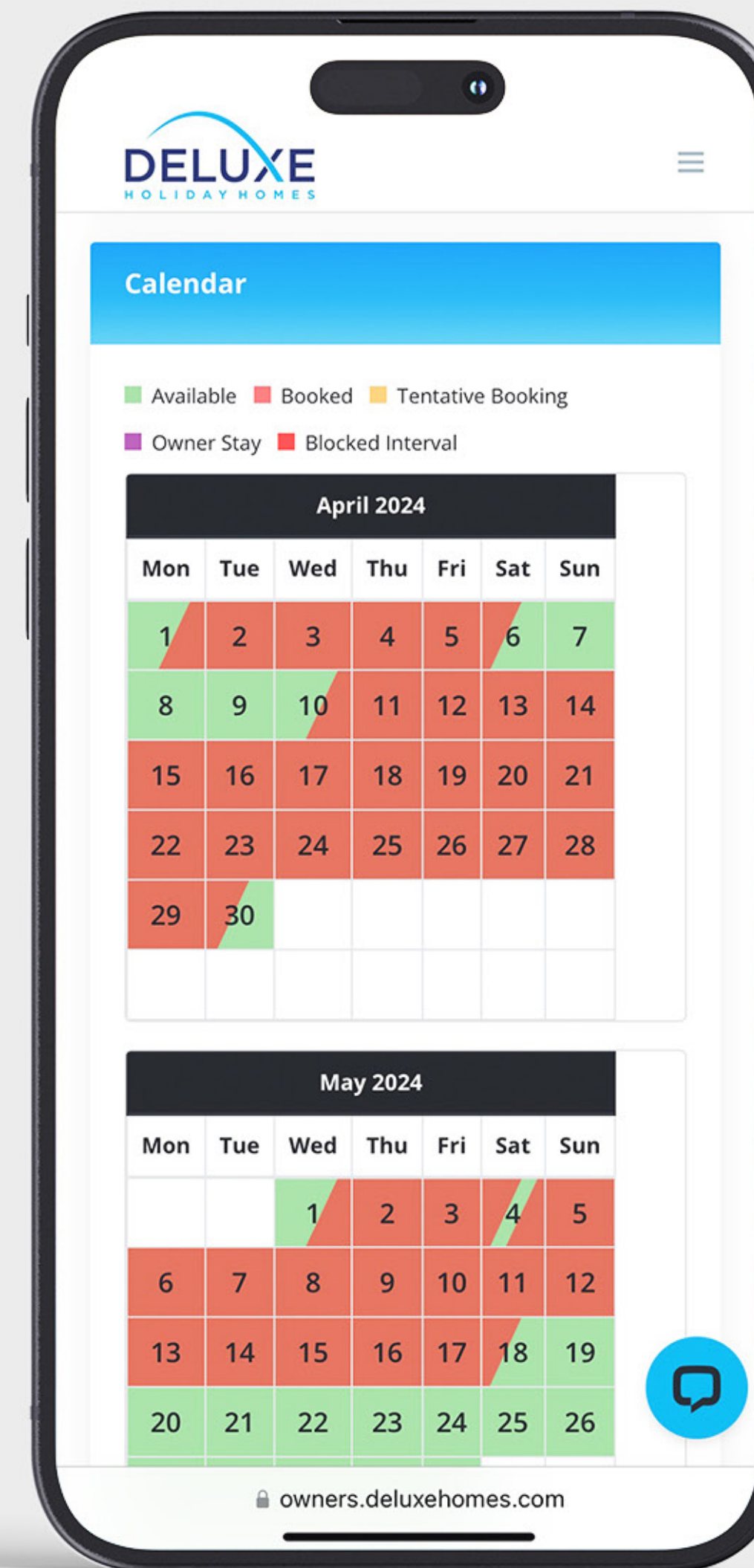


# Dashboard

## Calendar

Scroll down on the dashboard to the **Calendar section** to view all upcoming bookings, your stays, available days, and potential bookings at a glance.

This section provides an overview of your property's **occupancy and availability**.



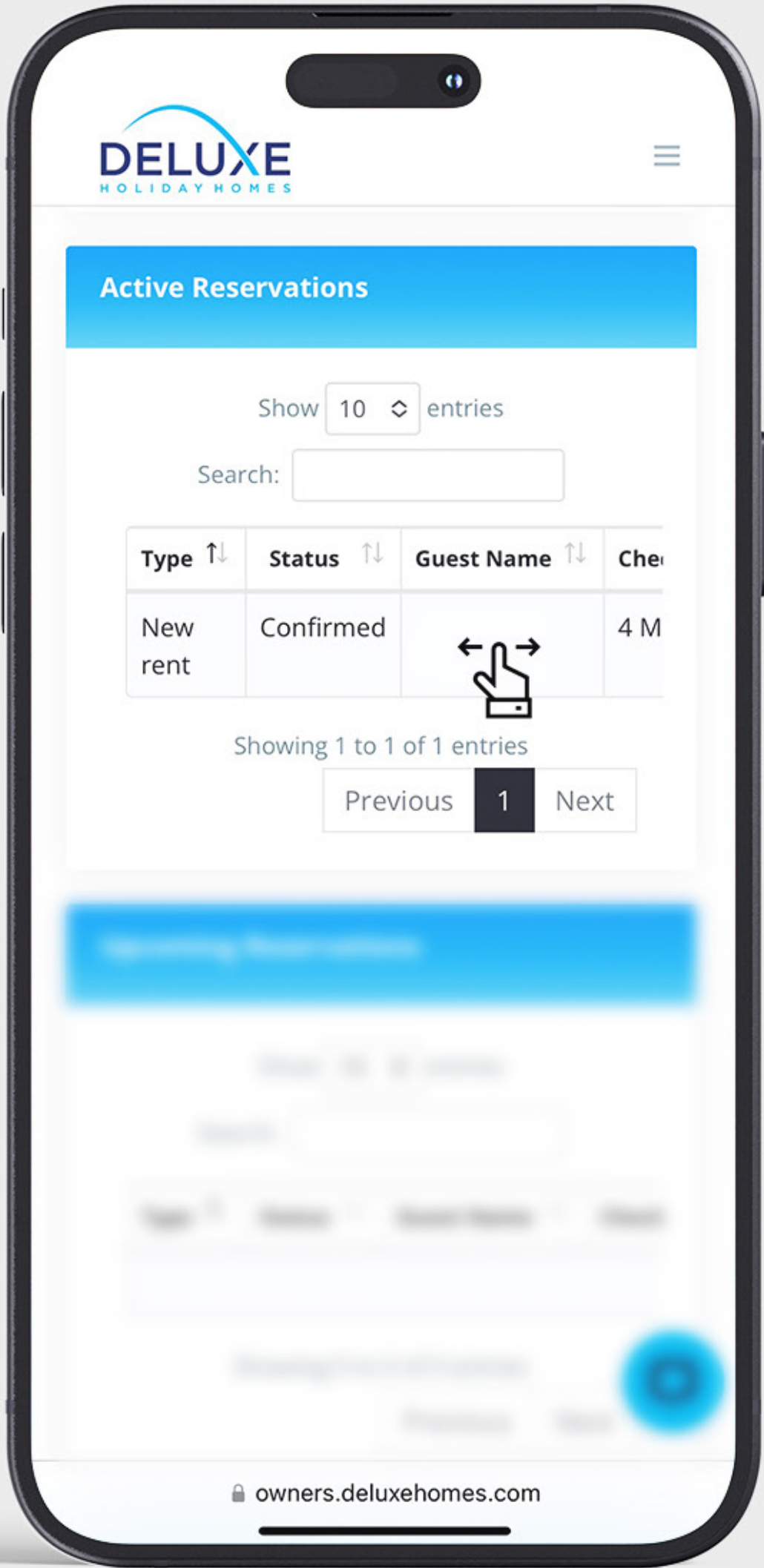
# Dashboard

## Active Reservation

Scroll down to the **Active Reservation section** to find details of the current reservation in progress.

Here, you will find comprehensive information about the guest, including their **check-in and check-out dates**, **total nights rented**, and the **anticipated income** generated from this booking.

Remember to **scroll horizontally** to view all details in the table.





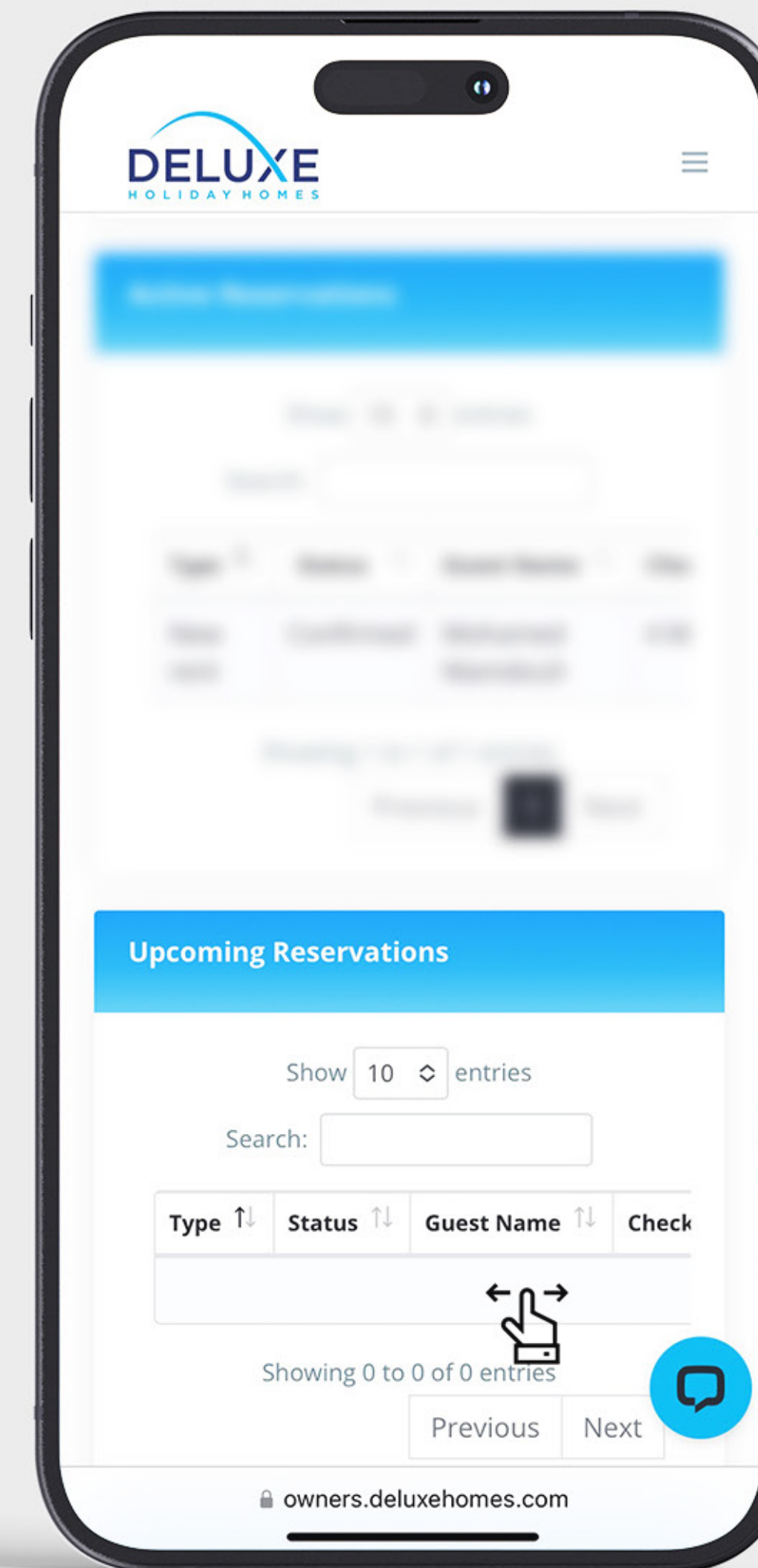
# Dashboard

## Upcoming Reservation

Explore the Upcoming Reservations section to view details of **upcoming bookings** for your property.

This section displays essential information about each reservation, such as guest details, check-in and check-out dates, total nights rented, income generated, and any associated management fees.

Remember to **scroll horizontally** to view all details in the table.



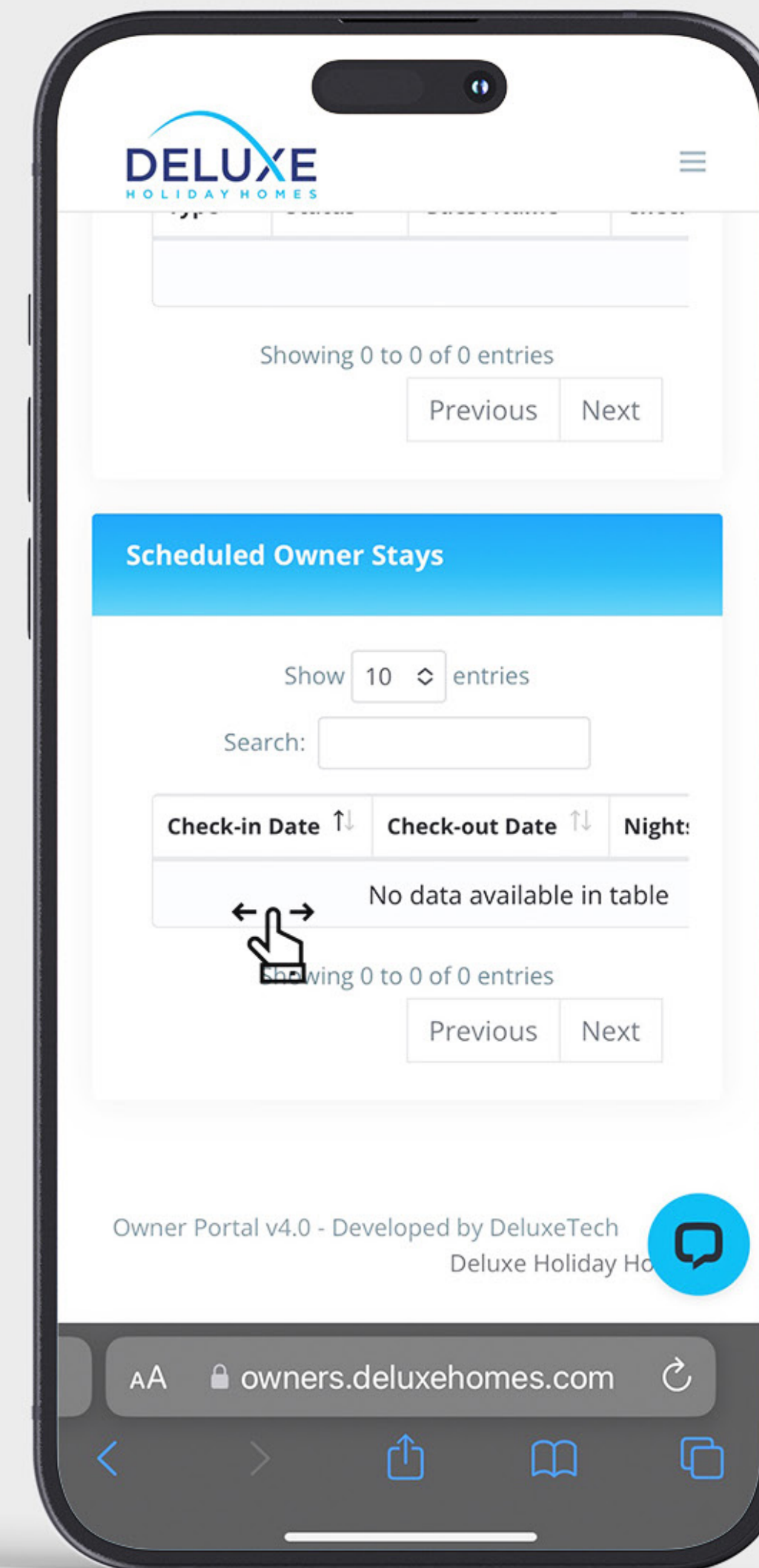
# Dashboard

## Scheduled Owner Stays

**Scroll further down** to access information about your own stays at the property directly from the **Scheduled Owner Stays** section.

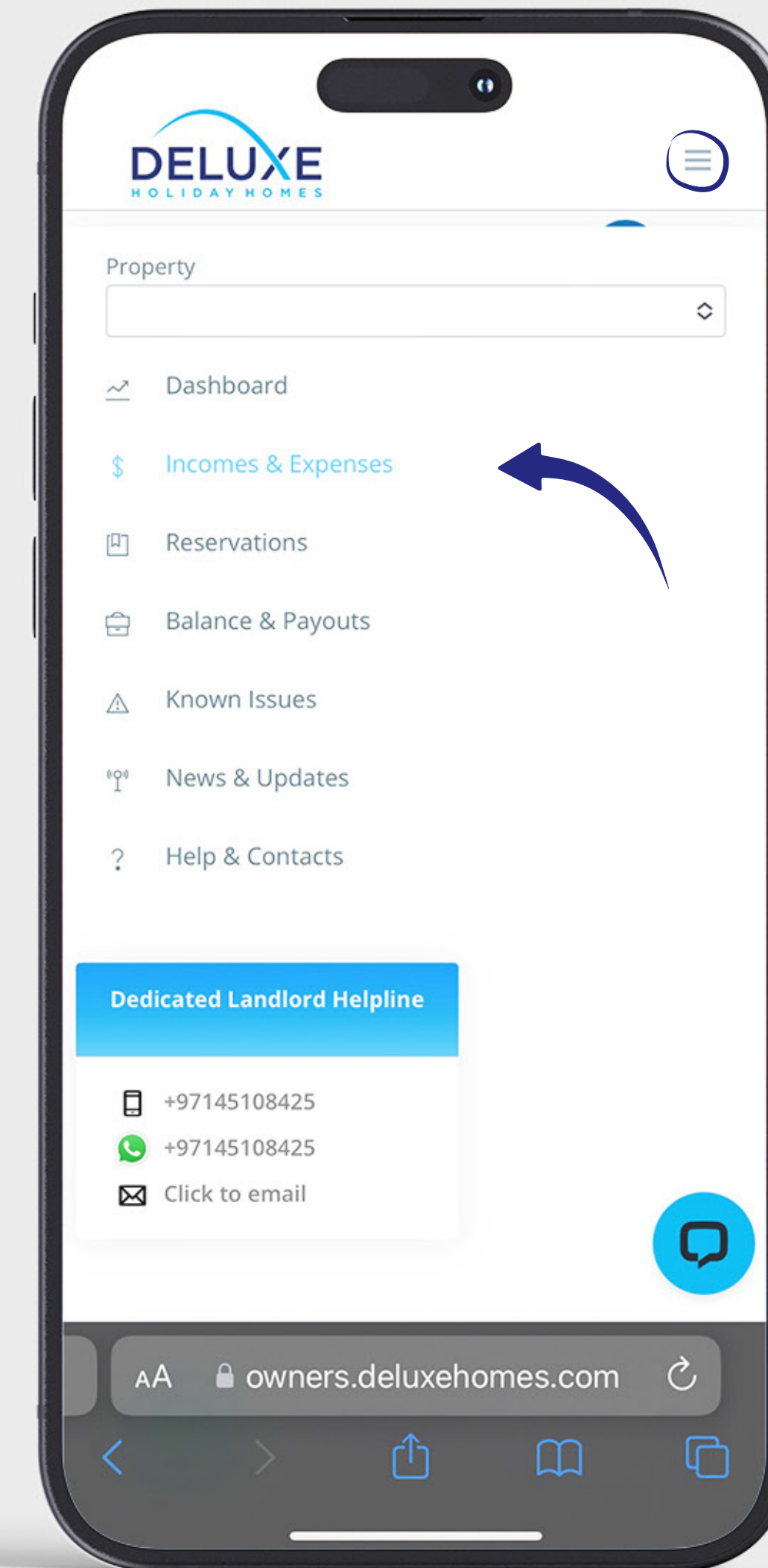
Here, you can find **all relevant details** pertaining to your **upcoming owner stay**.

Remember to **scroll horizontally** to view all details in the table.



# | Incomes & Expenses

You can access comprehensive information about your **earnings and expenditures** in this section.



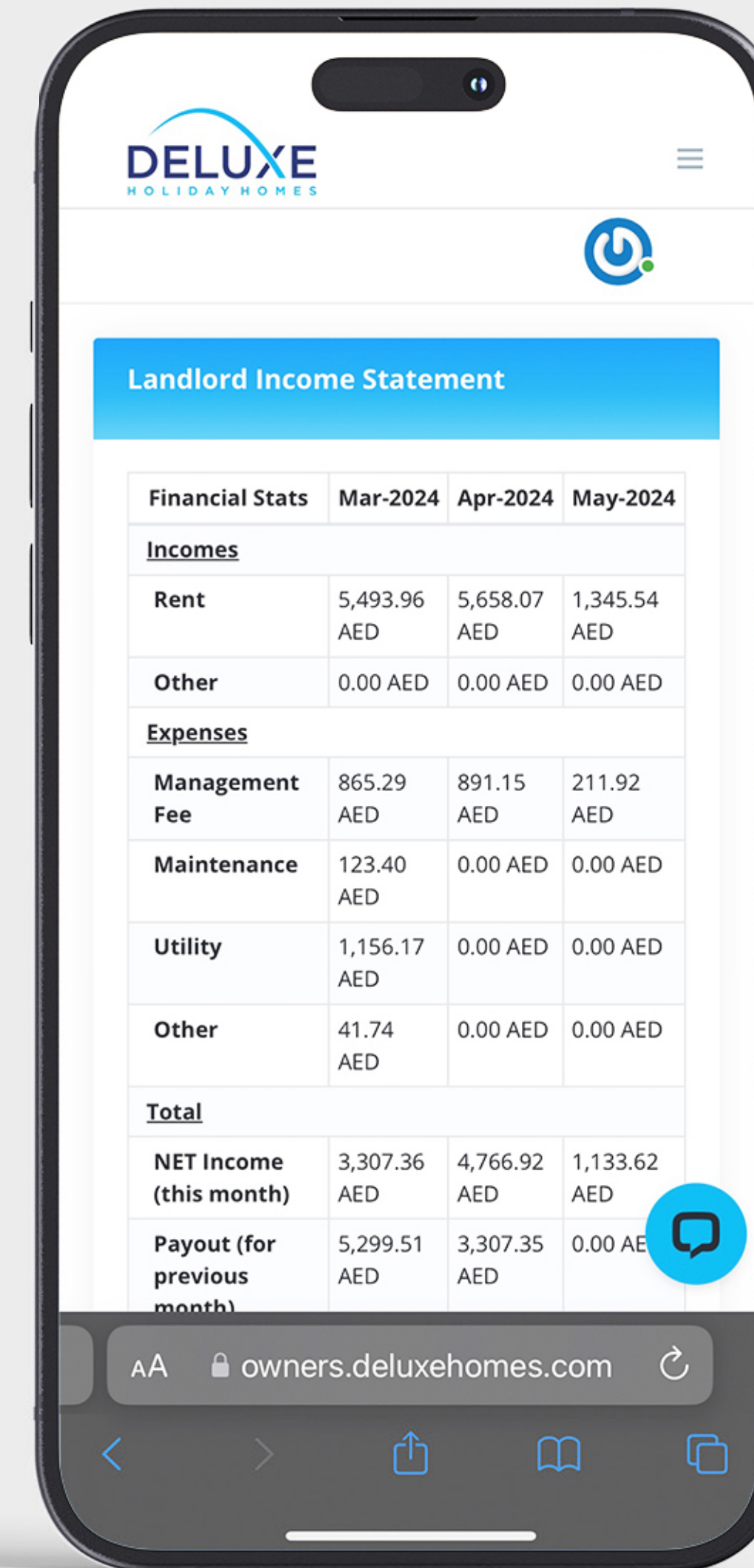


# Incomes & Expenses

## Landlord Income Statement

Review your income statement for the **last three months**.

This statement calculates your **rental earnings and the net payout** after deducting all expenses and management fees. It provides a precise overview of the **amount you received** during the specified months.



The image shows a smartphone screen with the 'DELUXE HOLIDAY HOMES' app. The app displays a 'Landlord Income Statement' for the months of March, April, and May 2024. The statement is organized into sections for Incomes, Expenses, and a Total summary. A chat bubble icon is visible on the right side of the table.

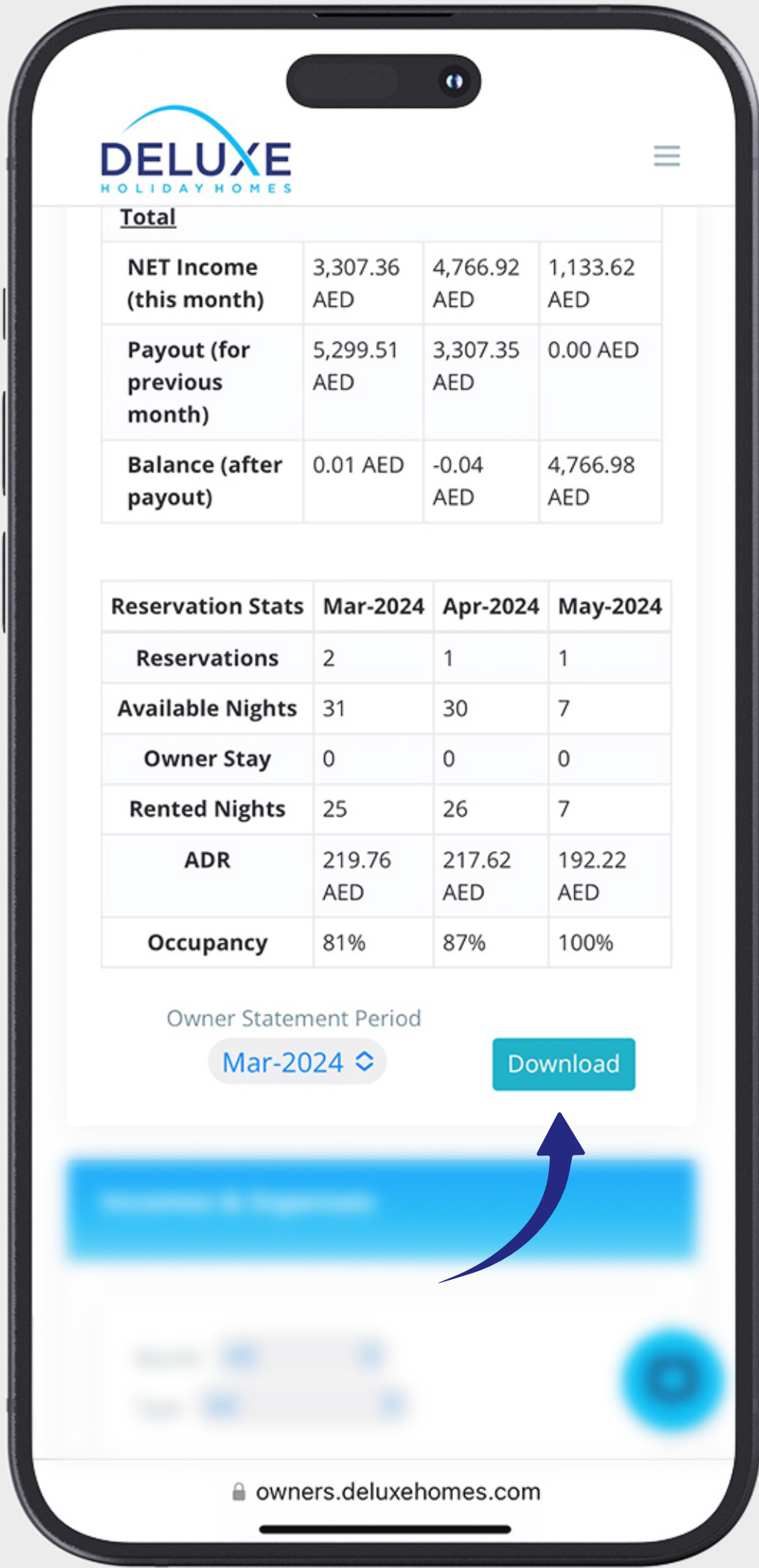
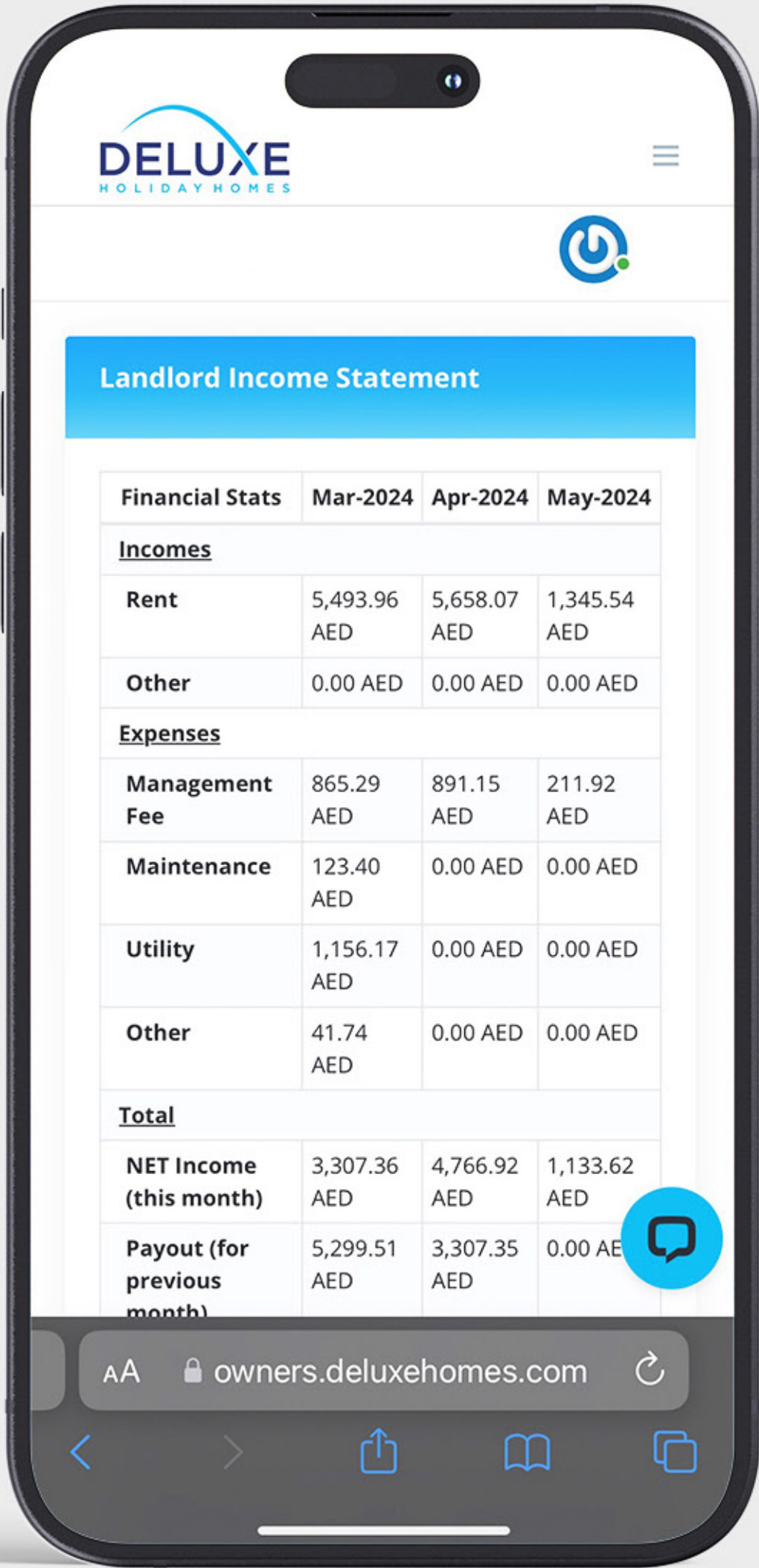
Financial Stats	Mar-2024	Apr-2024	May-2024
<b>Incomes</b>			
Rent	5,493.96 AED	5,658.07 AED	1,345.54 AED
Other	0.00 AED	0.00 AED	0.00 AED
<b>Expenses</b>			
Management Fee	865.29 AED	891.15 AED	211.92 AED
Maintenance	123.40 AED	0.00 AED	0.00 AED
Utility	1,156.17 AED	0.00 AED	0.00 AED
Other	41.74 AED	0.00 AED	0.00 AED
<b>Total</b>			
NET Income (this month)	3,307.36 AED	4,766.92 AED	1,133.62 AED
Payout (for previous month)	5,299.51 AED	3,307.35 AED	0.00 AED

# Incomes & Expenses

Download the Monthly Statement

For detailed insights into each month **beyond the last three months**, refer to the Monthly Statement option **at the end** of the Landlord Income Statement.

Choose the desired month to view and **download the corresponding statement** for a more thorough analysis.





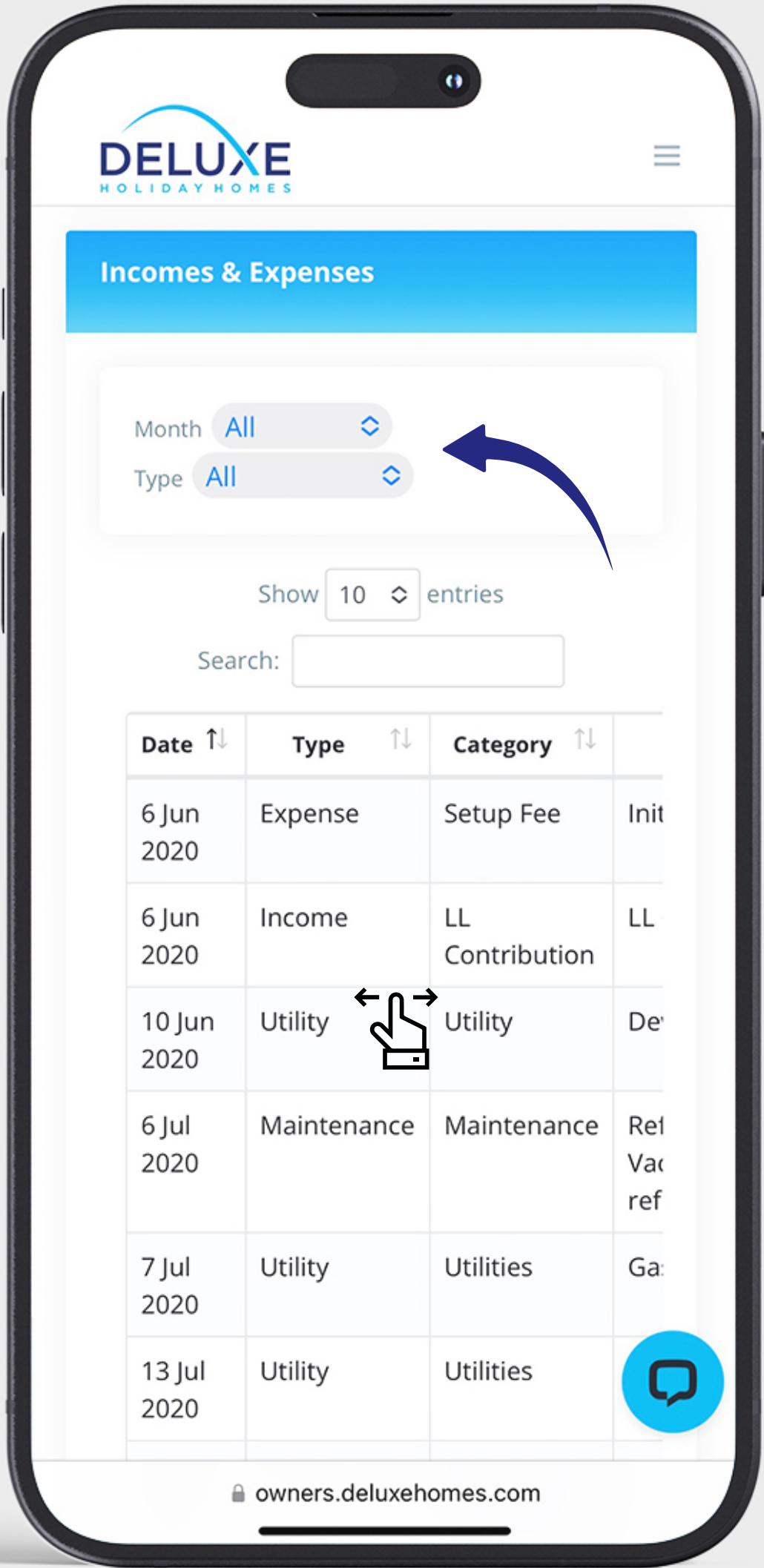
# Incomes & Expenses

Detailed

Scroll down to dive into a detailed breakdown of each expense, including dates and specific details. Use the filter options to see expense details for any month, type, or search using keywords.

Furthermore, you can employ the amount filter to identify significant trends, such as major expenditures linked to your property.

Remember to scroll horizontally to view all details in the table.

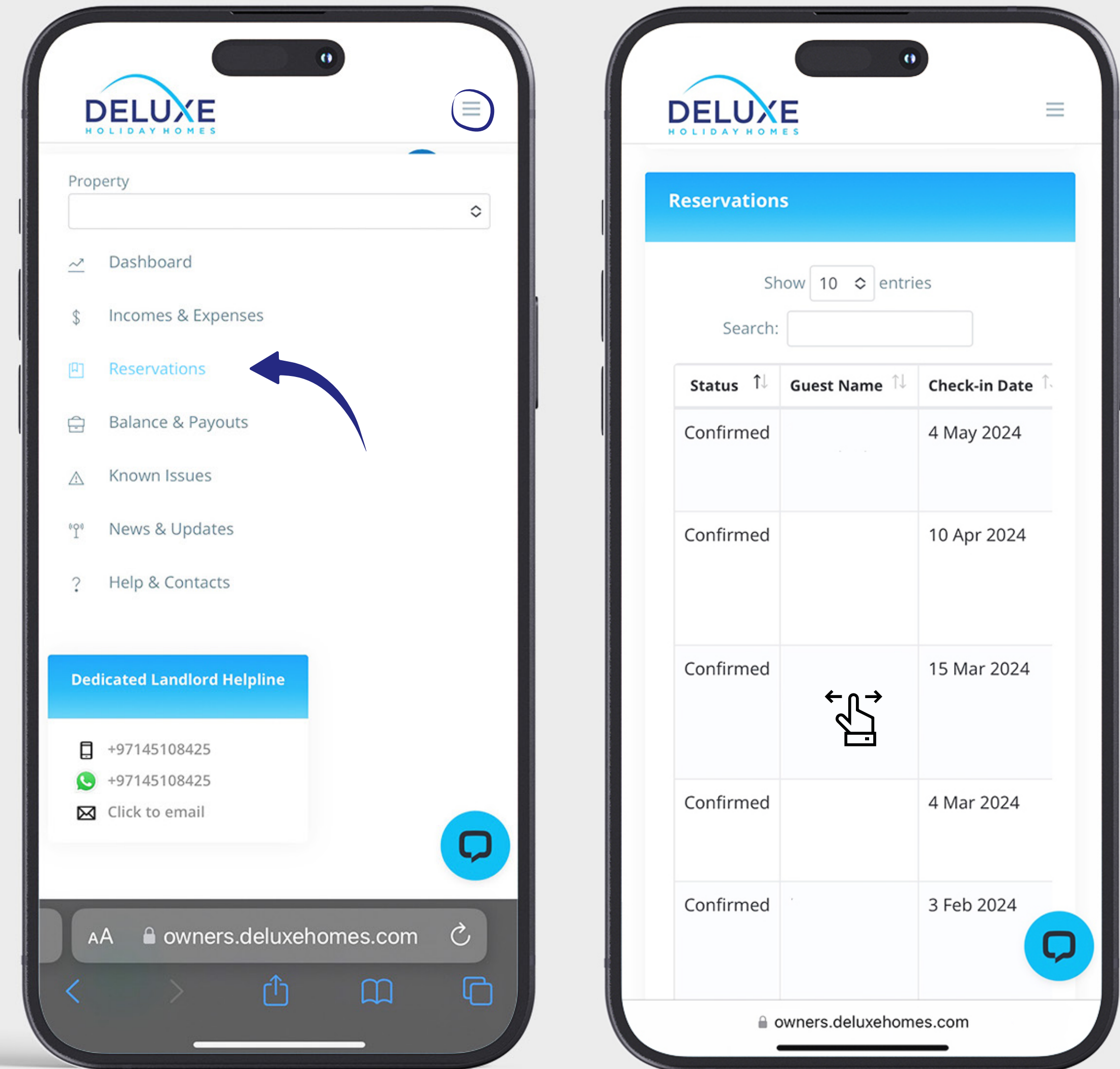


# | Reservations

To get more detailed information on your reservations, **refer to the “Reservations”** part of the menu.

Access information about past, present, or future guest reservations in this section. **Filter your reservations** by date, rental amount, and other criteria to streamline your search.

Remember to **scroll horizontally** to view all details in the table.



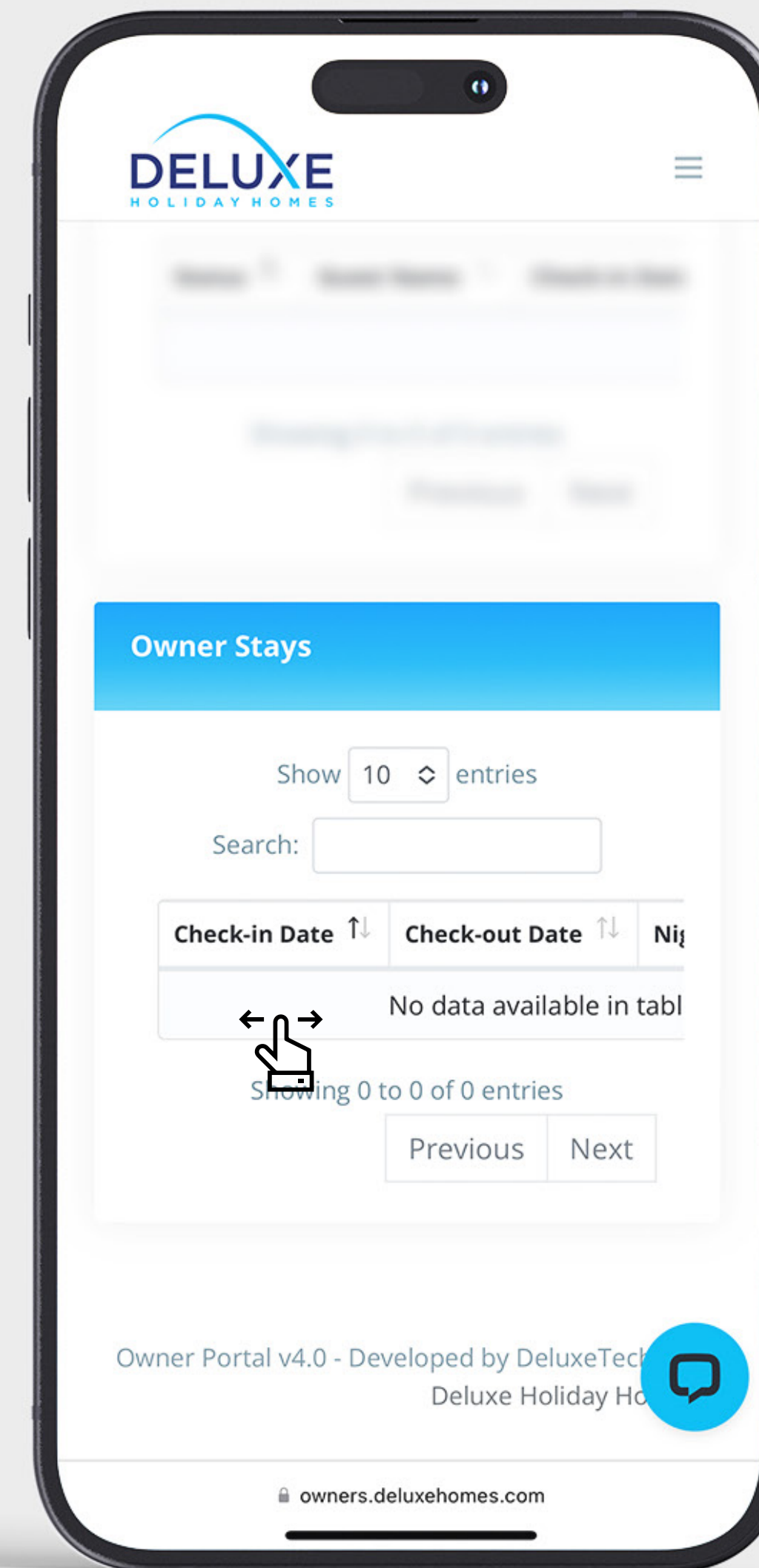


# Reservations

## Owner Stays

Access all the records of your stays in this section. **Filter your stays by date and number of nights** to quickly locate the information you need.

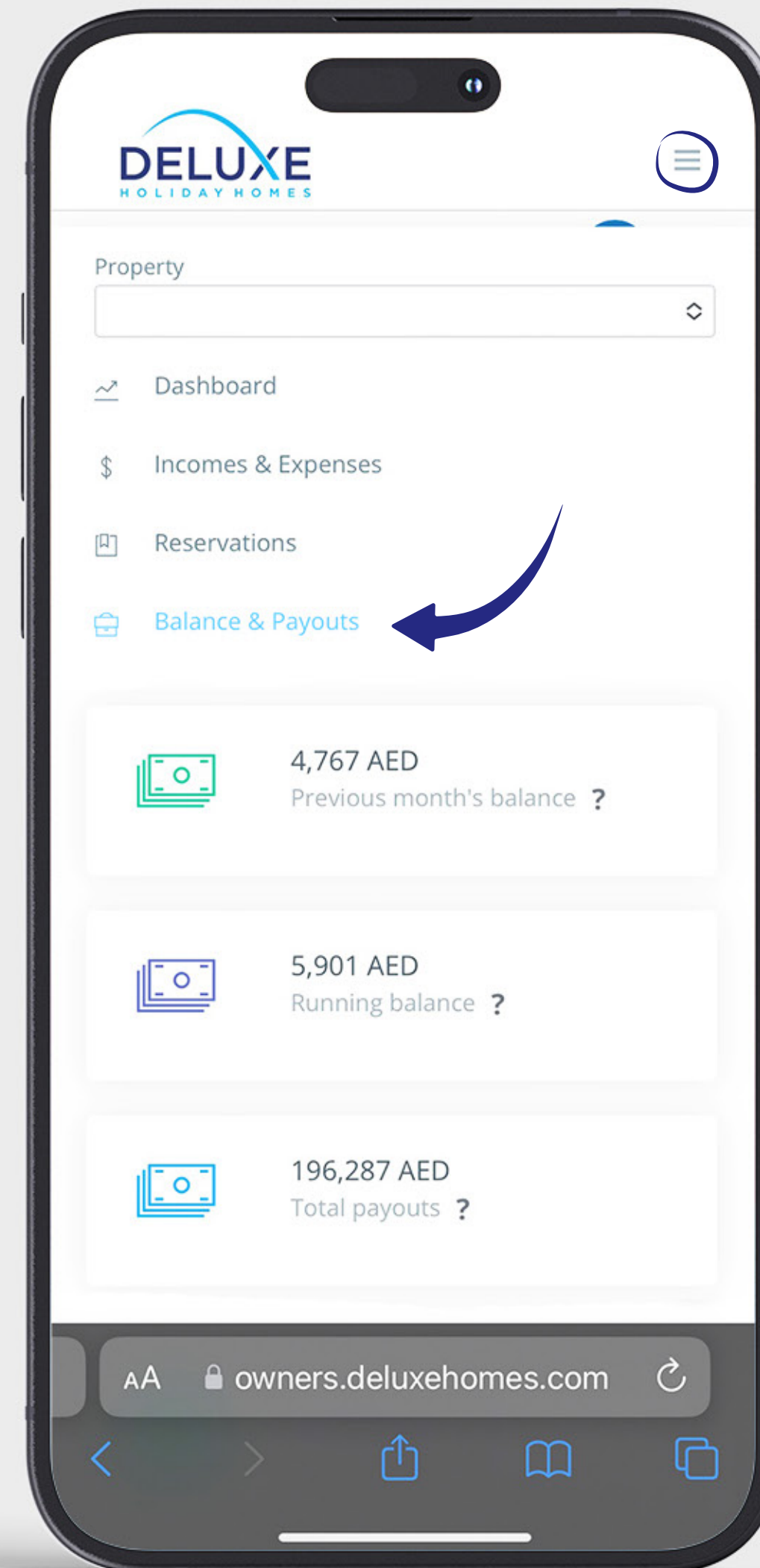
Remember to **scroll horizontally** to view all details in the table.



# | Balance & Payouts

Access information regarding your **payout and remaining balance** in this section from the menu.

The top section provides a summary of your account balance and payouts:



AED  
Previous month's balance ?

Your balance at the end of the previous month from confirmed and completed reservations, excluding expenses.



AED  
Running balance ?

The current available amount in your account from previous days, including income from confirmed and completed reservations excluding expenses.



AED  
Total payouts ?

All payouts already released or transferred to you.

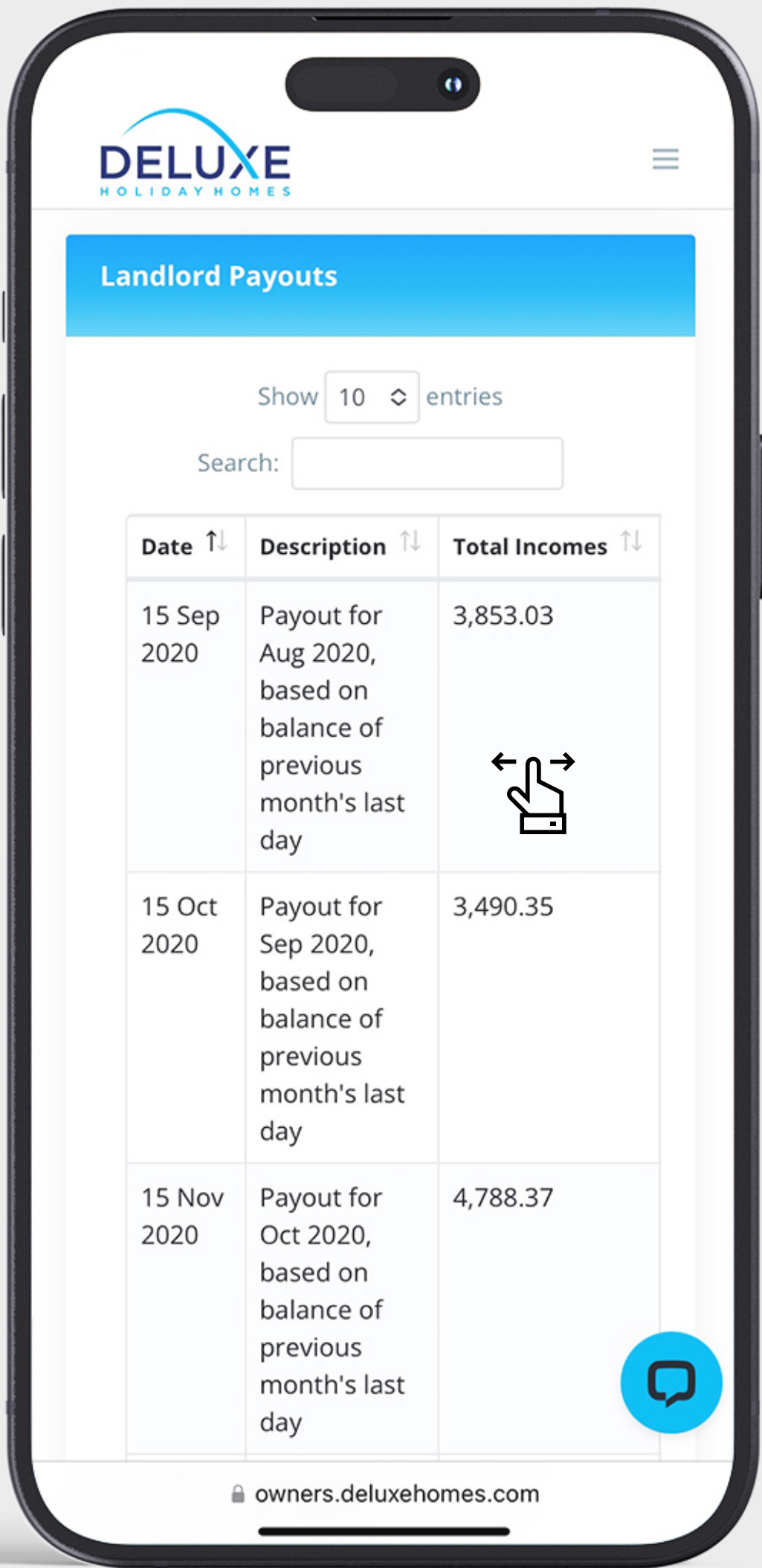
# Balance & Payouts

## Landlord Payouts

Scroll down to access detailed information about the payout you **receive on the 15th of every month.**

This comprehensive breakdown includes income, expenses, and the final amount you have received. It's important to note that the **payout is always for the previous month.** For instance, the payout for January will be received on 15th February, and so on.

Remember to **scroll horizontally** to view all details in the table.





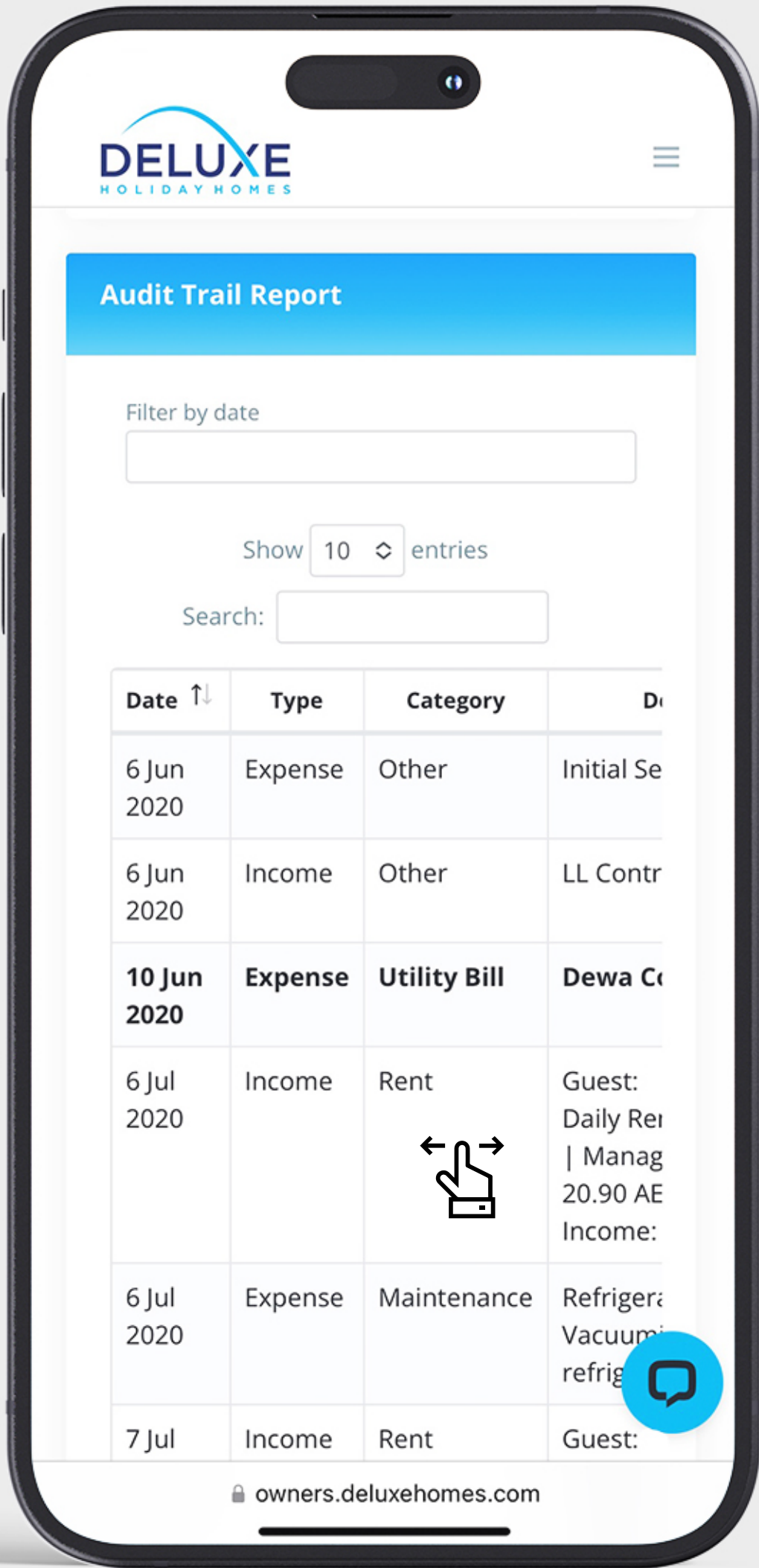
# Balance & Payouts

## Audit Trail Report

To obtain comprehensive insights into your expenses, income, payouts, and utilities, **scroll down to Audit Trail Report** feature.

You can easily filter and navigate through the data by date or a certain period. **You can also use keyword search** functionality for precise results.

Remember to **scroll horizontally** to view all details in the table.

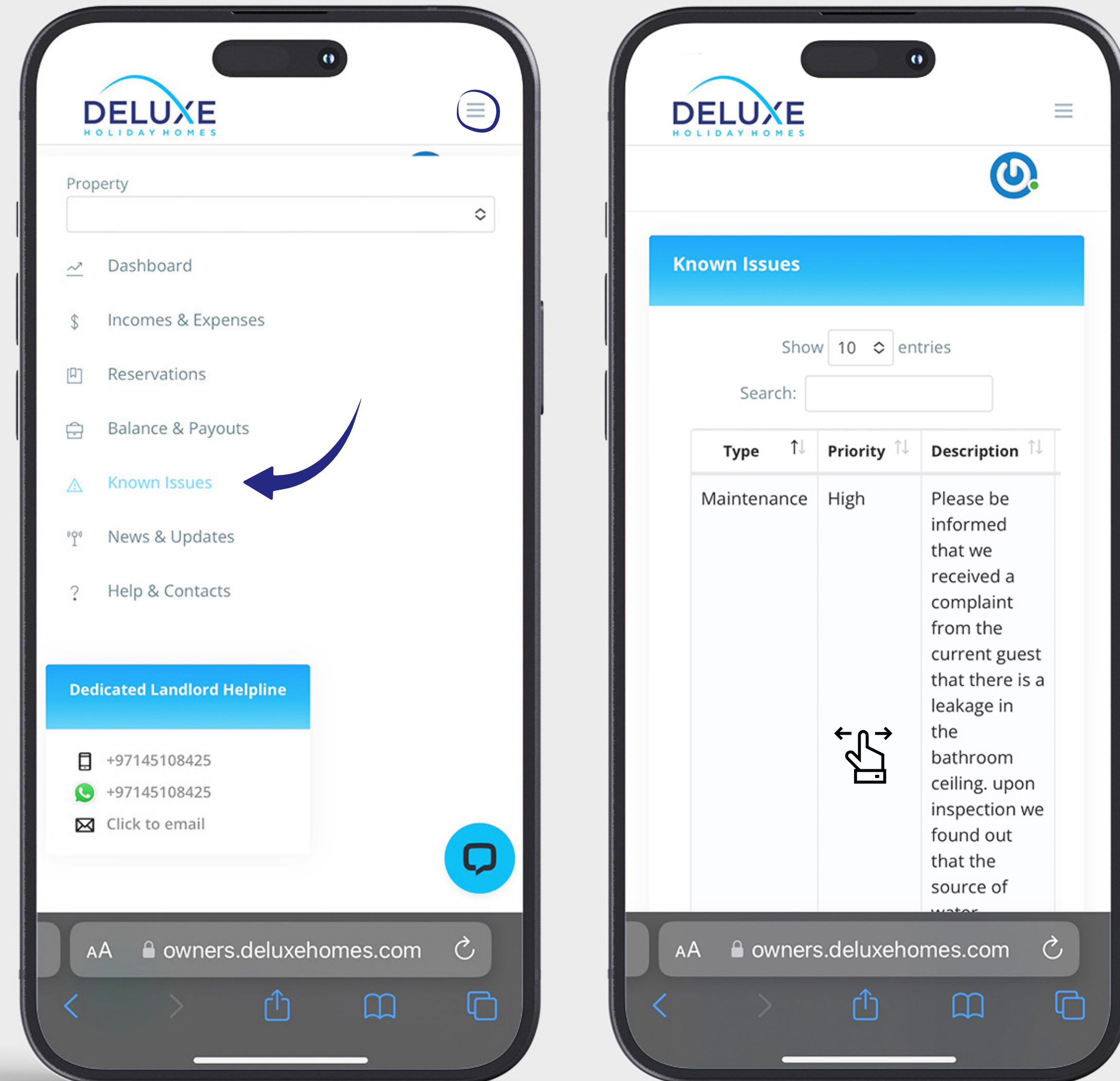


# | Known Issues

This section provides visibility into any **issues arising within your property**.

It includes detailed descriptions of the issues, proposed solutions, associated costs, priority levels, current status, and deadlines for resolution.

Remember to **scroll horizontally** to view all details in the table.





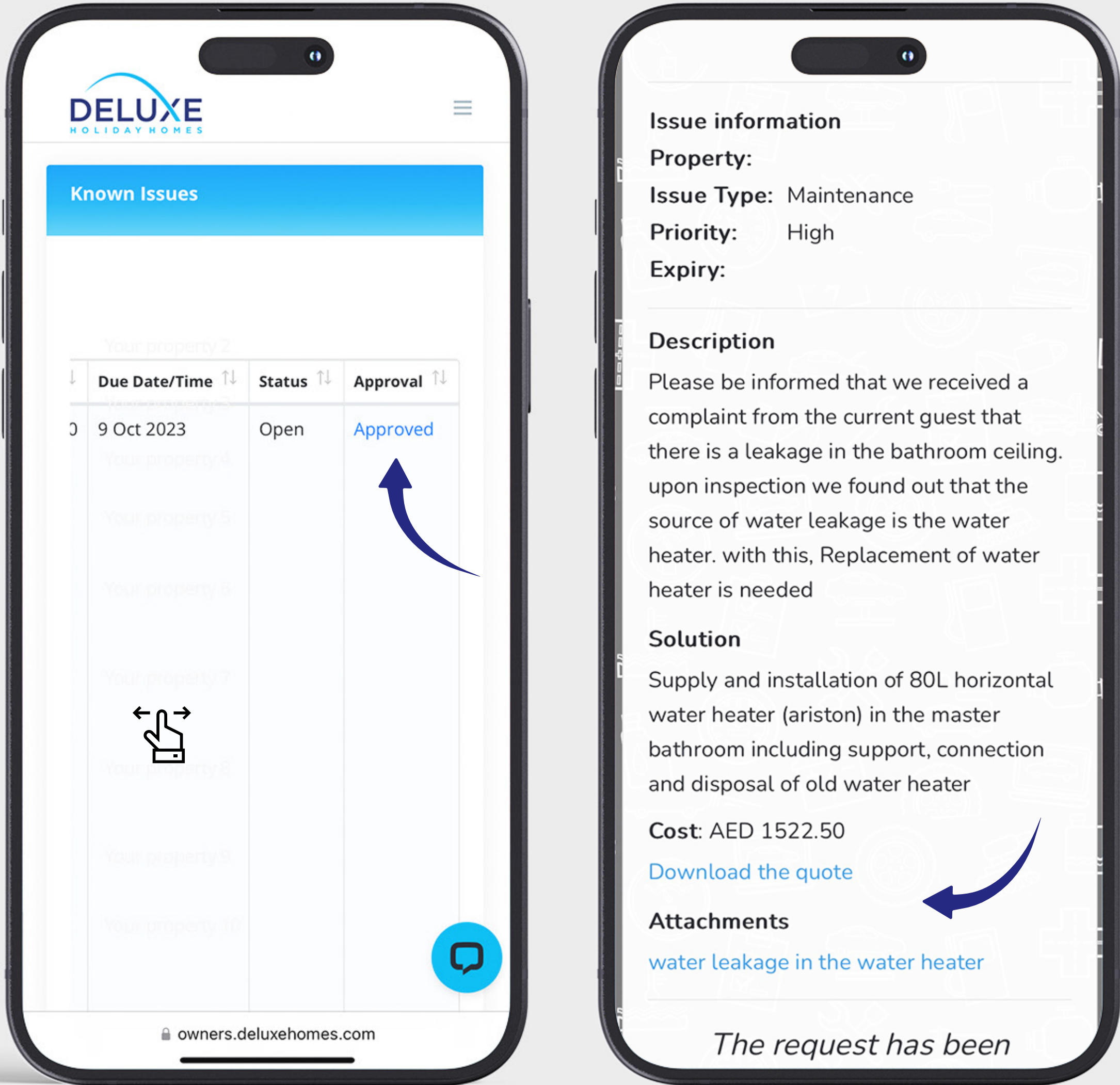
# Known Issues

Download Quotation and Details

Scroll the **Known Issues table** and download the **complete details** of each issue directly from its status.

This includes a breakdown of the issue, proposed solutions, and associated costs for your reference.

You can also **see attachments** that have videos and pictures of the issue on the property.



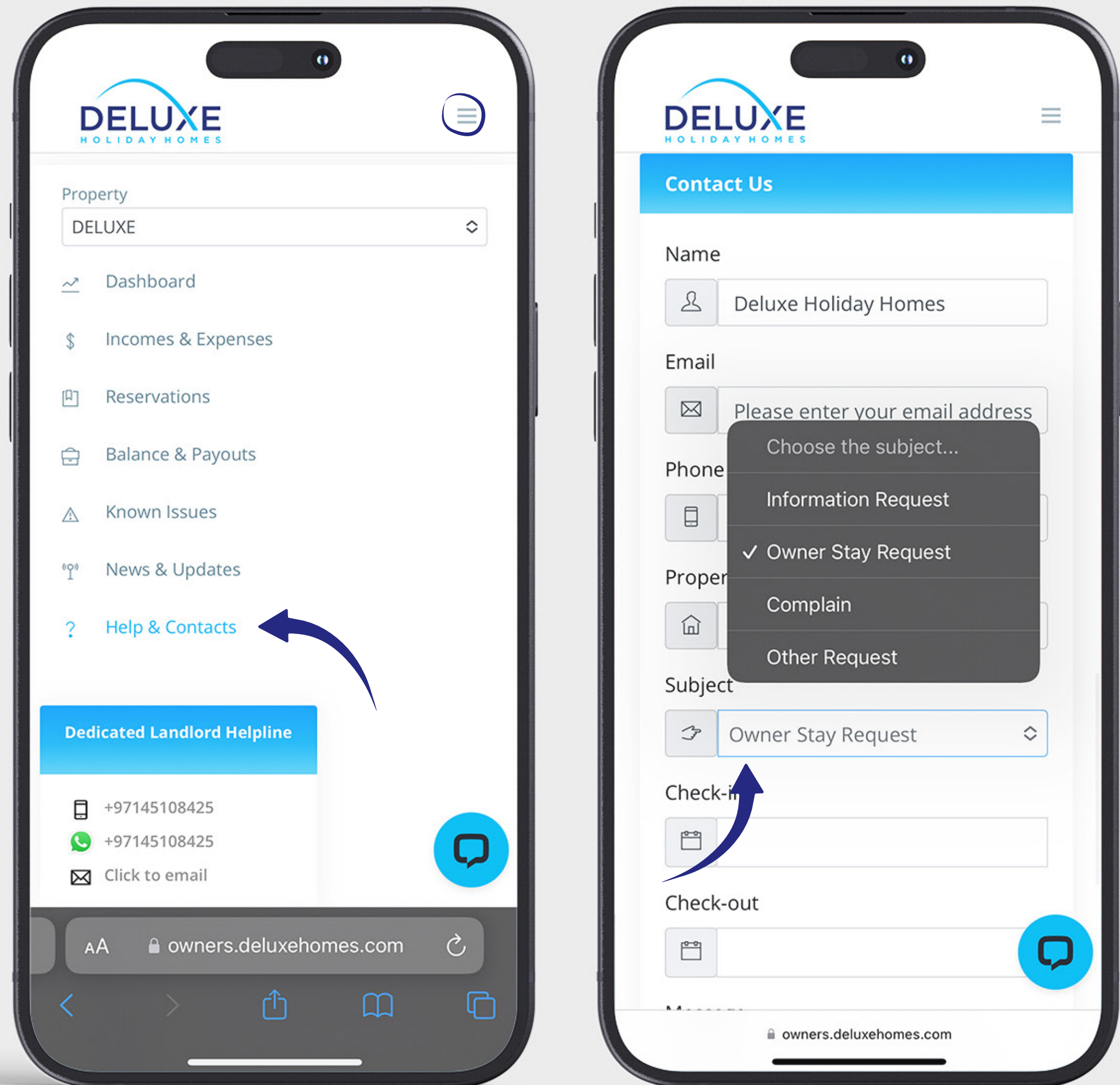
# Help & Contact

## Owner's Stay Request

Go the **Help & Contacts** section from the menu and **scroll down to Contact Us.**

Fill in the required information in each field.

Choose the subject: **Owner Stay Request.**



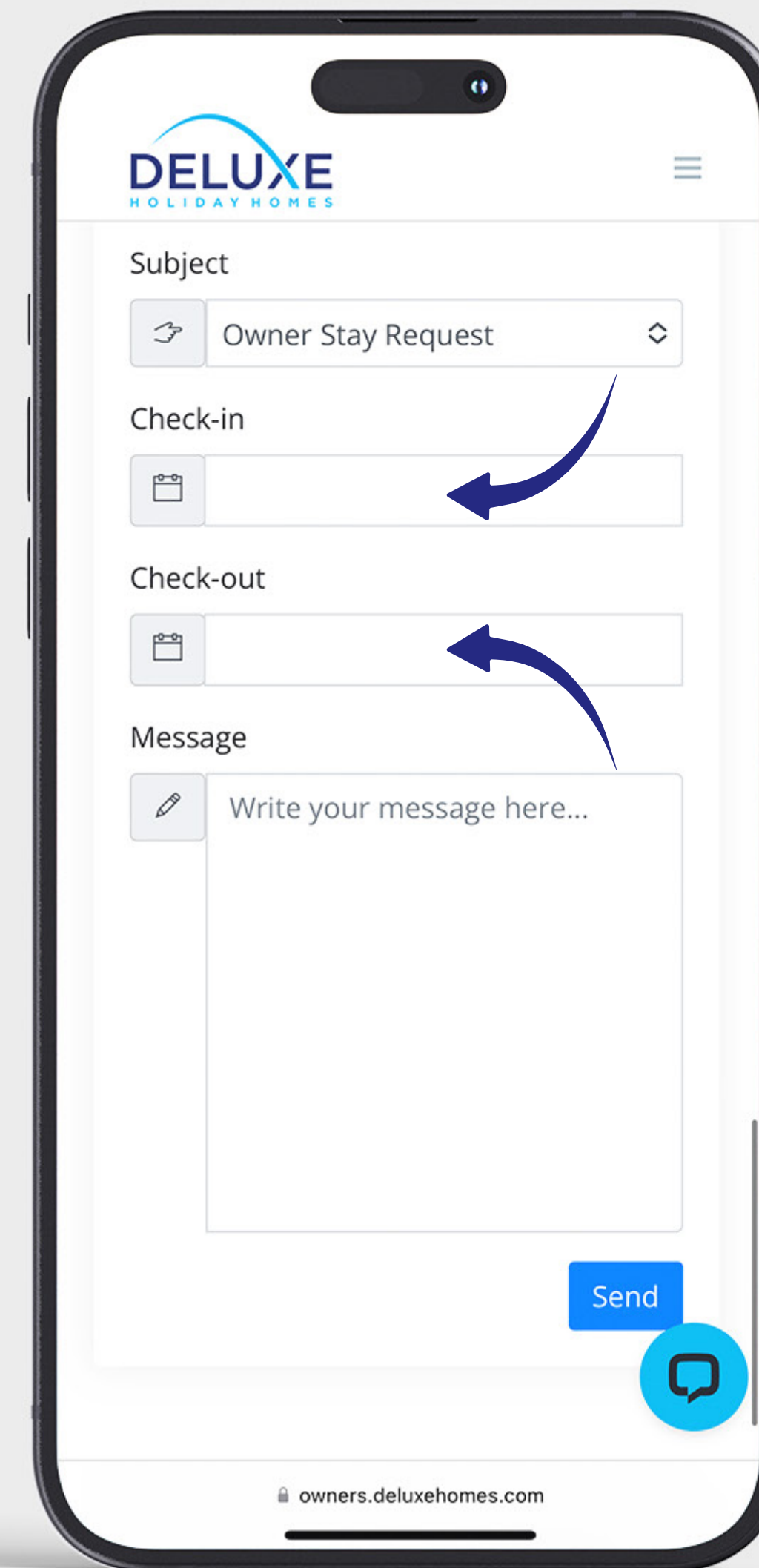


# Help & Contact

## Owner's Stay Request

Enter the **check-in date** along with the expected **arrival time**, and specify the **check-out date** with the expected **departure time**.

If you have any special instructions or **additional requests**, please include them in the **message field** before sending the request.



The image shows a mobile app interface for submitting an "Owner's Stay Request". At the top is the "DELUXE HOLIDAY HOMES" logo and a menu icon. The form includes a "Subject" dropdown menu set to "Owner Stay Request", "Check-in" and "Check-out" date pickers, and a "Message" text area with a placeholder "Write your message here...". A blue "Send" button is at the bottom right. A blue speech bubble icon is also visible. The URL "owners.deluxehomes.com" is at the bottom. Blue arrows point to the date pickers and the message field.

DELUXE  
HOLIDAY HOMES

Subject  
Owner Stay Request

Check-in

Check-out

Message  
Write your message here...

Send

owners.deluxehomes.com

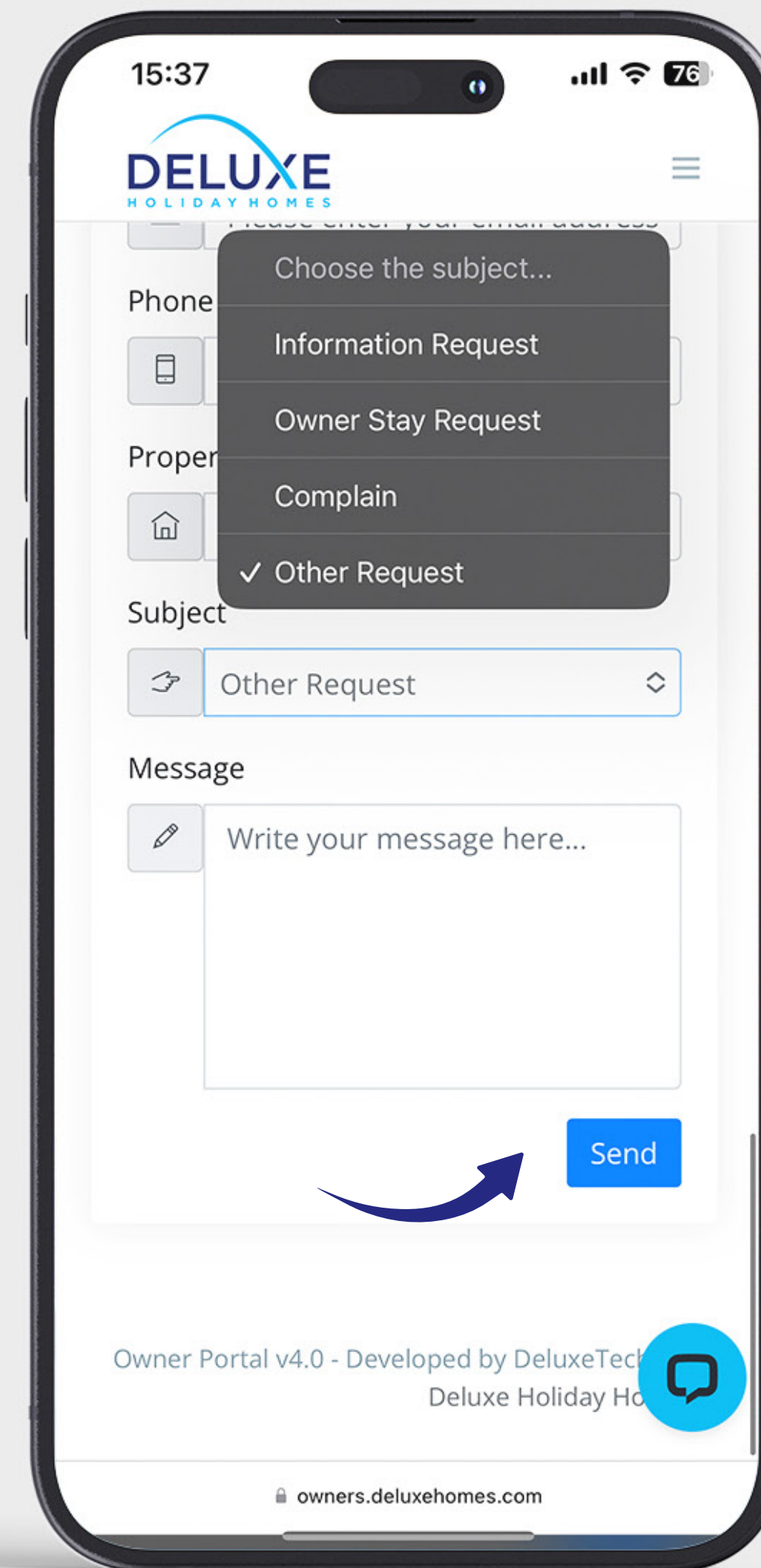


# Help & Contact

## Sending a Query

Choose the subject of your query:  
**Information Request, Complaint,**  
or **Other Request.**

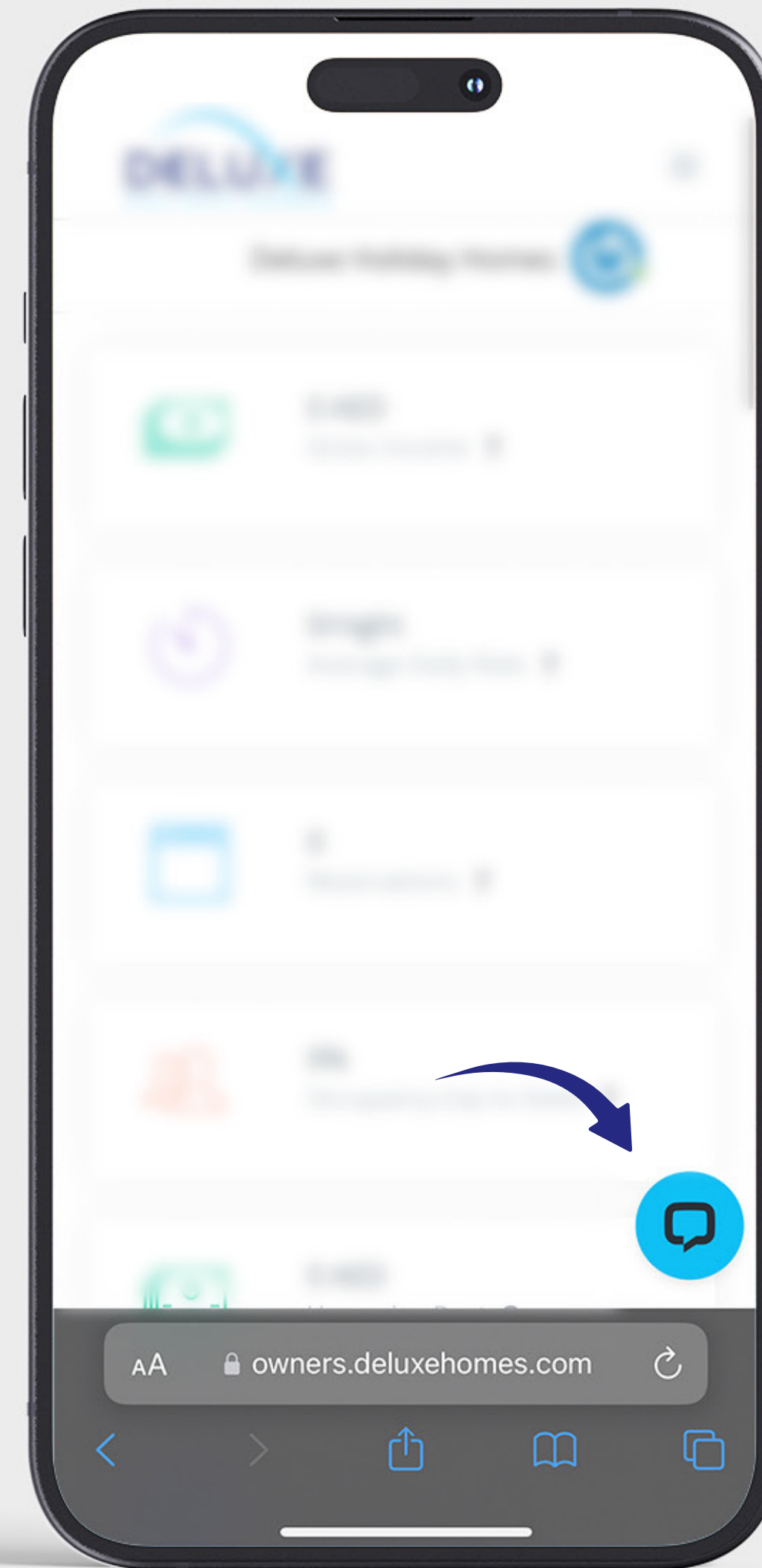
**Describe the details** of your query  
or question in the **message section**  
and **click submit/send.**



# | Chat

Should you encounter any challenges while navigating the owner's portal, our support team is readily available to assist you through the chat feature.

**Click the chat icon** on the bottom right to start. Within the chat, you'll find **three convenient options**.

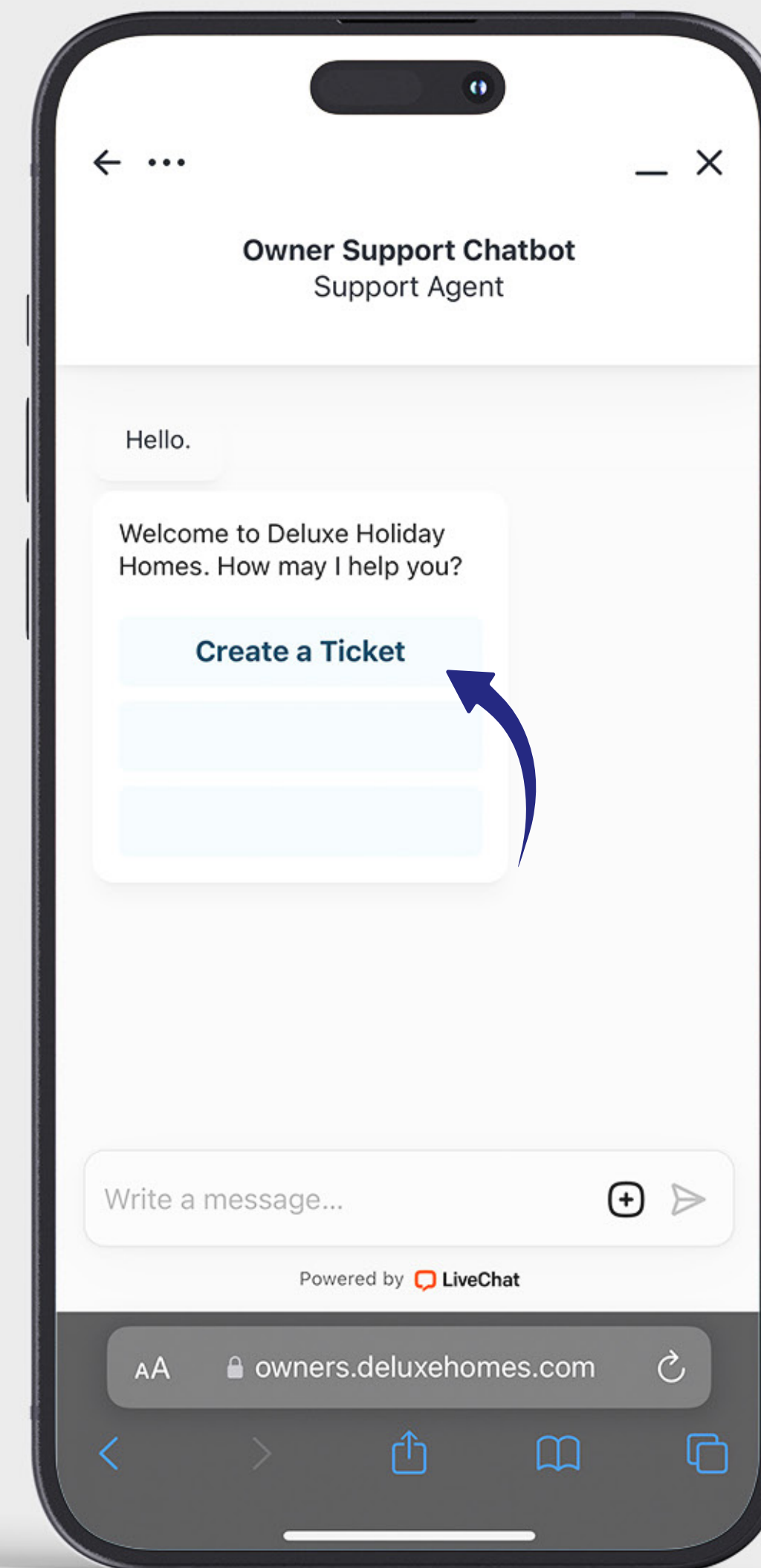


# Chat

## Create a Ticket

### Create a ticket

If you encounter an issue, simply **create a ticket outlining the details**. Our dedicated support team will promptly address the matter to ensure a swift resolution.





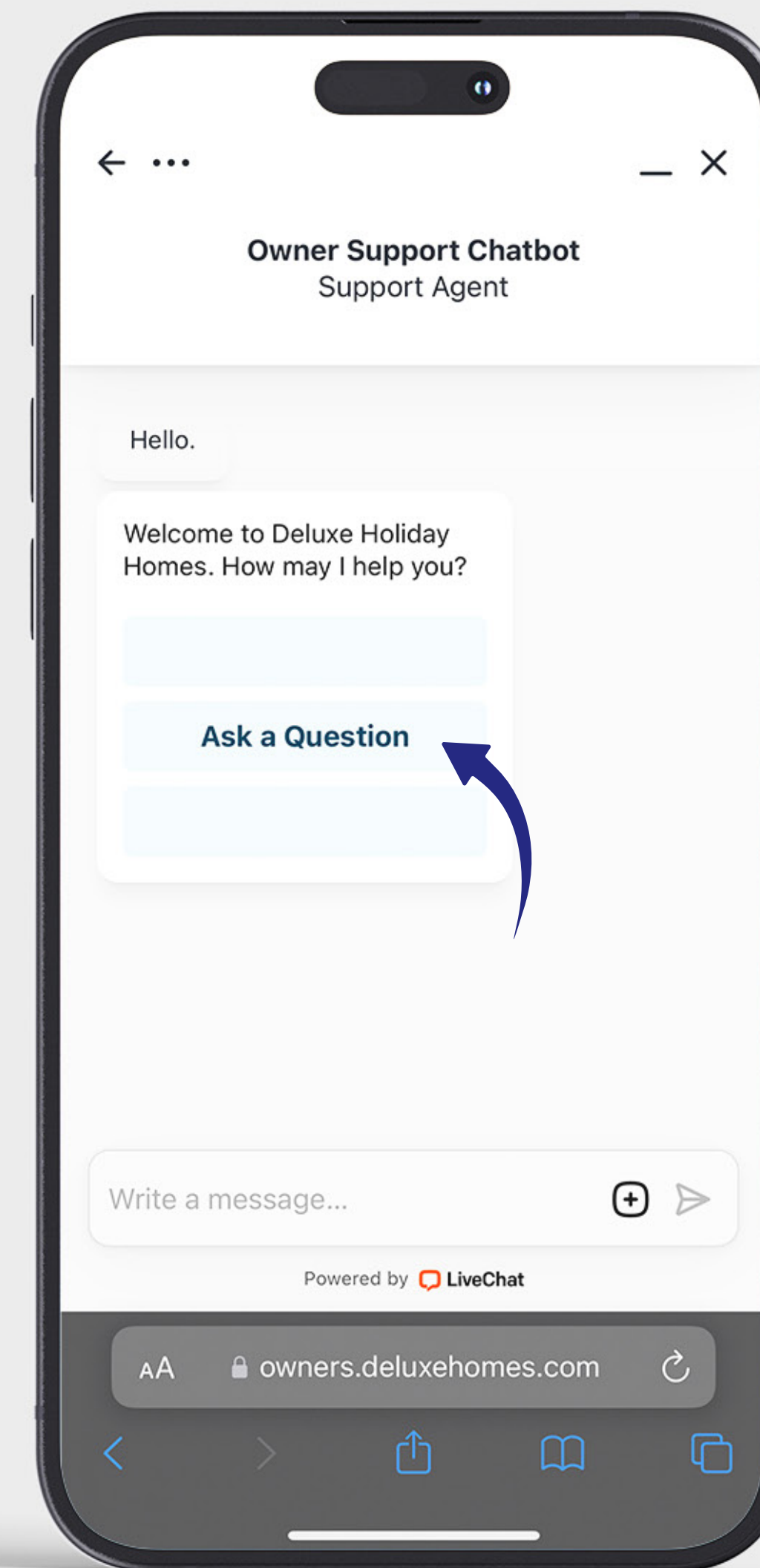
# Chat

## Ask a Question

### Ask a Question

Have a query? Feel free to ask the chat any questions. Utilizing advanced keyword recognition, the **chat will automatically retrieve relevant FAQs** for your reference.

If you require further assistance beyond the FAQ, you can choose to **email us directly** or **create a ticket for personalized support**.

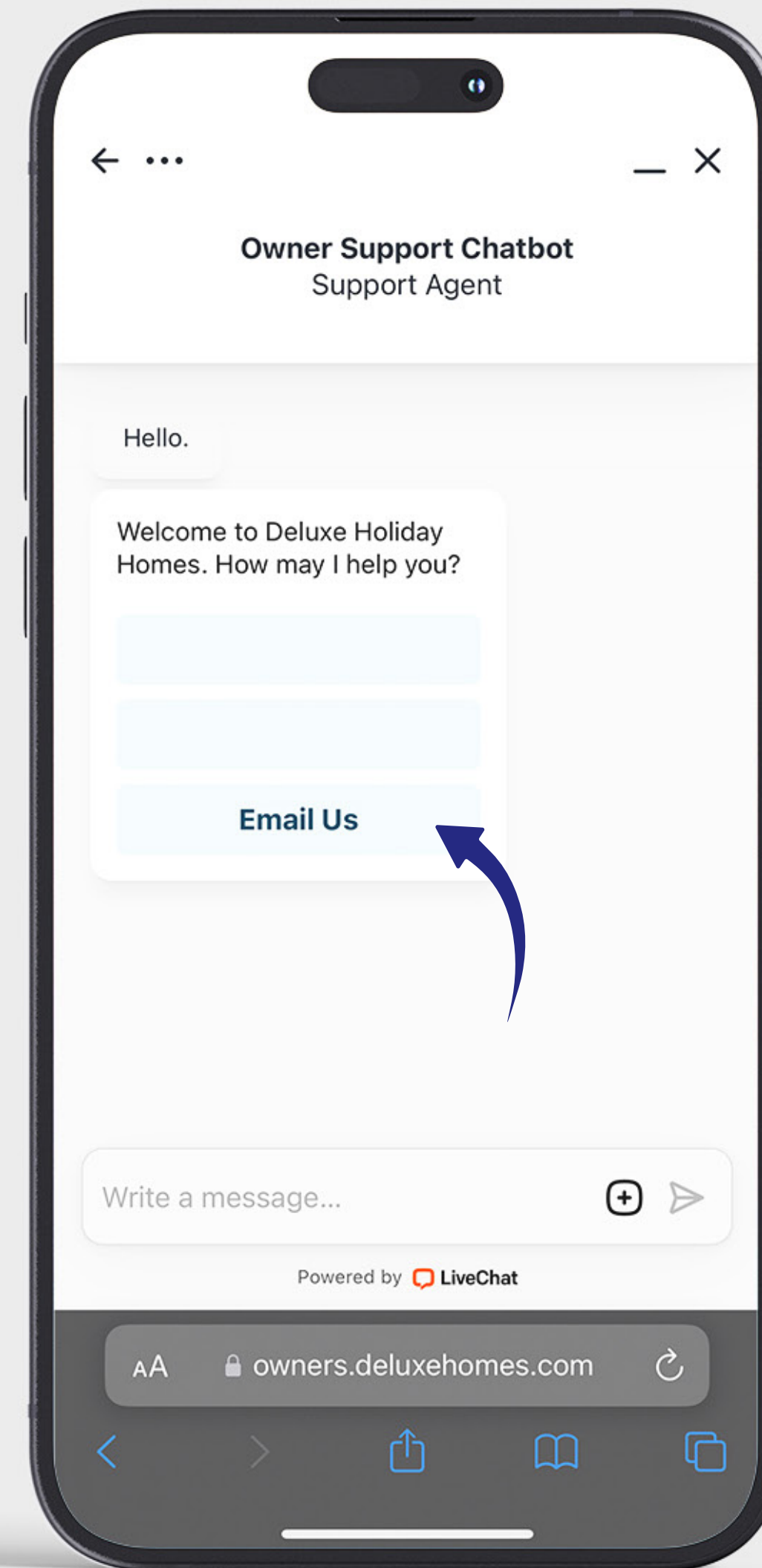


# Chat

Email Us

## Email Us

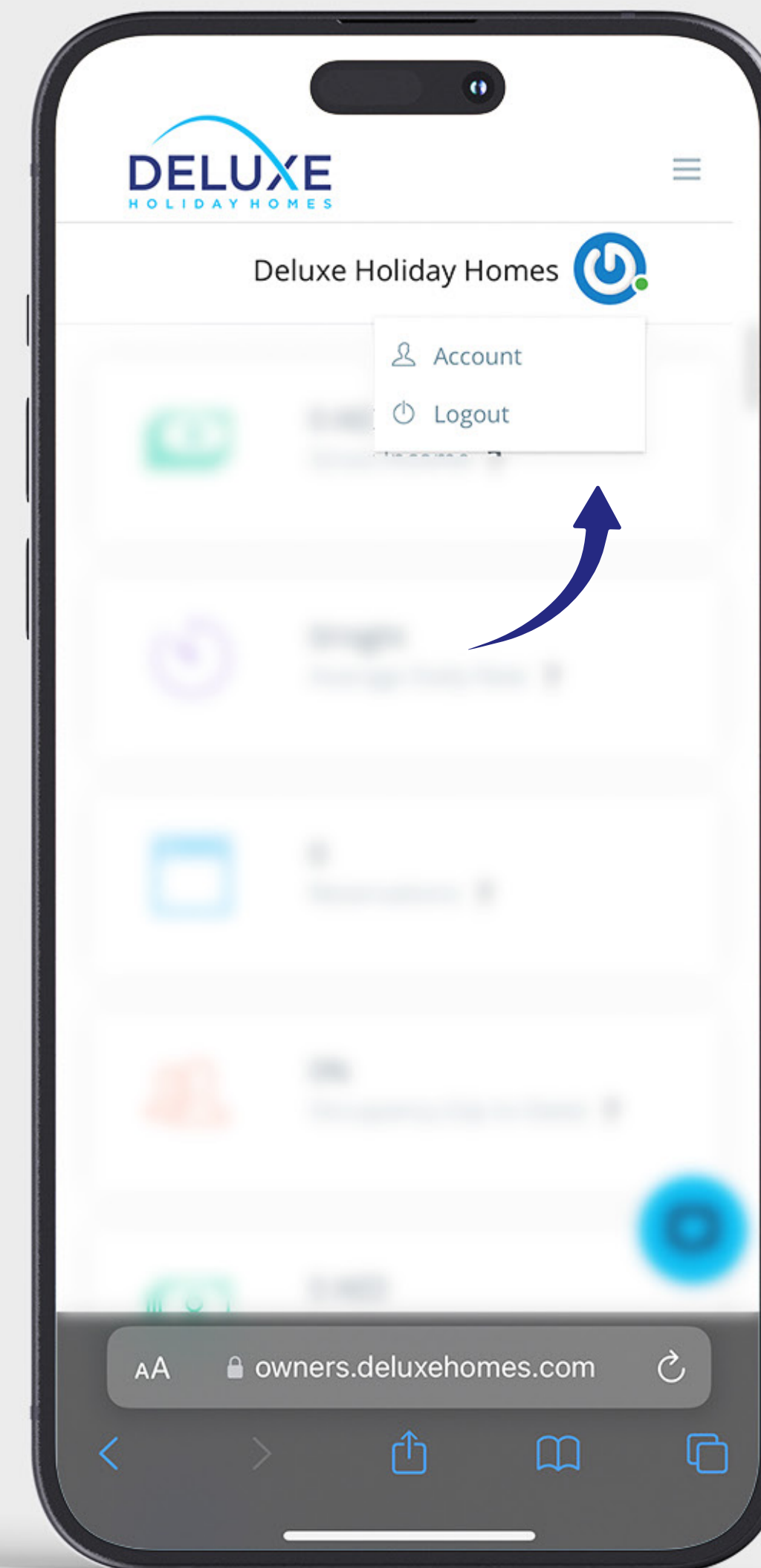
For more complex issues or personalized assistance, you can opt to **email us directly**. Our support agent will promptly respond to your email and **provide comprehensive assistance** to resolve your query.



## | Edit Account Details

Should you need to modify any account details, simply navigate to the top right corner of your account interface. **Click on the power button under the menu button.**

**Select the 'Account' option** to access a comprehensive overview of your account information. From there, you can effortlessly edit basic details such as your email address, official phone number, and more.





# | Contact Us

For any inquiries or assistance, utilize our dedicated landlord helpline **located at the bottom of the menu.**

You can reach out to us via phone **call or WhatsApp** using the provided contact numbers.

