

Vacation Rentals

Carefree Property Management



Intracoastal
VACATION RENTALS



BALDHEADISLAND.COM



DELIVERING WORLD-CLASS SERVICE



For over 40 years, the property management team at Intracoastal Vacation Rentals has been providing our guests with beach vacation memories that are cherished for a lifetime. We are locally owned and operated, and we pride ourselves on delivering world-class services to our owners and guests.

Our team of experts is dedicated to helping you maximize your return on your property investment. In a business where experience matters, our 40+ years of property management expertise will help you maximize your income. Sit back, relax, and hand the keys over to the trusted experts in vacation rental property management.



Exceptional Service

AREA LEADER FOR OVER 40 YEARS

Our property management team prides itself on providing exceptional service, including:

- Property Care
- Maintenance
- Marketing and Technology
- Housekeeping
- Guest services, 24 Hour/365
- 24/7 Reservations
- Accounting to Include Tax Return Information

Intracoastal Vacation Rentals' professional property managers are dedicated to ensure that you realize the maximum value from your rental home investment.

Our clients have witnessed the results of our commitment to exceptional marketing, world-class client service, and continuous follow-up and communication - even after the property is rented.



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Income Maximization

DYNAMIC PRICING SOLUTION



Intracoastal Vacation Rentals uses a proven dynamic pricing solution that utilizes real-time market data to ensure our price recommendations maximize revenue and occupancy for our property owners.

Your property will be updated daily based on changes in supply and demand in the market, day of week, seasonality, and local events. Several months into the future, demand is changing; so should your prices.

This dynamic pricing solution brings the same sophistication utilized by the largest hotels and airlines in the world. This saves guesswork, and also over-pricing or under-pricing - both of which can negatively impact revenue.



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Marketing

POWERFUL CUTTING-EDGE TECHNOLOGY

Marketing efforts are focused on renting your property year-round. Our goal is to book reservations during the vacation season with high-value weekly rentals, and in the off-season with monthly guests.

Properties in our rental program are marketed extensively online via targeted social media ads, digital displays on high-traffic websites, search engine pay-per-click and organic campaigns, and partner sites such as HomeAway and VRBO. Our mobile-friendly website is designed to work flawlessly with all electronic devices.

Our vacation rentals app for smartphones and tablets ensures our guests get the most out of their vacation, making sure they come back year after year.



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Property Care

24 HOURS, 7 DAYS A WEEK



Our owners have access to our maintenance plan that provides free services and discounted rates. Our maintenance techs will come out and inspect any problem, and we work with a vast array of vendors to solve larger problems. Our guests have access to an Emergency Call Center where they can reach an Intracoastal manager 24 hours a day, 7 days a week. An added service is our advanced weather protection and communication.



Over the 16 years that the BHI Property Management has been managing the rental of our home on the marsh, the marketing team has successfully secured both high and shoulder season rentals. The owner relations representatives help us present a well maintained and welcoming property and ensure that guest requests and any maintenance emergencies are promptly handled. We especially appreciate our housekeeping team which accomplishes the impossible before new guests arrive on turnover days.

—Angelica



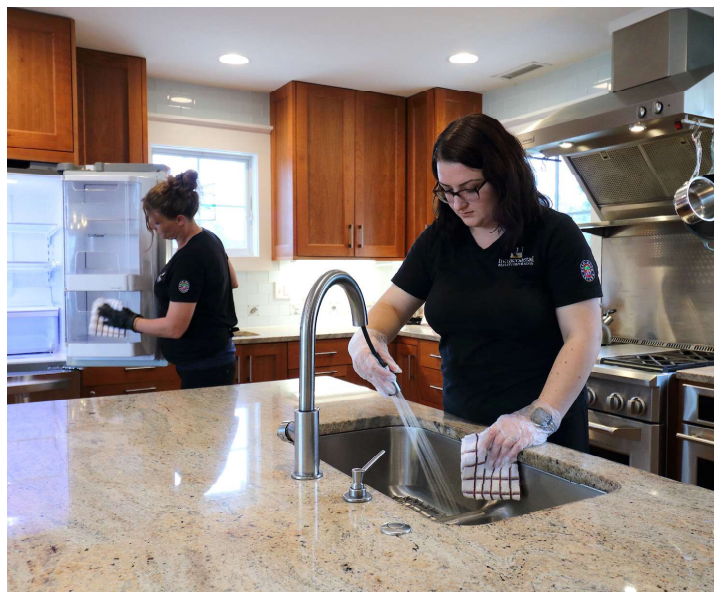
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Housekeeping

YOUR SAFETY IS OUR PRIORITY

Our housekeeping team provides an excellent cleaning service to ensure our guests arrive at an immaculate home. We take care of all housekeeping needs, so you don't have to worry about anything. Our products are "green," and we follow the suggested URMA guidelines for post depart cleans. Our on-island commercial laundry facility is fully equipped to maintain linen, towels, and toiletries. Each time you or your guests arrive, a fresh set-up is provided, just like a hotel. We even take care of supplying sheets and towels for your home annually, so there's no need to worry about replacing them yourself.



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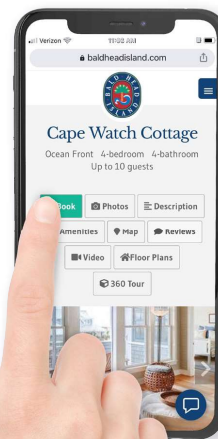
Reservations

TRAINED AND KNOWLEDGEABLE



Intracoastal Vacation Rentals provides reservations coverage 24 hours a day, 7 days a week. Our reservations staff handles phone, email, and internet inquiries 24/7. At all other times, or when our lines are busy, our phones are covered by a call center whose reservationists are trained and knowledgeable about our area and properties.

Additionally, our user-friendly website is responsible for a significant portion of our bookings, as many vacationers now book online. Website users also have the ability to engage in a chat session online if they have any questions.



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Guest Services

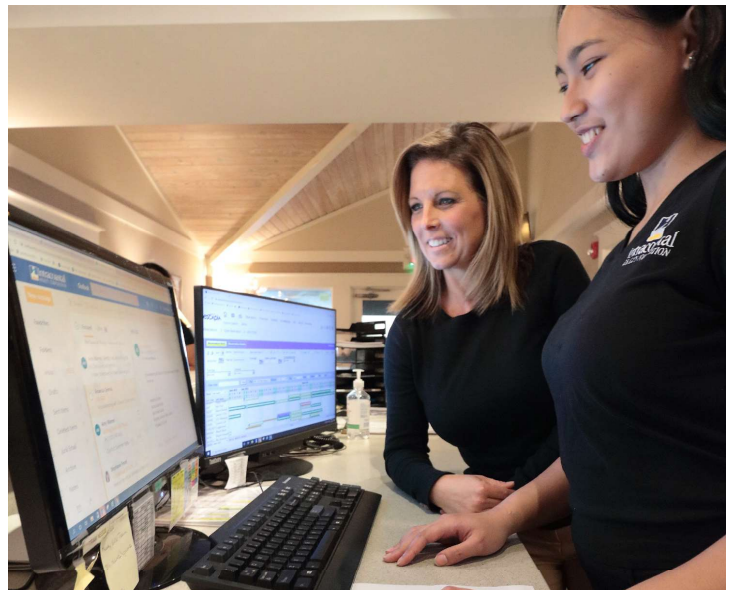
A PERSONAL TOUCH TO EVERY SOLUTION

We have an on-island team dedicated to ensuring guests have an amazing stay. Our team strives to make every guest's arrival and departure carefree and easy. Our guests' needs will always be attended to with a personal touch.



Our family stayed at Blue Heron and was very happy there. The staff was great and very responsive and the house was a wonderful fit for us. Everything we could have possibly needed was already there! It was a long drive from Alabama, but BHI is a magical place. Thanks for the great customer service!

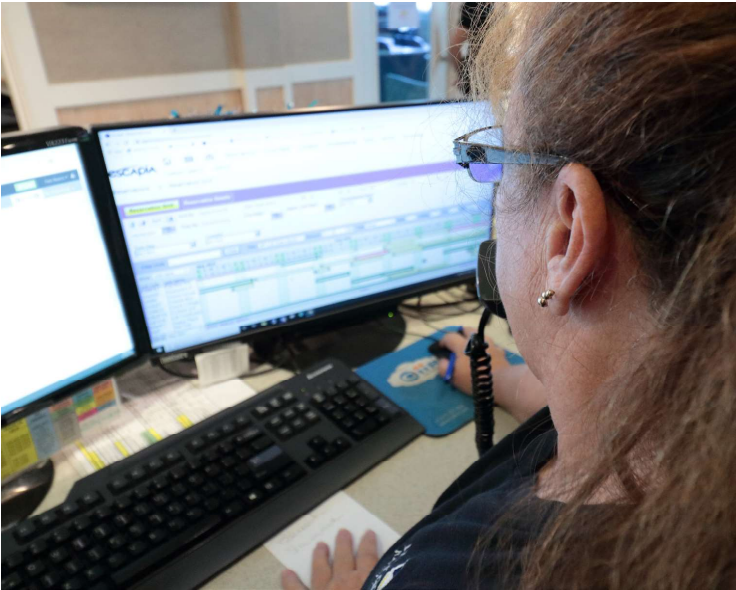
—BHI Guest



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Communication

24 HOURS, 7 DAYS A WEEK



At Intracoastal Vacation Rentals, we understand the importance of communication and keeping a watchful eye on your investment property. Our owners have access to an online portal, which gives them access to rental performance reports, accounting statements, tax preparation documents, reserve owner or guest-occupied stays.

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We wanted to thank the team that takes care of our home. At Thanksgiving they brought us a delicious pie and for Christmas they have surprised us with a wonderful gift to enjoy when we grill. We should be thanking them for they make us have peace about our home many miles away. They have a wonderful staff. They deserve a star!

- Property Owner



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Management

LEADERSHIP & EXPERIENCE



TRISHA HOWARTH

Business Development *BIC/Broker/REALTOR®* | 910.457.3723
thowarth@intracoastalrealty.com

Trisha, a native of eastern North Carolina, has worked on Bald Head Island for twenty-nine years. Her real estate background includes property management, multi-channel marketing, team leadership, transitioning of assets, governmental affairs, devising and executing concepts, marketing programs, and business strategies. As a broker, she thrives on positive client relationships.



WENDY IRICK

General Manager | 910.457.7393
wirick@intracoastalrealty.com

Wendy, a native of South Carolina, has worked on Bald Head Island for nineteen years. Wendy has over twenty-seven years of hospitality experience to include vacation rentals, project management and coordination, staff development and leadership, international staff procurement and management, and all areas of home maintenance.



TERRY KURY

Owner Services Coordinator | 910.457.7285
tkury@intracoastalrealty.com

Terry joined Bald Head Island in 2011 as a reservationist after returning from living in the mountains of North Carolina. She has had a career in the travel and tourism industry, which includes owning her own travel agency, Classic Cruises & Tours. She takes great pleasure in helping homeowners maintain their island homes, from handling everyday communications to coordinating island vendors, Terry ensures that homeowners have all the help they need to complete home projects.



EMILY RAINWATER

Vacation Rental Sales & Marketing | 910.269-2361
erainwater@intracoastalrealty.com

Emily has amassed over two decades of experience on Bald Head Island, starting her journey as a reservationist following her college graduation and relocation to Southport. Transitioning into the technical aspects of promoting vacation rentals, Emily now specializes in managing vacation listings on websites, online platforms, reviews, and sales strategies. Her role enables her to engage with property owners and guests regularly.



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