

Rental Committee Report - Jan 15, 2022

This report summarizes the ORO Rental Program recent activities and status. Our Rental Coordinator, Leslie Michaels, ensures the program is beneficial for ORO and the owners who choose to use this common element. She continues to build the program and we are hearing many positive comments from owners and renters.

Rental Program Numbers

- **Current units** in program: **42** (24 RV sites; 18 homes; was 11 total in April 2021)
- **Homes** in program when it closed: **16**
- **RV sites** in program when it closed: **23**
- **Private rentals** in ORO: **Several** today (reviewing forms/passes/processes)

Current Availability

- **Homes:** 1 double-wide available now through February (#670 - no show; private rental carried over).
- **RV Lots:** A few have some availability in March and April.

Current Activities and Focus (Busy Season thru April)

Many calls for places to stay; renter arrivals & departures, overseeing cleaning efforts, answering questions (off-hours availability through texting is well received and saves time... becoming common in industry).

Value-Added Services Improve ORO & Renter Experience

- **Improve ORO** by inspecting units, arranging repairs, and addressing periodic weed control. Google Review rating for ORO has risen to 4.4 (22 of 25 reviews in past 9 months are 5 stars)
- **Improve renter experience** by showing units ahead, matching renter to property, preparing unit for arrival, providing welcome bags & thank you cards.

Income/Expenses

2021: As we projected, many reservations in 2021 with revenue that will be recognized in 2022 (and 2023). Reservations coming in for 2023 (12 so far).

2022: Expect the program to be revenue neutral for ORO.

When 2021 audit is complete, will work with ORO Treasurer & Accountant to improve rental financial reports.

Several Stories/Comments Received

- Families came to relive their childhood (rented 3 units):
"Experience far surpassed anything we expected."
- A couple recently stayed in converted trailer unit:
"We enjoyed our stay tremendously. Trailer - very nice. Park - beautiful. Everyone is friendly and helpful. Very impressed with our experience."
- Mom, Dad, & four 6-year olds (quads) came to ORO:
"Thank you for a lovely stay. ORO made our first Disney trip truly magical."
- Several thank yous from owners and renters for going above and beyond (helped with cable, resolved power surge protector issue, helped renters find the right spot for each one).