

From: Jeff Pizzino jeff@authenticitypr.com
Subject: Re: Hope you arrived home safely
Date: August 12, 2024 at 4:27 PM
To: Rentals info@.com



Hi Julie,

We did! Thank you for the well-wishes. Very thoughtful of you.

We'd like to give you some feedback regarding our stay in #.

Condo Feedback

But first, some feedback for you:

- The float is sticking in the toilet tank. To get the water to stop running, it's necessary to remove the tank lid and manually lift the float's metal rod so that it finishes rising.
- The GFCI outlet by the sink displays a red light. Does that indicate it's not working?
- The smoke alarms almost immediately went off just from turning on the oven.
- It would be nice to have a drying rack for the dishes.
- Holes in the bathroom ceiling tiles plugged with tissue? That seemed odd.

Rentals Communications Feedback

Lastly, the communications sent by Big Fish Rentals are way overwhelming and difficult to quickly understand. This is coming from a 36-year professional trained in public relations, including corporate communications, marketing communications, customer relations, etc. (My company is [AuthenticityPR](#), if you want to check out our website. And I'm responding to this email via my business account, btw, rather than my personal email jeff@PRjeff.com.)

Here's feedback on this:

1. The condo's "rules/guidelines" in the communications/emails almost feel threatening to the point of causing unnecessary anxiety. There are **a lot** of them (where to set the temperature, be sure to wash the dishes, take the garbage out before you leave, don't get make-up on the towels, don't take towels from the condo, rinse off sand before entering condo, don't change TV settings, etc. or there'll be an extra service charge for each violation). It's understandable that these rules are necessary to effectively manage the condo, but there's a way to write them so they're more customer friendly. Putting them all on a checklist would be a good start.
2. LONG emails. Sending emails that are nearly 1,700 words is A LOT of info to process and comprehend. There's a way to say the same thing in far less words.
3. Duplicate emails were received.
4. It's fine to have a separate agreement above and beyond Airbnb, but that should be clearly communicated from the get-go, starting with the Airbnb listing. Not only were we *completely* surprised by it, but the first email about it said it was already past due. I also wonder if that's compliant with Airbnb's renter policy.
5. To make the emails easier to understand, I recommend the information be more concisely worded, grouped by topics, and broken up into sections using subheads.

Your effort to communicate everything necessary to your customers is admirable, but if you want help fine-tuning your communications so that they're substantially more customer friendly and enhance your company's image, I'd be happy to discuss working with you on this. Let me know!

Thanks again for the nice, affordable accommodations. It was a memorable location for our 40th wedding anniversary! The view from the balcony was amazing! And it was nice to have secure parking, after having read about the high crime rate in Myrtle Beach.

Authentically,

Jeff Pizzino, APR
Chief Authentic Officer
(i.e., a bona fide, "spin-free" PR purist.)



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On Aug 11, 2024, at 8:01AM, [REDACTED] Rentals <[info@\[REDACTED\].com](mailto:info@[REDACTED].com)> wrote:

Hi Jeff,

We hope you enjoyed your stay and had safe travels home. Please contact us directly to book your next vacation on our website at: [www.\[REDACTED\].com](http://www.[REDACTED].com) or call or text us at 1-843-[REDACTED] or email us at [info@\[REDACTED\].com](mailto:info@[REDACTED].com) Please provide feedback so we can make your next stay even more enjoyable.

SECURITY DEPOSITS:

Your security deposit may take up to 30 days to be released, most will be released within 14 days of your departure. In some cases, there may appear to be two charges for damage deposit during your stay. This is to ensure that there is at least one damage deposit hold and is a refresh on the hold. If this occurs the first one will be released within 2-3 days business days. Please note there will not be a credit on your account, it will show up as a hold and be released, because the hold will be shown as pending.

WIN a \$50 Amazon Gift Card for writing a review! [REDACTED]

Thank you, and we appreciate you staying with us!

[REDACTED] Rentals.

-Julie



Email or call:

 [info@\[REDACTED\].com](mailto:info@[REDACTED].com)

 (843) [REDACTED]

Visit us online:

 [www.\[REDACTED\].com](http://www.[REDACTED].com)

