

Your Owner Portal

Everything about your villa, in one place.

Your earnings and payouts, every booking across every channel, guest reviews, maintenance, documents and your management agreement — live, and available to you at any time.

85

VILLAS MANAGED

Koh Samui

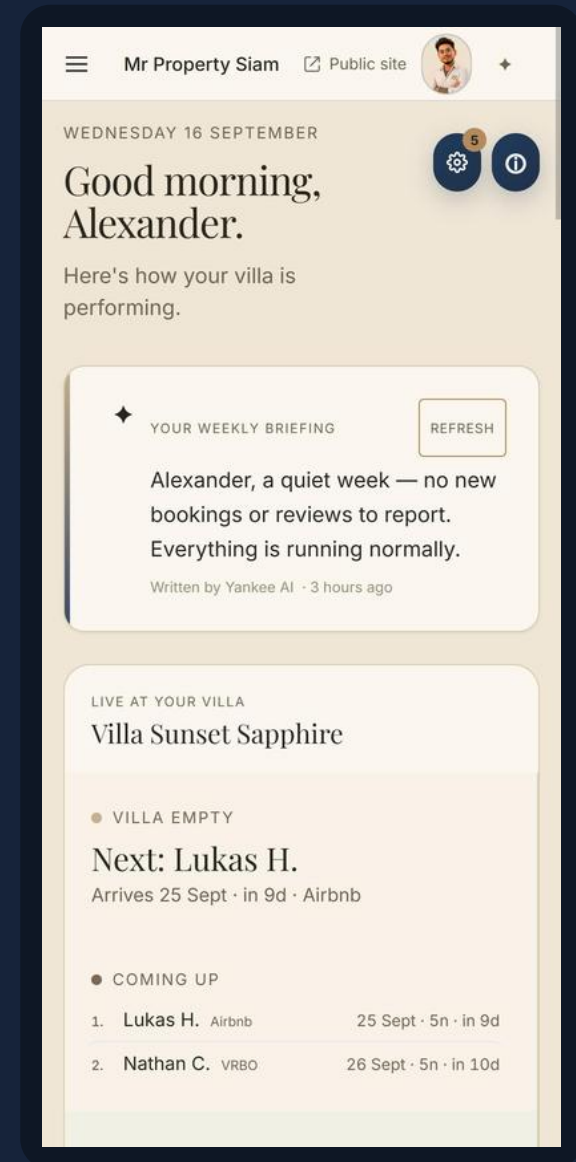
THAILAND

24/7

ACCESS

owner.mrpropertysiam.com

Screens shown from a demonstration account — 16 September 2026.



MPS Owner Portal Manual 2027

2027 edition | Prepared 13 October 2026

Your access

Open owner.mrpropertysiam.com with your MPS account. Select the correct villa and reporting period. Ask your manager for access support.

The screenshots

The walkthrough uses a demonstration account from 16 September 2026. Historic dates, sample balances, interface labels and offers in the images are not current payment promises or quotations.

Current payout processing

Owner payouts are processed from the 6th to the 10th after agreed fees and expenses. Bank arrival times vary. A forecast, approved balance or notification is different from a completed transfer.

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SECTION 1

Getting started

Where to go, and what the first screen tells you.

Getting into your portal

One address, and it works on any phone, tablet or computer. No app to install.

- Go to owner.mrpropertystiam.com
- Enter your email, then your password — or use Continue with Google
- Forgotten it? Reset it yourself from the sign-in screen
- You stay signed in, so you rarely have to do this twice

Welcome back

Sign in to your owner portal

Email

you@example.com

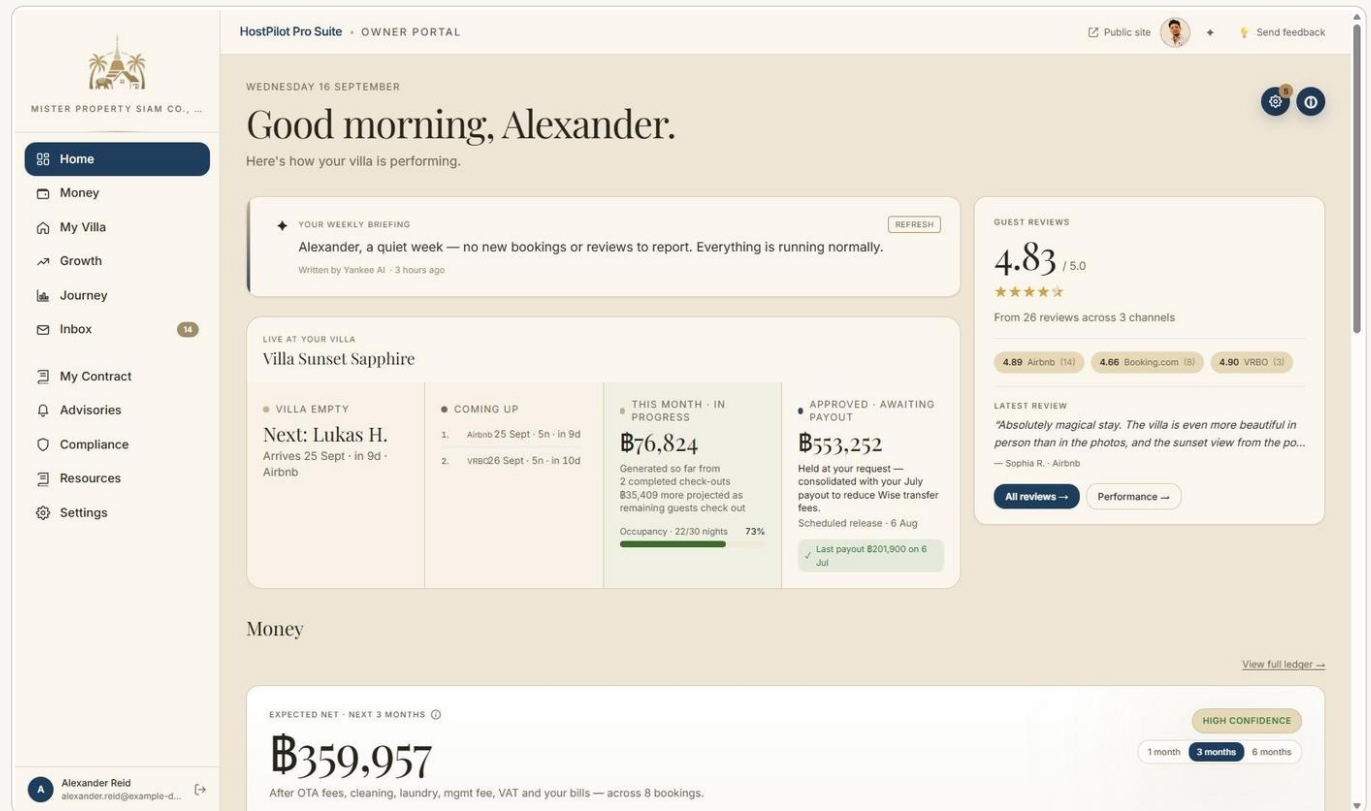
Continue

Need help? [Email us](#) or [WhatsApp](#)

Your villa at a glance

The first screen answers the questions owners ask most, before you click anything.

- A short written briefing on the week — what changed, what did not
- Live villa status: who is in, who arrives next, and when
- This month's earnings so far, and what is awaiting payout
- Your guest review score across every channel
- Expected net for the next three months



SECTION 2

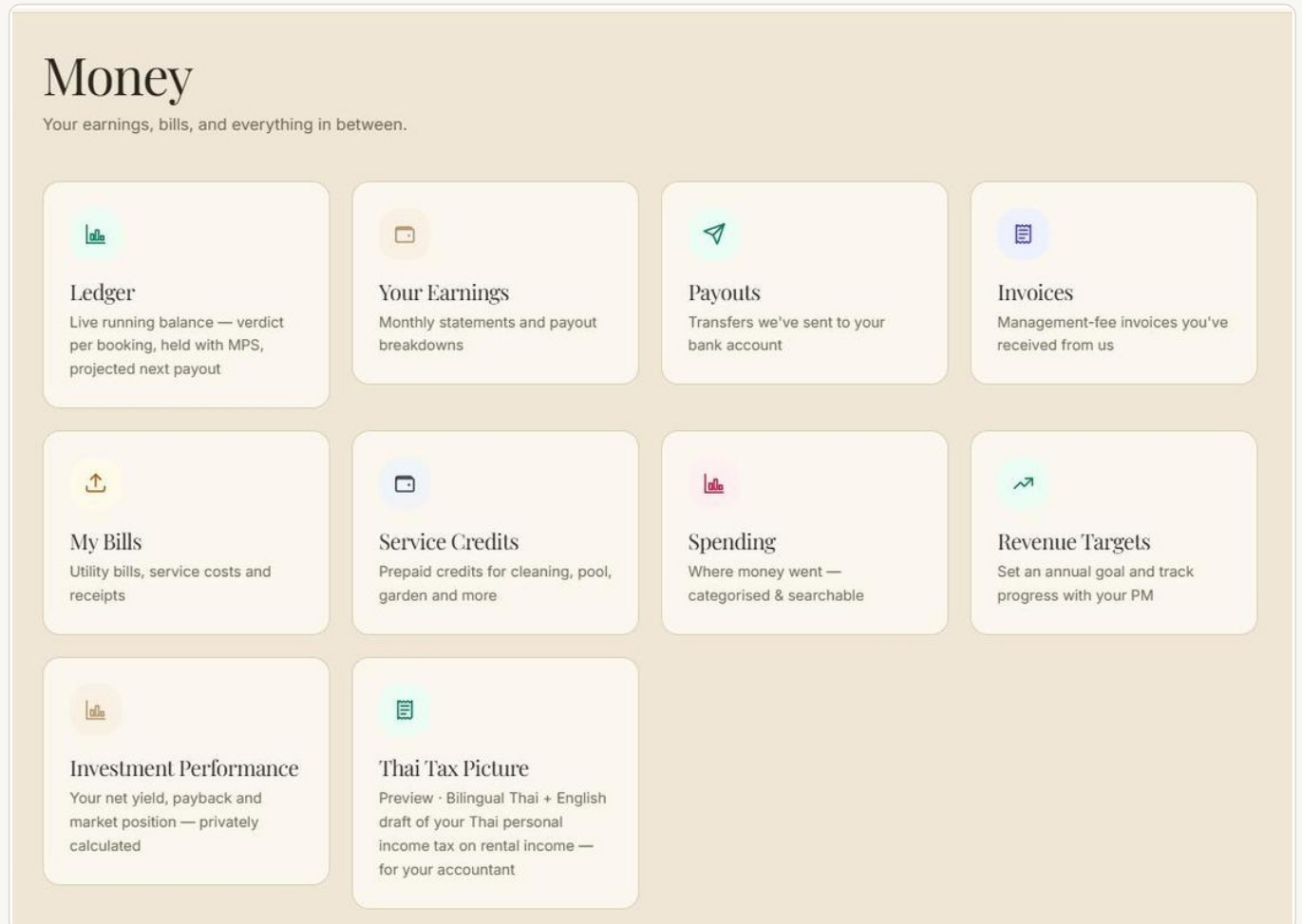
Money

Nine places to look, depending on the question. None of it needs a request.

Everything about the money

The hub. Ten cards, each answering a different financial question.

- Ledger, Your Earnings and Payouts for what you have been paid
- Invoices, Bills, Service Credits and Spending for what went out
- Revenue Targets and Investment Performance for how it is tracking
- A Thai tax picture you can hand to your accountant



One verdict per booking

Every reservation reduced to a single number: what it actually put in your pocket.

- OTA payout, minus the management fee and VAT, minus per-stay deductions, plus any electricity charged to guests
- Grouped by month, with the month's total on the header
- "Held with Mr Property Siam" shows what is approved but not yet paid out
- Choose your own window — six months, a year, or longer

MONEY

Your ledger

Every booking becomes a single verdict — OTA payout, minus the management fee and VAT, minus per-stay deductions, plus any electricity charged to guests. Held with MPS shows what's approved but not yet paid out.

THIS MONTH · REVENUE

฿76,824

2 reservations checked out this month · ฿35,409 more still projected (1 upcoming)

CONFIRMED · HELD WITH MR PROPERTY SIAM

฿553,252

Held at your request — consolidated with your July payout to reduce Wise transfer fees.
Scheduled release · 5 Aug

Next scheduled payout window begins 5 Oct 2026.

[Need funds before then?](#)

Reservations

Window · 6 months

July 2026

+฿38,002

Johnny Depp & Robert Downey Jr

Villa Sunset Sapphire · 14 Aug → 19 Aug · 5n · Airbnb

+฿0

Zoe Anderson

Villa Sunset Sapphire · 12 Aug → 18 Aug · 6n · Airbnb

+฿38,002

June 2026

+฿227,209

Justin Reyes

Villa Sunset Sapphire · 7 Jul → 17 Jul · 10n · Booking.com

+฿61,322

Chloe Fontaine

ALERT

Villa Sunset Sapphire · 9 Jul → 17 Jul · 8n · Airbnb

+฿48,083

Lea Zimmermann

Villa Sunset Sapphire · 4 Jul → 11 Jul · 7n · Booking.com

+฿35,705

MPS Owner Portal | 2027 edition | Demo images: September 2026

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PAYOUTS

Every transfer, with the maths shown

What was sent, when, through which bank, and exactly how it was calculated.

- Gross, deductions, withholding tax and net to you — as columns, not prose
- The date it was paid and its current status
- Your next payout, its expected window, and processing from the 6th to the 10th
- Running total paid across every period on file

← Back to Money

Payouts

3 payouts on file

NEXT PAYOUT

June 2026

Expected between 5 Jul – 8 Jul 2026

Estimated from your most-recent paid statement. The exact figure is confirmed once we close the period.

Standard payout window: 5th–8th of the following month, bank wire in THB.

Pay window passed — please contact your manager

PAID

Total paid: ฿ 584,509

Period	Bank	Gross	Deductions	WHT	Net to you	Paid on	Status	
May 2026	Wise	฿ 201,900	฿ 0	฿ 0	฿ 201,900	6 Jun 2026	PAID	—
April 2026	Wise	฿ 134,472	฿ 0	฿ 0	฿ 134,472	6 May 2026	PAID	—
March 2026	Wise	฿ 248,138	฿ 0	฿ 0	฿ 248,138	6 Apr 2026	PAID	—

The bills we settle for you

Every bill on the villa in one list, whoever paid it, with the paperwork attached to it.

- Electricity, water, gas, internet, garbage, insurance, pest control — all in one place, oldest to newest
- Each row says who paid: “I paid” for the ones you settled, “MPS pays” for the ones we settle on your behalf
- A status on every line — Recorded, Paid by MPS, or On next statement
- Attach the invoice and the payment proof to any bill, so the document sits with the number instead of in an email
- Send MPS a bill to pay for you, or record one you already paid so your accounting stays complete

← Back to Money

Bills

Send MPS a bill to pay on your behalf, or record a bill you already paid so your accounting stays complete.

+ New bill

Date	Vendor	Category	Type	Amount	Status
13 Feb 2026	AXA Thailand	Insurance	I paid ✓	THB 16,000	Recorded
30 Jul 2026	3BB	Internet	I paid ✓	THB 999	Recorded
6 Sept 2025	Provincial Electricity Authority	Electricity	I paid ✓	THB 9,203	Recorded
6 Sept 2025	Provincial Waterworks Authority	Water	I paid ✓	THB 787	Recorded
6 Feb 2026	Provincial Electricity Authority	Electricity	I paid ✓	THB 4,850	Recorded
6 Feb 2026	Provincial Waterworks Authority	Water	I paid ✓	THB 773	Recorded
6 Feb 2026	3BB Corporation	Internet	MPS pays →	THB 890	Paid by MPS
6 Feb 2026	Samui Gas Supply	Gas	I paid ✓	THB 315	Recorded
6 Feb 2026	Local Municipality Garbage Collection	Garbage	I paid ✓	THB 150	Recorded
6 Feb 2026	Samui Pest Control	Pest_control	MPS pays →	THB 2,253	Paid by MPS
6 Mar 2026	Provincial Electricity Authority	Electricity	I paid ✓	THB 6,339	Recorded
6 Mar 2026	Provincial Waterworks Authority	Water	I paid ✓	THB 859	Recorded
6 Mar 2026	3BB Corporation	Internet	MPS pays →	THB 890	Paid by MPS
6 Mar 2026	Samui Gas Supply	Gas	I paid ✓	THB 567	Recorded
6 Mar 2026	Local Municipality Garbage Collection	Garbage	I paid ✓	THB 150	Recorded
2 Apr 2026	Provincial Electricity Authority	Electricity	I paid ✓	THB 6,935	Recorded
2 Apr 2026	Provincial Waterworks Authority	Water	I paid ✓	THB 759	Recorded
2 Apr 2026	3BB Corporation	Internet	MPS pays →	THB 890	Paid by MPS
2 Apr 2026	Samui Gas Supply	Gas	I paid ✓	THB 569	Recorded
2 Apr 2026	Local Municipality Garbage Collection	Garbage	I paid ✓	THB 150	Recorded
7 May 2026	Provincial Electricity Authority	Electricity	I paid ✓	THB 6,967	Recorded
7 May 2026	Provincial Waterworks Authority	Water	I paid ✓	THB 1,031	Recorded
7 May 2026	3BB Corporation	Internet	MPS pays →	THB 890	Paid by MPS
7 May 2026	Samui Gas Supply	Gas	I paid ✓	THB 356	Recorded
7 May 2026	Local Municipality Garbage Collection	Garbage	I paid ✓	THB 150	Recorded

The meter, photographed both ways

Guest electricity is metered per stay, and the reading is backed by a photograph.

- Reading at check-in, reading at check-out, and the units between them
- The rate per kWh and any included allowance are shown, so the guest charge is arithmetic you can repeat yourself
- Photographs of your own meter at both readings, taken on site by the team
- Nothing to take on trust: the charge on your statement traces back to a picture of the dial
- The whole reservation, deductions and estimated net included, saves to PDF in one tap

Reservation

Shu T.

Airbnb - #9000000001

ARRIVAL

23 Aug 2025

DEPARTURE

03 Sept 2025

NIGHTS

11

GUESTS

4

TOTAL

131,780 THB

PER NIGHT

11,980 THB

BOOKING PAYOUT

B112,013

Paid by Airbnb after their fees — verified

[Details](#)

ELECTRICITY

Meter in

12,351 kWh · 12 Sept, 04:57

Meter out

12,433 kWh · 15 Sept, 20:37

Used

82 kWh

Rate

B7 / kWh

Guest charge

B574

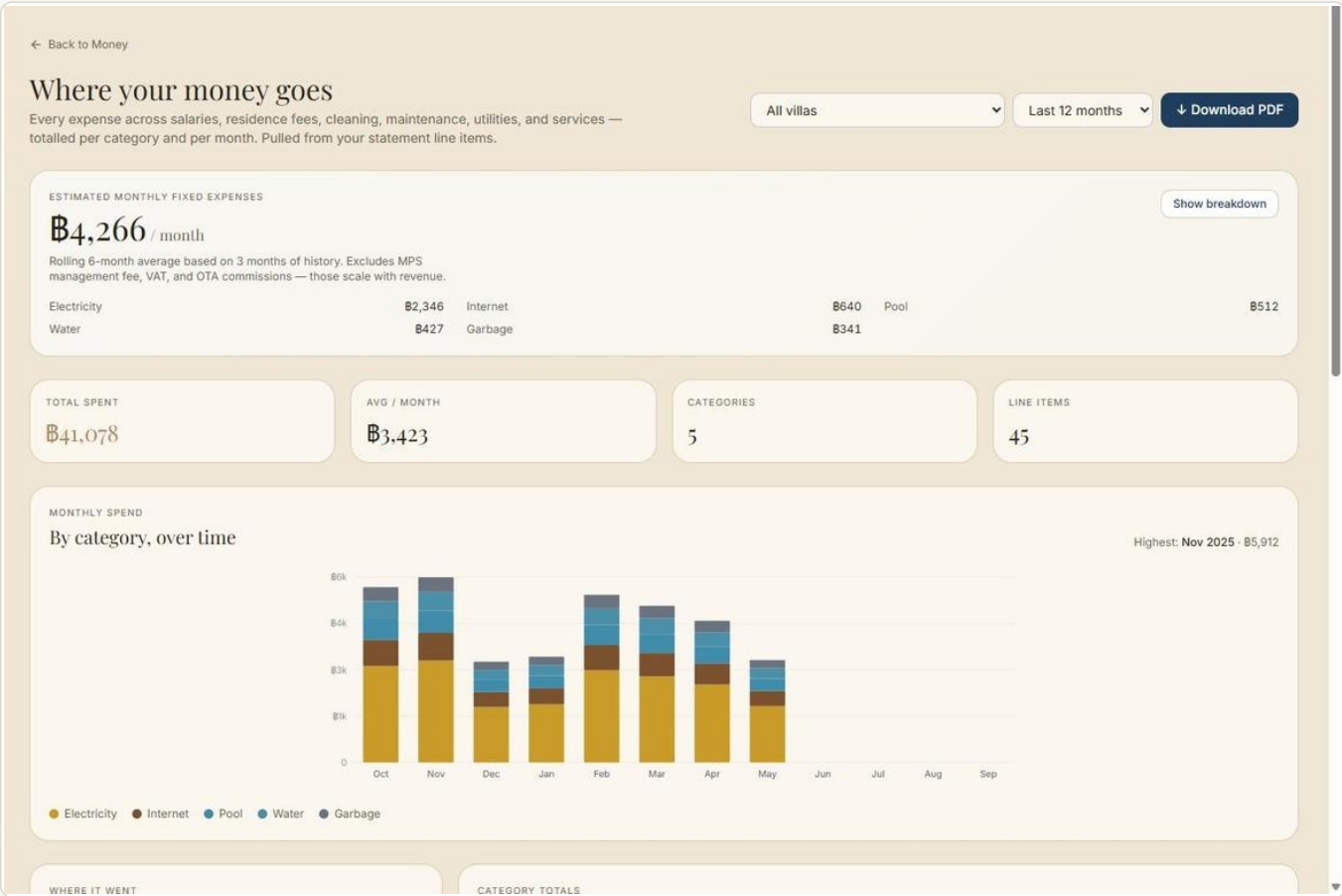
[Hide meter photos](#)



Where your money goes

Every expense across salaries, cleaning, maintenance, utilities and services.

- Estimated monthly fixed expenses, broken out by line
- Total spent, monthly average, categories and line-item count
- A month-by-month chart by category, so seasonal costs are visible
- Filter by villa and period, then export the whole thing as a PDF



Is the villa a good investment?

Yield, payback and market position — computed from your real revenue, not a brochure.

- Net annual return on the villa's value, against the Samui average
- Gross yield, twelve-month net payout and payback horizon in years
- Enter your own purchase price, renovation and holding costs
- Your figures are encrypted and visible only to you — MPS staff, managers and support cannot see them, and you can wipe them anytime

MONEY

Investment Performance

Your yield, payback and market position — computed from your actual MPS revenue and current Samui pricing.

MPS Estimate
Enter my numbers
Private calculator

YOUR NET YIELD

18.8%

net annual return on ฿11.1M villa value

You're beating the Samui average of 8.4% by +10.4 pts.

GROSS YIELD

24.4%

Gross rental / villa value

NET PAYOUT (12MO)

฿2.1M

Actual to your bank after MPS fees and expenses

PAYBACK HORIZON

5.3 yrs

Years to recover your investment at current pace

VILLA VALUE

฿11.1M

Your input

YOUR INVESTMENT DETAILS

Your numbers are stored encrypted and only visible to you. MPS staff, managers and support cannot see them. You can wipe them permanently anytime.

ACQUISITION TYPE
Purchase (freehold or compar
PURCHASE PRICE (THB)
10090000
RENOVATION / FURNITURE / SETUP (THB)
980000
YOUR ANNUAL HOLDING COSTS (THB)
Mortgage, land tax, insurance

Save & calculate
Delete my saved data

SECTION 3

Growth

What is booked, how it is performing, and how to push it further.

Every stay, every channel

Airbnb, Booking.com, VRBO and direct guests in one timeline — not four dashboards.

- Upcoming, past, or all — with nights, guests and the channel on each
- What each booking is worth, gross and per night
- Totals across the period: bookings, nights, gross revenue, average per night
- Guest names show as first name and initial, for their privacy

← Back to Growth

📅 Bookings

Reservations from Hostaway, Airbnb, Booking.com and direct guests. Guest names are shown as first name + initial for privacy. Tap any booking to see details.

BOOKINGS

8

NIGHTS

50

GROSS REVENUE

546,710 THB

AVG PER NIGHT

10,934 THB

Upcoming

Past

All

SEPTEMBER 2026

Lukas H.

AIRBNB

25 Sept 2026 → 30 Sept 2026 · 5 nights · 2 guests

In 9 days

53,000 THB

10,600 THB / night

Nathan C.

VRBO

26 Sept 2026 → 01 Oct 2026 · 5 nights · 2 guests

In 10 days

64,850 THB

12,970 THB / night

Julien M.

BOOKING.COM

26 Sept 2026 → 03 Oct 2026 · 7 nights · 6 guests

In 10 days

79,240 THB

11,320 THB / night

How the villa is really doing

Occupancy, average nightly rate and channel mix, with a forecast you can act on.

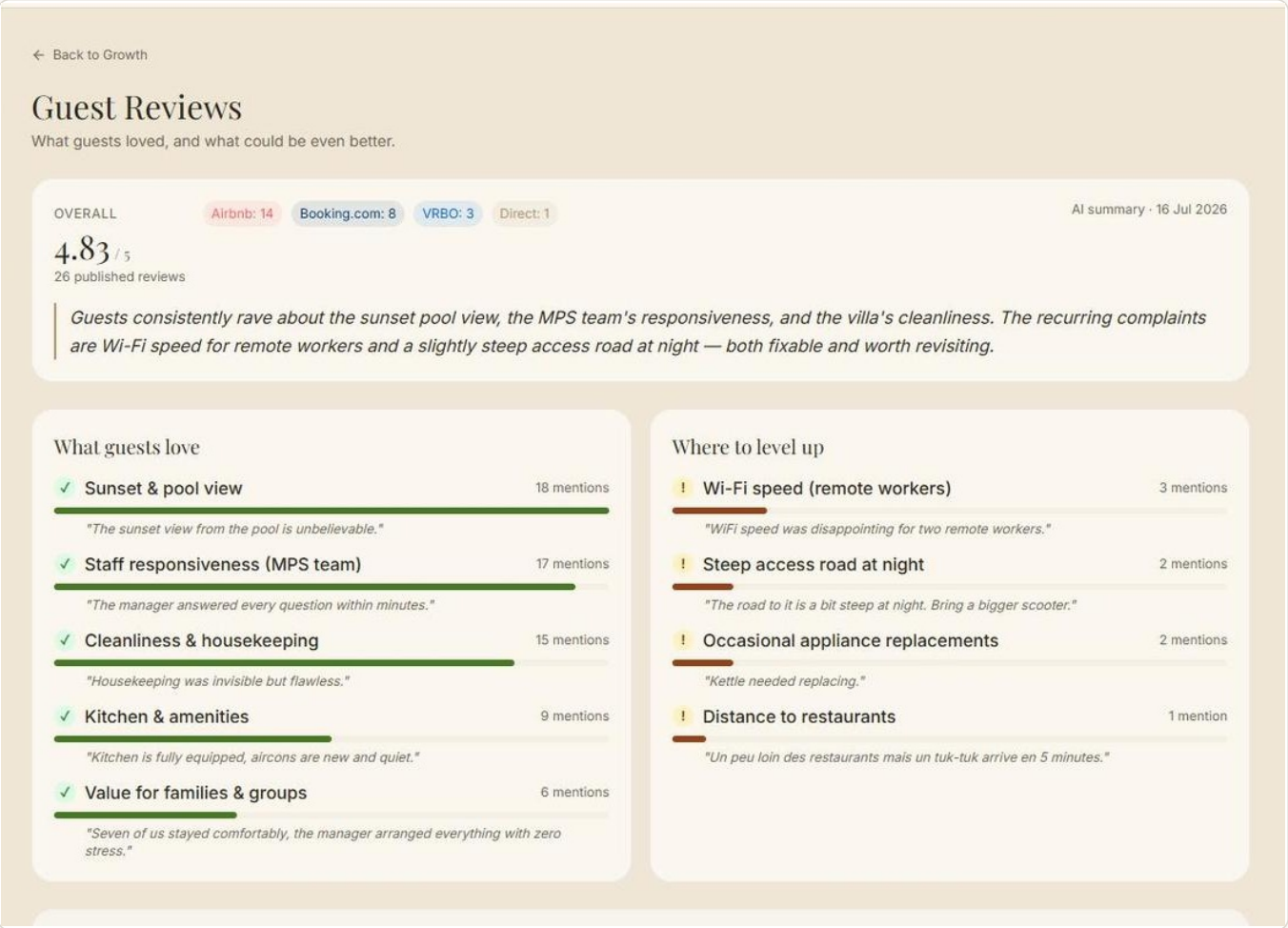
- Occupancy, ADR and total booked over any date range you choose
- Compare against the same period last year
- A three-month forecast of true net — after OTA fees, cleaning, laundry, management fee, VAT and your bills
- Export the whole thing as a PDF report in one click



What guests loved, and what to fix

Every review across every channel, read and grouped into themes so patterns are obvious.

- Your overall score and the count behind it, per channel
- What guests love, ranked by how often they mention it
- Where to level up — the recurring complaints, with the guest's own words
- A written summary of the pattern, refreshed as reviews arrive



MARKETING | REVIEW THE CURRENT OFFER

2027 edition | Prepared 13 October 2026

Optional campaigns

Review the current packages and quote in your portal before approving a campaign. Confirm the ad budget, MPS fee, duration and expected reporting. Availability and prices can change.

Evidence and outcomes

A campaign report should show what ran and what was spent. Advertising spend and projections do not guarantee bookings or revenue. The older demo screen is an example of the interface, not a current price offer.

REFERRALS | USE THE RIGHT PROGRAMME

2027 edition | Prepared 13 October 2026

Owner referrals

Use the available owner invite link or ask your manager to record an introduction. Confirm eligibility, reward calculation and trigger conditions under the current owner-referral terms before promising a benefit.

Real estate and booking agents

The real estate agent programme is separate from owner rewards and guest-booking commissions. Approved agents have their own account and signed referral agreement. See mrpropertysiam.com/for-partners/referral-agents/.

SECTION 4

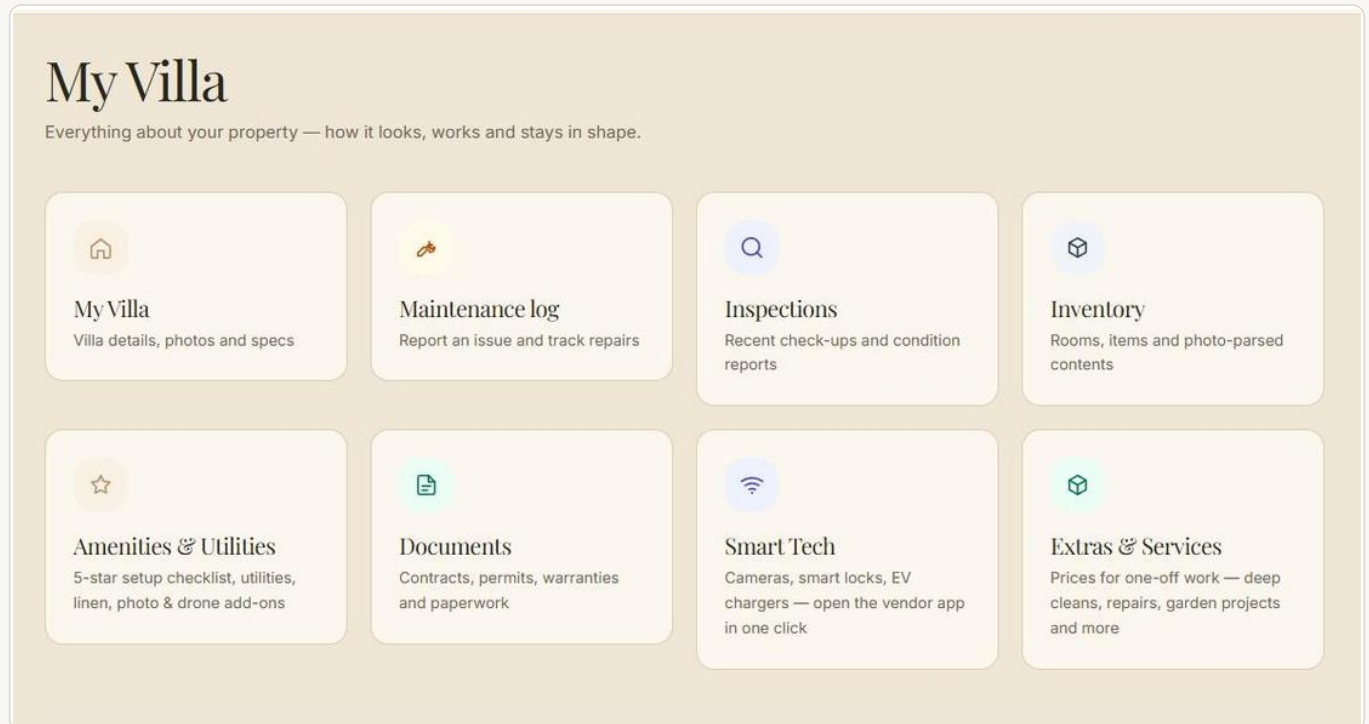
Your villa

The operational side — upkeep, kit, and work outside the agreement.

How the property is looked after

Eight areas covering how the villa looks, works and stays in shape.

- Villa details, photos and specs
- Maintenance log, inspections and inventory
- Amenities, utilities, documents and smart tech
- Extras & Services for one-off work



Every routine job, tracked

What was last done and when, with a button to ask for it again.

- Grouped by area: cleaning and finishes, pool and garden, pest control, building and weather
- Each job shows the date it was last performed
- Request another and it goes to your Property Manager, who proposes a date
- Nothing depends on you remembering to chase it

← Back to My Villa

MY VILLA

Maintenance log

Every routine job we track, with the date it was last performed and a button to request another. Requests go to your property manager who'll propose a date.

MPS-D01

Villa Sunset Sapphire

CLEANING & FINISHES

 Full villa deep clean

No record yet

Request

 Sofa / mattress deep clean

No record yet

Request

 Curtain wash

No record yet

Request

 Interior paint touch-up

No record yet

Request

 Exterior paint

No record yet

Request

POOL & GARDEN

 Pool pump & filter service

No record yet

Request

 Pool tile / grout

No record yet

Request

 Garden tree pruning

No record yet

Request

PEST CONTROL

 Pest control (general)

No record yet

Request

 Pest control (termite)

No record yet

Request

BUILDING & WEATHER

 Roof inspection

No record yet

Request

 Gutter cleaning

No record yet

Request

See the work, not just the word

Every finished job with the photos the team took on site. Proof, not a promise.

- Photos are uploaded by staff at the villa as they finish the job
- The strip across the top answers it in one look: jobs done, photos taken, villas covered, and how recent
- Filter by cleaning, pool, garden or maintenance — each showing its own count
- Tap any photo for full size, or open the rest of the set in place
- Turnovers, during-stay cleans, pool visits and garden work all appear here

← Back to Growth

Recently completed at your villa

Every job the team finished, with the photos they took on site. Nothing here is scheduled or promised — it is work already done. You choose which categories appear, in [Settings](#).

COMING UP

Planned for your villa

[Full maintenance log →](#)

SCHEDULED

Garden service (Wed)
22 Sept · garden

Garden service (Wed)
29 Sept · garden

JOBS COMPLETED

6
in view

PHOTOS TAKEN

33
on site by the team

VILLAS COVERED

2
across your portfolio

MOST RECENT

Yesterday
15 Sept

All 6

Cleaning 3

Pool 2

Garden 1

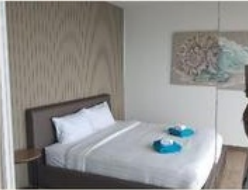
All villas

CLEANING

Check-out Cleaning

MPS-082 · Villa Stella Del Mare

Yesterday
15 Sept



+8
MORE

✓ 12 photos taken on site by the MPS team

CLEANING

Check-out Laundry

MPS-050 · Villa Aruna

3 days ago
13 Sept



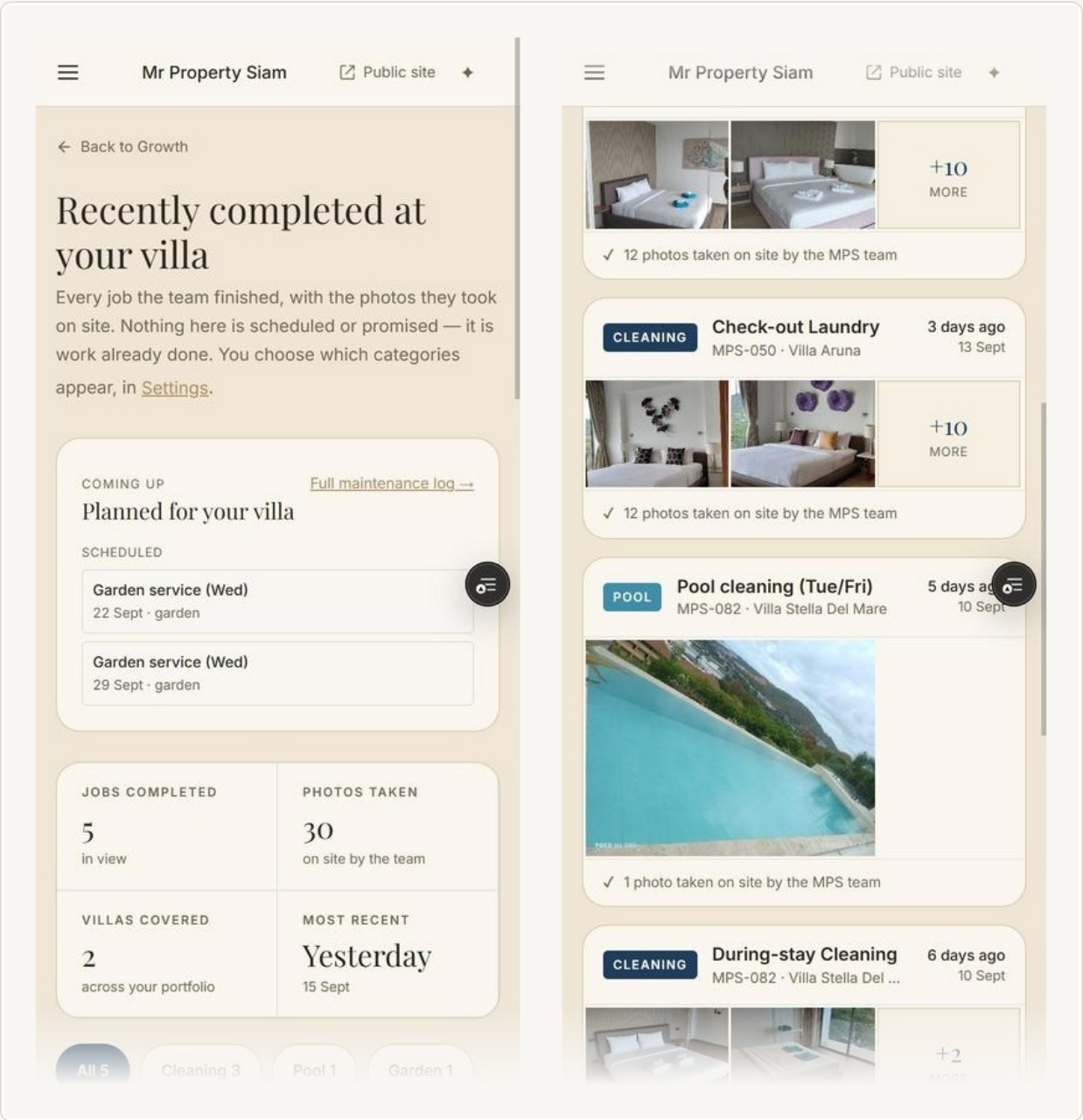
+8
MORE

✓ 12 photos taken on site by the MPS team

The same proof, in your pocket

Photos from your villa read just as well on a phone as on a desktop.

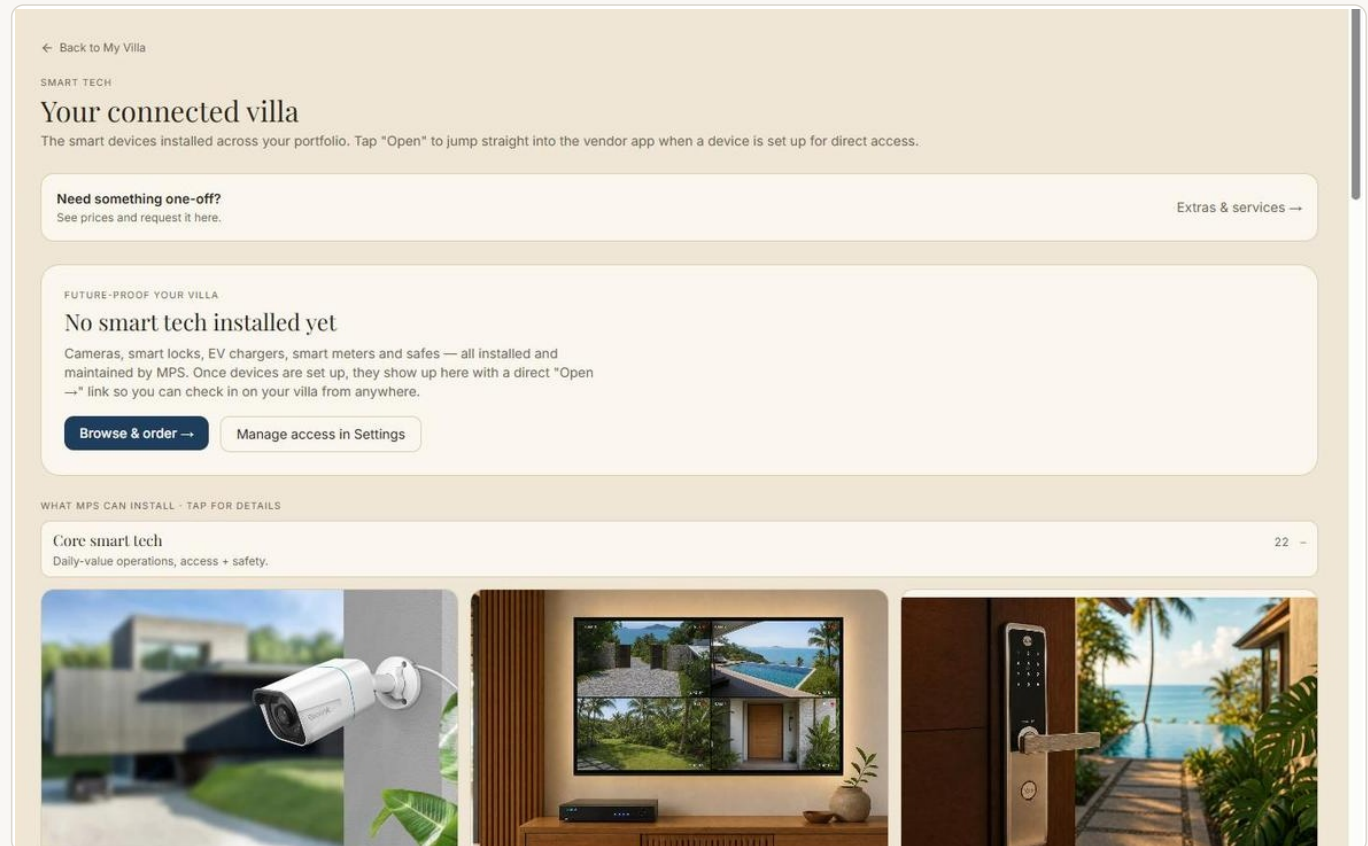
- Each job is one card: what was done, which villa, and when
- Two photos plus the rest a tap away, so scrolling stays quick
- Every card states how many photos were taken
- You control which categories appear, and can switch any of them off



Your connected villa

Cameras, smart locks, EV chargers, smart meters and safes — installed and maintained by MPS.

- Devices already fitted appear here with a direct link into the vendor app, so you can check on the villa from anywhere
- A catalogue of 22 items MPS can install, with photos and indicative prices
- Grouped by purpose — daily-value operations, access and safety
- Access is managed from Settings, so you control who can see what



One-off work, priced up front

Work outside your management agreement, with indicative prices before you ask.

- Cleaning: deep clean THB 3,500, check-out clean THB 1,500, linen change THB 1,050, welcome pack THB 350
- Maintenance, garden projects and transport in the same list
- Jobs that need a site visit say “Quoted per job” rather than guessing
- Build a basket, submit it, and MPS confirms scheduling
- Stated plainly: these are estimates, not final quotes

[← Back to My Villa](#)

EXTRAS & SERVICES

Need something one-off?

Browse indicative prices for extra work outside your management agreement — deep cleans, repairs, garden projects, transport and more. Add what you need to your basket and submit it; MPS will confirm scheduling and any items that need a site visit before work begins. Figures below are an **estimate**, not a final quote — some jobs are priced after inspection.

☆ Cleaning

Deep clean
Full property deep clean
฿3,500.00 visit
+7% VAT
 [Add](#)

Check-out clean
Standard turnover clean
฿1,500.00 visit
+7% VAT
 [Add](#)

Owner-stay clean
Clean before or after an owner stay
฿1,500.00 visit
+7% VAT
 [Add](#)

Laundry / linen change
Full linen set
฿1,050.00 set
+7% VAT
 [Add](#)

Welcome pack
Guest arrival consumables
฿350.00 each
+7% VAT
 [Add](#)

Gutter clean
Roof gutters and downpipes
Quoted per job
+7% VAT
 [Add](#)

Window & glass clean
Interior and exterior glass
Quoted per job
+7% VAT
 [Add](#)

Mattress & sofa shampoo
Wet extraction per item
Quoted per job
+7% VAT
 [Add](#)

Post-construction clean
After building or renovation work
Quoted per job
+7% VAT
 [Add](#)

Extra housekeeping hours
Additional labour beyond scope
Quoted per job
+7% VAT
 [Add](#)

🔧 Maintenance

BASKET

Add items from the list to build your request.

Recurring services, consolidated

Every ongoing service on the villa, in one place, on one statement.

- Pool maintenance, garden care, pest control, turnover cleaning and more
- Switch an external provider over to MPS, or add a service you do not have
- One monthly statement instead of five separate providers to chase
- Bundle three or more for a bigger discount, or prepay 6 or 12 months to lock in the price

Your services

Every recurring service running on your villa. Add new ones, switch external providers to MPS, or lock in a prepay discount — we handle the rest.

Why owners consolidate services with MPS

- One monthly statement instead of five separate providers to chase.
- Bundle 3+ services — bigger discounts as you add more.
- Prepay 6 or 12 months — lock in your price and save.
- Same team every time. They know your quirks, your gate code, your dog's name.
- Guest complaints answered by us within the hour, not "your provider's off today".

Need something one-off?

See prices and request it here.

Extras & services →

MPS-D01 · VILLA SUNSET SAPPHIRE

Pool maintenance Not currently on file
Weekly clean, chemicals, pump check

+ Add this service

[Why MPS?](#)

Garden care Not currently on file
Landscaping, watering, tree trimming

+ Add this service

[Why MPS?](#)

Pest control Not currently on file
Termite, mosquito, rat monitoring

+ Add this service

[Why MPS?](#)

Turnover cleaning Not currently on file
Between guest stays

+ Add this service

[Why MPS?](#)

SECTION 5

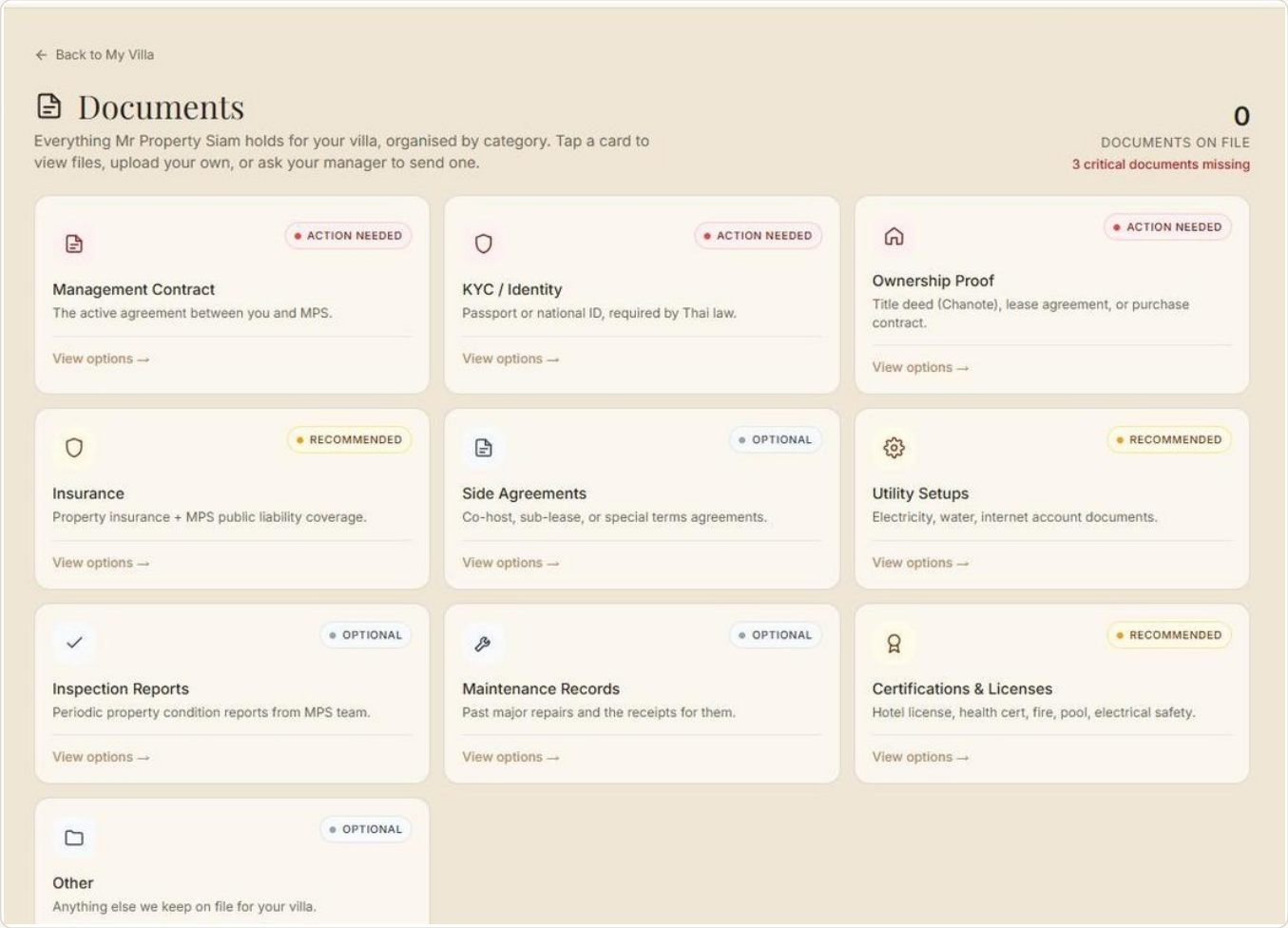
Paperwork

Your agreement, your documents, and the Thai compliance side.

Your paperwork, in one place

Organised by category, and honest about what is still missing.

- Management contract, KYC and ownership proof
- Insurance, side agreements and utility setups
- Inspection reports, maintenance records, certifications and licences
- Each category is marked Action needed, Recommended or Optional — so you can see at a glance what needs you



YOUR CONTRACT | THE APPROVED PACKAGES

2027 edition | Prepared 13 October 2026

Agent 10% | Host 15% | Manager 20% | Ultimate 25%

Agent is the booking-only option without operational management. Host, Manager and Ultimate include operational RatePilot pricing within HostPilotPro. The signed agreement defines the service scope for your villa.

Ultimate and separate services

Ultimate includes reservation-linked turnover cleaning, between-stay laundry and the welcome pack. Pool, garden, deep cleans, pest control and waste remain separate. Service fees are subject to the applicable Thai VAT rate.

Term and notice

Choose an agreed 6 or 12-month term. Give 45 days written notice before expiry to stop renewal. Early termination, package changes and any support contribution follow your agreement.

Help with the Thai paperwork

We gather, translate and package. Your lawyer and accountant decide.

- Thai Tax Picture — a bilingual draft of your personal income tax on rental income, for your accountant
- STR Licence & Permits — documents on file, licence status and a bilingual checklist for short-stay accommodation
- Stated plainly on the page: MPS is a villa manager, not a law firm or tax adviser, and never files on your behalf

 **Guidance, not advice.** คำแนะนำเบื้องต้น ไม่ใช่คำปรึกษา

MPS is a villa manager — not a law firm or tax adviser. We help you gather, translate and package what your accountant or lawyer needs. We never file on your behalf.

MPS เป็นผู้จัดการวิลล่า ไม่ใช่สำนักงานกฎหมายหรือที่ปรึกษาภาษี เราช่วยเตรียม แปล และจัดเอกสารให้ท่านหรือนักบัญชีของคุณ เราไม่ได้ยื่นเอกสารต่อหน่วยงานราชการแทนคุณ

Compliance & Guidance

Two surfaces, one framing. MPS helps you gather, translate and package — your lawyer and accountant decide.



Thai Tax Picture

Preview · Bilingual Thai + English draft of your Thai personal income tax on rental income — for your accountant



STR Licence & Permits

Guided · Documents on file, licence status, and a bilingual checklist for short-stay accommodation in Thailand

SECTION 6

Staying informed

How the portal reaches you, and where to find help.

Told, not chased

Anything that matters arrives here, with the number attached.

- Payout notifications, each showing the net amount paid
- Statement releases as they are published
- Tasks that need something from you
- Filter to unread, statements or tasks, and mark all as read

NOTIFICATIONS

Inbox

14 unread items

Mark all as read

All (14) Unread (14) Statements Tasks

 Your December 2025 payout has been paid 15d ago
Net payout: THB 142,256
STATEMENT •

 Your December 2025 - January 2026 payout has been paid 15d ago
Net payout: THB 330,715
STATEMENT •

 Your January 2026 - March 2026 payout has been paid 15d ago
Net payout: THB 148,312
STATEMENT •

 Your March 2026 payout has been paid 15d ago
Net payout: THB 91,136

Things that affect the villa

Power cuts, public holidays and observances that change how the villa runs.

- PEA power outages matched to your villa's area and street
- Thai public holidays and Buddhist observances
- Alcohol-ban days, which matter for guest expectations
- Outage notifications are opt-in and configurable
- Honest about method: if an announcement is vague, MPS errs on the side of showing it

Advisories

Everything you should know about: PEA power outages that affect your villas, plus Thai public holidays, Buddhist observances, and alcohol-ban days on the nationwide calendar.

Notification settings

NATIONWIDE CALENDAR

Anniversary of the Death of King Bhumibol
Tue, 13 Oct 2026 · Public holiday

Chulalongkorn Day
Fri, 23 Oct 2026 · Public holiday

Awk Phansa (Buddhist Lent ends)
Mon, 26 Oct 2026 · Buddhist holiday
End of the three-month Buddhist Lent period. Not a public holiday but widely observed.

Alcohol sales banned (Awk Phansa)
Mon, 26 Oct 2026 · Alcohol ban
Alcohol sales prohibited nationwide.

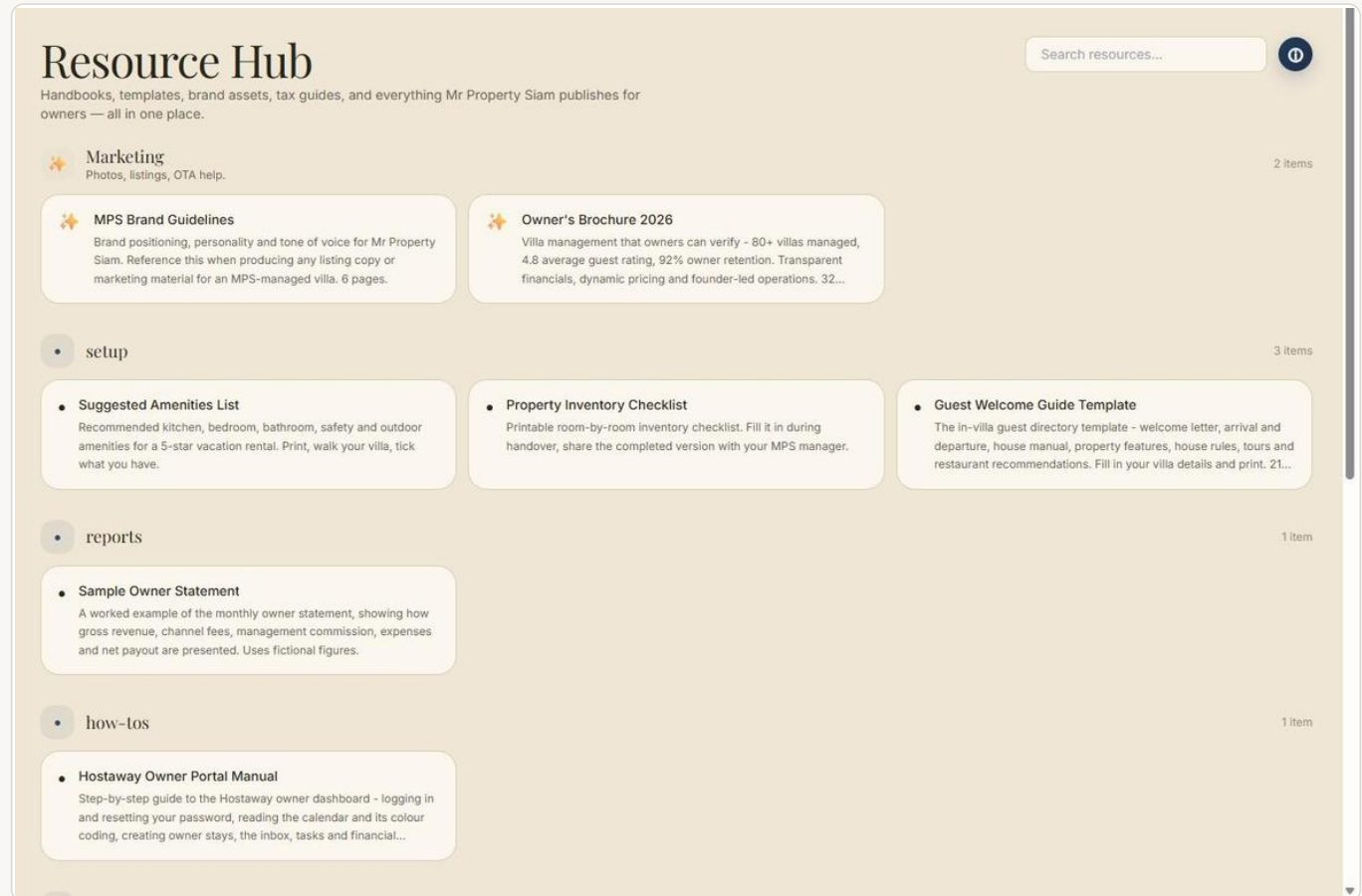
Villa outages are sourced from public PEA announcements (SamuiWatch aggregate and PEA branch Facebook pages). We do our best to match each announcement to your villa's area and street; occasionally an announcement is vague and we err on the side of showing it. If you spot something clearly wrong, message your Property Manager.

Nationwide calendar events (Buddhist observances, alcohol-ban days, public holidays) are on the Thai government calendar and are informational only — no notifications for these.

Handbooks, templates and guides

Everything MPS publishes for owners, in one searchable hub.

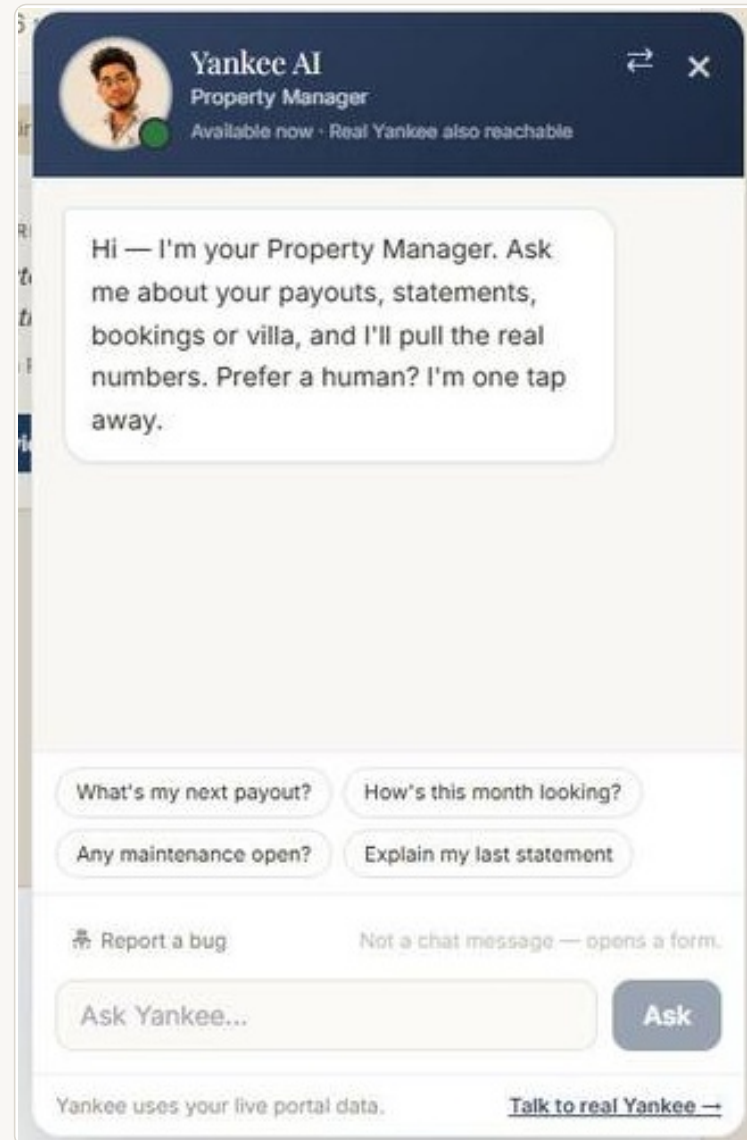
- Brand guidelines and the Owner's Brochure
- Suggested amenities list, property inventory checklist and guest welcome guide template
- A worked sample owner statement, showing how gross revenue, channel fees, commission, expenses and net payout are presented
- A step-by-step manual for the Hostaway owner dashboard



Ask, and get a real answer

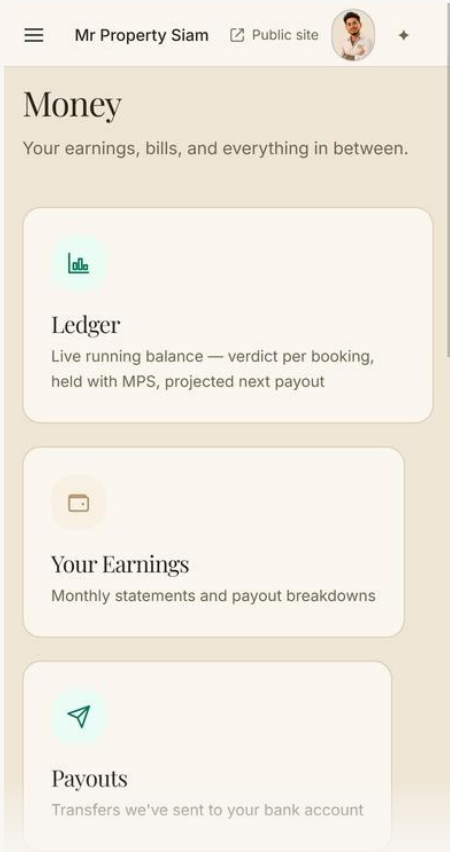
An assistant in the corner of every page that reads your actual portal data.

- It answers from your real numbers — payouts, statements, bookings, villa
- Four common questions are one tap, no typing
- It shows your assigned Property Manager, not a faceless bot
- Prefer a person? Hand off to the real team in one tap
- Do not want it on screen? Hide it, and it tucks into the top bar

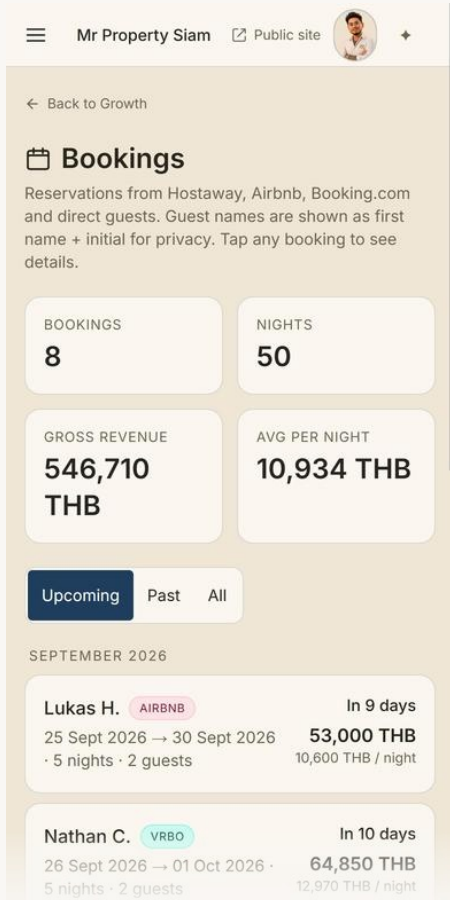


The same portal, in your pocket

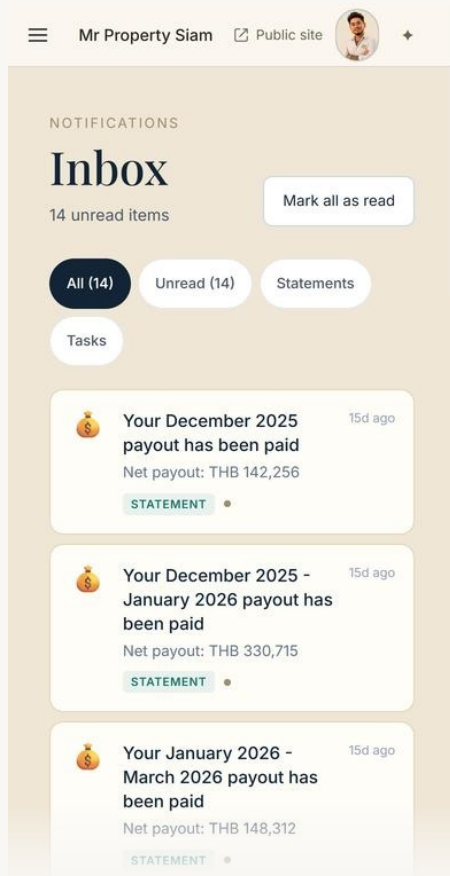
Nothing is desktop-only. Every figure, statement and booking is on your phone, and you can add the portal to your home screen so it opens like an app.



Money



Bookings



Inbox

Add to Home Screen: open the portal in Safari or Chrome, tap Share, then Add to Home Screen.

Anything you need, one tap away

Ask your Property Manager, inside the portal

The assistant sits in the corner of every page and answers from your real portal data — not a generic chatbot. Common questions are one tap: “What’s my next payout?”, “How’s this month looking?”, “Any maintenance open?”, “Explain my last statement.” Prefer a person? “Talk to real” hands you straight to the team.

Report something that looks wrong

Every page has Send feedback. If a number looks too high, too low, or is missing, send a note or a screenshot. It reaches the team with the page you were on attached.

Reach us directly

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