



MR PROPERTY SIAM

Your Key to Thai Tranquility

Villa Management That Owners Can Verify

Koh Samui · 80+ Villas Under Management · 4.8 Average Guest Rating

Transparent Financials · Dynamic Pricing · Founder-Led Operations

info@mrpropertysiam.com | mrpropertysiam.com
WhatsApp: +66 81 515 4578 | Phone: +66 95 808 0599

Boutique Standards. Operational Scale.

Mr Property Siam manages over 80 villas across Koh Samui. Every one is run through the same systems, the same standards, and the same founding team that built this company.

We built this company in response to the gaps we saw in the local market. Large agencies treating every villa identically. Solo operators without the technology or team to be consistent. Neither model worked for owners who expected accountability.

We built a third model: a management company with the systems and scale to deliver reliable results, run by a team that lives on the island and answers directly to property owners — not a regional head office. Several of the island's leading real estate agencies now regularly refer new owners to us for management — a measure of trust we don't take for granted.

Our portfolio is large enough to negotiate preferred rates with contractors, software, and service providers. It's small enough that our founders still review monthly owner reports personally. We take full operational responsibility for your property — while giving you complete visibility and the final word on anything that matters to you.



'A large portion of our portfolio growth comes from existing owner referrals and long-term partnerships.'

80+

Villas Under Management

4.8

Avg Guest Rating

92%

Owner Retention

< 30 min

Who We Work Best With

We're selective about the properties we take on, and transparent about who we serve well. This isn't for every owner — and that's by design.

MPS is built for owners who:

- + Own a villa suited for the short-term rental market
- + Live overseas (or on-island but prefer not to self-manage)
- + Expect monthly financial reporting with full line-item transparency
- + Want a named account manager, not a call centre
- + Value data-driven pricing over gut-feel rate-setting
- + Prefer a company that explains its fees upfront and doesn't mark up maintenance
- + Want full transparency and the ability to stay involved — on your terms, not ours
- + See the management relationship as a partnership, not a delegation

We may not be the right fit if you:

- Want the lowest-cost management option available
- Prefer to set your own rates and override pricing recommendations
- Need a company that also manages condos, apartments, or hostels
- Want daily phone updates rather than structured monthly reporting
- Are looking for short-term project management only (no ongoing rental)

If this sounds like you, the rest of this brochure explains exactly how we operate.

How Decisions Get Made

We handle your property operations end-to-end — but you're never in the dark and never out of the loop." The most common complaint we hear from owners switching to us: "My last company made decisions I didn't know about and sent invoices I couldn't verify." Our communication and approval process is designed to prevent that.

- Monthly Owner Report — Delivered by the 10th. Income by channel, itemised expenses with receipts, occupancy data, guest feedback summary, and any maintenance performed. No aggregated figures without backup.
- Approval Thresholds — Any non-emergency expense over ฿5,000 requires your written approval before we proceed. Emergency repairs under ฿5,000 are handled immediately and documented in your next report.
- Quarterly Strategy Call — A scheduled call to review performance, discuss rate strategy for the coming quarter, and flag any property improvements that could improve revenue or guest ratings.
- Real-Time Access — Your Hostaway owner portal shows live bookings, upcoming arrivals, revenue to date, and message history. Check it anytime — no need to email us for a status update.
- Incident Reporting — If something goes wrong (guest damage, maintenance failure, complaint), you receive a written report within 24 hours: what happened, what we did, what it cost, and what we recommend next.
- Named Contact — You have one account manager. They know your property, your preferences, and your investment goals. Your preferences guide how we operate. You set the level of involvement — from fully hands-off to closely consulted." Reach them by WhatsApp during working hours; our operations team covers emergencies 24/7.

You should never have to chase us for information. If you do, we've failed.

The People Behind Your Property

Our full team is based on Koh Samui. No remote management, no outsourced call centres. These are the people who will look after your property.



Jordi Ricardo Schulte

[Founder & CEO]
Since: 2021



Jordi is the driving force behind Mr Property Siam, focused on delivering fully transparent, hands-off property management for villa owners. With a strong background in hospitality and digital systems, he combines operational efficiency with a 5-star guest experience. His vision is to set a new standard for villa management on Koh Samui.



Chalisa Lasombat

"Kara"

[Brand Manager]
Since: 2026



Kara supports the brand and marketing side of Mr Property Siam, focusing on how each villa is presented across digital platforms. As she steps into the business, she brings a fresh perspective on design, content, and guest expectations. She works closely with the team to strengthen the company's premium image and online presence.



Yanky Rodbang

Portfolio Manager &
Concierge provider
Since: 2021



Yankee oversees villa operations while also delivering exceptional concierge services through Siam Discoveries. With over a decade of local experience, he ensures guests enjoy seamless stays and authentic island experiences. His deep network and hands-on approach make him an essential part of the guest journey.



Annandpaul Bhusri

"Paul"

[Operations Manager]
Since: 2025



Paul has been part of the journey since the early days of the company in 2021, contributing to its foundation and operational structure. After gaining additional experience in Bangkok, he returned to the team in late 2025, bringing broader industry insight and strengthened expertise. Today, he oversees operations and supports portfolio management, ensuring each property is managed with consistency and precision.



Ye Te Zaw "Thura"

Guest Relations
Since: 2024



Thura is dedicated to creating a smooth and welcoming experience for every guest from arrival to departure. He handles communication, requests, and on-the-ground support with professionalism and care. His friendly approach ensures guests feel looked after at all times.



P May

Housekeeping Manager
Since: 2025



P May leads the housekeeping team, maintaining the highest standards of cleanliness and presentation across all villas. She ensures every property is perfectly prepared for each arrival. Her consistency and attention to detail are key to delivering a 5-star guest experience.

Every owner is assigned a named portfolio manager. You'll know who to call and they'll know your property.

Our Extended Team on Koh Samui

All properties are managed under the Mr Property Siam standard, ensuring consistent quality, service, and reporting.



Phyoo
[Portfolio Manager & Partner]
Since: 2021



Phyoo has been working alongside Mr Property Siam since 2021, originally supporting operations through concierge services, private chefs, housekeeping, and day-to-day villa management. With years of hands-on experience across all operational aspects, he developed a deep understanding of the company's standards and service approach. In 2025, he stepped into portfolio management, bringing his practical expertise and reliability to a broader role overseeing villa performance.



Chen
[Portfolio Manager & partner]
Since: 2025



Chen is the founder of C.O Samui Property Management and a valued partner within the Mr Property Siam network. She first worked alongside Jordi in 2023 on a project at Aqua Residence, where she adopted and further developed operational systems used by the team. After reconnecting in August 2025, the collaboration naturally evolved, bringing together shared standards and complementary expertise.



Adam Tokar
[Senior Manager & Partner]
Since: 2021



Adam is the founder of Kagami Ltd and a trusted partner of Mr Property Siam, overseeing a select portfolio of villas on Koh Samui. With a strong focus on quality control and owner satisfaction, he ensures each property is managed to a high operational standard. His structured approach and attention to detail contribute to consistent performance and long-term value.



Due to local regulations, some team members operate through their own licensed companies, working exclusively in collaboration with Mr Property Siam. Each partner follows our systems, processes, and service standards — functioning as one unified team.

Every owner is assigned a named account manager. You'll know who to call and they'll know your property.

Maintained to a Standard You Can Inspect

Tropical humidity, monsoon rain and constant guest turnover take a toll on even well-built villas. MPS maintains its own in-house operations team — including housekeeping, pest control, electricians, plumbers, gardeners, pool technicians, and pool cleaners — alongside close relationships with some of the island's largest and most established external service providers.

Property condition directly impacts guest experience, revenue performance, and long-term asset value.

- Turnover Cleaning — Hotel-standard deep clean between every guest stay. Quality-checked before arrival. Linen, amenities, and presentation verified.
- Pool, Garden & Pest Control — In-house pool technicians, gardeners, and pest control — or your preferred external provider. Chemical balancing, landscaping, exterior upkeep, and seasonal treatments, all tracked in Breezeway.
- Electrical & Plumbing — In-house tradespeople for routine and urgent work. Larger projects coordinated with vetted specialist contractors.
- Preventive Scheduling — Air conditioning, roofing, water heaters, and appliances on a seasonal calendar. Cheaper to prevent than to repair.
- Emergency Response — Our island-based team can reach most properties within 30 minutes. Storms, leaks, power failures — handled immediately, reported to you within 24 hours.
- Monthly Inspections — Walk-through of structure, fixtures, plumbing, electrics, and outdoor areas. Timestamped photo report sent to you. Not a formality — we catch problems before guests do.

Why integrated operations matter: When our gardener spots early signs of a pool filtration issue, our pool technician is notified the same day — before it becomes a guest complaint or an expensive repair. Teams that communicate internally catch problems earlier, respond faster, and keep your property running smoothly.

Owner choice is preserved: You are not required to use our in-house services exclusively. External providers can continue to be used. Full-service integration is optional — but available when you want it.

Better Guests. Better Reviews. Better Revenue.

Guest experience drives review scores. Review scores drive ranking. Ranking drives bookings and the rates you can charge. This isn't hospitality for its own sake — it's a revenue strategy with measurable returns.

- Pre-Arrival — Guest communication before arrival to confirm preferences, dietary needs, and special occasions. Villa prepared accordingly.
- 24/7 Support — Multilingual team reachable via WhatsApp, phone, and messaging platforms. Guest issues resolved the same day, not queued.
- Concierge Coordination — Private chef, spa, tours, boat charters, transfers, and restaurant bookings. Arranged through our preferred local network.
- Welcome & Orientation — On-site check-in with villa walkthrough, local recommendations, and a curated welcome pack.
- Review Management — Every review responded to within 24 hours. Negative feedback investigated, addressed, and used to improve the property.
- Repeat Guest Programme — Previous guests receive direct booking offers at reduced OTA commission — better rates for them, higher net revenue for you.



What Drives Your Villa's Revenue

Every villa performs differently. Revenue depends on measurable factors—not luck. During onboarding, we assess each one and build a strategy around your property's specific strengths and positioning.

Location

Where your villa sits on the island directly affects demand, rates, and guest profile. Bophut, Chaweng, Maenam, and Lamai each attract different traveller segments at different price points.

Bedrooms & Capacity

A 2-bedroom villa serves couples and small families. A 5-bedroom estate targets group travel and events. Size determines your total addressable market and average booking value.

Condition & Design

Interior quality, furnishings, and overall presentation drive first impressions, conversion rates, and review scores. A well-styled villa earns more per night than one that photographs poorly.

View & Unique Selling Point

Sea views, private pools, rooftop spaces, and beachfront access command higher rates. A clear differentiator improves both conversion and repeat bookings.

Seasonality & Market Timing

Koh Samui has distinct high, shoulder, and low seasons. Rate strategy must adapt across the year — annual revenue matters more than any single month.

Platform Positioning & Reviews

Listing quality, response rates, guest ratings, and review volume determine where your villa ranks. Higher ranking means more visibility and more premium bookings.

During onboarding, we assess each factor and present a personalised revenue projection based on comparable properties in our portfolio.

How We Price, List, and Fill Your Calendar

The gap between a well-managed and poorly-managed villa on Koh Samui is typically often a significant difference in annual revenue performance. Most of that gap comes down to pricing strategy, listing quality, and channel distribution — not the property itself.

DISTRIBUTION CHANNELS Airbnb · Booking.com · Agoda · VRBO · Marriott Homes & Villas · Expedia · Google Homes · Direct

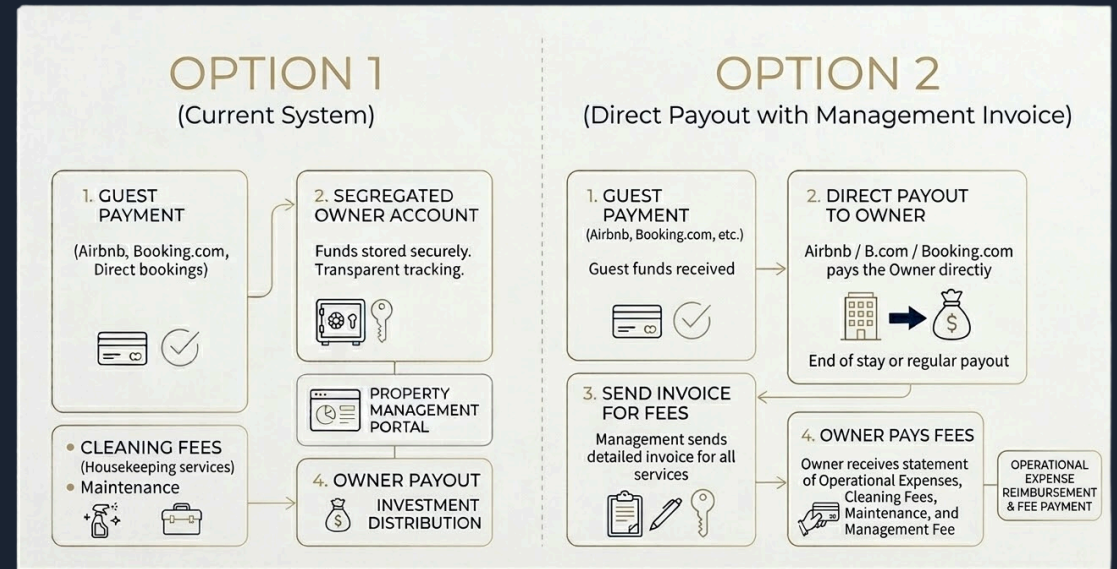
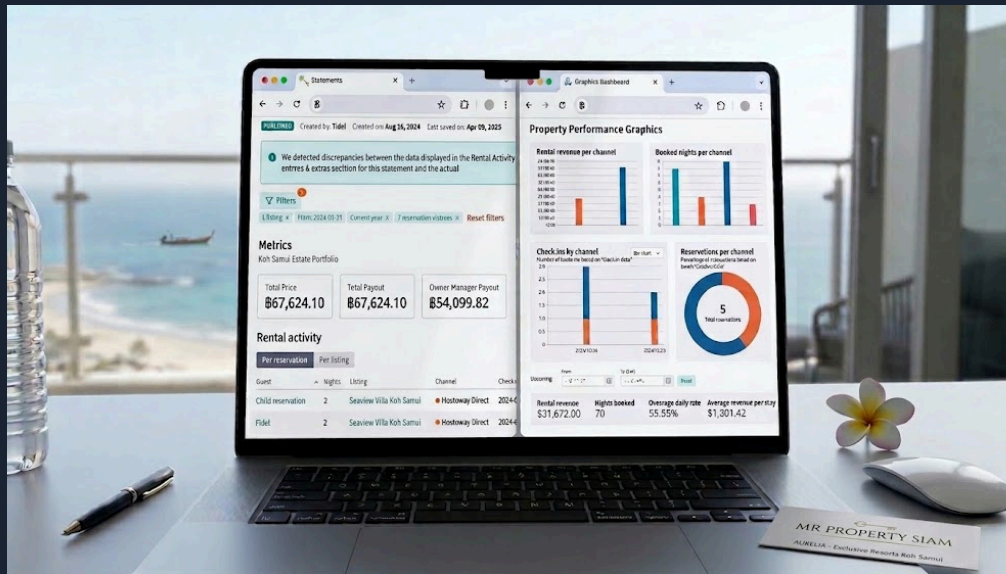
- Dynamic Pricing — Rates adjust daily via Wheelhouse based on demand, competitor rates, local events, and seasonal patterns. Your villa is never sitting empty at a rate that could have been lowered, or booked at a rate that could have been higher.
- Listing Quality — Professional photography direction, SEO-optimised descriptions, strategic amenity tagging, and platform-specific formatting. Listings are reviewed and updated quarterly.
- Seasonal Planning — Advance rate calendars for peak, shoulder, and low seasons. Event-based pricing for Full Moon, Chinese New Year, Christmas, and Songkran.
- Channel Management — Synchronised availability across all platforms via Hostaway. No double bookings. Calendar gaps actively managed with targeted promotions.
- Direct Booking Development — Repeat guest cultivation and direct booking incentives to reduce OTA commission dependency over time.
- Monthly Revenue Reporting — Occupancy, ADR, RevPAR, channel performance, and year-over-year comparisons. You see exactly where your bookings come from and what each channel costs.



Every Baht Documented. Every Receipt Yours.

Your rental income is held in a segregated owner account—never mixed with our operating funds. Every transaction is documented, categorised and available for your review at any time.

- Monthly Statements — Income by channel, expenses by category, net income. Delivered by the 10th. Every line item backed by documentation.
- Segregated Accounts — Owner funds and MPS operating funds are held separately. Your money is your money. Period.
- Owner Portal — Real-time access via Hostaway: live bookings, revenue to date, expense history, guest communications, and upcoming arrivals.
- Tax-Ready Records — Financial documentation maintained in a format that simplifies Thai tax filing. We coordinate with your accountant directly.
- Three Payout Options — Thai bank transfer, international wire via Wise, or Stripe. Monthly, bi-monthly, or on-demand.
- Audit Trail — From a ฿200 cleaning supply to a ฿200,000 booking, every transaction has a receipt and approval record attached.



All income and expenses flow through a clearly structured and fully traceable process.

What You Can See. What Runs Behind It.

We run three integrated platforms that automate operations, prevent errors, and give you real-time visibility into your property. Here's what each one does for you.

Hostaway

What you see:

Live booking calendar, revenue dashboard, guest and upcoming arrivals. Financial statements, Message history All accessible through your owner portal login.

What it does behind the scenes: Synchronises listings across 7+ platforms, automates guest and communications, prevents double bookings, payment processes

Wheelhouse

What you see:

Rate recommendations updated daily, with clear reasoning (demand spike, competitor drop, event approaching). You can review the logic; we manage the execution.

What it does behind the scenes: Analyses competitor rates, demand forecasts, seasonal patterns, and historical data to set optimal nightly pricing.

Breezeway

What you see:

Completed task confirmations: cleaning verified, inspection done, maintenance resolved. Each with a timestamp and the assigned team member.

What it does behind the scenes: Schedules cleanings, tracks maintenance, manages property inspections, and ensures nothing is missed between turnovers.

Our systems are not static. We continuously refine our internal tools, reporting workflows, and owner-facing platforms to improve accuracy, speed, and transparency. Development is ongoing.



Why MPS

Most owners have seen one of two models: a large agency that treats every property identically, or a solo operator who can't deliver consistency. We built a third model.

	Large Agency	Solo Operator	MPS
Financial Transparency	Low — aggregated statements, limited detail	Variable — often informal records	High — line-item reports, receipts, owner portal
Technology & Systems	High — but generic, one-size-fits-all	Low — manual processes, spreadsheets	High — tailored per property with owner access
Personal Contact	Low — call centres, rotating staff	High — but dependent on one person	High — named manager with team backup
Consistency	Medium — scale dilutes attention	Low — quality fluctuates with availability	High — systems enforce standards across 80+ villas
Pricing Strategy	Basic — seasonal templates applied broadly	Gut feel — limited market data	Dynamic — data-driven daily adjustments via Wheelhouse
Owner Control	Low — limited input on decisions	High — but unstructured communication	High — structured input with approval thresholds
Scalability	High — but impersonal	Limited — one person cannot scale	Scalable — systems grow without losing personal touch

We're not the cheapest option — and we're not trying to be. We're built for owners who want verifiable results and clear accountability.

What Changes for You

We don't just manage your property — we change how ownership feels. This is what our current owners describe as the real difference between managing them selves and working with MPS.

Before MPS

Self-managed or previous management

- Chasing cleaners and contractors between guest stays
- Unclear finances — unsure what you actually earned after costs
- Inconsistent bookings with long calendar gaps
- No reliable pricing strategy — guessing rates by season
- Managing guest complaints from overseas with limited visibility
- Reviews declining because small issues went unresolved
- Spending hours each week on coordination instead of ownership
- No clear performance data to evaluate your investment

After MPS

Managed by Mr Property Siam

- Turnover cleaning, inspections, and maintenance handled without your involvement
- Monthly financial statements with line-item detail and receipts attached
- Dynamic pricing filling your calendar at optimal rates across 7+ platforms
- Data-driven rate strategy adjusted daily based on demand and competition
- 24/7 guest support with multilingual team — issues resolved same day
- Proactive review management improving scores and ranking over time
- Your time spent reviewing a monthly report — not managing operations
- Clear performance metrics: occupancy, ADR, RevPAR, channel breakdown

The goal is not just better management — it's better ownership.

Your property works harder. You don't have to.

Three Levels. One Standard.

Every package includes the same operational quality — the same team, the same technology, the same reporting. The difference is scope: how much of the ownership burden we carry. All properties managed in full compliance with Thai regulations (including TM30 reporting).

MOST POPULAR

STANDARD

15%

Booking administration and guest support

- Listing coordination & calendar management
- Reservation handling & guest communication
- Check-in/out coordination
- Housekeeping coordination

Monthly support: THB 4,000/mo

Direct booking fee: 10%

Excludes: Dynamic pricing, Google Business, enhanced marketing, inspections, utilities management

PROFESSIONAL

20%

Comprehensive property management

Designed to maximise revenue & occupancy

- Everything in Standard PLUS:
- Dynamic pricing & revenue optimisation
- Revenue strategy & market positioning
- Performance monitoring and reporting
- Utility monitoring and bill management
- Full marketing: Airbnb, Booking.com, Agoda, VRBO, direct site
- Public Liability Insurance (third-party)
- Enhanced listing optimisation
- TM30 reporting

Monthly support: THB 2,000/mo

Direct booking fee: 7%

ALL - INCLUSIVE

25%

End-to-end operational management

- Everything in Professional PLUS:
- Turnover cleaning, laundry, welcome pack included
- Concierge revenue sharing
- Property inspections and photo documentation
- Maintenance coordination
- Financial admin with monthly statements

Monthly support: No charge

Direct booking fee: 5%

"All properties managed in full compliance with Thai regulations (including TM30 reporting)."

Note the direct booking fees are set to cover potential credit card fees by Stripe

What Your Fee Covers — And What It Doesn't

Covered by Your Management Fee

- + Listing creation & optimisation
- + Guest communication & 24/7 support
- + Booking management across all channels
- + Check-in / check-out coordination
- + Review monitoring & response
- + Monthly financial reporting
- + Dynamic pricing management
- + Channel synchronisation
- + Owner portal access
- + Turnover cleaning coordination
- + Emergency response

Passed Through at Cost (No Markup)

- Deep cleaning (beyond standard turnover)
- Linen replacement & consumables
- Pool & garden contractor fees
- Maintenance & repair materials
- Guest amenities & welcome packs
- Professional photography
- Renovation / improvement projects
- Legal & accounting services

Pricing philosophy: Property services (cleaning, maintenance, pool, garden) are structured for operational efficiency, not to maximise margins. Because MPS operates an integrated in-house team alongside established external providers, many service costs fall below typical market rates on Koh Samui. Higher engagement packages benefit from more favourable service pricing. Long-Term Rentals: Reduced management rate for LTR contracts (3+ months). Discussed during onboarding. Owner Personal Use: 48 hours' notice to block dates. Pre-arrival cleaning included. No management fee charged. Package Changes: Upgrade or downgrade anytime with 30 days' notice. Takes effect next calendar month. Payments: Guest payments processed via Stripe. Management fees deducted before owner payout.

Beyond Day-to-Day Management

Our core business is villa management. But through years on Koh Samui, we've built a network that helps owners with related needs. These are coordination services — we connect you to vetted professionals and oversee execution. We do not structure these services around markups.

Real Estate Advisory

Acquisition guidance, rental yield analysis, resale support, and vetted introductions to agents and developers. Independent advice — we don't take sales commissions from developers.

Design & Renovation

Interior styling for rental performance, renovation project management, furnishing packages, and trusted contractor coordination. Every recommendation evaluated against its impact on bookings and guest reviews.

Legal & Compliance

TM30 guest registration support, general compliance with local regulations, ownership structure guidance (leasehold, company, usufruct), licensing guidance where relevant, tax advisory connections, and business registration support. Positioned as guidance and coordination — all handled through qualified, licensed professionals.

Island Network

Vetted electricians, plumbers, builders, A/C specialists, lawyers, accountants, furniture suppliers, and pool contractors. Trade pricing available to MPS-managed properties.

PERFORMANCE

Portfolio Results — 2025

These are aggregate figures across our managed portfolio. Individual villa performance varies based on property type, location, condition, and package. We share these so you can evaluate our track record with real numbers. Our portfolio continues to grow through referrals from established real estate agencies and existing owner recommendations.

78%

(portfolio-wide, 2025)

4.83

AverageGuestRating

(across 900 reviews on all

platforms)

92%

(year-over-year)

2.4×

(vs. pre-MPS management)

Revenue uplift is calculated by comparing owner-reported income in the 12 months before MPS management to income in the first full 12 months under MPS management, for properties with available comparison data. Not all properties have pre-MPS data. Results are not guaranteed for new properties.

PORTFOLIO COMPOSITION

2-3 Bedroom Villas

~45%

4-5 Bedroom Estates

~35%

6+ Bedroom Properties

~20%



Three Properties. Verified Results.

The sea reproperties that came to us under performing. Results shown compare the 12 months before MPS management to the first 12 months under our management. Property names and owner details available on request with owner consent.

3-Bed Pool Villa

Bophut · Built 2023

Occupancy

Before: 38% **After: 79%**

Monthly Revenue

Before: ฿42K

Guest Rating **After: ฿112K**

Before: 3.8

After: 4.82

— New listings on 5 platforms, professional photography, rate restructuring. Revenue stabilised after month 3.

— Verified owner reference available

4-Bed Estate

Maenam · Built 2019

Occupancy

Before: 52% **After: 84%**

Monthly Revenue

Before: ฿95K

Guest Rating **After: ฿228K**

Before: 4.2

After: 4.91

— Repositioned from mid-range to premium segment. Furnished bedroom upgrade in month 2 enabled higher rate.

— Verified owner reference available

2-Bed Boutique

Chaweng Noi · Built 2022

Occupancy

Before: 29% **After: 73%**

Monthly Revenue

Before: ฿28K

Guest Rating **After: ฿74K**

Before: 4.0

After: 4.78

— Previously self-managed by overseas owner. Added to 6 channels, pricing optimised, concierge added.

— Verified owner reference available

The First 12 Months: Building a High-Performing Villa Listing

A professionally prepared villa does not reach its full revenue potential on day one

Booking platforms reward proven listings — properties with reviews, conversion history, and consistent guest signals.

This is how performance typically develops..

PHASE 1

Launch Phase

Month 0 – 1

- Listing goes live across all channels
- Professional presentation is in place, but platform visibility is still limited
- No review history — algorithms are testing conversion potential
- First bookings establish early traction and guest signals



PHASE 2

Acceleration Phase

Month 2 – 3

- First guest reviews begin building credibility and trust
- Ranking position starts improving on Airbnb and Booking.com
- Conversion rate strengthens with social proof
- Pricing strategy becomes more responsive to demand data



PHASE 3

Growth Phase

Month 4 – 9

- Strong ranking across platforms with consistent booking volume
- Established review base drives higher conversion rates
- Improved pricing power and occupancy / ADR balance
- Calendar fill becomes more predictable and efficient



PHASE 4

Peak Performance

Month 12+

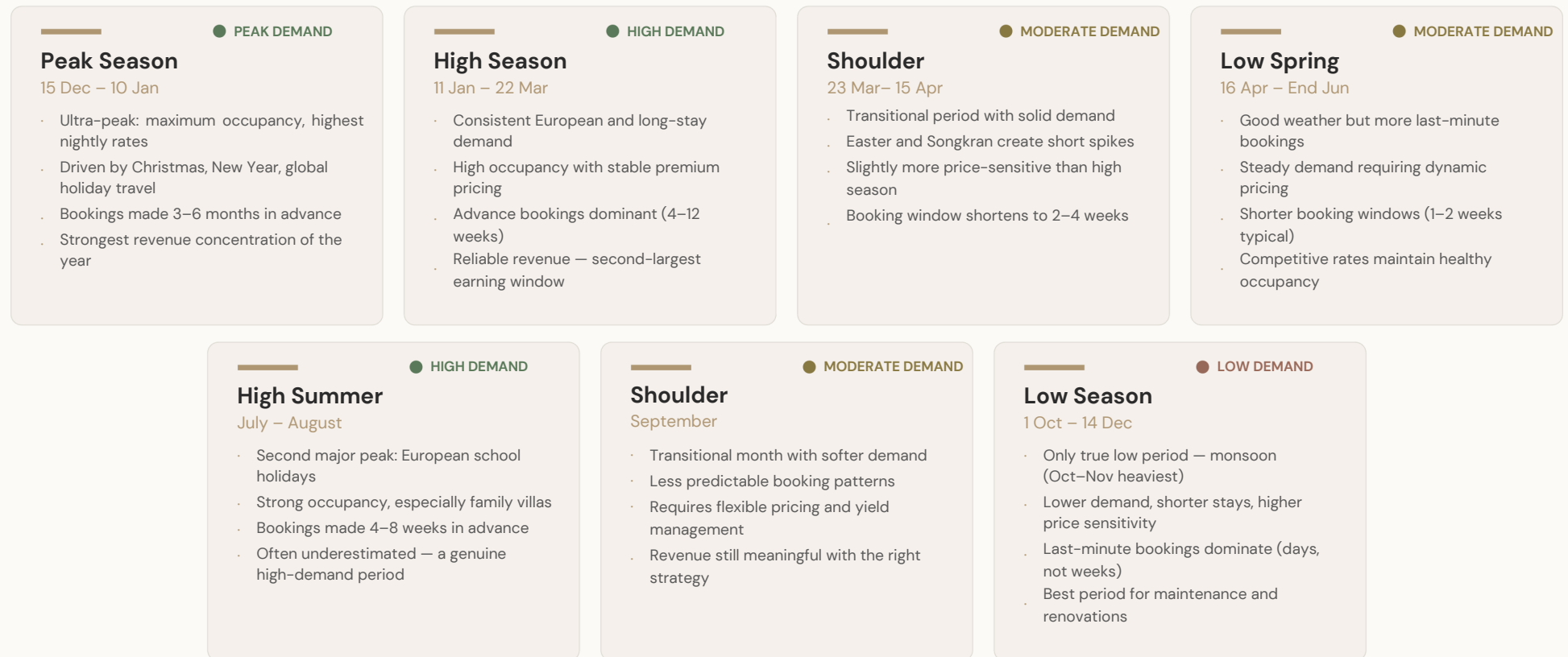
- Full review foundation established across all platforms
- Stronger algorithm trust and sustained search visibility
- More efficient pricing with historical data depth
- Many villas reach their strongest performance in year two

Short-term rental performance is not immediate — it compounds.

The first 90 days build momentum. The first 12 months build the asset.

Understanding Seasonality on Koh Samui

Koh Samui has two distinct peak periods — not one. Owners who understand the full annual demand cycle make better pricing decisions, set realistic expectations and avoid reactive discounting during natural demand shifts.



Key insight for owners

Koh Samui delivers two genuine peaks (Dec–Mar and Jul–Aug), not one. October–November is the only real low-low period. A villa's performance should always be evaluated on a 12-month cycle. Dynamic pricing adjusts rates daily across all seven seasons to maximise total annual revenue.

Reducing OTA Dependency Over Time

Every booking through Airbnb or Booking.com costs 15 – 18% in combined commissions. Our long-term strategy shifts a growing share of bookings to direct channels — increasing your net revenue with out reducing occupancy.

YEAR 1+

Repeat Guest Programme

- Every satisfied guest receives a direct booking offer for their next stay
 - Better rate for the guest, higher net income for you
 - Guest database built from day one across all properties
- Personalised follow-up based on stay history and preferences

YEAR 1+

Direct Booking Website

- Properties listed on mrpropertysiam.com with direct booking capability
- SEO-optimised property pages driving organic traffic
- Lower commission structure than OTA platforms
- Stripe payment processing with reduced transaction costs

ONGOING

Guest Relationship Building

- Exceptional service creates guests who want to return
- Concierge experiences build emotional connection to the property
- Review scores improve visibility — which also feeds direct interest
- Word-of-mouth referrals generate zero-commission bookings

YEAR 2+

Long-Term Revenue Impact

- Mature listings see 15–25% of bookings from direct channels
- Each direct booking saves 15–18% in OTA commissions
- Net revenue per booking increases without raising guest rates
- Compounding effect: more direct guests return more often

OTA platforms bring the first guests. Relationships bring them back.

The most profitable booking is the one that doesn't cost a commission.

OWNER CONCERNS

Common Concerns — Answered Clearly

Switching management companies — or onboarding for the first time — raises real questions. These are the ones we hear most. We'd rather address them now than have them surface later.

Can I approve pricing decisions?

Yes. We recommend data-led pricing through Wheelhouse, but you can review rate logic at any time. We explain the reasoning behind every adjustment — and you always have the final say on strategy direction.

What if performance is below expectations?

We conduct quarterly strategy reviews. If performance falls short, we adjust pricing, listing positioning, or marketing approach. You'll see the data and the action plan — not just reassurance.

Am I locked into a long contract?

No. Our agreements run 6 or 12 months with rolling renewal. You can upgrade, downgrade, or exit with 30 days' notice. We don't rely on contracts to retain owners — we rely on results.

What if I want more control over my villa?

You have full visibility through your owner portal, a named account manager, and direct communication whenever you want it. Some owners check in weekly. Others review the monthly report and leave the rest to us. You choose your level of involvement.

How do I know my money is safe?

Owner funds are held in segregated accounts — never mixed with our operating funds. Every transaction is documented with receipts and available through your owner portal at any time.

What if I'm not happy with the service?

Talk to us. Directly. Most issues resolve with a conversation. If we can't meet your expectations, you're free to leave with 30 days' notice. We'd rather lose a client honestly than keep one unhappy.

What Current Owners Say

"The monthly reports alone were worth the switch. Line-item detail, receipts attached, revenue by channel. After two years of vague summaries from our previous manager, this was a revelation."

Michael J
3-Bed Villa, Bophut

"I live in Singapore and I used to dread the monthly call with our old management company. With MPS, I just open the portal. Everything's there. If I have a question, my account manager responds the same day."

Danny L
4-Bed Villa, Chaweng

"What sold me was the pricing page in their brochure. They explained the fee, what it covers, and what it doesn't. No other company on the island did that. Two years in and no surprises."

Waleed M
2-Bed Villa, Lamai

We're happy to connect prospective owners with current clients for a candid conversation. Ask us for a reference that matches your property type.

WHEN THINGS GO WRONG

Our Escalation Process

Guest damage: Documented immediately with photos. Insurance claim filed if applicable. You're notified within 24 hours with a cost estimate and recommended action. Maintenance

failure: Emergency repairs under ฿5,000 handled immediately. You receive a written incident report within 24 hours. Larger issues: approval sought before work begins. Guest complaint:

Investigated same day. Resolution offered to guest. Root cause documented and addressed. You see the full communication thread in your portal.

Your First 30 Days with MPS

From agreement signed to first guest booking, the process typically takes 3-4 weeks. Here's what happens, and when.

Days 1-3

Property Assessment

- + On-site visit and condition inspection
- + Photography assessment (existing vs. needed)
- + Competitive analysis of comparable villas
- + Rate strategy discussion with owner

Days 4-10

Setup & Preparation

- + Professional photography (if needed)
- + Listing copywriting for all platforms
- + Platform account registration
- + Hostaway & Wheelhouse configuration

Days 11-18

Systems Integration

- + Breezeway ops setup
- + Cleaning & vendor scheduling
- + Owner portal access provisioned
- + Pricing calendar loaded (3 months)

Days 19-28

Launch

- + Listings published across 7+ platforms
- + Dynamic pricing activated
- + First bookings often follow shortly after launch
- + Owner review of first monthly report

Common Questions

How long is the agreement?

6 or 12 months with rolling renewal. You can upgrade, downgrade, or exit with 30 days' notice. We don't use lock-in contracts.

When do I start receiving bookings?"

Most properties begin receiving bookings shortly after launch. However, performance builds over time as reviews, ranking, and booking history develop. The first 90 days establish momentum — full performance typically follows over the first 12 months.

How do I receive my rental income?

Three options: Thai banktransfer, international wire via Wise, or Stripe. Payouts are monthly by default. On-demand available.

Can I switch packages?

Packages are selected during onboarding and are designed to align with the operational structure of your property. Upgrades to a higher package can be requested at any time, as they increase service scope and efficiency. Downgrades are generally limited and may only be considered after an initial commitment period, as reducing service levels impacts operations, team allocation, and performance consistency. Changes take effect from the next calendar month. Existing bookings remain under the original terms, as pricing, service scope, and commission structure are agreed at the time of booking.

What happens when I want to use my villa?

48hours' notice. We block the dates, arrange a complimentary pre-arrival clean, and charge no management fee for owner-use periods.

What about maintenance costs?

Routine maintenance is handled at cost with no markup. Non-emergency repairs over ฿5,000 require your written approval before work begins. Every expense is documented with receipts in your monthly owner report.

Do you handle TM30 guest reporting?

Yes, across all packages. Comprehensive visa and immigration support is included in All-Inclusive. Available as an add-on for other packages.

What reporting do I receive?

A detailed monthly owner report delivered by the 10th — income by channel, itemised expenses with receipts, occupancy data, guest feedback, and maintenance performed. Real-time data is also available via your owner portal.

How to Get Started

If this brochure describes the kind of management you're looking for, here's how we begin. There's no commitment until we both agree on terms.

01

Schedule a Conversation

Contact us via WhatsApp, email, or phone. We'll discuss your property, your goals, and whether we're the right fit. No obligation.

Typically takes: 1 call or meeting

02

Property Assessment

We visit your villa, review its condition, assess its market position, and prepare a personalised management proposal with projected revenue.

Typically takes: 3-5 days

03

Agreement & Onboarding

Choose your package, sign the agreement, and we begin the 4-week onboarding process described on the previous page.

Typically takes: 3-4 weeks to first booking

Reach us:



www.mrpropertysiam.com



info@mrpropertysiam.com



+66 81 515 4578



MrPropertySiam



A Note to Owners Considering a Change

If you're reading this, you're likely evaluating whether to change how your villa is managed — or whether to enter the rental market for the first time. Either decision deserves more than a sales pitch.

We built Mr Property Siam because we saw the same problems repeating across the island: vague financial reporting, inconsistent guest service, no real pricing strategy, and owners who had no idea whether their property was performing well or not.

We don't claim to be the only competent management company on Koh Samui. But we do believe we're the most transparent. Every baht documented, every decision explained, every result verifiable through your own portal access.

Our portfolio has grown primarily through owner referrals and real estate agency recommendations — not advertising. That's the only growth model we trust. If your villa is currently underperforming — or not yet on the market — the sooner structured management begins, the sooner performance starts to compound. The first year builds the foundation. The second year builds on it.

We take full ownership of the work — so you don't have to. But you'll always have the visibility and the voice to steer things your way.

Jordi Ricardo Schulte

Founder & CEO, Mr Property Siam



MR PROPERTY SIAM

Your Key to Thai Tranquility

*Your villa deserves management
you can verify.*

80+

Villas Under Management

4.8

Avg Guest Rating

92%

Owner Retention

115/26 Moo 6, Bo Phut, Koh Samui, Surat Thani 84320