

\$7,794
NET REVENUE
▲ 30% vs last year

24
NIGHTS BOOKED
▲ 3 vs prev month

83%
OCCUPANCY
60% est. next mo.

88
MESSAGES SENT
to 63 guest messages

4.0 min
MEDIAN RESPONSE
to guest messages

4.9★
GUEST RATING
7 reviews this month

The 29 August stay runs into September. Its three August nights and their share of the payout are counted here; the rest lands on next month's report.

19–20 August were blocked for your own stay, so occupancy is measured against the 29 nights that were actually available.

FINANCIAL SUMMARY

PERIOD	GROSS REVENUE	NIGHTS	BLOCKED	OCCUPANCY	AVG / NIGHT	DETAILS	THIS MONTH
August 2025 last year	\$8,180	19	0	61%	\$431		
July 2026 (previous)	\$9,420	21	0	68%	\$449		
August 2026 (this month)	\$11,142	24	2	83%	\$450		
September 2026 (projected) as of September 2, 2026	\$8,650	18 booked	3	60%+	\$481		
						Gross revenue	\$11,142.86
						– Channel fee	\$342.86
						– TKMS fee (15%)	\$1,620.00
						– Maintenance, guest supplies and linens (itemised overleaf)	\$1,386.00
						Owner net	\$7,794.00

GUEST FEEDBACK

"We had a leak at the hot tub on day two, messaged at 9pm, and someone was out the next morning. Never once felt like our problem to solve."

— Airbnb · The Okafor family · 2026-08-07 · ★★★★★

"The guidebook did the planning for us — we ate at three places off it and every one was right."

— Vrbo · Rebecca L. · 2026-08-10 · ★★★★★

"Perfect for a family reunion of eleven. Only note is the drive into town is longer than we expected, which the listing does say."

— Airbnb · The Hollis reunion · 2026-08-17 · ★★★★★

"Spotless, and the basement game room bought the parents two hours of quiet. We are already looking at dates for next summer."

— Booking.com · Lena B. · 2026-08-26 · ★★★★★

ISSUES & TKMS RESPONSE

MAINTENANCE · 2026-08-05

Upstairs unit not keeping up in the afternoon heat.

→ HVAC tech out the same day; failed run capacitor replaced (\$186). Late checkout offered and declined.

MAINTENANCE · 2026-08-12

Slow leak at the hot tub, reported at 9pm.

→ Answered in 11 minutes, tech on site by 9am. Pump seal replaced (\$265), back in service that afternoon. No refund given.

HOUSEKEEPING · 2026-08-18

Six bath towels and two fitted sheets stained past laundering.

→ Replaced from stock (\$199). Not charged to the guest — below the threshold where a claim is worth the relationship.

WEATHER · 2026-08-25

Storm brought down leaf litter and pulled a downspout loose.

→ Gutters cleared and downspout re-secured before the next check-in (\$175). Roof and deck checked — no damage.

THIS MONTH'S HIGHLIGHTS

- 9 stays hosted across Airbnb, Vrbo, Booking.com and one direct booking
- 9 full turnovers, each with a post-clean quality check
- 4 guest supply restocks — paper goods, kitchen consumables, hot tub chemicals, firewood
- 88 messages sent to 63 guest messages, median first reply 4 minutes
- 7 reviews at a 4.9 average; no review below 4
- 6 maintenance and housekeeping faults resolved, 5 of them before the next arrival
- Zero unresolved guest issues at month end, and no refunds or claims
- One direct booking taken at full rate, saving the channel commission entirely

RECOMMENDATIONS

- The hot tub has now needed two visits in four months. A seasonal service contract runs about \$480 a year and would cover both call-outs plus chemicals — worth doing before winter.
- September is pacing at 60% with three nights blocked. Releasing the 12–14 block would put another two to three nights in reach at the current rate.
- Guests mention the drive into town in four of the last twelve reviews. Adding it plainly to the listing costs nothing and stops it reading as a surprise.

Sample report — every figure, guest and invoice on this page is invented.

Pleasant Ridge Trail Lodge

RESERVATIONS

GUEST	CHECK-IN	NIGHTS	CHANNEL	GROSS REVENUE	TKMS FEE	OWNER PAYOUT
Marcus & Dana W.	2026-08-01	2	Airbnb	\$842.00	\$126.30	\$715.70
The Okafor family	2026-08-03	4	Airbnb	\$1684.00	\$252.60	\$1431.40
Rebecca L.	2026-08-08	2	Vrbo	\$910.00	\$136.50	\$773.50
Tom & Priya S.	2026-08-10	3	Airbnb	\$1263.00	\$189.45	\$1073.55
The Hollis reunion	2026-08-14	3	Airbnb	\$1497.00	\$224.55	\$1272.45
Angela M.	2026-08-17	2	Direct	\$796.00	\$119.40	\$676.60
Kev & Sam T.	2026-08-21	3	Airbnb	\$1542.00	\$231.30	\$1310.70
Lena B.	2026-08-24	2	Booking.com	\$838.00	\$125.70	\$712.30
The Ruiz family	2026-08-29	3	Airbnb	\$1428.00	\$214.20	\$1213.80
Reservations Total (9 stays)				\$10800.00	\$1620.00	\$9180.00

EXPENSES

DESCRIPTION	DATE	CATEGORY	AMOUNT
HVAC service call — upstairs unit not cooling, run capacitor replaced	2026-08-05	Maintenance	\$186.00
Guest supply restock — paper goods, hand soap, coffee, dishwasher tabs	2026-08-07	Supplies	\$142.35
Hot tub circulation pump seal replaced after a slow leak was reported	2026-08-12	Maintenance	\$265.00
Hot tub chemicals — chlorine tablets, test strips, shock treatment	2026-08-13	Supplies	\$88.40
Three exterior floodlights and two porch bulbs replaced	2026-08-16	Maintenance	\$64.20
Six bath towels and two fitted sheets replaced (staining, beyond laundering)	2026-08-18	Linens	\$198.75
Garbage disposal jam cleared and splash guard replaced	2026-08-20	Maintenance	\$95.00
Firewood and fire-starter restock ahead of the cool spell	2026-08-22	Supplies	\$75.00
Gutters cleared after the 24 August storm, downspout re-secured	2026-08-25	Maintenance	\$175.00
Kitchen restock — trash bags, foil, sponges, laundry pods	2026-08-27	Supplies	\$96.30
Expenses Total			(\$1386.00)

SUMMARY

Gross Revenue	\$10800.00
– TKMS Management Fee (15%)	(\$1620.00)
– Expenses	(\$1386.00)
Net Owner Payout	\$7794.00



Each number in your report is sourced from your Hostaway owner statement and, for next-month projections, live from the Hostaway API at generation time. This page explains what each figure includes, how edge cases are handled, and how to read a report that covers multiple properties.

● FINANCIAL METRICS

Gross Revenue

The total host payout from the Hostaway owner statement for reservations whose check-in date falls in the report month — the amount Hostaway remits to the host. It covers accommodation and cleaning, and is net of OTA platform commission (e.g. Airbnb's host fee) and of any tax the booking channel collects and remits directly to the taxing authority; neither of those amounts passes through TKMS. Where the channel does not remit the tax itself, as on direct bookings, that tax is included here and remitted by TKMS. The full amount is attributed to the arrival month; stays straddling a month boundary are not split.

TKMS Fee

Management fee computed as Gross Revenue × your contracted management rate for that property. The rate applied is shown next to the deduction on each property's statement page, and is applied consistently regardless of booking channel.

Expenses

Owner-approved costs billed during the month (e.g., maintenance, supplies). Shown as a deduction when present. Full line items appear on the attached Hostaway owner statement.

Owner Net

Gross Revenue – TKMS Fee – Expenses. This is your take-home for the month before any applicable taxes on your end.

Nights Booked / Avg / Night

Nights Booked = nights actually occupied inside this calendar month, so it agrees with Occupancy below. A stay that runs past the month end contributes only its nights up to the 1st here; the rest appear next month. Avg / Night = Gross Revenue ÷ the full length of the stays billed this month — the rate a guest actually paid per night. Those two use different night counts on purpose, so dividing the Gross Revenue on this report by the Nights Booked on it will not reproduce Avg / Night whenever a stay straddles the month end.

Occupancy %

Calendar reserved days ÷ available days × 100. Blocked days (owner holds, maintenance) are excluded. Occupancy and Nights Booked are both counted inside the calendar month, so they always agree with each other — a month showing 30 nights on 31 available days reads 97%.

● COMPARISON PERIODS

Previous Month

The immediately preceding calendar month, same check-in attribution rule. Useful for tracking short-term trends within the season.

Same Month Last Year

The same calendar month one year prior. Shown as "—" if no statement data exists for that period.

Year-over-Year % (▲/▼)

(This Month – Last Year) ÷ Last Year × 100, shown on the Net Revenue KPI tile. A negative figure means revenue fell compared to the same month last year.

Next Month (Projected)

Pulled live from the Hostaway API when this report is generated. Revenue = confirmed reservations with check-in next month. Nights and occupancy = calendar reserved days. The "as of" date beneath the period label shows when the data was fetched — figures will grow as additional reservations come in.

● COMMUNICATIONS

Messages Sent

Every message that went to your guests this month, across conversations linked to reservations with check-in in the month — replies a member of the TKMS team wrote, and the scheduled sends carrying check-in details, checkout instructions and the review request. Both are messages you would otherwise be sending yourself. The figure beneath it is how many messages your guests sent us.

Median Response Time

Elapsed time from each guest message to the first TKMS reply, expressed as the median across all conversations. Median is used so a single delayed reply doesn't distort the figure. Shown in seconds (s) under 3 minutes, or minutes (min) at 3 minutes and above.

● REPORT STRUCTURE — MULTIPLE PROPERTIES

If you own more than one property managed by TKMS, all properties are combined into a single PDF in this order:

Page 1 — Portfolio Summary

A cover table showing Gross Revenue, TKMS Fee, Expenses, Owner Net, Nights, and Occupancy for every property side by side, plus a next-month projection for each. Use this page to compare properties at a glance and see your combined totals for the month.

Per-Property Executive Summary

One page per property with the KPI band, financial comparison table (previous month, this month, next month projected), revenue detail breakdown, guest feedback, communications stats, issues, this month's highlights and recommendations.

Hostaway Owner Statement

The original Hostaway statement for that property follows its executive summary. Line items here are the source of truth for Gross Revenue and Expenses figures shown in the report.

This Page

One methodology page appears at the end of the combined PDF.

● GUEST RATINGS & REVIEWS

Reviews This Month

Reviews from Hostaway where the guest's checkout falls in the report month. Guests often post reviews days after departure, so the count may increase slightly after the report is generated.

Avg Rating (★)

Arithmetic mean of all star ratings this month, rounded to one decimal. Shown as "—" when no reviews were received. Ratings are on a 5-point scale as reported by Hostaway.

Feedback Quotes

Verbatim excerpts from written reviews or in-stay messages, curated by TKMS. Full review history is available in your Hostaway owner portal.

● ISSUES, SERVICING & DATA SOURCE

Issues & TKMS Response

Maintenance requests, guest complaints, or incidents requiring intervention — each with date, description, and how TKMS resolved it.

This Month's Highlights

What TKMS did for the property this month — routine and non-routine work such as turnovers, inspections, vendor visits and supply restocking, together with anything else worth your knowing about. Compiled from cleaning logs and vendor communications.

Data Source & Timing

Historical figures (this month, prior month, last year) are sourced from your Hostaway owner statement, ingested when the statement is issued. Next-month projections are fetched live from the Hostaway API at report generation time. If a reservation is modified or cancelled after the report is generated, figures will not update retroactively — contact TKMS for a revised report.