Sure Home Stays

Hand Crafted Suites

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Made for Every Modern Traveler

Sure Home Stays is an international hospitality brand that embraces the sharing economy. We host thousands of travelers around the world in luxurious fully furnished studios, condos, single-family homes, and hotel rooms.

We accommodate our guests in properties from partnerships with homeowners, investors, and developers through commercial leases. Additionally, through our focus on technology, we manage and coordinate hosting guests for other individuals and businesses in the hospitality industry.

Our goal is to become your best and last tenant.

Your Anchor Tenant

Expedited Lease-Up: 100% occupancy on day one after completion; no lease-up.

Proven Rent Payments: Guaranteed monthly income; on-time, every time. Strong balance sheet and a large operating account.

No Vacancies: Eliminate vacancies, credit loss, ongoing maintenance, leasing commissions, and turnover costs.

SureHomeStays.com

Calgary, AB

Deal Criteria

Sure Home Stays helps de-risk multifamily development projects and increases NOI by accelerating / eliminating lease-up, reducing recurring management costs, and maintaining high occupancy.

	Existing & Pre-Completion Multifamily
Deal Type	Leasing partial or entire residential buildings
Lease Term	2-3+ years
Deal Size	5-20 units
Zoning	Adheres to Short Term Rental (STR) or hotel/transient lodging licensing ordinance(s)
Location	Desirable neighborhoods with excellent walk scores due to close proximity to dining, nightlife, retail and access to public transportation
Brand Standards	Adheres to Sure Home Stay's high quality requirements including a kitchen and living space with modern finishes and amenities

By The Numbers

Our Portfolio

133+
Rooms

85+
Locations

40+
Real Estate Partners

Capital / Funding

$3 Million
Venture Capital Debt Financing Raised to Date

$23 Million+
Real Estate Assets owned by founders

$253k+
SHS Monthly Gross Revenue as of 01/10/2021

Guest Experience

4.87 Star
Average stay rating

10,000+
Nightly stays

81%
Average Occupancy

99%
Response Rate

Our Team

5
Executives

23
Hospitality Agents

21
Hourly/Interns/Contractors

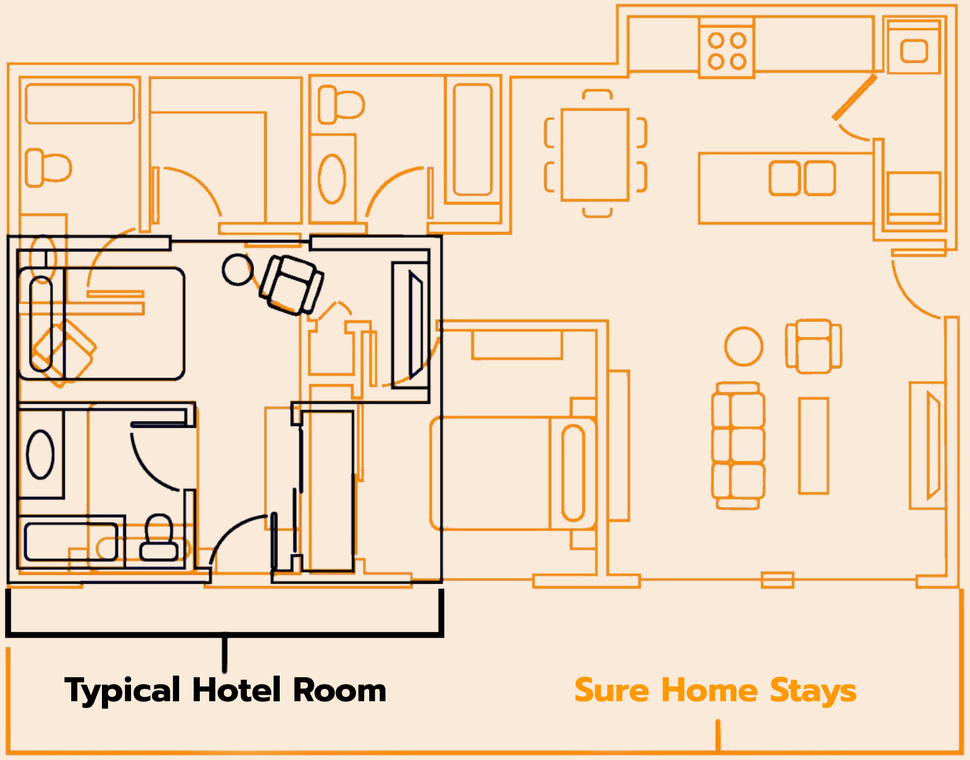
1
Call Center

Financials available upon request.

Our Portfolio

The Democratization of Travel

Sure Home Stays VS Typical Hotel Room



	Typical Hotel Room	Sure Home Stays
Bedrooms	1	1
Average Living Space	300 sq ft	750 sq ft
Average Daily Rate	$168.00	$125.00
Destination Marketing Tax & HST	$30.71	$0.00
Occupancy	68%	81%

Forward-Thinking Design

True Sense of Place
Each apartment is lovingly designed from scratch, resulting in an authentically local experience weaved into the building's overall design mosaic.

Only The Best
Sure Home Stays owns all of our furniture and supplies, sourced from global partners. Each apartment's contents is estimated at $10,000 - $20,000 retail value.

Elevated Design
Sure Home Stays spaces and designers have been featured in:

wayfair
VOGUE HGTV

Resident Sure Home Stays

» Our Guest Satisfaction **4.87 Stars**

» The **Average Age** of our guests is 36 years old

» **Business Travelers** account for approximately 45% of our guests

» **Families** make up approximately 15% of our guests

» **1 in 8** guests have stayed with us before

Good Neighbor Policy

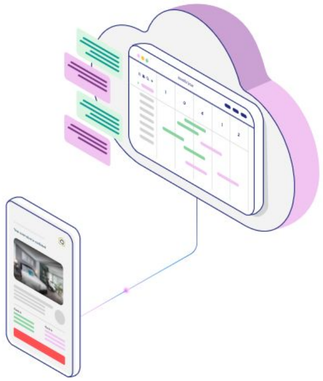
Common Area Etiquette	Three strike rule for all Sure Home Stays staff interacting with building residents; for example, no supplies in the lobby, elevator priority to residents, etc.
Local Property Management	Available 24/7 to all guests and building staff, but out of the way when not needed.
House Rules	Security deposit collected on all stays to ensure full compliance to building rules.
Guest Screening	Detailed list of historically fraudulent profiles (names, credit cards, phone numbers, IP addresses).
No Party Policy	Thorough screening, minimum stay requirements, premium pricing and constant monitoring.
Smart Homes	Smart connectivity improves nuisance and noise detection, triggering real-time alerts for immediate actions against potential disturbers.
The SHS Promise & Service Recovery	All Sure Home Stays staff are fully empowered to ensure 100% guest satisfaction and follow-up, reducing negative reviews across all platforms.

Security & Screening

Sure Home Stays employs a five-step “Know Your Guest” verification process to mitigate risk and protect our properties by verifying the guests identity, their financial activities and the risk they pose.

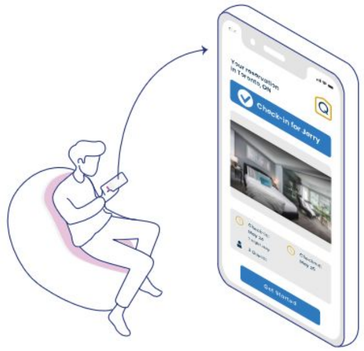
Based on the guest’s booking information, Autohost runs a risk analysis, dynamically adjusting the verifications according to the reservation's risk level. Check-in instructions containing the property address and unique access code are only sent once guest has passed the verification process.

The guest books a reservation via the booking channel.



The reservation syncs with our property management system where our 24/7 guest communication team reviews the booking and reaches out to the guest for the manuel screening.

Autohost scans the reservation and guests information using their proprietary risk algorithm to determine initial risk factors.



The guest completes the online check-in and verification process.

Autohost analyzes the guest’s information and once verified by the system, and approved by our communication staff, the guest will receive their check-in instructions.

Security & Screening

RISK ASSESSMENT
Our team is provided with a risk assessment for the guest, so we can remove the guesswork from screening though analytical driven artificial intelligence.

DIGITAL FINGERPRINT
Every guest in our ecosystem is digitally identified to make sure they only have a single reservation at a time. We use artificial intelligence and machine learning for validation.

FLAG TOP RISKS
We receive a detailed list of the top risks flagged for, even small details that on their own would not be relevant such as outstanding bylaw tickets or driving infractions.

GUEST INFORMATION VALIDATION
Guests sometimes don't provide all of the information required. We make sure to ask them and validate the missing pieces prior to getting property access.

THIRD PARTY BOOKINGS
We flag and protect against third party bookings by asking guests for additional information, notifying our team if anything stands out.

BUILDING & MANAGEMENT REGISTRATION
We offer a dedicated view for property management companies and building owners where they can see who's inside their facility and how they've been verified.

CONTINUOUS MONITORING
We scan every reservation across all platforms from enquiry to confirmed booking. We conduct a new assessment if the guest's reservation details change, notifying your team.

PHONE & EMAIL VERIFICATIONS
We verify the phone number and its carrier to ensure it's a real cell phone number, flagging it if it's not. Our system also checks the guest's email to see if it's been associated with a different user, a business or even if it was created recently.

PAYMENT & SECURITY DEPOSIT
We verify the guest's credit card against a global database of chargebacks and reports. You'll also have the ability to charge a dynamic security deposit based on the guest's risk level and make sure they actually have the funds on their card.

SOCIAL MEDIA VALIDATION
We check the guest against all social media platforms to make sure they're real and have a presence, letting your team know if we flag anything abnormal.

DIGITAL CONTRACT
The guest will sign a digital contract that is legally binding and was crafted by top lawyers with expertise in real estate and privacy laws.

NO SINGLE NIGHT STAYS
All bookings are a minimum of 2 nights or more. Our average booking length is 8.3 days with more than 35% of our portfolio consisting of bookings of 30 days or more.

ID VERIFICATION
We use an ID scanning system used by banks and insurance companies to verify that the ID is legitimate and hasn't been altered in any way.

PRIVACY COMPLIANCE
Our entire platform is PII and PCI compliant. We don't store any personal information about your guests, abiding by international privacy laws.

ONLINE FRAUD
We flag risky desktop, mobile and tablet IPs, proxy servers and even high risk countries that are known to be associated with online fraud.

LOCAL GUESTS
We automatically check if the guest is a local. We never rely on user input alone and run multiple checks throughout their booking journey to identify if the guest is physically located near the listing.

BREACHED CREDENTIALS
Our system checks if the guest's email address was recently exposed to a security breach, flagging them for additional verification.

BACKGROUND CHECKS
We check if the guest is on any criminal databases or if they've been previously convicted for rental fraud. We use 160k databases to flag for any anomalies. We check against Interpol's most wanted and terrorist no fly lists.

Security & Access

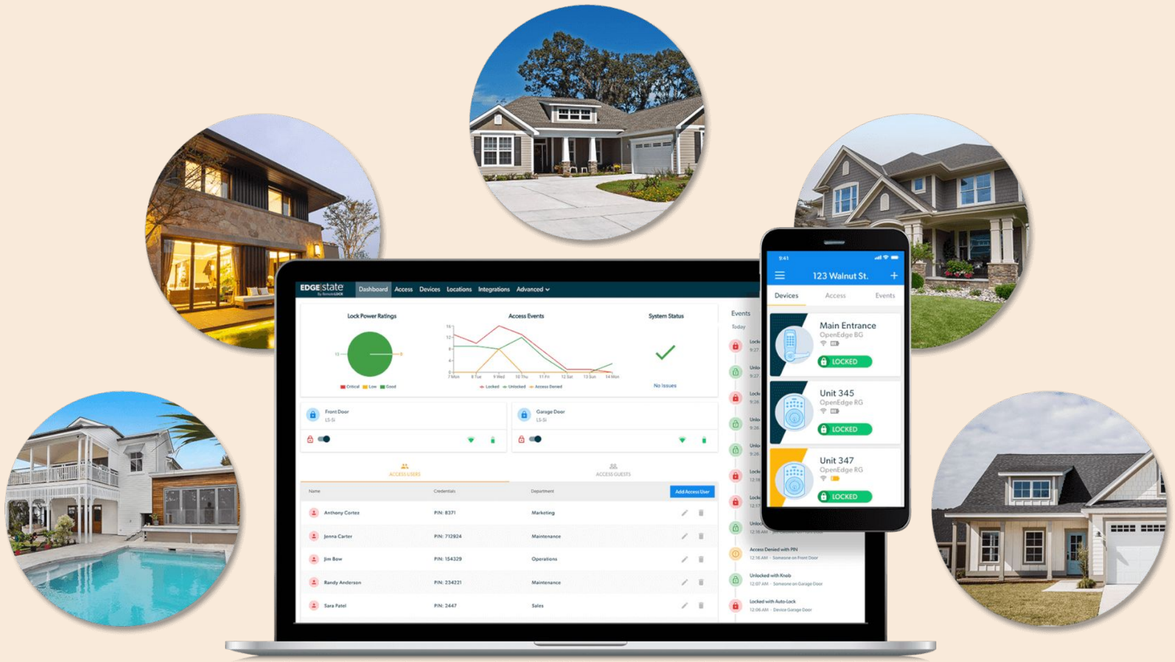
Sure Home Stays team provides seamless guest access with robust security:

Upon a guests booking confirmation, a digital access code is generated, which will provide them access to everything they need during their stay.

Codes are unique to each guest and only work during their stay. Sure Home Stays staff and vendors have their own unique codes as well.

This system allows Sure Home Stays to fully monitor who has accessed all areas of the building at all times. The custom codes also allow for seamless guest experience and increased security. Sure Home Stasy will always retain a master key.

In future upgrades, keypads will be replaced with proximity readers and biometric scanners.



Yale SCHLAGE August

Guest sets their personal code

Code is stored in the cloud

Code is active only for the stay

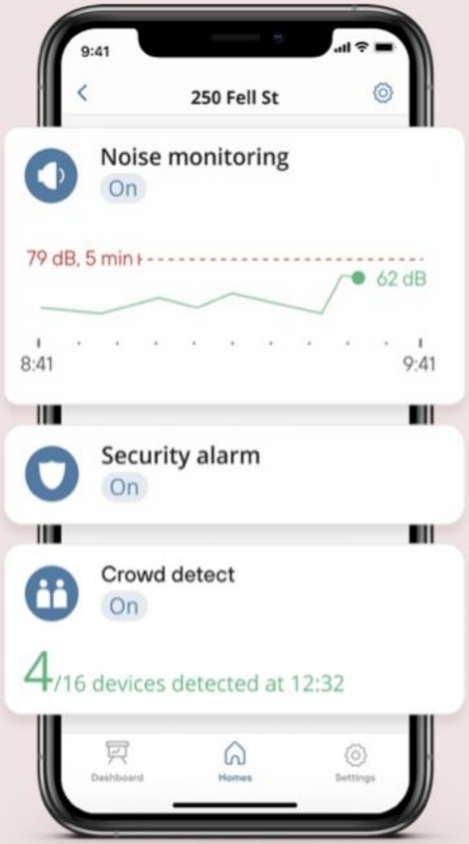
DEDICATED INSURANCE

Exclusively through Co-operations, all Sure Home Stays leased units have commercial-grade $1 million premises liability and $1 million excess liability coverage.

the co-operators

Asset Protection

24/7 Monitoring Support
Our guest communication team provides around the clock support to all our units and can dispatch our local security team if needed.



Peace of mind knowing your homes are protected

Noise monitoring

Minut monitors the noise levels in your homes, without recording any sound. Whenever the noise levels go above the pre-set threshold for a customised duration of time you will receive an instant notification.

Occupancy monitoring

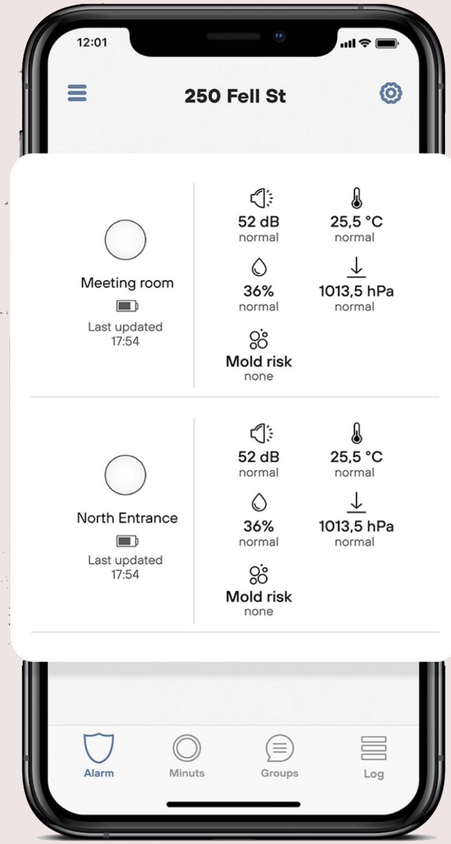
Make sure your property isn't overcrowded with Crowd detect. The feature counts the number of mobile devices in your home and will alert you when it exceeds the threshold, indicating that a large gathering might be assembling.

Alarm sound recognition

Minut makes your other alarms smart by recognizing their sounds. If your smoke or CO detector sounds, Minut will recognize this and send you an instant notification.

Home security alarm

There's a built in security alarm that will trigger if motion is detected when the alarm is turned on. A 95dB siren will sound and the sensor will flash, to scare off any intruder.



Each of our homes are equipped with a state-of-the-art home security system.
Peace for your neighbours. Privacy for our guests. Security for you.

Leadership

Brock A. Rogerson is the Director of Sure Home Stays LP. and Director R2 Capital Partners Inc.

Brock was a Floor Trader on the Winnipeg Commodity Exchange and worked for 16 years at CIBC Wealth Management. At CIBC, Brock advised the bank's largest clients on wholistic Financial Planning and Wealth Management strategies.

Spencer G. Riche is the Director of Sure Home Stays LP. and Director of R2 Capital Partners Inc.

R2 Capital Partners Inc. is a real estate private equity firm. He leads acquisitions and the asset management division which controls over $23 Million in residential, multi-family, commercial and industrial real estate.

Robin de Klerk is the Chief Executive Officer of Sure Home Stays Inc.

Robin co-founded and served as CEO to a successful corporate housing company prior to joining SHS. Robin has over 10 years of experience in sales, management and real estate; appraisals, mortgage financing, student rentals, short-term rentals, and property management.

Sean Cosgrove is the General Manager of Sure Home Stays Inc.

Sean, is a veteran in the hospitality industry, having an extensive career working in companies such as Marriott, Sandman Hotel Group, and Best Western.

Josh A. Doidge is the Chief Technology Officer of Sure Home Stays.

Josh graduated with honors in Business and Administration from the University of Manitoba, propelling himself into a 6-year career with Apple while contributing to a handful of early tech starts up. Josh is a customer service veteran and a tech wiz.

Jason M. Connolly is the Vice-President of Guest Relations for Sure Home Stays Inc.

Jason has an established background in online business, digital marketing and e-commerce. With a focus on customer service, Jason communicated with eBay customers on a daily basis answering questions, resolving disputes and building ongoing customer relationships.

Reda Sabbah is the Vice-President of Operations for Sure Home Stays Inc.

Reda has over 15 years of experience in project management and sales, as well as developing and coaching highly effective, top performing sales teams. Reda's career started in the competitive market of custom new home sales and has earned numerous awards for outstanding sales results and customer service.

Lisa Lowry is head of Bookkeeping and Accounting.

Bookkeeping and a real estate investor. Lisa holds a Bachelor of Commerce Degree focused on Information Systems and has obtained her Certified Professional Bookkeeper designation from the Institute of Professional Bookkeepers of Canada. She has been involved in the finance world for over 25 years working in both public and private practice in a variety of industries.

Thank You

Financials available upon request.