

# happipad

## Host Onboarding



### **Welcome to the Happipad Home Sharing Program!**

Now that you're getting yourself set up on the Happipad platform, let us walk you through what's coming next.

Our goal is to find you a compatible renter, in a mutually beneficial living arrangement! Don't worry - you'll get plenty of say in the process, especially on who you choose.

We have years of experience in matching homeowners with great renters, and have come up with some pretty great tips along the way.

From weekly schedule matching, to cleaning habits, we'll make sure you have the best chance of success!

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# Commonly Asked Questions

## **Who are the Renters?**

Most Happipad renters are post-secondary students, young working professionals, newcomers to Canada, and relocating couples.

## **How long are the stays?**

Our most common rental period is for 4-8 months, but there are many renters looking for shorter or longer term stays as well. As the Host, you can set your dates of availability, and decide whether you're looking for short or long term stays!

## **Does my room need to be furnished?**

We encourage you to have basic furnishings in the room (bed, desk, lamp). Many renters don't have furniture, and are looking for a move-in ready place.



## Commonly Asked Questions

### **Do I need to provide meals?**

No. It is not required in our contract to prepare meals or provide rides to your Guest. All Guests are over 18 years of age, and are assumed to be independent. We always encourage you to find time to connect in your own ways, such as sharing a meal once in a while, shopping together, or having coffee.

### **How do I determine the rental price?**

Hosts are able to view renters profiles to see the current budgets for renters in your area which is a good place to understand renters budgets.

Happipad takes pride in offering relatively affordable options in the rental market. Things to keep in mind when determining a monthly price: Utilities (see next section), furnishings, amount of private space, private or shared washroom, location of the home, proximity to bus stops and other amenities.

If you are offering your room to a couple, prices are usually increased 10-25% for double occupancy.

Rooms with shared bathrooms are usually priced \$100-200 less than rooms with private washrooms.



## Commonly Asked Questions

### **How do I determine how much to charge for utilities?**

We suggest taking a yearly average from your last 12 months, then adding 10% to accommodate for the additional utilities your Guest will use. Add this flat rate into your total rent.

Most hosts see a \$1-\$2 increase per day in utilities per Guest.

### **What are Happipad's fees, and when are they paid?**

Listing your room with Happipad is free!

Once you find a compatible renter, a one-time \$50 Placement Fee is deducted from the first month rent.

For example, if you request \$600/month, you will receive \$550 the first month, then \$600 each month following.

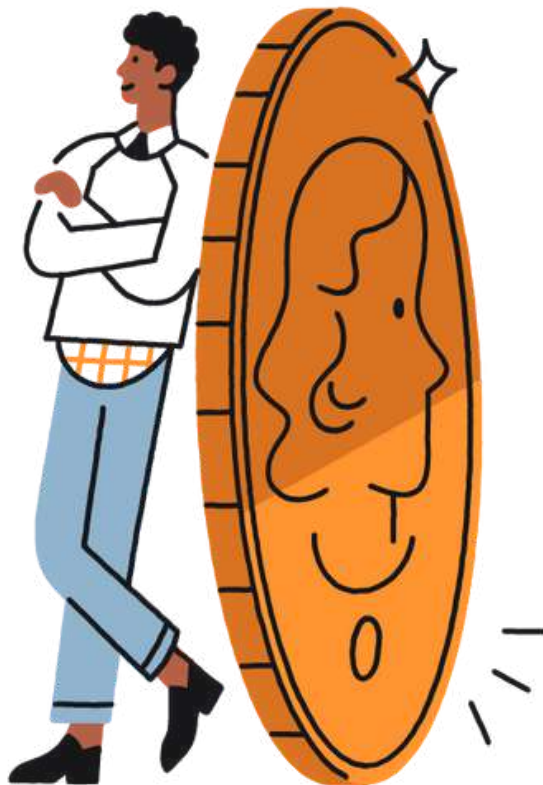
Happipad's 5% all-inclusive service fee is included in the price of rent that Guests pay. The Guest will pay \$630/month which includes Happipad's service fee and taxes.

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## Commonly Asked Questions

### **Does Happipad collect a damage deposit?**

Yes, Happipad collects a damage deposit of a half month's rent. This money is held in trust by Happipad throughout the living arrangement, and redistributed after move-out. The Host will be required to submit a move-out report, with the opportunity to create a damage claim if needed.



## Tips for a Great Listing

### **Photos**

In order to push your listing live on the Happipad platform, you'll need a minimum of 5 great photos. Typically this includes a photo of the bedroom, bathroom, kitchen, living/family room, and an outdoor space. Make sure to upload good quality photos (not blurry), so the Guest can get a good sense of what the space looks like. Try to avoid clutter and personal items being shown in the photos.







# Tips for a Great Listing

## **Home Description**

This is typically the first thing a Guest will read after checking out the photos of your home. This is your chance to really shine! Let the Guest know some details about where they will be staying, their access to the rest of the home, and what they can expect living in your home may be like. You can introduce yourself, and others that live in the home, and add any must-haves for the type of Guest you are looking for.

Avoid putting your exact address or phone number anywhere in your listing description. Happipad keeps this information private for your safety. You can exchange phone numbers once a Guest has applied to your listing through the Happipad platform.





# Searching for a great renter

## **The Guest Finder Page**

We've created an awesome way to help Hosts actively search for great renters in their area! Through your Host account, head to the Guest Finder page, where you can view active renters in your area, understand what they're looking for, and invite them to apply!

## Invite renters to apply using our top 6 matching criteria:



Price, location, dates



Weekly schedule, cleanliness, hobbies

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## Reviewing Applications

### Review their full profiles

Make sure to review each Guest's full profile by clicking "View Profile" on their application. In our experience, the following sections are most important when gauging compatibility:

- Weekly schedule (making sure your schedule doesn't clash with theirs, and that you will have adequate time to yourself throughout the week)
- Cleaning habits
- Noise tolerance in the home & social time preferences



Cailan M.

★ ★ ★ ★ ★ New Guest ★ ★ ★ ★ ★

[Edit Profile](#)

I'm a student studying Human Kinetics and am on the varsity soccer team.

### Looking for

Looking for housing within: 15 km of The University of British Columbia Okanagan Campus, University Way, Kelowna, BC, Canada

Monthly rental budget: \$700 to \$800

Preferred rental dates: November 30, 2021 to December 31, 2021

Prefer to live with: I'm open to everyone

Need housing for: Myself

Pets: No pets

### About me

Reason for move: Relocation for work / studies

Languages spoken: English

Gender identity: Male

Vaccination status: Fully vaccinated

Employment: Student

Political view: Environmentalist, Equal rights

Hobbies/interests: Adventure sports, Board games, Cooking and dining, Cycling, Socializing / clubbing

Transportation method: Car (I own a car)

Friends describe me as: Ambitious, Athletic, Creative, Energetic

### Schedule

Schedule: I work/study from home, I am away in the evenings

On my free time: I am out most of the time



## Reviewing Applications



### **Contact your favorites**

Important to note that the applicant does not have access to your contact information, so you'll need to make the first move. You can reach them via SMS (usually the fastest), email, or using the integrated messaging platform on Happipad.

This is also a great time to request a screening report from your Guest!

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## The Interview Process





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## Interview Guide



Prior to signing a contract with a Happipad Guest it is recommended that you meet with them to better understand if they will be a good fit for your home. This is an important part as it allows you to review expectations, house rules, and any special considerations.

### Interview methods

**In-person** - Meeting face to face is the best way to learn about a person. You can schedule a time to meet your prospective guest at your home, or at a central location such as a coffee shop.

**Video Call** - As an alternative to in-person interviews, a video call provides a simple way to connect with your guest. Video calls are a great option if your guest is currently living in another city or country. There are several options available that are free to use, such as: [WhatsApp](#), [Zoom](#), [Skype](#), or [Facetime](#).

**Phone Call** - A traditional phone call is the simplest option for an interview. If your guest is in a different country, you can use a video calling app to make a free voice-only call.

### Steps to interview Guest

1. Review guest profile and application, accessible from your Happipad dashboard
2. Contact the guest to arrange a day/time and method/location of the interview
3. Interview guest using the questions in this guide. Make sure to take notes and discuss potential areas of conflict.
4. Review your house rules and expectation with the Guest

**Note:** Guests can only apply to a limited number of properties at one time. Please decline applications from Guests you do not plan to rent to, this will allow them to apply to other homes.

To help you determine whether your prospective guest is a good fit for your home and your lifestyle, Happipad has developed the following list of questions you may find helpful. We encourage you to take notes to compare the Guests you interview.

## 1. Background

### Questions for Guest:

- Tell me about yourself: your interests, lifestyle, and personality type.
- Do you have any prior shared living experience, any lessons learnt?

### Host:

Tell your prospective guest about yourself, previous experience as a host/lessons learned, and what you're looking forward to in sharing your home.

## 2. Daily activities

### Questions for Guest:

- Are you working or studying? What is your area of focus or interest?
- What are your normal daily activities and schedule?
- What are your morning/night routines?

### Host:

Review your typical household activities and morning/night routines. What time do you normally use the kitchen and eat dinner?

## 3. Use of home

### Kitchen:

- How often do you cook and how much kitchen time do you need?
- Does your cooking often involve strong smells (garlic, fish, spices)?
- How much fridge/freezer space does the Guest need?

### Bathroom:

- Are the bathrooms shared or private?
- How much time do you need for bathroom use?

### Laundry:

- Do you have a laundry schedule?
- Do you have any specific laundry rules or requirements?

### Sharing:

- How do you suggest we work together to share spaces, such as the kitchen, laundry, and common areas?
- As a Host, do you have any special requirements or rules for sharing spaces?

## 4. Amenities

What is supplied in the home for the guest's use and what will the guest need to supply themselves? *Examples: bedding, desk, towels, internet, cable TV, parking, etc.*

Distance to amenities - What is available near your home for amenities, such as grocery store, bus stop, fitness centre, restaurants, gas station, shopping mall, etc.



## 5. Cleaning and organization

Clean and tidy mean different things to different people. Describe your standard of household cleanliness and tidying.

**Give specific examples** of your own standard of cleanliness and tidying, and discuss any discrepancies noted between your and the prospective guest's standards

Kitchen: (clearing and cleaning dishes, cleaning countertops, cleaning appliances)

Bathrooms: (cleaning the shower, sink, and toilet, cleaning hair from drains)

Bedroom: (washing bedding, keeping floors clean, food in bedrooms)

Laundry: (removing laundry from washer/dryer, cleaning lint, folding laundry)

Common areas: (cleaning up after yourself, sharing cleaning responsibilities)

Garage/parking: (cleaning driveways, oil drips from cars, storage of items)

Guest move-out: What are the expectations for the Guest at the end of their stay? Is there a cleaning fee if they do not thoroughly clean the room?

## 6. Conflicts

Every shared household encounters problems from time to time. What can we do at the start to reduce or prevent problems later? How do you suggest we handle our conflicts when they do arise? *Example scenarios below.*

**Scenario 1:** I need to use the kitchen but you want to do meal prep for the following week. How would you handle this?

**Scenario 2:** I am upset with you because you have not cleaned up after yourself, but you thought you had done enough cleaning.

**Scenario 3:** I am finding that you are having too many guest visits, but you are a very social person. How should we address this?

How will you communicate when you have concerns or problems? What is your preferred way to resolve differences or conflicts within the home?

## 7. Special considerations

Are there any special considerations either person needs to be aware of? *Examples:*

- Allergies or food sensitivities?
- Extra storage needed for winter tires, paddle board, or bicycles?
- Do you need extra help around the home, baby/pet sitting, or other help? Will you provide a reduction in rent or other compensation in exchange?

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## Signing the Contract



## Signing the Contract

Once you are ready to generate a contract, follow these steps:

- Click "Generate Contract" on the applicant of your choice
- A pop up will appear
- Here, you can adjust price/dates if needed
- Click "Generate Contract" again
- Here you can review the full contract (don't worry, you'll have access to it later too)
- Sign with your cursor
- Send to your Guest

Once the Guest has signed the contract, you will hear from us directly with the final steps. Once the Guest has paid a deposit (half month's rent), and background screenings are complete, the contract is secured.



## Conflict Support

### **Living arrangements can be ended early by the following methods:**

1. At any time, by mutual agreement
2. At any time by either party by giving at least one months notice before the day rent is due (typically 1st day of the month)
3. After 10 days if the Host or Guest fails to uphold their obligations under the living arrangement agreement, such as non-payment of rent.
4. Immediately if the home becomes uninhabitable due to significant structural damage or other safety concerns resulting from unforeseeable circumstances including, but not limited to, fire, flood, or natural disaster
5. Within 48 hours if there is a severe breach of safety

If you find yourself in need of conflict support, we're here to help you resolve any issues you may have!

If you need help, please reach out to us!

<https://happipad.com/contact>