



coastline realty
VACATIONS

Property Management Owner's Manual



coastline realty
VACATIONS



CAROLINA'S BEST

Mission Statement

*“We make memories by recognizing
and appreciating the fact that
every customer is the most
important person in the world!”*

Our Guiding Principles

INTEGRITY • TEAMWORK • EXCELLENCE



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Coastline Realty
965 Old Folkstone Road, Suite 108
Sneads Ferry, NC 28460
Toll Free (800) 497-5463
Local (910) 327-7711
Fax (910) 327-0286
www.cbcoastline.com

Dear Topsail Island Homeowner,

Coastline Realty Vacations is one of the leading property management companies in the Topsail Island area and has been responsible for bringing thousands of vacationers to Topsail Island each and every year since 1994.

Having been in business in the same location since 1994, our database of previous vacationers consists of over 270,000 names, addresses and email addresses. Each week our offsite email marketing team taps into these contacts and sends out blog stories of local events along with hot links to our website rental pages. This alone creates a huge weekly influx of page views on our property pages and good conversion rates to actual renters.

Our **advertising program** is phenomenal. We participate in a very aggressive pay-per-click website advertising program with Google and other search engines from which we obtain thousands of vacation leads per year, directed specifically to Topsail Island. We participate and expose our listings to numerous third-party websites and online travel agencies (OTA's) such as: VRBO/Homeaway.com, Airbnb, Rent A Beach, Findrentals.com, Google Vacations (select properties). And of course our website which pulls in thousands of leads each year, www.cbcoastline.com.

As far as hard copy print, we also advertise in several magazines in the local area and outside the area. We advertise in the local Chamber of Commerce Guide as well as on their website. The Topsail Coaster Magazine is another print advertising source that we utilize each year.

Advertising and promoting properties is a key factor when choosing a rental management company, however, we feel it does not stop there. We feel that taking care of the property is just as important and that is where we really shine in the eyes of our present owners (see list of testimonials). We are a hands-on business which means we are in contact with our guests when they are in the property to handle any issues that may arise before it becomes a larger issue. Breakdowns do occur and we are well equipped to handle these issues in an expediate fashion where the guest still has a great experience even though a breakdown has occurred. It's all about guest satisfaction and our goal is to help create that wonderful experience to a level that the guest will want to return to **your** property year after year. This benefits the homeowner greatly as well as the guest, and our company. We have a large repeat clientele that returns year after year. This alone is a great benefit for our homeowners but our selection of housekeepers and repair vendors play a major role as well.

A key factor to our business is our **selection of quality housekeepers**. We believe there is a direct correlation between good housekeeping and our repeat rental clientele. Our housekeepers are well trained in this fast passed rental business. We strive to keep them updated as to any changes they need to make in their cleaning techniques. We believe that staying on top of this part of our business is why our housekeeping complaints are nearly nonexistent. After housekeeping has finished cleaning a property, we have inspection teams that go out to inspect. These inspectors are checking to make sure the clean is as it should be as well as checking for other items such as damages that the housekeeper may have overlooked on their report. Please understand, we have been doing this for a long time and it is impossible to inspect every house each and every week. We have a rotation process that really works well for us and with the minimal callbacks that we experience, it obviously works well. The housekeepers are our first set of eyes on the property after guest checkout and they provide us with inspection reports as well.

Another factor that plays a vital role in our business is our **selection of vendors** that we utilize for repairs and services. In order to keep our homeowner protected, we only use vendors that are insured with general liability insurance and workers' compensation. We have worked out discount

rates with these vendors so that we can pass that savings on to our homeowners. We do not charge our homeowners any add-on fees or special handling fees as some other agencies may do. You will receive a copy of the work orders and invoices each month and you will see that you are only charged what was billed from the vendor.

Coastline Realty Vacations is dedicated to **quality customer service with personal attention**, not only for the vacationers, but most importantly for the homeowners as well. You will never feel like you are just a number with us. We feel that communication is the key to our success in this business as we keep our homeowners informed through newsletter/emails. These communications keep our homeowners abreast of what is going on in our company, the rental market as well as storm prep procedures during approaching hurricanes.

Another important and very positive factor of our business is our **convenient office check-in location**. We are located in the Foodlion Shopping Center (Topsail Way) in Sneads Ferry, just across the high-rise bridge that leads over to North Topsail Beach. If there is one place that everyone must visit several times per week, it is Foodlion. Our guests and homeowners alike love the fact they can check-in and pick up their check-in packet (keys/key codes/parking and pool passes etc.) and then walk right down the sidewalk to Foodlion and get their weekly supply of groceries, all in one stop. Everyone understands the difficulty of getting on and off the Island on Saturdays therefore our convenient office location eliminates that issue altogether.

At check-in **we require valid ID's** to match the actual name on the reservation. This is a key safety feature that some companies are not doing. Our purpose and goal is to protect our homeowners property as it is a huge investment. If we did not require guests to stop by the office to pick up their check-in packet and show their ID, we would be doing the owner a huge injustice. With all the technology today, we are hearing of some companies that make great efforts to keep the guest out of the office. They may text them a key code and have them go directly to the property while bypassing the rental office. This can be disastrous for the property owner as they have no idea who is going to the property, and are they of proper age. Are they trying to slip a pet into a non-pet friendly property? You will never know without proper ID checks and that personal instruction from a check-in agent at check-in.

This comes into play when a person books online. They sign the contract and the money goes to the bank. The contract says they must be 25 years old but how would you know. It could be a group of 18 year-old spring breakers. By utilizing our procedures, we head these issues off before they ever happen by having them come by the office and produce proper ID's. Hotels require ID's so why would a rental management company not initiate that basic step to protect the properties they promote. We think that every property owner that understands the problems that can arise from this, would appreciate the fact their management company checks ID's.

We at Coastline Realty Vacations strive to improve our services to our homeowners while keeping our **commissions fair and competitive**. Our homeowners are only charged a fair commission for the booked rentals and are **not charged for credit card fees or advertising fees** as some other agencies may do. Our success has partially been based on our ability to keep the costs for our homeowners as low as possible, while maximizing the rental income potential of their property.

We look forward to adding you to our family of happy homeowners which some we have had for 30 years (see owner testimonials on website, www.cbcoastline.com/reviews/owner-testimonials.asp). If you have any questions about our services, please feel free to give me a call or simply email me at bud@cbcoastline.com. As you will find, my door is always open to you, not just now but throughout the management term of your property. We are all about quality customer service and **"Making you the most - with the LEAST fees."**

Best Regards



Bud Rivenbark
Broker/Owner
Coastline Realty Vacations
800-497-5463 office
910-389-1188 cell

Loads of 5-Star
Google Reviews

Accredited
Business with NC
Better Business
Bureau

If your property is listed with another company, you may disregard this notice.

Coastline Realty Vacation Rental Management

TOPSAIL ISLAND • NORTH CAROLINA

30 Years
Local
Experience in
Vacation
Rentals

Making you
the MOST - with
the LEAST
fees

#1 in
Customer
Service



coastline realty
VACATIONS



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bud@cbcoastline.com
www.cbcoastline.com

For More
Info
Call Me!

We can protect, safeguard
& retain FOR YOU
any and all your previous
repeat rental
guests



965 Old Folkstone Rd. #108
Sneads Ferry, NC 28460

BENEFITS THAT OUR OWNERS ENJOY!

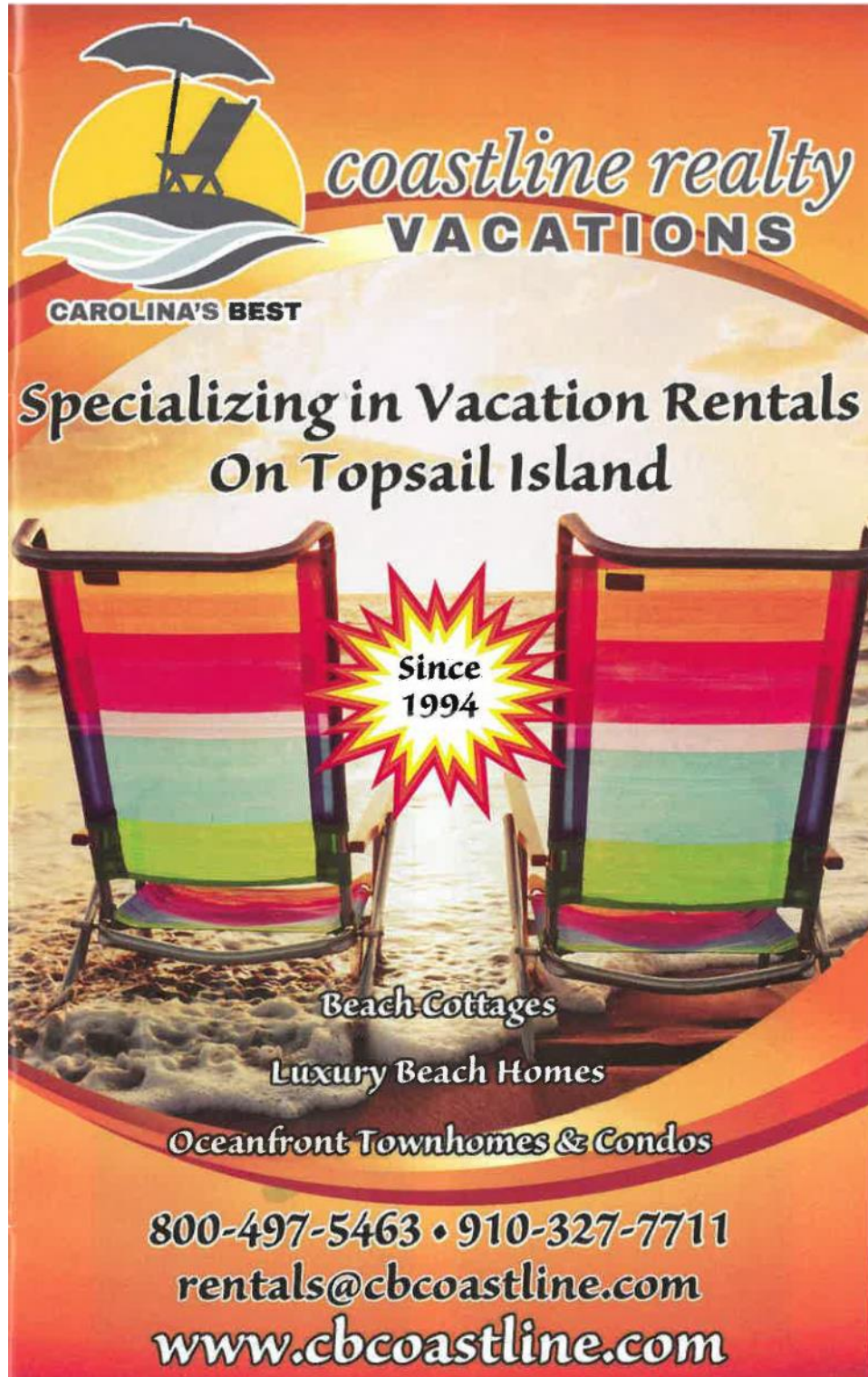
- Property Inspections after Guest Check-Out
- Quality Housekeepers
- Quality Selection of Vendors
- **NO** Credit Card Fee's to Owners
- **NO** Add on Vendor Repair Fee's to Owners
- Quick & Easy Office Communication Contact
- 24 Hour Emergency Contact Service
- Huge Internet Exposure
- Properties Listed On Multiple Rental Websites
 - **Rent A Beach**
 - Find Rentals
 - VRBO / Airbnb
 - Google Vacations
 - www.cbcoastline.com
 - Other 3rd Party Sites
- Online Instant Booking 24-7
- Over 270,000 Repeat Guest Database
- Weekly Email Marketing
- Accredited Business: **A+** Rating with Better Business Bureau
- EXPERIENCE – **30 Years in Business**
- **QUALITY CUSTOMER SERVICE WITH PERSONAL ATTENTION**


To See What Our Owners Are Saying About Us Go To:

www.cbcoastline.com/reviews/owner-testimonials.asp

If your property is currently listed with a management company, you may disregard.

Coaster Magazine



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VACATIONS

CAROLINA'S BEST

**Specializing in Vacation Rentals
On Topsail Island**

**Since
1994**

Beach Cottages
Luxury Beach Homes
Oceanfront Townhomes & Condos

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rentals@cbcoastline.com
www.cbcoastline.com

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POLICIES AND PROCEDURES

1. Company Obligations

- a) The Company will maintain a rental office to act as the Company's single point of contact with the owner as to the Company's performance under the agreement.

2. Authority and Responsibilities of Agent: During the time this Agreement is in effect, the Agent shall:

- a) Manage the Property to the best of Agent's ability, devoting thereto such time and attention as may be necessary;
- b) Use Agent's best efforts to solicit, secure and maintain tenants;
- c) Advertise the Property in such manner as may be appropriate in Agent's opinion, including the right to display a "For Rent" sign on the Property (unless prohibited by law or restrictive covenant) and photograph the Property for use in Agent's advertising;
- d) Offer the Property to the public for leasing in compliance with all state and federal housing laws, including but not limited to, any state and federal laws prohibiting discrimination on the basis of race, color, religion, sex, national origin, handicap, or familial status;
- e) Negotiate, execute and retain copies of standard form vacation rental agreements on behalf of Owner at such rates as Agent shall from time to time recommend to Owner and with which Owner agrees; provided, Agent may from time to time, in Agent's discretion, competitively reduce the rental rate for the purpose of filling vacancies that may otherwise occur.
- f) Require the payment of such tenant security deposits as Agent and Owner may from time to time agree is appropriate; provided Agent may in Agent's discretion, offer tenants the option of tenant damage insurance in lieu of such deposits;
- g) Institute and prosecute such judicial actions and proceedings as may be necessary and advisable, in Agent's opinion, to recover rents and other sums due the Owner from tenants or to evict tenants and retain possession, including the authority, in Agent's discretion, to settle, compromise and release any and all such judicial actions and proceedings;
- h) Terminate any lease and refund any payments made by the tenant if, in Agent's reasonable opinion, the Property is not in fit and habitable condition at the time the tenant is to begin occupancy, or negotiate partial refunds with tenants if, in Agent's reasonable opinion, the tenant's use and enjoyment of the Property has been or will be materially and adversely affected as a result of a defect in the condition of the Property (such as a repair to the electrical, plumbing, sanitary, heating or ventilating facilities or a major appliance that cannot be made reasonably and promptly);
- i) Make or cause to be made any repairs which, in Agent's opinion, may be necessary to preserve, maintain and protect the Property, and retain such amounts from Owner's rental proceeds as may be necessary from time to time to establish a maintenance fund account on behalf of Owner in the amount of \$500.00; provided, Agent may not make any repairs that exceed \$250.00 without prior approval of Owner, except that in the case of an

emergency, Agent may, without prior approval, make whatever expenditures on behalf of Owner that are reasonably necessary to preserve the Property or prevent further damage from occurring;

- j) Maintain the Property as required by tenants' leases, including responsibility for having the Property cleaned to the extent deemed necessary by Agent at the conclusion of each tenant occupancy;
- k) Comply with any duties or obligations imposed upon Owner by any local, state or federal law or regulations, including the authority to purchase such supplies and hire such labor as may be necessary in Agent's opinion to accomplish any necessary repairs;
- l) Maintain accurate records of all funds received and disbursed in connection with Agent's management of the Property, and provide the Owner monthly statements of all monies received and disbursed on behalf of Owner for any month during which there have been any such receipts or disbursements;
- m) Remit rental proceeds collected, less any deductions authorized hereunder, including but not limited to the fee set forth in Paragraph 4 of the Property Management Agreement to Owner on the following basis: Rental income is disbursed to owner the month after the tenant checks out. Provided: (1) this shall not constitute a guarantee by Agent for rental payments that Agent is unable to collect in the exercise of reasonable diligence; (2) payments hereunder are subject to limitations imposed by the Vacation Rental Act (VRA) regarding advance disbursement of rent; and (3) if, pursuant to this Agreement or required by the VRA, Agent either has refunded or will refund in whole or in part any rental payments made by a tenant and previously remitted to Owner, Owner agrees to return same to Agent promptly upon Agent's demand;
- n) *If Property is not cleaned to Agent's standards after Owner or Owner's guest checks out, Owner understands and agrees that Agent will have the Property re-cleaned at Owner's expense;
- o) Agent will provide all photos and place on websites.

3. **Responsibilities of Owner:** During the time the Agreement is in effect, the Owner shall:
- a) Advance to Agent such sums as may be necessary from time to time to cover the costs of repairing the Property and maintaining it in accordance with the requirements of the VRA and any other applicable laws and regulations, as well as the requirements of tenants' leases; Example: If owner has requested work be done in off-season when no funds are in owner's account.
 - b) Reimburse Agent for any expense actually incurred by Agent in managing the Property, including but not limited to, the cost of storm preparations and clean-up, emergency maintenance and repairs, utilities, property taxes, owners' association dues and assessments, court costs and attorney's fees; Example: Boarding up for storms, etc.
 - c) Not take any action or adopt any policy the effect of which would be to prevent Agent from offering the Property for rent in compliance with all applicable federal and state laws and regulations, including but not limited to, those laws and regulations prohibiting discrimination on the basis of race, color, religion, sex, national origin, handicap or familial status in the leasing of the Property;
 - d) Carry, at Owner's expense, comprehensive general liability insurance against any and all claims or demands whatever arising out of, or in any way connected with, the operation, leasing and maintenance of the Property, which policies shall be written to the extent allowable so as to protect Agent in the same manner as Owner and which shall be in the minimum amounts of \$300,000 for each injury or death of one person in each accident or occurrence, and \$100,000 for property damage in each accident or occurrence; and provide no less frequently than annually a copy of such policy or policies of insurance to Agent upon Agent's request;
 - e) Indemnify and hold Agent harmless to the extent allowable by law from any and all costs, expenses, attorneys' fees, suits, liabilities, damages or claims for damages, including but not limited to, those arising out of any injury or death to any person or loss or damage to any property of any kind whatsoever and to whomsoever belonging, including Owner, in any way relating to the management of the Property by Agent or the performance or exercise of any duty, obligation or authority set forth herein or hereafter granted to Agent, except to the extent that such may be the result of gross negligence or willful or intentional misconduct by Agent;
 - f) Supply all items necessary and usual to occupancy of the Property prior to the commencement of any tenancy, including the following: TV, DVD, WiFi, microwave. See attached equipment list.
 - g) "Deep clean" the Property prior to the first tenancy of the season, and again in mid-season if, in Agent's opinion, a second such cleaning is necessary, during each year that this Agreement is in effect;
 - h) Conduct a thorough inspection of the Property prior to the first tenancy during each year that this Agreement is in effect, such inspection to include inspection of the electrical, plumbing, sanitary, heating and ventilating facilities, smoke detectors, appliances, utilities, kitchen supplies, and other furnishings, equipment and systems; and to perform preventive maintenance and make such repairs as may be necessary from time to time to maintain such items in good working order;
 - i) Clean the Property in accordance with Agent's standards following any use by Owner or Owner's non-paying guests;
 - j) Provide the Property with furnishings of such quality, style and condition as are consistent, in the opinion of Agent, with other comparable vacation rental properties offered by Agent or others, and keep the Property furnished in such manner; and

- k) Owner authorizes agent to accept reservations for property 12 months in advance; This allows the management company the opportunity to build repeat clientele for your property.
- l) Owner agrees Agent has authority to transfer reservations to another property at agent's discretion; Example: If property becomes uninhabitable due to storms, etc.
- m) Owner agrees to supply Agent with (6) keys to property and , also, provide Pool Tags and Parking Passes to Agent whenever Agent requests them;
- n) Owner agrees and understands that if he or she wants to block their property for personal homeowner use, it can only be blocked through the reservation system and Owner must obtain and have in hand a confirmation from Agent in order for the Owner block to be valid. Owner understands that if a reservation has been made in the property, owner must honor it;
- o) Owner understands that Agent does not guarantee an occupancy rate at any level;
- p) Owner understands that cleaning is paid by the tenant and linens are provided for tenant;
- q) **Occupancy/Entry by Owner.** Owner agrees not to enter Property for any purpose whatsoever during any time that it is occupied by a tenant in the absence of reasonable notice to Agent and scheduling by Agent of an appropriate time for any such entry;
- r) **Responsibility for Certain Costs.** Except as may otherwise be expressly provided herein, Owner shall be responsible for paying all costs and expenses associated with the maintenance and operation of the Property, including but not limited to, all utilities, which the Owner agrees shall be registered in Owner's name and billed directly to Owner. In the event Owner fails to pay any such cost or expense when due, Agent shall have the right, but not the obligation, to make payment on Owner's behalf, in which case Owner agrees to reimburse Agent promptly upon request.
- s) **Sale of Property.** In the event Owner desires to sell the Property through the Owner's own efforts or those of a firm other than Agent, Owner shall: (1) promptly notify Agent that the Property is for sale and, if applicable, disclose to Agent the name of the listing firm; (2) show or cause the Property to be shown to prospective purchasers only at times scheduled through Agent; (3) promptly notify Agent if the Property goes under contract and disclose to Agent the agreed-upon closing date; and (4) comply with all requirements of the VRA regarding transfers of Property subject to vacation rental agreements. Owner specifically acknowledges and understands that according the VRA, any transfer of the Property will be subject to existing vacation rental agreements on the Property that are to end not later than 180 days from the date the transfer is recorded.



REQUIRED FURNISHINGS AND INVENTORY

Living Room/Great Room

Note: In general, there needs to be enough seating in the living area for the number of people the property sleeps.

- Double or Queen sleeper sofa
- Blanket for sleeper sofa
- Mattress cover, two pillows w/covers for sleeper sofa
- Additional seating
- Side tables, as appropriate for room size
- Lamps, as appropriate
- Color television, size appropriate for room, with cable or satellite service, DVD & WiFi
- Window treatments
- Entertainment items for children; e.g., games, books, Play Station, X-Box

Dining Area

Note: There should be sufficient seating to accommodate the number of people the property will sleep. This may include bar stools at the counter area.

- Dining table with chairs (preferably at least 6 chairs for 3 bedroom units or more for much larger homes)
- Bar stools where appropriate for "bar" type counter tops
- Hot mats or trivets to protect table top from hot serving dishes

Kitchen

Note: Most items noted here are generally sufficient for properties up to 3 bedrooms. Larger properties often require much more.

- Dinnerware settings equal (at a very minimum) to the number of people the property will sleep (All matching).
- Flatware settings equal (at a very minimum) to the number of people the property will sleep (All matching).

Kitchen Cont.

- Microwave
- Electric mixer
- Automatic coffee maker
- Blender
- Toaster
- Can opener
- Corkscrew
- Glassware set, including juice, water and wine, enough for the number of people the property will sleep (All matching).
- Coffee Cups
- Fire extinguisher
- Fly swatter
- Salt and pepper shakers
- Broiler pan
- Four (4) serving bowls
- Three piece mixing bowl set
- Colander
- 6 piece steak knife set
- Kitchen cutlery collection—knives
- 3 piece glass baking dish set
- 3 skillets—8", 10" & 12"
- Measuring cup
- Measuring spoons
- Cookie sheet
- Cutting board
- Water pitcher
- Bottle opener
- Kitchen tool set—Forks—Spoons—Spatula
- Drawer divider
- Vinyl/plastic wastebasket
- Dish Drainer and board
- 1 Large Stock Pot
- Window treatments
- 5 Piece Pots & Pans (minimum)
 - 1.5qt sauce pan
 - 3qt sauce pan — 8" sauté pan
 - 9.5" sauté pan
 - 5qt Dutch Oven with lid

Master Bedroom

King- or Queen-sized bed frame, mattress, and box springs
Mattress cover
Bed covering (attractive bedspread, quilt, or comforter)
Blankets
2 pillows with covers
Dresser with mirror
Night stand
18" lamp
Wastebasket
Window treatments
Color TV
1 Extra pillow in closet

Additional Guest Bedrooms (each)

King, Queen, 2 Twin-sized, or a set of bunk bed frame(s), mattress(s), and box springs
Mattress cover(s)
Bed covering (attractive bedspreads, quilts, or comforters)
Blankets for each bed
2 pillows with covers
Dresser with mirror
Night stand
Lamp
Wastebasket
Window treatments
1 Extra pillow in each bedroom closet

Baths

Shower curtain w/hooks
Wastebasket
Soap dish
Towel bar anchored to wall securely or mounted to studs
Window treatments
Plunger (each bath)
Toilet brush (each bath)

Cleaning Accessories

Upright vacuum cleaner with extra bags
Pail
Brooms
Variety of cleaning supplies
Mop
Dust Pan

Outdoors

Note: Not necessarily applicable to resorts or condominiums
Hose for rinsing off sand
Deck furniture
Solid and in good condition (not rusted)
Grill
Heavy door mats at each entrance

All bedding and blankets must be laundered prior to the Summer Season.

CARBON MONOXIDE DETECTOR

For properties with gas appliances, a gas fireplace or an attached enclosed garage, a carbon monoxide detector must be placed on each living level. This is required by law.



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 Property Management
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 Sneads Ferry, NC 28460
 (910) 327-7711

IMPORTANT PHONE NUMBERS

North Topsail Beach Police Department	911
Non-Emergency	(910) 328-0042
Fire and Rescue	911
Non-Emergency	(910) 328-1400
North Topsail Beach Town Hall	(910) 328-1349
Sneads Ferry Medical Clinic	(910) 327-3519
Med First Primary & Urgent Care	(910) 327-2277
COASTLINE REALTY PROPERTY MANAGEMENT	(910) 327-7711
CenturyLink (telephone)	(855) 446-5193 (New Service)
Jones-Onslow Electric	(910) 353-1940
Spectrum (cable/internet provider)	(833) 267-6094
Onslow County Water Department	(910) 455-0722

Resort/Condominium Street Addresses on New River Inlet Road

Topsail Dunes: Bldg. #1 = 1822 Bldg. #2 = 1840 Bldg. #3 = 1866

Topsail Reef: Bldg. #1 = 2264; Bldg. #2 = 2250; Bldg. #3 = 2240;

Bldg. #4 = 2224; Bldg. #5 = 2210; Bldg. #6 = 2196;

Bldg. #7 = 2182; Bldg. #8 = 2174

St. Regis Resort: 2000

Shipwatch Villas: 1896

Villa Capriani: 790

Coastline Realty

Owner testimonials

2013 was my first year with Coastline Realty as my property manager. I can not begin to describe how good it was to know that my property was being managed with such courtesy and efficiency. What was even better to me was all the positive comments that I received from my loyal guests. Thanks for a job well done. - **Karen Vaughan**

It is with greatest of pleasure that I provide a testimonial on Coastline Realty. I have had them as my Rental Agency for the entire time that I have been an owner, over 25 years. During all of that time, I have received the best service that anyone could ask for. There wasn't a time that they did not come through for me, during a few Hurricanes, they were always there to report what was happening and always keeping on top of things and reporting to me in a timely manner. The staff is friendly, courteous and always ready to assist. I would give Coastline Realty 5 stars! They are the best! - **Joanne Blassingame**

Bud Rivenbark was our Realtor 26 years ago when we made a decision to purchase at North Topsail Beach. Over the years we bought and sold several different properties with Bud's help. We were impressed with his enthusiasm and knowledge of the island, sales and the rental market. He was always honest and straightforward with us and we referred friends and relatives to him for their vacation property. Ten years ago I listed my beach condo with his rental management office (Coastline Realty) which I believe is the best "on the beach". The girls in the office were helpful and always friendly. Last month, due to my age, I sold my condo at Shipwatch with Bud's office as the listing agents. Although this closed a chapter in my life after all the good memories of family gatherings with young grandchildren growing up and our family fun times at the beach I felt a little sad. I consider Bud, Cheryl, Janet, Rhonda, Louise, and Julie friends that I will stop to see the next time I visit NTB. I would feel very confident in any referral to these folks! - **Virginia Hahn**

Coastline Realty has managed our property in Topsail since 2002, when we acquired our property there. They are reliable and handle any situations or problems that arise quickly and professionally. Since we are absentee owners, we know we can count on them to take care of our property as if it is their own. Our rentals are maximized every season and have many repeat rentals year after year. We have entrusted our new rental property to them as well. We look forward to continuing our relationship with Coastline for many years. - **Robert and Margaret Dolwick**

I have been renting my beachfront home through Coastline Realty for over 10 years. Bud Rivenbark and his staff really go above and beyond to help me, and to take care of my property. Bud himself has been out on several occasions to check on my property. I have been really pleased with the wonderful renters that we have had over the years. All of the staff are friendly and helpful and quick to respond to any need that I might have. Coastline is a really first rate company. - **Janet Owens**

We are grateful to the staff of Coastline Realty for the excellent care and attention they give our home at 2370 New River Inlet Road. In the challenging situations created by storm and inlet revision, staff members have worked to protect our guests and our property. Our sincere thanks to all! - **Edwin Sperr**

I have been renting out my townhome with Coastline Realty for several years. They have been very supportive in all factions of renting. My renters seem very pleased with their service. Keep up the good work! - **William Sluder**

Bud and his staff do a wonderful job in booking our rental property, keeping us apprised of maintenance issues and communicating with us. They are professional, helpful and creative when necessary. Our home, Hakuna Matata, has been under their care for the past two years and we've had very successful rental seasons. We highly recommend this fantastic group! - **Terry Lyons**

Owner testimonials continued...

We have been using Coastline Realty for the past 7 years to manage our property. Being a remote owner it is very comforting to know that we have Bud and his team looking after our property like it was their own. The staff is great to work with and very responsive to our needs. Our rental guests have let us know as well what a positive experience they have had with the rental team. - **Stan & Beth Sliwoski**

We are very happy with the service provided by Coastline Realty. 2012 was a very good season where we rented every week available for rent. If we ever had any problems with the house they quickly took care of them. The agents are very helpful and are a pleasure to work with. Moon Shadow looks forward to a great 2013 season with Coastline. - **Richard Walton**

We've been using Bud Rivenbark and his team at Coastline Realty for almost ten years, to manage our vacation rentals. Let me highlight some of their assets as compared to other rental agencies: Their quantity and quality of rentals are excellent; their prompt payment of your rental income at the very beginning of each month is outstanding; and when the need arises that you need an outside vendor to do some repairs in your unit, this team makes sure that you get the best possible price, takes care of all the details for you and they are not "earning" anything on your repair. They manage your property like it was their own. We have recommended Coastline Realty to many friends and they have all been more than happy with their service. - **Gary and Terry Livingston**

We would highly recommend Coastline Realty for all your real estate needs! Bud and his crew have done a wonderful job managing our rental property for us. We have had the peace of mind knowing that they were taking care of things at our condo throughout our rental period. When we were ready to sell our condo, we knew we wanted to use them again to list our property. Cheryl Moseley was our listing agent and she quickly found us a buyer (within 24 hours!). If you are looking for a vacation management or real estate company, you can count on Coastline Realty to handle all the details and make owning a vacation property a dream come true! - **Michael Ziemba**

We've been using Coastline Realty for over 10 years now. We bought our house through Coastline Realty and had a very pleasant experience with the purchase process. Not knowing how the vacation rental business works, we decided to let Bud and his staff manage the rental of our house. Over the years, we've come to depend on Bud and his staff to take care of our guests and their needs. The staff is very attentive and accessible to both the owners and the guests staying in our home. Their focus on customer service is the key reason why we have Coastline Realty manage our house. Stuart and Cindy O'Day - **Island Drive Family LLC**

It has been greatly reassuring to depend on Coastline Realty for more than ten years to manage our property, "The Breakers" on North Topsail Beach. The rental staff responds well to the needs of renters and is knowledgeable when small repairs are needed or questions arise. They are professional, polite, and patient with renters and with the owners. Living several hundred miles away, we can be relatively worry-free about the house being looked after and the unseen details of managing the property taken care of smoothly and proficiently. - **Jim Sirbaugh**

We have rented out our unit through Coastline Realty the entire time since we purchased it in 2004. Coastline has been wonderful to work with. I am in touch with the office quite often, since we do both long term and short term rentals. I believe that the agent takes care of the unit like it is their own - cleaning is awesome, any maintenance they are right there for me, if an appliance breaks they will pick it up at the store and install it and if a storm comes up they will go out and put the porch furniture inside. Living in Ohio, it makes my job worry free because I know they are there for me, protecting my little piece of heaven. - **Judy Beight**

We have rented our home, 1204 New River Inlet Road, through Coastline Realty for over 10 years. It has been a very good experience. The staff knows our house well and is very responsive to us and the renters if issues arise that need attention. We feel this is very important as we live 12 hours away from Topsail. We have many repeat renters and that is comforting to us and a tribute to Coastline's service, as we consider our beach house not only a rental but our home. - **James Hitchcock**

Owner testimonials continued...

After 7 years of ownership, we recently sold our oceanfront condo at the St Regis Resort. During 6 of those 7 years, Coastline Realty made our experience as easy as long-distance ownership of a beach property can be. Every time I called or emailed the office, I was greeted in a friendly and helpful manner. Questions were answered pleasantly and with good advice. Communication from the office was well maintained. We learned to count on receiving a call every time a storm was brewing in the Atlantic. Coastline Realty always made sure our deck chairs were taken indoors and even checked out the property afterwards. Maintenance issues were always addressed quickly. Coastline Realty kept our property rented nearly every week during the summers. With some discounts and little negotiating, they were able to keep the property full. During our second summer of ownership, we switched to another management company only because that company was onsite. While that management company was friendly, we did not feel the place was kept as clean, and that summer gained the lowest rental income of our ownership. We switched back to Coastline and remained happy with them throughout. All rental management companies are not the same. We were very happy with Coastline Realty and would highly recommend them to anyone looking for beach property management. - **Christopher Gilman**

We are very pleased with the service we receive from Coastline Realty. We have used them solely since we have owned our condo, for five years and have had great rental seasons each year. They are well organized and are responsive to maintenance issues should they arise. We can count on them to bring in the patio furniture if a storm is forecasted. We live in Pennsylvania so it is a relief to know that our beach place is in good hands. Thanks Coastline for the great job that you do. - **John & LouAnn Mylott**

As a out-of-state owner of a North Topsail Beach beachfront property, we needed somebody local who (a) knows the house, (b) knows the local vendors and works them to task, (c) understands how to keep costs down, but (d) also knows how to make sure that deferred maintenance doesn't accumulate and create bigger problems. Most of all, we needed a manager who would be very responsive to questions. Coastline Realty has met all these needs, and I recommend them to other owners looking for personalized care and attention for their property needs. - **Steven & Cara Duffield**

To Coastline Realty and Staff: You have managed our two properties on Topsail Island for two years now. We want to thank you for your professionalism, quick response to our guests and to us for any problems or questions that come up. Communication has always been easy and pleasant and we are thrilled that you treat our rentals as you would your own property. We look forward to many more prosperous years working with you. - **Carlo & Diane Cestra**

Bud Rivenbark and his staff have represented our townhome for about 15 years. They have always ensured that our rentals have been as abundant as the economy would allow, and are uncommonly responsive to any and all problems that arise. Although somewhat smaller in size than some of the other, mega-agencies on and near Topsail Island, Bud's firm is no less productive in terms of rental occupancy and successful sales. If and when we decide to sell our townhome, we won't select anyone but Bud. Our recommendation is without reservation and couldn't be more complete. - **Joseph A Beetar**

Coastline Realty has been a real asset for my husband and myself - first time rental property owners. As issues arise with a rental property and the fact that we live in Texas, it is reassuring to know that Bud Rivenbark and his team of hardworking staff are there to take care of things and keep our guests satisfied. They have informed us through weekly inspections of our home after renters leave of any problems. They hire the best people on the Island to repair and replace at record speed anything that needs to be done. Entering our first hurricane season we received reassurance of the plan they have in place to care for our home once again at record speed. I would highly recommend Coastline Realty to anyone looking for a Rental Management Company to take great care of their property. - **Dennis & Maureen Dienno**

Owner testimonials continued...

I built my oceanfront home on Topsail Island in 1999 and lived in it full time until 2009. It then became a vacation rental property. I was looking to change rental management companies and Bud Rivenbark/ Coastline Realty were highly recommended by many who had serviced my home as well as many neighbors. I signed up with them sight unseen in November of 2019, with the intention of meeting them in March of 2020. COVID then prevented us from making the long trip from Colorado to North Carolina. I was not able to be there to "ready" the house for renters and make sure it was as I left it in June of 2019. Our first rental season with Coastline Realty went perfectly. Many of my previous renters moved to Coastline and were taken care of very well. Bud and his staff helped with necessary replacements and additions of linens, dishes and other similar items in order to get it rental ready. My handyman of 15 years and my service contracts were easily assimilated into the care of my home. We will be back in March of 2021 and I so look forward to meeting Bud and all his staff. - **Carol Cook**

I have utilized the rental services of Bud Rivenbark and his staff at Coastline Realty for many many years. They have always done a wonderful job in taking great care of my condo at Shipwatch Villas. They have continually each year rented out all my available weeks in the summer months while at the same time making sure the property stayed very well maintained. When I decided to sell my property I knew I would use non other than Coastline Realty. I was so pleased with the way everything was handled throughout the sale process. Bud and Julie went above and beyond expectations in securing and following through with the sale. Thanks so much Bud and Julie for being so diligent, considerate and caring during this process. I would highly recommend Coastline Realty to anyone looking for a Real Estate Company to either manage or sell their property. For best customer service on the Island, coupled with honesty and integrity, Coastline Realty is without a doubt the number 1 choice. - **James Hahn**

I would highly recommend Coastline Realty for all your Real Estate needs. I switched to Coastline to handle the rental of my beach house after using another company for many years. The difference is night and day. They are very professional and always on top of things and have been excellent to work with. I like the fact they are a smaller office and you always know who you are talking with. I have been very satisfied and would highly recommend Coastline Realty to anyone. Sincerely, Jack Clem - **John Clem**

Coastline Realty and Bud Rivenbark are ABSOLUTELY the BEST! We have used several other vacation property managers both on Topsail Island (Surf City) and our other oceanfront property locations and NONE have come close to their performance. Not only do they maximize rentals but all the support "behind the scenes" to make that happen is done efficiently and professionally. The support staff is ALWAYS available to take care of your needs as well as those of your guests. Because of this team, A Southern Charm has built a strong rental history and a history of return guests. I would strongly recommend them as your property manager. - **Rod & Nancy Jurkiewicz**

Owner testimonials continued...

Coastline Realty has managed our oceanfront beach home "Almost Heaven" for over 10 years now. I could not ask for any better service. They are always available to handle my needs and I can reach them at a moments notice for anything. Communication is very important to me and they have certainly mastered that. My rentals have increased year after year and through their efforts my house has generated many repeat renters that return each year. I would highly recommend Bud and his staff at Coastline as a rental management company. They are without a doubt the very best. - **Alex Paolini**

We have been using Bud Rivenbark and the Coastline Realty team to manage our properties on Topsail Island for three years now, and they have yet to disappoint us. From the very first year our occupancy rate significantly exceeded what our previous managers had been able to accomplish. Our rentals have been fully occupied throughout the past two summer rental seasons and last year well into the fall shoulder season. In addition, Coastline has been very timely in addressing any issues that arise in terms of maintenance/repair or renters- promptly informing us so that we can quickly determine how to proceed. We highly recommend Coastline to anyone looking for someone to handle a beach property rental. - **Peter & Annette Ramey**

Coastline Realty and Staff are top notch! We have been customers at Coastline Realty, Sneads Ferry, NC for over 5 years. We have known Bud Rivenbark, the owner, for many more! Bud and his team have the highest level of professionalism, integrity, character and commitment. They make the rental experience for us as well as our guests, exceptional from start to finish. We have received only the highest marks, and feedback from our guests each year and our rental season is always full! It is Coastline Realty and their team that truly make the difference for everyone. We would highly recommend Bud and his team of exceptional people to anyone considering a Rental Management Company for their property and/or in need of rental property for family and friends. Owner- Shipwatch Townhome. - **Robert & Deborah Gill**

See Our Property Owner Comments Below

From the Topsail Island Facebook Page

North Topsail Beach, NC - Homeowners

Private community · 2.1K members

Invite

About Discussion Topics Members Events Media Files Questions



Sarah Wright

June 24 at 9:30 AM · 🌐

...

Anyone use Coastline realty for property management? Or have any past experience with them?

3

17 Comments

Like

Comment

Send

All comments



John Smith

Used them for 4 years until we had to stop renting. They were excellent, always on top of things, very responsive and great customer service. Highly recommend them.

Love Reply 1w

3



Judy Burke

Highly recommend. Responsive and took good care of our home.

Love Reply 1w

2

Carol Baldwin Cook

After a few years of frustration with the largest company we switched to Coastline, Very happy with them and all the staff.

Love Reply 1w

2



Virginia Smith

Yes we use them now. They are terrific. We previously used Treasure but moved to Coastline, and it was a huge improvement in communication, advocating for the owner, assistance finding people to fix/build things and more! They are also very nice people!

Love Reply 1w

2



Don Mitchell

This is my first season with them. I have had an excellent experience with the owner and staff. I previously used a mega rental company that serves the island. Two days to return calls, crazy over charges for maintenance with the mega company. I recommend coastline 100%

Love Reply 1w



OVER



Terry Lee Toler

Coastline / Bud / Julie were awesome for us!! Way better than Treasure. Just saying



Love Reply 1w



Carrie Keene

If someone doesn't mind sharing what percentage they take it I would consider looking into them if it was comparable. Also curious about credit card fees. Thanks

Like Reply 1w



Judy Burke

Carrie Keene I never remember credit card fees. As to percentage, we sort of inherited the contract from the previous owner in 2016. It was 18% and remained so until 2021 when we stopped renting. I imagine it's more now, as is everything since 2016.

Like Reply 1w



Diane Wilson

No CC fees. 18% for condos, 15% for large homes.

Like Reply 1d



Deborah Jankowski-Gaylard

Highly Recommend

On top of any issues !

Love Reply 1w



Virginia Smith

Carrie Keene no credit card fees, unlike our first management company pushing those onto us. I'd suggest you call and speak to Bud Rivenbark, the owner. I highly recommend them



Patti Stubbs

Coastline is the best on the island! They take care of our home like it is their home . We used another large agency and switching to Coastline has been the best decision.

Love Reply 1w



Stacy Rodgers

We just bought a condo and they have had our unit as a rental for about 20 years. We decide to stay with them and they have done an excellent job!

Love Reply 1w



Linda Rouse

Highly recommend!!! I second ALL of the above!

Love Reply 1w



Renee Weaver

This is our first year renting and have been very pleased with Coastline's service. Bud Rivenbark is super responsive to questions and any issues. The rest of the staff is great too. Highly recommend.

Love Reply 1w



Mary Jerry

Yes, they are great!

Like Reply 1w

New River Inlet Rd Owner - Customer since 1994
This company is the best. They take great care of my property
- Mike F



Topsail Dunes Owner
Customer since 1996
Great Service
-Herb L.



**Oceanview Lane - North Topsail Beach - Owner
Customer since 2002**

**Coastline Realty has done a fantastic job for us for many years
- Bob G**



**Porpoise Place Owner
Customer since 2002**

**We would not think about going anywhere else.
Coastline Realty has excellent service
- Jim S.**





**Porpoise Place Owner
Customer since 2008
Great service and always
fully booked
-Al D**



**New River Inlet Rd Owner • Customer since 2013
We have been with Coastline for many years and have never been disappointed.
- Debra P**

Shipwatch Villas Owner
Customer Since 2010
Coastline Realty has taken very good care of our property.
- Oscar S



**Topsail Dunes - Owner
Customer Since 2010
Coastline keeps my unit full and
really oversees it well.
- Cal B**



**ST. Regis Owner
Customer since 2012
Coastline is great. We have
3 properties with them.
- Diane C.**



Oceanview Lane - Owner
Customer Since 2012
"Coastline offers great service
with minimum fee's and the best deal is
they take great care of their properties.
-Diane C





Shipwatch Villas - Owner
Customer Since 2015
We could not be happier with our service.
We highly recommend them!
- Dora F



Shipwatch Townhomes
Customer since 2015
"This company is top notch"
- Bob G



**Island Drive Owner
Customer since 2017
Great service and
attention to details.
-Ron G**



**Island Drive Home
Customer Since 2018
I came to Coastline from another
company and the difference is
night and day. They are excellent.
- Jack C.**



**Island Drive Owner
Customer since 2022
We left another company
and came to Coastline and
they are wonderful
to work with!
- Diane W.**



**New River Inlet Road Owner
Customer since 2023
"Coastline Realty is great. Low fee's. Excellent Service"
-Diane C**