

# PLAYASTAYS

APRIL 2026

OWNER REPORT

SAMPLE — FICTIONAL DATA

**PROPERTY** Vista Caribe Residences, Unit 408  
**OWNER** Margaret Chen  
**PERIOD** April 1 – April 30, 2026  
**ISSUED** May 1, 2026

## AT A GLANCE

### April performance

<b>GROSS REVENUE</b> <b>\$2,340</b> <i>vs \$2,180 in March</i>	<b>NIGHTS BOOKED</b> <b>18</b> <i>of 30 available</i>	<b>OCCUPANCY</b> <b>60%</b> <i>vs 55% in March</i>	<b>AVG. REVIEW</b> <b>4.9 ★</b> <i>3 reviews this month</i>
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### What went well

- ✓ Strong review month — three new 5-star reviews, no negative feedback.
- ✓ Occupancy up 5 points from March, ahead of seasonal pattern.
- ✓ All turnovers completed on schedule, no guest service issues.
- ✓ Hospedaje tax filed and remitted on time.

### What needs watching

- AC unit in Bedroom 2 serviced twice this month — may need replacement evaluation.
- Building elevator A out of service April 18–22 — noted in two guest reviews.
- Linen quality starting to show wear — recommend rotation in next 60 days.

## OWNER ACTION REQUIRED

### Two items need your decision this month:

1. AC unit replacement quote ready for review (Bedroom 2) — see page 5
2. Linen rotation recommendation for next 60 days — see page 6

## Revenue, expenses, and payout

Full breakdown of April income and expenses. Net amount transferred to your Wise account on May 5, 2026.

### Revenue

Source	Nights	Amount
Airbnb (5 reservations)	14	\$1,820 USD
Vrbo (1 reservation)	4	\$520 USD
<b>Gross Revenue</b>	<b>18</b>	<b>\$2,340 USD</b>

### Expenses

Category	Count	Amount
Turnover cleaning (\$1,000 MXN ea.)	5	\$295 USD
Linen service	5	\$148 USD
Guest consumables (monthly)	1	\$10 USD
AC service — Bedroom 2 (April 8 + 22)	2	\$120 USD
Hospedaje tax (4% gross)	—	\$94 USD
<b>Total Expenses</b>	<b>—</b>	<b>\$667 USD</b>

### Fees and payout

Item	Amount
Gross Revenue	\$2,340 USD
Less: Total Expenses	(\$667) USD
Less: PlayaStays Management Fee (15%)	(\$351) USD
Less: Base Service Fee	(\$125) USD
<b>Net Payout to Owner</b>	<b>\$1,197 USD</b>

## Booking activity

<b>RESERVATIONS</b> <b>6</b> <i>4 in March</i>	<b>AVG. STAY</b> <b>3.0 nights</b> <i>3.5 in March</i>	<b>ADR</b> <b>\$130</b> <i>\$118 in March</i>	<b>LEAD TIME</b> <b>14 days</b> <i>avg booking window</i>
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### Booking timeline

Check-in	Check-out	Nights	Platform	Guests
Apr 2	Apr 5	3	Airbnb	Couple from Toronto
Apr 7	Apr 11	4	Vrbo	Family of 4 from Denver
Apr 12	Apr 14	2	Airbnb	Solo traveler from Mexico City
Apr 16	Apr 19	3	Airbnb	Couple from Montreal
Apr 22	Apr 25	3	Airbnb	Couple from Seattle
Apr 27	Apr 30	3	Airbnb	Family of 3 from Austin

### Occupancy pattern

April followed the expected late-shoulder pattern for Playa del Carmen — strong early-month bookings (Easter/Spring Break tail), softer mid-month, recovering toward month-end. Mid-month gap (April 19–22) overlapped with the building elevator A outage; bookings declined slightly during that window, recovered immediately after.

### Looking ahead

- ◆ May has 12 nights already booked as of report issue (40% pace)
- ◆ June is filling slowly — consider promotional pricing for the 14–21 window
- ◆ July–August historically softest months — budget for lower revenue, plan deep cleaning around occupancy

## What guests said

<p>NEW REVIEWS</p> <p><b>3</b></p> <p><i>all 5-star</i></p>	<p>AVG. SCORE</p> <p><b>4.9 ★</b></p> <p><i>4.85 lifetime</i></p>	<p>RESPONSE RATE</p> <p><b>100%</b></p> <p><i>all responded within 24h</i></p>
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### Highlighted reviews

*“Beautiful condo in a great location. Chris and the PlayaStays team were so responsive when our internet had issues — fixed within an hour. The pool area was perfect and the unit had everything we needed. Will definitely come back.”*

— Sarah K., Seattle — April 25

*“Margaret’s place was exactly as pictured. Comfortable beds, clean throughout, and the kitchen was well-stocked. The only issue was the elevator being out for a couple days, but the team handled it well and offered us a partial refund.”*

— David T., Montreal — April 19

*“Perfect for a family of four. Great location, walkable to everything, and the second bedroom AC kept the kids cool. Recommend!”*

— Jennifer R., Denver — April 11

### Themes from this month

- ✓ Location praised in all 3 reviews — walkability is consistently the strongest signal
- ✓ Cleanliness and stocking received specific mention — turnover team is performing well
- ✓ Communication response time praised — our 24-hour standard is being noticed
- Elevator outage mentioned in 2 of 3 reviews — not your fault, but worth noting for the building
- Bedroom 2 AC mentioned positively in 1 review (after April 8 service) — reinforces that the recent service was the right call

## What happened at the property

### Completed this month

- ✓ AC service Bedroom 2 — April 8 (filter cleaning, refrigerant check). \$60 USD.
- ✓ AC service Bedroom 2 — April 22 (recurring temperature inconsistency). \$60 USD.
- ✓ Kitchen sink drain cleaning — routine preventive. \$0 (included in turnover).
- ✓ Lock battery replacement, front door. \$0 (included in maintenance walks).
- ✓ Pool deck pressure wash — building common area, no charge to unit.

### Pending items

- Bedroom 2 AC — second service this month suggests larger issue. Quote requested for replacement vs major repair (see Owner Decisions below).
- Terrace furniture cushions — sun fading visible, replacement recommended within 6 months.

### Property condition snapshot

Overall condition is good. Living areas, kitchen, and Master bedroom are holding up well with normal wear. Bedroom 2 AC is the primary concern this month. Linen rotation is approaching its replacement window. Terrace furniture has 6–12 months of acceptable life remaining.

[ P H O T O ]

*Bedroom 2 AC unit — showing condition before April 22 service*

**OWNER DECISION NEEDED: BEDROOM 2 AC**

#### **AC unit serviced twice this month. Vendor quote received:**

Option A — Major repair (compressor + coil): \$480 USD, 2-year warranty

Option B — Full replacement (mid-range): \$1,250 USD, 5-year warranty

Recommendation: Option B. Unit is 9 years old; repairs likely to recur within 18 months.

## Property inventory status

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### Current stock

- ✓ Linens: 4 sheet sets (king + queen), full rotation — condition: fair, recommend replacement in 60 days
- ✓ Bath towels: 12 (6 large, 6 hand) — condition: good
- ✓ Kitchen: complete — no missing items reported this month
- ✓ Consumables: restocked April 1 (paper goods, soaps, kitchen staples)
- Coffee maker carafe replaced April 16 (previous one chipped) — \$25 USD, included in expenses

### OWNER DECISION NEEDED: LINEN ROTATION

**Bedroom linens are showing wear after 18 months of guest use. Recommend rotation within 60 days.**

Option A: Standard linens (similar to current) — \$180 USD for full rotation

Option B: Premium hospitality-grade (Frette equivalent) — \$420 USD, 2x lifespan

Most owners choose Option A unless the property is positioned as luxury. Your call.

### BUILDING & HOA NOTES

## Ceiba at 25 — building updates

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### This month

- ✓ Pool maintenance: normal schedule maintained, no closures
- ✓ Front desk staffing: stable, same team active
- ✓ Security: no incidents reported
- Elevator A out of service April 18–22 — building management acknowledged delay in repair, building credited common area fees
- Building circulating notice about possible STR registration changes — monitoring for impact, no action required yet

### Watch items

The STR registration notice from the building is worth monitoring. Quintana Roo state has been gradually tightening short-term rental compliance. Your property is fully registered (RETUR-Q current, hospedaje tax filing on time), so we expect no operational impact, but we will surface any concrete changes immediately.

## How the property is trending

### 3-month trend

Metric	February	March	April
Gross revenue	\$2,420	\$2,180	\$2,340
Occupancy	65%	55%	60%
ADR	\$124	\$118	\$130
Avg. review	4.85 ★	4.90 ★	4.90 ★
Maintenance cost	\$45	\$30	\$120

### Reading the trend

- ◆ Revenue is stable in the \$2,180–\$2,420 range — normal for this season in PDC
- ◆ Occupancy dipped in March (post-Easter softening), recovering in April as expected
- ◆ ADR ticked up in April — likely due to mix shift toward Vrbo (longer stays, higher per-night)
- ◆ Review scores stable and strong
- ◆ Maintenance cost spike in April reflects the AC service — not a recurring concern unless we proceed with repair Option A and the issue returns

### Preventive recommendations for May & June

- ✓ Hurricane prep walk-through — schedule for last week of May (start of season)
- ✓ Deep clean rotation — due in early June (every 6 months per agreement)
- ✓ Terrace furniture inspection — confirm cushion replacement timeline
- ✓ AC service for Master bedroom (preventive) — has not been serviced this calendar year
- Pre-rainy-season terrace drainage check — schedule before June 15
- Lock and smart-home battery audit — quarterly cycle due in May

## Items requiring your input

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All decisions consolidated here for easy reply. Please respond by May 15 so we can schedule any approved work within the same month.

**DECISION 1: BEDROOM 2 AC**

**Recommendation: Option B (full replacement, \$1,250 USD, 5-year warranty)**

Reply: "Approve A" or "Approve B" or "Hold for now"

**DECISION 2: LINEN ROTATION**

**Recommendation: Option A (standard rotation, \$180 USD)**

Reply: "Approve A" or "Approve B" or "Hold for now"

**DECISION 3: TERRACE CUSHIONS (FYI — NO URGENT ACTION)**

**No action needed this month. Flagged so you know it is on the horizon — expect a quote in your June or July report.**

No reply needed.

**WRAP**

### A note from Chris

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April was a solid month, Margaret. The property is performing well and the only real operational concern is the Bedroom 2 AC — which is exactly the kind of issue we want to catch and decide on now rather than have it become an emergency in July.

The elevator outage was outside our control but worth flagging because it did show up in reviews. The building credited common area fees, which we will see reflected in May. As always, you can WhatsApp me directly with any questions.

— Chris [chris@playastays.com](mailto:chris@playastays.com) · +52 984 242 0434