

TECH CONCIERGE FOR HOLIDAY HOME OPERATORS

Every guest answered day and night, every apartment ready on time

Guests who write on WhatsApp, Instagram or your site get the free dates, the full price and a payment link in a minute, in their own language. Direct bookings block their dates on Airbnb and Booking.com at once, passports arrive before the guests do, and your cleaners send photos from every turnover. Your booking site, your app, unit videos and a portal for your landlords, run by one engineer you know by name.

AED 3,600 a month

Your website, your app, one list of your customers, an AI assistant on WhatsApp and your videos, run by one engineer you know by name.

Where a holiday home operator loses bookings

And what we set up for you, from the first month.

TODAY	WITH US
01 A family asks on WhatsApp at midnight whether your Marina 2-bedroom is free over New Year. By morning they have booked through Airbnb, and the platform takes its commission.	The assistant answers in a minute with the free dates from your live calendar, the full price for those nights and a payment link. A direct booking blocks its dates on every channel the moment it is paid.
02 Airbnb, Booking.com and the bookings your team takes on WhatsApp sit in different calendars. One is not blocked, and two families arrive at the same door.	One calendar per unit, connected to your channel manager. A booking taken on WhatsApp or on your site blocks its dates everywhere, and nothing is sold twice.
03 Guests land at 2 am and call you from the lobby: the door code does not work, building security wants a name, and their passports never came.	Passports are asked for at booking. The day before arrival each guest gets his own check-in guide: the map pin, the entrance, what to tell security, parking, the door code. At night the assistant answers from the unit's manual and wakes your on-call person only when a person is needed.
04 On a busy Saturday nobody knows which apartment is cleaned, which is missing towels, and who broke the glass table.	The day's cleaning jobs come from the bookings. Cleaners tick a checklist and take photos in the staff app, and damage goes to maintenance or to the deposit decision with the photos attached.
05 A landlord wants to hand you his apartment, and the title deed, his passport, the photos, the permit and the listing take weeks of messages.	The assistant collects the unit's details and papers in one place and books your visit and the photo shoot. The listing, the video and the rates are drafted from them, and the permit is tracked with its dates.
06 Landlords message you every week to ask how their unit is doing, and the monthly statements take your accountant days of spreadsheets.	Each landlord has his own portal with his unit's calendar, bookings and monthly statement: income, costs and payout, drafted from the bookings and checked by your accountant.

How your week runs with us

Five moments every operator knows, step by step, as we set them up for you.

01

A direct booking at 23:50

IT STARTS

A family who found you on Instagram writes on WhatsApp: a 2-bedroom in Dubai Marina, 12 to 16 November, two adults and two children. Your team went home at 8.

WHAT CHANGES

The booking is paid and blocked everywhere before the family looks elsewhere, and no platform takes a commission on it.

- 1 The assistant checks the live calendar of every Marina 2-bedroom you manage, the same calendar Airbnb and Booking.com see.
- 2 It offers the free ones with photos, the video tour and the full price for those nights: the rate, cleaning, the Tourism Dirham and the refundable deposit.
- 3 They choose one. A payment link goes out, and the dates are blocked on every channel the moment it is paid.
- 4 It asks for every guest's passport and their arrival time, and tells your team what is still missing.
- 5 In the morning your reservations team finds the booking with the whole conversation attached, and the family is marked as a direct guest for next time.

02

The day before arrival

IT STARTS

Tomorrow eleven groups check in across Downtown, JBR and Business Bay, two of them after midnight.

WHAT CHANGES

Passports are in before the guests arrive, everyone knows how to get in, and your phone stays quiet at 2 am.

- 1 The passports collected at booking are already read into each booking. Anyone still missing is asked again in the morning.
- 2 Each guest gets his own check-in guide: the map pin, the building entrance, what to tell security, parking, the door code for his dates or where to collect the key.
- 3 Where the cleaning schedule allows, the assistant offers an early check-in and sends the payment link.
- 4 Your on-call person gets the late arrivals with their flight times.
- 5 On arrival the assistant asks whether they got in, and answers the first questions from the unit's house manual.

03

A Saturday of turnovers

IT STARTS

Nine check-outs at 11:00, seven check-ins from 15:00, and four cleaners.

WHAT CHANGES

You see the state of every apartment without calling anyone, and damage is photographed the same day.

- 1 The cleaning jobs are made from the bookings, each with its time window and the next guest's arrival time.
- 2 Each cleaner sees the day's apartments in the staff app, in the order of the next arrivals, with the checklist for each.
- 3 Before leaving, they tick the list and take photos: beds, bathroom, kitchen, balcony, and anything broken or missing.
- 4 Damage goes to maintenance or to the deposit decision with the photos, and the linen and amenities used go on the restocking list.
- 5 When a unit is marked ready, the assistant can let an early guest in, and you see which apartments are still waiting.

04

The AC stops at 1 am

IT STARTS

A guest in JLT writes in the middle of the night: the air conditioning is blowing warm air.

WHAT CHANGES

The guest has an answer at 1 am, the technician arrives knowing the problem, and it is fixed before it turns into a review.

- 1 The assistant answers in a minute and walks him through the unit's manual: the thermostat mode, the isolator switch, the filter.
- 2 If that does not fix it, it opens a ticket with his photo or video and alerts your on-call technician, not your whole team.
- 3 The guest is told who is coming and when, and offered a fan or a move to a free unit if your rules allow it.
- 4 A repair above the limit you set goes to the landlord for approval, with the photos and the price.
- 5 The next morning the assistant asks whether everything is fine, and the ticket stays in the unit's history.

05

Owner statements on the 1st

IT STARTS

Forty landlords expect their statement and their payout in the first days of the month.

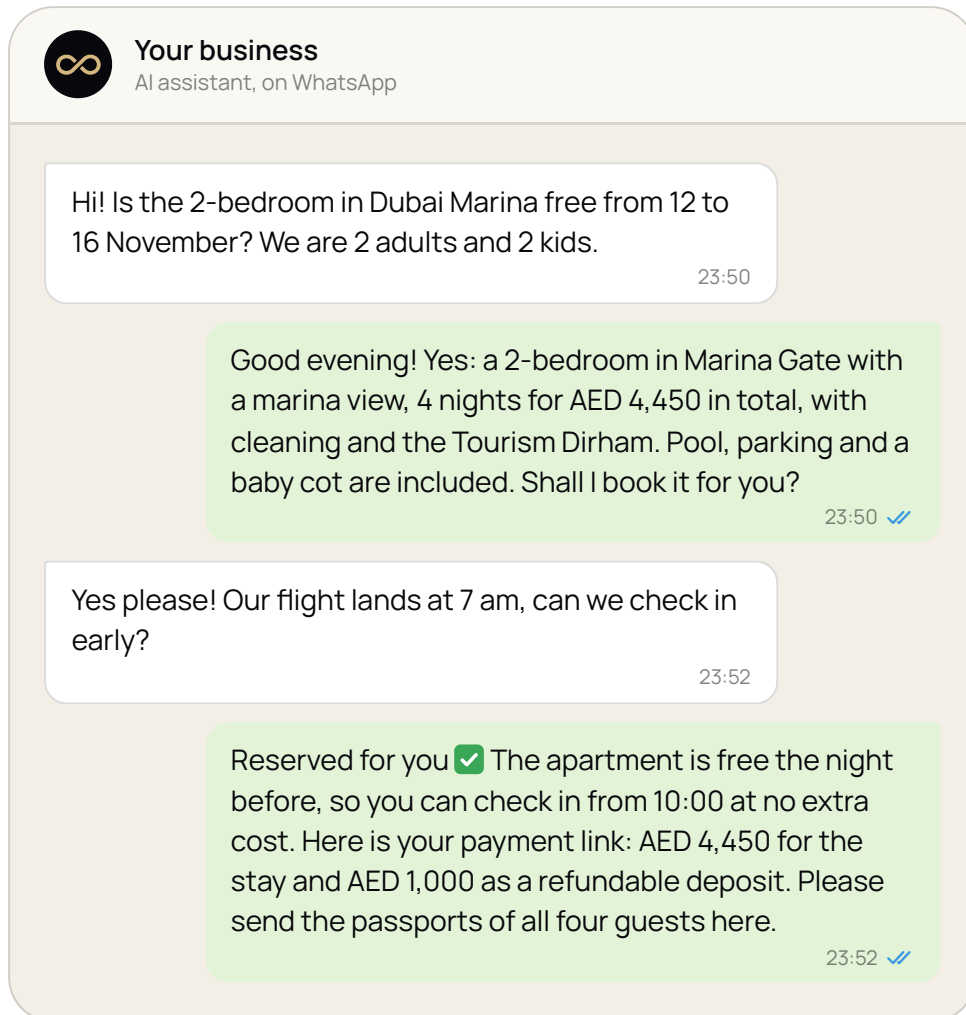
WHAT CHANGES

Statements go out on time without days of spreadsheets, and landlords see their unit's month without calling you.

- 1 Each unit's statement is drafted from its bookings on every channel: nights, income, platform fees and your management fee.
- 2 Cleaning, repairs, consumables and DEWA are added from the jobs and the bills already in the list.
- 3 Your accountant checks them on one screen and approves, and the payouts go to your accounting.
- 4 Each landlord finds his statement in his portal, with a short message on WhatsApp.
- 5 His questions, such as why a week was cheaper or what a repair was, are answered from his own statement, and anything else goes to your owner relations manager.

A guest at 23:50, and the booking made before midnight

An example of your assistant on WhatsApp.



What a holiday home operator gets

From our catalogue, the services an operator actually uses, all inside one monthly price.

◆ **Direct booking site** 2.4
Every unit with its photos, live calendar and full price. Guests choose their dates, pay and get their confirmation, with no platform commission.

◆ **Payments and deposits** 9.2
Card payment links through Stripe, Telr or Network International: the stay, the refundable deposit, the early check-in.

◆ **A house manual for every unit** 5.5
Wi-Fi, AC, water heater, bins, pool hours and building rules: the assistant answers from the manual of the guest's own apartment.

◆ **Passports before arrival** 5.7
Every guest's passport or Emirates ID read into the booking, ready for guest registration, and the missing ones chased.

◆ **Staff app for cleaners and technicians** 3.2
Today's apartments in the order of the next arrivals, a checklist for each, and photos before they leave.

◆ **Owner portal** 2.6
Each landlord sees his unit's calendar, bookings, monthly statement and payouts, without messaging you.

◆ **Video tour of every unit** 6.2
A short video of each apartment from its photos, with music and captions, for the listing, Instagram and TikTok.

◆ **Airbnb and Booking.com in one calendar** 9.8
Connected through your channel manager or the platforms' calendar links: a booking taken anywhere blocks its dates everywhere.

◆ **AI assistant on WhatsApp** 5.1
Answers guests on WhatsApp, Instagram and your site, day and night, in their language: free dates, prices, parking, pets, the way from the airport.

◆ **Extensions and date changes** 5.4
Two more nights, an earlier arrival, a late check-out: checked against the calendar and the cleaning schedule, priced and paid.

◆ **Turnover and maintenance board** 4.5
Every check-out becomes a cleaning job with its time window, every complaint a ticket with its technician, and you see where each one stands.

◆ **Units, rates and event dates** 4.6
Each unit with its owner, permit, amenities and rates by season, weekend and event: New Year's Eve, DSF, the F1 weekend, the big trade fairs.

◆ **Reviews and returning guests** 5.9
A thank-you and a review request after check-out, and an invitation to book direct next season for guests who agreed to hear from you.

◆ **Your weekly report** 4.7
Occupancy, nightly rates, direct bookings, turnovers and open tickets by unit, sent to you every week.

The systems you already use

We connect what you run today, so nothing has to be switched off. How each one connects, honestly:

◆ Airbnb

Bookings and guest messages

Through your channel manager; without one, its calendar link, which carries dates only.

◆ Guesty

Property management and channel manager

Connected through its API.

◆ PriceLabs

Nightly prices and minimum stays

Through its API, which PriceLabs bills per listing.

◆ Stripe

Payment links and refundable deposits

Connected through its API.

◆ Booking.com

Apartment and holiday home bookings

Through your channel manager; without one, its calendar link, which carries dates only.

◆ Hostaway

Property management and channel manager

Connected through its API.

◆ Chekin

Online check-in and DET guest registration

Connected through its API.

◆ Telr

Dubai card gateway and payment links

Connected through its API.

The price compared

What the same pieces cost in Dubai when you buy them one by one, and what you pay with us.

WHAT YOU NEED	BOUGHT SEPARATELY	WITH TECH CONCIERGE
Online booking software	AED 59–224 a month	✔ Included
A WhatsApp platform with an AI chatbot, Meta’s message fees on top	AED 477–1,740 a month	✔ Included
A mobile app for iPhone and Android	AED 70,000–300,000 once	✔ Included
A property tour video	AED 1,500–5,500 a video	✔ Included
All of it	AED 70,000–300,000 to build, then AED 536–1,964 a month, plus each video or image	AED 3,600 a month, all of it

Typical prices in Dubai, checked 10 October 2026.

AED 3,600 a month, all of it

One invoice a month and one engineer you know by name. Nobody to hire.

WHEN IT PAYS FOR ITSELF

6 Extra stays a month that cover our month

For example, AED 600 from a 4-night stay.

With us the work comes out of your month: an hour of engineer time is AED 120, a video AED 60, and AI compute is charged at twice its cost. A big build such as an app is estimated first and built over the months you choose, or sooner with extra blocks of AED 500. Our price is per month, excl. VAT (reverse charge). Bought separately, a website and an app are yours outright. With NewGen they are built and run for you as a service; what stays yours is set out in the agreement, which we go through with you before you sign anything.

Your first month

What arrives when, from the day you start.

Week 1	A meeting with your engineer: your units, your channel manager, your cleaning team, your landlords and how guests reach you today.
Week 1	Guest messages from WhatsApp, Instagram and your site start landing in one list, each with its unit and its booking.
Week 2	The assistant learns your units and your rules: rates, deposits, check-in times, house manuals, what it hands to your team. It starts answering with your team watching.
Weeks 2–3	Your direct booking site with live calendars and payment, and passports collected before every arrival.
Week 4	Your cleaners on the staff app with checklists and photos, your first unit videos and your first weekly report.

What you see every week

The numbers an operator asks about, without asking anyone.

Occupancy

Booked nights against free nights, by unit and by area, for this week and the next four.

Direct and platform bookings

Your site and WhatsApp against Airbnb and Booking.com, and the commission each platform took.

Average nightly rate

By unit and by area, with the coming event dates and how they are priced.

Guest reply time

How fast each guest got the first answer, by day and by night.

Turnovers and tickets

Apartments ready before check-in, those that were late, and repairs still open, by unit.

Reviews

New reviews by platform and by unit, and the ones that mention cleanliness or check-in.

What holiday home operators ask us

Does it work with Airbnb, Booking.com and our channel manager?

Yes. Your channel manager stays as it is: we connect to it, or to the platforms' calendar links if you have none, so a booking taken on WhatsApp or on your site blocks its dates everywhere. We connect it in your first weeks.

Will the assistant promise a guest something we do not allow?

It answers only from your rules and each unit's manual: occupancy, parties, pets, check-in times, deposits. A discount, an exception or a complaint goes to your team with the whole conversation.

What happens when something breaks at night?

The assistant answers first, from the unit's manual. If it needs a person, such as a lockout, a leak or no power, it alerts your on-call person at once and tells the guest who is coming.

Which languages does it speak?

It answers in the language the guest writes in: English, Russian, Arabic, Chinese, German, French, Hindi and many more.

Who owns the guest list and the data?

You do. Your content and your guests' data are yours, and we export them on request in standard formats.

Can I try it first?

Yes. You try it on your own business first, before you sign anything.

START

Try it on your own business first

Message us on WhatsApp and tell us about your business. You see it working on your own business before you sign anything.



Message us on WhatsApp

SCAN TO MESSAGE US

wa.me/971529507463



See it online

SCAN TO OPEN THE PAGE

newgen.market/for/holiday-homes



THE PERSON WHO ANSWERS

Sam White

CTO, NewGen International

You get an engineer by name, not a ticket number. I read your messages on WhatsApp and I answer them myself.