**Reply From FlipKey general manager Tracey Zhen**

At TripAdvisor Vacation Rentals, we’re constantly working to improve our business and provide the best possible marketplace for property managers, homeowners and travellers.  This year has been a very important period of transition for our business, with significant changes aimed at providing a better experience for all of our customers, of which property managers are a vitally important group.

The most important of these changes was our move to a single platform. This shift in our technology – the biggest we’ve ever made – didn’t come without challenges.  Our teams worked tirelessly to meet these challenges and help our customers who were impacted by them.  We know it was rocky and we’re sorry about the issues the migration caused some of our customers. We completed the transition several months ago and we’re happy to be back to business as usual.

While property managers always have and will remain a fundamental part of what we do, another key change this year and last has been our increased focus on homeowners as demand to list independent properties continues to rise sharply in the vacation rental market.  Property managers – which have sometimes thousands of properties and require account managers, custom technical integrations and more – have different requirements to independent homeowners.  We’ve set our rates to match these requirements, and these rates are very much in line with industry standards.

Our business has seen tremendous change and growth over the last year, and with that came an increased workload for our account management teams.     We’re continuing to make hires to align to our growth rates and service levels.

In our extensive growth over the last year, we’ve continued to enjoy positive and fruitful relationships with the industry. We strive to give our property managers great experiences, but like any business, we don’t always get it right.  When we make mistakes, we do everything we can to fix them quickly.  We’re aware of the isolated incidents mentioned in your post, but these are a small proportion of our client base.  We also receive feedback from satisfied clients on a regular basis, for instance:

*“FlipKey consistently produces quality guest leads and referrals for us.   FlipKey’s technology is cutting edge, the Owner login and functionality is helpful and easy to use and the live support team extremely professional and responsive.    Flipkey’s online presence augments our own marketing efforts and our businesses work together symbiotically and effectively.    FlipKey is and will remain our number one vacation rental marketing partner!”  - Coastal Vacation Resorts at Oak Island*

*“Our company has worked with FlipKey for approximately several years now. We have multiple listings in two separate vacation destinations. We are very pleased with our production on FlipKey versus that of the other vacation home sites. We find the owner dashboard easy to navigate, to edit, and if an occasion rises when we are in need service, we find their team to be prompt and responsive. Having just added additional properties last week, I ran into a small glitch. It was promptly fixed upon reporting it and my properties were live and receiving inquiries within the day. I am grateful for their expedient service and highly recommend FlipKey to other independent owners and management companies.” – Great American Vacations*