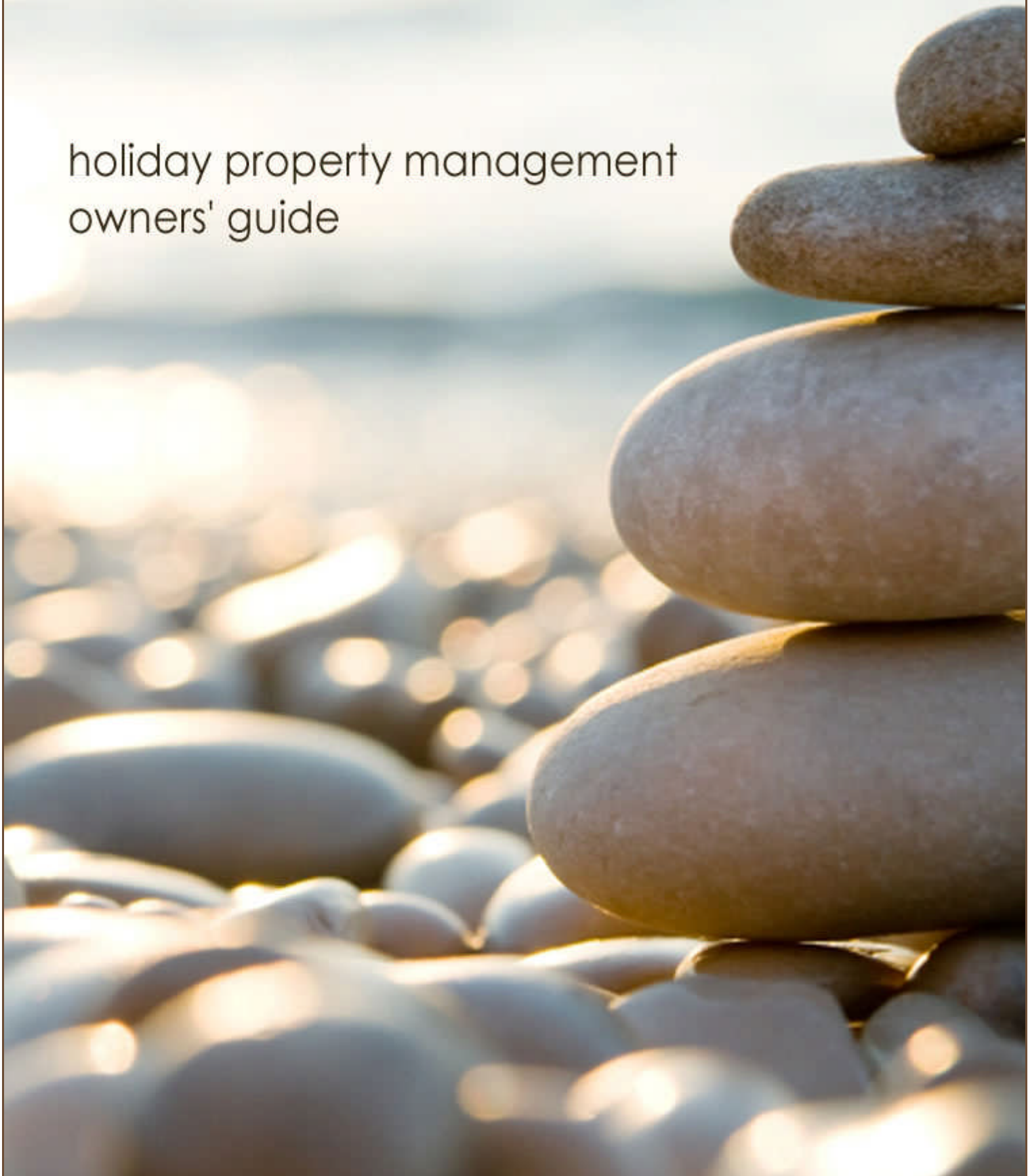


exploreNewquay

holiday property management
owners' guide



Contents

Welcome	3
Service Packages:	4 - 5
Bronze	
Silver	
Gold	
Bespoke	
Fees	
Individual Packages:	6 - 9
Advertising & Booking	
Preparation of Property Clean	
Changeover Services	
Laundry Services	
Key Holding Services	
Security Checks	
Repairs and Maintenance	
Call Out Services	
Health and Safety & Insurance	10 - 12
Additional Information	13
Advertising on exploreNewquay	14

Welcome to exploreNewquay Property Management Services

Property Management for Holiday Homes in Newquay, Cornwall

exploreNewquay Holiday Home Management is a locally based family run business serving holiday home and second home owners in and around Newquay. We have been managing properties for the past five years and are therefore ideally placed to appreciate the needs of holiday home owners.

At exploreNewquay Holiday Home Property Management we pride ourselves on our excellent level of service and as a family run business we place great importance in offering a very personal touch to our clients' properties. We will ensure the security and cleanliness of your property, always providing your guests with a home from home experience.

We offer various tailored levels of management service depending on what's right for you and how involved you wish to be with the management of your property.

Advertising and Booking Service

Call out Service

Garden Maintenance

Care taking and Security Checks Changeovers

Key Holding

Repairs and Maintenance

Spring Cleaning

Service Packages

As every client's request is different we have several levels of service packages available ranging from "Bronze" through to "Bespoke", letting the client decide the level of involvement they have with their property. We know at exploreNewquay that flexibility is paramount to our clients in order to build successful relations.

Bronze Package: 15% of the holiday let charge

We will advertise your property on the exploreNewquay website and several other leading directories in order to achieve optimum bookings. We are responsible for customer liaison, enquiries, booking requests, confirmation of booking and payment. All maintenance, yearly installation and appliance testing, cleaning, laundry, key collection, emergency call outs and Access Statements are the responsibility of the property owner.

Silver Package: 20% of the holiday let charge

We will advertise your property on the exploreNewquay website and several other leading directories in order to achieve optimum bookings. We are responsible for customer liaison, enquiries, booking requests, confirmation of booking and payment. We will also co-ordinate key collection, provide a welcome information pack and complete each changeover. Owners are responsible for all maintenance, yearly appliance and installation testing, laundry and renewals on the property.

Gold Package: 25% of the holiday let charge

We will advertise your property on the exploreNewquay website and several other leading directories in order to achieve optimum bookings. We are responsible for customer liaison, enquiries, booking requests, confirmation of booking and payment. We will also co-ordinate key collection, provide a welcome information pack and complete the changeover. We will oversee all maintenance issues including yearly appliance and installation testing.





Bespoke Package:

Tailored to your requirements. Mainly used by clients who have their own website and booking system but need the property management as they live too far away to manage the property themselves.

Fees:

There is a one off Registration Fee of £200.00 (this is non-refundable). This covers photography, the marketing and write-up of the property (which will be sent to you for full authorisation prior to going to print), and uploading of the property details on to the exploreNewquay website and booking system.



Individual Packages

Advertising and Booking Service

Advertising on exploreNewquay is an excellent and cost-effective way to raise the profile of your property on the Internet. The Internet is the fastest growing medium in history - new technology means accessing the Internet is getting quicker, cheaper and easier for everybody. The Internet works for you 24 hours a day, seven days a week and it enables you to compete nationally or even internationally.

exploreNewquay has been designed in order that it is search engine friendly and therefore picked up and indexed by the major search engines. exploreNewquay is also promoted both on and off-line to encourage people to visit it.

We will place your property on the Explore Newquay directory website. This includes:-

- A single page advert for your self catering property
- 6 photographs and as much text as you require
- Your property's details will appear in the top section of our accommodation page
- A thumbnail photo will be shown with these property details
- A map page providing directions to your self catering property
- A link to your own website

Your property will be placed on the exploreNewquay website and several other leading directories in order to achieve optimum bookings. We will handle all the enquiries, bookings and payments, cancellations and rebooking.

Advertising, booking and administration fees 15% of the holiday let charge



Preparation of Property Clean

For properties newly appointed to exploreNewquay as holiday lets, we will carry out a Preparation of Property clean. This allows us to become familiar with your property, reporting back to the owner anything that needs replacing or repairing so your property is fully prepared for incoming guests. If we don't know how things work in your property we cannot show your guests! A Preparation of Property Clean also ensures that your property meets the high standards set by exploreNewquay.

Prices are discussed at time of visit.

Changeover Services

The cleanliness of your property is the key to success with holiday rental properties. It will encourage repeat bookings and recommendations to family and friends. Following your guests departure, we will fully clean your property from top to bottom. This is a thorough clean, all moveable furniture is moved to clean underneath and behind. Beds are made up for your guests' arrival. Towels, bath mats and tea towels are replaced. We will dispose of the rubbish and the recycling. **A mid week clean can be arranged at an additional cost.**

We will carry out minor maintenance during the changeover such as replacing light bulbs, tightening beds, toilet seats, ensuring shower and bath traps are clear and running free. Repairing and/or replacing curtain poles, blinds, shelves, checking crockery, glasses, and mugs for chips and cracks.

Wear and tear is to be expected when renting your home to guests. Most guests do own up to breaking the odd glass or two and very kindly replacing them with new. Some guests however, damage furniture, fixtures and fittings beyond repair or position the damaged items in such a way that they might go unnoticed. It is during our changeovers that such damage comes to light. All damages will be photographed and emailed to the owner of the property after the changeover.





We know from experience that many guests travel overnight to arrive in Newquay by early morning to make the most of their first day of holiday. During the course of our changeover at your property we will accept luggage from your arriving guests. If your property is ready before your guests arrival time and providing we have a contact number for them, we will phone/text them so they can gain access earlier.

Price per changeover is discussed at time of visit.

Laundry Services

exploreNewquay offers a full laundry service. Please supply two sets of your own bed linen which have been given identification marks. We do not send bed linen out to laundrettes. All laundry is washed, dried and ironed by exploreNewquay.

Linen - King sized bed (£11)

duvet cover, fitted sheet, 4 x pillow cases, 2 x bath towels and 2 x hand towels.

Linen - Double bed (£11)

duvet cover, fitted sheet, 4 x pillow cases, 2 x bath towels and 2 x hand towels.

Linen - Single bed (£9)

duvet cover, fitted sheet, 2 x pillow cases, 1 x bath towel and 1 x hand towel.

Bath Mat (£0.55)

Tea Towels (£0.30)

Machine Washable Loose Covers and Cushions. Price on Application.

Mid-booking linen change

For bookings of longer than one week where a linen change is required, we will visit the property to exchange the dirty linen, towels, bath mats and tea towels for clean. We will contact the guests direct to arrange a convenient time to change complete this.

£15 per linen change.

Key Holding

We offer a key holder service to your property so if there is an emergency your keys are not far away. As key holders we do not provide any other services.

£120 per annum

Security Checks

For peace of mind when your property is unoccupied, we can make periodic checks on your behalf to ensure the security of your property. This service is only available if we are the key holders to your property.

£15 per visit

Repairs and Maintenance

exploreNewquay has on board a team of local reliable tradesmen who all have very competitive market rates. These range from electricians, plumbers, CORGI registered engineers, building contractors, carpet cleaners, gardeners. We can liaise with any of these trades people regarding yearly testing of installations and repairs/maintenance to your property.

This service is only available if we are the key holders to your property .

£50 per visit which includes a waiting time of 1 hour.

Call out Service

Once guests have arrived at your property and they then require us to attend for a maintenance issue we will attend at the following rates:-

9.00am - 5.00pm : £45

5.00pm - 9.00pm : £65

9.00pm - 9.00am : £90

Sundays : £90

This service is only available if we are the key holders to your property .



Health and Safety

All operators of any type of accommodation including self catering are required to adhere to current Health and Safety Legislation. You can appoint exploreNewquay to carry out all or a number of these requirements for you, otherwise owners should contact the relevant authorities to obtain up to date certificates. The following details act as a guide only but we have tried to be as accurate as possible.

Fire and Safety Regulations

In line with the Regulatory Reform (Fire Safety) Order 2005 which came into force in October 2006 all holiday homes registered with exploreNewquay will need a Fire Safety Risk Assessment. We will ask to see evidence that this has been completed.

Since the Furniture and Furnishings (Fire) (Safety) Regulations 1988 were passed, all manufactured upholstered furniture has been required to pass certain tests of fire resistance. All upholstered furniture purchased after 1st March 1990 should meet the requirements. The only exception is that furniture made before 1950 and the re-upholstery of furniture made before that date are exempt from the regulations.

More information regarding this matter can be obtained from your local Trading Standards Office.

All holiday homes registered with exploreNewquay will require a fire blanket and/or fire extinguisher (fitted to the wall in the kitchen) so they are readily accessible, and a copy of the Fire Risk Assessment to be displayed in the Welcome Folder in your property.

Gas Appliances

By law, owners of holiday homes are responsible for the safety and maintenance of gas fittings, appliances and flues in their property. A safety check must be carried out on every gas appliance every 12 months by a CORGI registered engineer. The Corgi Engineer will then issue you with a Landlord's Gas Safety Certificate which must be displayed in the Welcome Folder in your property. All properties registered with exploreNewquay will require this certificate.



Electrical Appliances

Every electrical installation deteriorates with use and age. It is important as a holiday home owner that you are responsible for the maintenance of the electrical installation and to be sure that the safety of your guests is not put at risk, and that the installation continues to be in a safe and serviceable condition.

According to Government statistics, each year on average 10 people die and about 750 are seriously injured in accidents involving unsafe electrical installations in the home.

There are two types of electrical testing. Hard Wiring and Portable Electrical Appliances. All properties registered with exploreNewquay will require these certificates. An accredited electrician will be required to carry out these tests.

Hard Wiring

A Periodic Inspection is an inspection on the condition of an existing electrical installation, to identify (in order of priority) any deficiencies against the national safety standard for electrical installations.

A periodic inspection will:

1. Reveal if any of your electrical circuits or equipment is overloaded
2. Find any potential electrical shock risks and fire hazards in your electrical installation
3. Identify any defective DIY electrical work
4. Highlight any lack of earthing or bonding

Tests are also carried out on wiring and associated fixed electrical equipment to check that it is safe. A schedule of circuits will also be provided which is invaluable for a property. A hard wiring test certificate is required on all holiday homes over 5 years old and it is recommended that this inspection and testing is carried out every five years thereafter. This certificate must be displayed in the Welcome Folder.

Portable Electrical Appliances

Any electrical appliance that is fitted with a plug is required to be tested on a regular basis to ensure that it is in a safe working condition. The best way to ensure the equipments safety is to carry out a Portable Appliance Test.

Each appliance should be suitably marked to record the examination date or display the date for retesting and the result of the test (pass or fail).

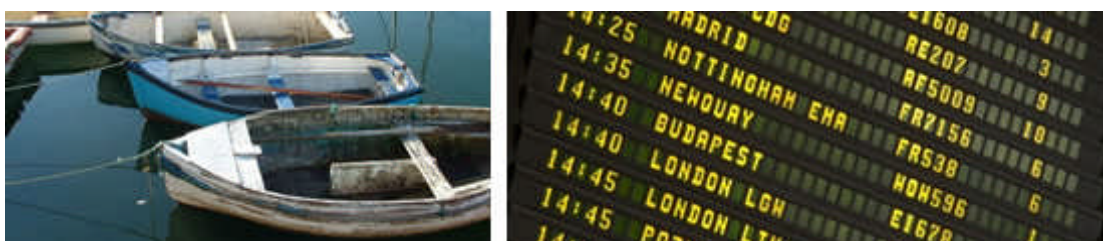
The portable appliance test is a series of checks carried out on the equipment to check its safety aspects are up to the required standard. The tests carried out are as follow:

1. Visual inspection - the equipment is checked for signs of any visible damage such as cracked plugs or split cable.
2. Earth continuity - equipment is checked to ensure that it has a satisfactory earth connection.
3. Insulation - equipment is checked to ensure the insulation of the equipment is satisfactory.
4. Leakage - equipment is checked to ensure that the leakage back to earth is minimal.
5. Load - (not always required) equipment is checked to ensure that it is running correctly.

The electrician will then issue you with a Portable Appliances Test Certificate (PAT). This certificate must be displayed in the Welcome Folder in your property.

Insurance

Your holiday home must have adequate insurance covering public liability insurance together with contents and buildings insurance. exploreNewquay will need to see copies of this.



Additional Information

Star Rating

We can arrange for your holiday home to be inspected and star rated by VisitBritain.

Access Statement for Star Rated Properties

All holiday homes registered with exploreNewquay will be required to display an Access Statement.



It should be included on your website, in any confirmation letters, the Welcome Folder and on demand to a potential guest. An Access Statement is a written, clear and accurate, and above all honest description of your current facilities and the services you offer, to enable a potential guest to make an informed decision as to whether your holiday home meets their particular access needs.

All of your guests will benefit from reading your Access Statement – both current and potential because of the additional information you will provide for them. Any guest with a specific requirement will benefit e.g. the ageing population, families with young children, anyone with a temporary access requirement (e.g. broken leg) or one of the 10 million UK residents whose disability is covered by the Disability Discrimination Act (DDA).



Advertising on exploreNewquay

Advertising on exploreNewquay is an excellent and cost-effective way to raise the profile of your property on the Internet. The Internet is the fastest growing medium in history - new technology means accessing the Internet is getting quicker, cheaper and easier for everybody. The Internet works for you 24 hours a day, seven days a week and it enables you to compete nationally or even internationally.

exploreNewquay has been designed in order that it is search engine friendly and therefore picked up and indexed by the major search engines. You may have a website of your own but being picked up by these search engines, in such a competitive market can prove difficult! exploreNewquay is also promoted both on and offline to encourage people to visit it.

Add your self catering holiday property to the exploreNewquay directory. We have two packages available - the Standard and Premium Registration.

For full details and costs please see our website at:

www.explorenewquay.com

HOW TO PLACE YOUR PROPERTY WITH EXPLORE NEWQUAY

If you would like to place your property with Explore Newquay please contact us so that we can arrange to visit you and your property.

This visit is free of charge.

Please contact us at:

Salty Towers, 11 Pentire Road, Newquay, Cornwall, TR7 1NX

telephone: +44 (0) 1637 854368 mobile: + 44 (0)7739 235410

email: dawn@explorenewquay.com

www.explorenewquay.com

exploreNewquay.com

Salty Towers
11 Pentire Road
Newquay
Cornwall, TR7 1NX

telephone: +44 (0) 1637 854368

mobile: + 44 (0)7739 235410

email: dawn@explorenewquay.com