

REFLECTIONS

Holiday Home Management

Introduction pack

Please note all prices exclude VAT

VAT No. 279956132

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We are a family run business with over 80 years of experience looking after Holiday Homes in Cornwall!



With new properties we recommend that a spring clean is carried out prior to new bookings, this allows a high level of cleanliness from the outset.

Changeover Clean

All beds made with fresh linen and towels, internal windows, window ledges, skirting boards, mirrors, bathrooms cleaned, mopped and polished. Kitchens all sides and cupboard doors, fridge/freezer, dishwasher, cooker, microwave and hob cleaned internally and externally. All floors cleaned, swept, hovered, mopped and disinfected depending on type of all floor covering. All carpets hovered, and furniture dusted and polished. All light bulbs smoke alarms etc. checked. Welcome packs delivered.

Spring Clean

Everything included in a normal changeover plus the following:-

All bed throws, mattress protectors and cushion covers removed and laundered. Pillows, duvets and curtains will be laundered as well, if they can be, and if the owner so wishes.

All furniture and beds to be removed away from walls to Hoover and clean behind and under.

Light fittings removed and dusted.

Deep Clean

Everything included in the above cleans plus the following:-

Professional oven clean.

Deep clean of grouting (walls and floors) in showers and bathrooms.

Carpet cleaning (this can also be done as part of our spring clean)

All kitchen cupboards and drawers to be emptied and cleaned.

Internal doors and door frames to be washed.

Our changeovers linen:

70/30 Cotton Rich Sheeting
200 Thread Count Percale Satin Stripe Duvet Covers
Bag Pillow Case
Oxford Pillow Case
Towelling 500gsm
Bath Mat (Greek Key)

Extra Bed Linen and Towels Price List:

Many of our holiday properties have a sofa bed or a pull out Single bed, if your property is the same, then your guests will need extra linen and towels, please see our prices below:-

Product	Colour	Classification	Price
Sheet - Single	White	CLASSIC	£1.20
Sheet - Double	White	CLASSIC	£1.35
Sheet - King	White	CLASSIC	£1.45
Sheet - Superking	White	CLASSIC	£1.75
Duvet Cover - Single	Satin Stripe White	CLASSIC	£2.90
Duvet Cover - Double	Satin Stripe White	CLASSIC	£3.10
Duvet Cover - King	Satin Stripe White	CLASSIC	£3.50
Duvet Cover - Superking	Satin Stripe White	CLASSIC	£3.90
Pillowcase - Bag	White	CLASSIC	£0.44
Pillowcase - Mock Oxford	White	PURE LUXURY	£0.71
Towel - Hand	White	600gsm	£0.74
Towel - Bath Sheet	White	600gsm	£1.40
Towel - Bath Mat	White	900gsm	£0.84

Property Maintenance

From time to time holiday homes will inevitably develop maintenance issues, luckily most of the time these are minor problems. We will deal with any such problems as soon as we are notified by the guest or the owner. Our house keepers will also check the property on changeover days and alert us to any potential issues.

Any problems that can not be rectified by our maintenance team, then our trusted and vetted tradesman will carry out the work to specification and leave the property in a clean and tidy condition.

We will of course wherever possible inform you as to the total cost of any of our routine maintenance services you request, prior to starting, so you have no nasty surprises.

Below are some of the maintenance services for everything in your property. If it's not on the list please do ask. All of our tradesmen are trusted, vetted and insured.

- Window Cleaning
- Gardening
- Electrical
- Plumbing and Heating
- Pest Control

- Locksmiths
- Painters and Decorators
- Builders
- Hot Tubs and Pools
- Appliances including Ranges



Property Checks

Regular property checks can also be made when holiday homes are unoccupied, as well as ad hoc checks, for instance after bad weather

Our property checks will include the items listed below:-

- *Check for signs of forced entry
- *Check for loose roof tiles and guttering
- *Check for electrical problems
- *Check for any signs of water damage, internally and externally
- *Check all windows are secure
- *Check any heating is still working (It does not take long for a property to develop damp if there is no heating in the winter months)
- *Check that there is no obvious rubbish or accumulation of visible post, which may indicate to an intruder that the property is empty.

Remember your insurance cover may become void if property checks are not carried out throughout the winter periods

Our property checks cost £55



Inventory

We do urge all our holiday homeowners to provide us with an inventory of the contents of their holiday home. This will enable Reflections to keep track of all items, and inform you, if and when, of any accidents, breakages etc that may occur.

If you wish Reflections to carry out an inventory for you, then it can be completed, with a copy kept on file and a copy sent to yourselves.

The fee for this one off service is £40

Key safe

The ideal solution for your guests and tradesmen is to have a Master Lock Key Safe fitted. It is a quick and convenient way to access the keys for your property.

The safes have a programmable lock, which you can change whenever you like, ideally once a year. The safe is hardwearing and will resist any attempt to break it open, your property will be safe and secure!

We charge a one off fee, including installation of: £60.00



A close-up photograph of a hand holding a set of keys. The keys are silver and include a large circular keychain with a small logo. The background is a bright blue sky with soft white clouds. The hand is positioned on the left side of the frame, with fingers gripping the keys.

Key Holding

Key holding is included in our property management services.

This service will give you peace of mind if any problems were to occur. A member of our team is only a phone call away to assist your guests with any potential problems.

Some of the typical type of problems that we get call outs for are:-

Fridge/Freezer not working, no signal on the television, fuse or light bulbs need to be replaced, no hot water or heating etc.

Should any problems arise that cannot be fixed by our team such as boiler or electrical repairs, then we will organize for one of our trusted contractors to rectify the problem.

If you do not wish to use our changeover service however, we can still offer you a standalone key holding service.

This is also a standalone service, where we will hold a duplicate key for your property in our locked safe at our office.

If your guest should lose their key or accidentally takes it home with them, then you are safe in your knowledge that we have key to let your guests back.

The cost for this standalone service is just £10 per month



Welcome/Amenity Packs



There is nothing quite like receiving a warm welcome when you go anywhere, the same definitely applies when you have a holiday home to rent out. This is a really nice gesture that will get every stay in your holiday home off to the best possible start. It can also have the added bonus that it may very well increase the chances of repeat bookings and recommendations.

What contents you choose to provide in your welcome basket depends on your target market. Our standard basket contains tea, coffee, sugar, milk, hot chocolate sachets and biscuits. Some owners like to add to this by providing a pint of fresh milk, butter and orange juice in the fridge, along with a freshly baked loaf and bottle of wine. If your property is canine friendly and your guests bring their dog, why not throw in some doggy biscuits. Everyone needs a treat when they go on holiday – even the dog!

Whatever you provide it will save your guests from going to the nearest supermarket on their arrival, or even going hungry if they arrive late, and the shops are not open to the following morning!

Luxury baskets

When it comes to luxuries think perhaps sausages, bacon and eggs, they are sure to go down well, and of course we will always try to make sure these are quality Cornish produce. Don't forget our famous Cornish cream teas, freshly baked scones, jar of finest Cornish jam and our

Creating seasonal hampers

Another good idea is to create seasonal baskets or hampers, depending on the time of year. This could of course include Christmas cakes, mince pies or puddings, box of crackers even! How about Easter eggs or even Halloween treats, just let us know and we will do the best to fulfil your requirements.

Amenity Packs

Your guests will also greatly appreciate an amenity pack being left in your property. Our standard pack contains toilet rolls, washing up liquid, liquid hand soap, refuse sacks, dishwasher tablets, sponge scourer, kitchen roll and j cloth. Again though this can be changed to your own requirements.

Our Standard Welcome Packs start from £4



Legal Requirements



You should beware of the following:-

Fire risk assessment

Legislation requires you to carry out a fire risk assessment. This assessment will determine if there are any fire hazards and who is at risk. If you are unfamiliar with such assessments, getting a qualified fire consultant to do this for you will ensure the safety of your guests.

Smoke alarms, fire extinguishers and fire blankets must be in place and have not been tampered with. We will check these on a regular basis, and replace batteries in alarms if needed etc.

Boiler

An annual Gas Safety Certificate is needed, and we highly recommend a boiler service each year.

Electrical Safety Certificate

At the moment there is no legal requirement for you to obtain and renew an Electrical Safety Certificate. However, Holiday Let Owners and landlords are required, by law, to ensure that all electrical appliances, circuits and fixed installations within the property are safe and are not hazardous to their guests.

All electrical equipment will deteriorate with use and time.

It is recommended that the maximum period between inspections is 5 years. Having your property inspected by a qualified electrical engineer will ensure your electrics are safe. The resulting certificate provides you with proof that the inspection has been carried out and that you have met your duty of care as a holiday let owner.

Continued overleaf

Legal Requirements continued:-

PAT testing (Portable Appliance Testing)

You have a legal obligation to ensure that any portable electrical appliance in your holiday home are kept in a safe condition for your guests to use.

We do advise that this testing should be done at least every two years, to ensure the appliances in your holiday home are in full and safe working order.

Oil-fired appliances and equipment

By law you are required to have your oil-fired appliances and equipment serviced periodically, in accordance with the manufacturer's instructions – this is usually every 12 months.

It is recommended that you inspect the storage tanks and supply pipes frequently for any leaks

Fire safety with log burners or open fires

Having a log burner or open fire in your holiday let is an extremely desirable feature. Such a feature comes with associated risks. If you have an open fire or log burner in your holiday let, then here are a few areas you ought to consider:

- Having your chimney swept annually
- An adequate hearth
- A suitable fireguard (if you cater for children, then an additional child guard will be necessary).

Reflections are happy to arrange for any of the above to be done for you.

Information For Guests

When your guests arrive at your property they will find an A4 laminated sheet with contact numbers for your dedicated housekeeper and office number. If your guests experience any problems during their stay, then one of our team will respond to the call out as quickly as possible, **remember were only a phone call away!**

Some Holiday Home Management companies charge an annual fee for their call out service, plus a fee for each individual call out, here at Reflections we only charge for each call out.

We have a flat charge for our call outs of **£25** which covers up to the first hour, and **£20** per additional hour after that.

For our further a field properties we charge **£0.35** a mile travel charge.

If your guests should leave any belongings in the property after their holiday, we can arrange for them to be sent back, at **£10** for packaging and delivering to the post office, plus postage.

Reflections Holiday Home Management



Guest Information

Welcome to

This holiday home is managed by Reflections Holiday Home Management.

We hope you find everything to your satisfaction on your arrival to this Holiday Home, if there are any problems please contact the Numbers below.
We wish you a very happy and trouble free holiday.

If you need to report a cleaning issue with your property then please contact your House Keeper below.

House Keeper-----

Telephone No.-----

For maintenance and any other issues please call our office No. below.

Office Telephone No. 01637498206

We would recommend the following items to be left in your property:

We do require that all owners provide for their guests a quality vacuum cleaner (particularly if you are allowing pets to stay at your property). A mop and bucket, dustpan and brush, and a broom. Reflections do not provide this equipment, as there may be a possibility of cross contamination between properties if those items were used in more than one property.

Spare light bulbs should be kept in your property, along with batteries for TV remote controls and smoke alarms.

Instruction manual for all appliances, TV, Cooker, Fridge, Washing Machine etc.

Details of when and where refuse is collected.

Key Safe (see above)

Spare keys for Reflections to keep in our secure key cabinet.



Login/Sign up

Informing Reflections of New Bookings

When you receive New Bookings, or wish to book your own home for yourselves and family, please inform Reflections as soon as possible. This will enable us to start preparing for your next guests arrival.

Just click the login/Sign up button and this will take you to our Clients Bookings Page. Please fill in the form clearly and fully. We will acknowledge your bookings as soon as possible.

Clients Bookings

Client Name	<input type="text" value="First"/>	<input type="text" value="Last"/>
Client reference No. and Property Name *	<input type="text"/>	
Client Email Address *	<input type="text"/>	
Guest name *	<input type="text"/>	
Guest Mobile No. *	<input type="text"/>	
Guest Email Address *	<input type="text"/>	
Holiday Start *	<input type="text" value="MM/DD/YYYY"/>	
Holiday End *	<input type="text" value="MM/DD/YYYY"/>	
Is this an Owner or Guest booking *	<input type="text" value="Owner"/>	
Please state number of Adults and Children, and if any special requirements are needed, extra linen, welcome pack etc. *	<input type="text"/>	
Verification *	<input type="text" value="A2CDC"/> ?	

Call Reflections now to see what we can do for you

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Our price for Changeover service is dependant on a variety of things, size of property, number of beds and bathrooms, large amounts of glass, mirrors, chrome, Patio and BBQ areas etc.

If you are considering using our services, then we will meet you at your property, and take a detailed account of what your Holiday Home has to offer, after considering these details, and comparing of similar properties, we will prepare a very competitive quote.

If you choose Reflections you will be safe in the knowledge that with over 80 years experience, we will deliver a service that you can truly rely on.

We do hope to meet you soon, thank you for reading

Reflections

