

HOLIDAY
Housekeepers



Caring for your holiday home

HOLIDAY HOUSEKEEPERS care for Holiday Houses,

Giving you the owner

PEACE of MIND

TIME SAVINGS

CARE and ENHANCEMENT of your INVESTMENT

Most people who own a Holiday House can live quite a **distance** away and so it will offer peace of mind when you have someone nearby who can off the following services.

Checking the HH after bad weather events
General cleaning and Maintenance
Pre and Post Rental House checks

HOLIDAY HOUSEKEEPERS can

Do Regular checks and reports.
Open, Close, Spruce up and Report between Holiday Rentals
Organise Cleaning, Gardening and Maintenance
Provide extras: Kitchen and Bathroom Supplies, Fresh linen

All of our staff are professionals. They have current Police Checks, all paid according to the Cleaning services current award and covered with worksafe insurance.

Linen Laundry service

\$7 per kg of washing by weight. Washed, dried and ironed as needed

Annual service charge

An Annual service charge payable December 1st of \$200 which covers extra supplies and small random maintenance items that we automatically take care of when seen, i.e batteries for clocks and smoke detectors.
Membership to the cleaning scheduling software.

Cleaning schedule system

I use a cleaning scheduling system called VRScheduler and you will be able to put all your bookings into this system, the ical links from your booking system will enable this to be updated automatically. You will also be able to block out days and communicate requests for extra cleaning requirements.

Setting up your Beach Holiday House for Rental

GOLDEN RULE: Keep it simple and uncluttered.

Choose a simple 2 or 3 colour scheme and follow it throughout the house

Furnishings robust, simple and easy to clean

If you have polished timber floors make sure you put felt pads on chair legs to avoid scuff marks

Avoid using your Holiday House as a repository for “stuff” that you don’t need at home, but can’t quite part with.

Provide a Tenants Handbook:

Information about house (instruction books, bin schedule, How to Leave the house) Information about the Locality

Guest Book is a nice touch

Bedrooms:

Clean undamaged mattresses

1 Pillow per bed plus extra per 2 beds

Fitted Mattress and Pillow Protectors

1 Washable doona per bed

Linen that is durable and easy care.

Bedside tables and reading lamps

Wardrobe Space

Luggage stand where possible

Living Room:

Undamaged, clean, robust, chairs and sofa – enough seats for number of occupants. Second hand quality leather is a good option for all season rental. Good quality cane furniture has a nice beachy feel. Sometimes you can purchase ex display home furniture, which is normally in neutral tones

Modern TV/DVD player with copy of instruction book

Audio equipment: Radio, CD player and/or dock – Bluetooth speakers
(Tenants bring own music)

Magazines (6 – 10) various interests

Small bookshelf with a variety of books

Kitchen/Dining

Table and chairs to cater for number of occupants

4 x tea towels

2 x hand towels

Scourer/sponge

Detergent

Wipe up sponge

2 x Bin liners

Kitchen supplies: basic plates, mugs, glasses, cutlery to cover the maximum numbers that can be accommodated, plus extras. Eg; 7 bed house – 10 plates, B&B plates, Medium sized all purpose bowls (cereal, soup, salad), knives, forks, spoons. 8 wine glasses and 8 water glasses

1 x Salad servers

1 x tongs

1x Egg Flipper

1x can opener

1x peeler

1 x grater

1 x whisk

1 x wooden spoon

1 x masher

Colander

Large, med, small saucepans

Frying pan

Roasting dish

Casserole dish

2 x salad bowls

1 x mixing bowl

2 x Serving plates/trays

Microwave plate cover

Kitchen Knife

Vegetable knife

Bread / tomato knife

2 x chopping boards (Meat/Veg)

1 x Bread Board

1 x tea pot & strainer

1 x coffee plunger/espresso pot

Salt and Pepper grinders

Indoor Rubbish and Recycle Bin

Easy to clean and use oven and cooktop
Fridge with freezer
Microwave Oven
Toaster
Electric Kettle

BBQ and gas bottle
BBQ tongs and flipper
BBQ cleaning supplies (spray detergent, brush, wipes)
Outdoor chairs and table for no of occupants

High chair and port-a-cot ?

BOOKINGS AND SETTING THE NIGHTLY TARIFF

Check out some of the professional booking services:
Stayz / HomeAway, Airbnb, Homestay are some of the main ones.

Search for a holiday house similar size to yours in a nearby location.

What are they charging?

What services are they offering?

Minimum number of nights?

How heavily are they booked?

What is the bond? Some people do not require a bond. In my experience it is essential.

If you are well located and set up, and get you tariff right you should get bookings and the Booking agencies will often reward you for how busy you are.

They might put you in a better spot on their search pages.

Therefore it pays not to be greedy. A lower tariff with a minimum number of nights is better than a high tariff for one night.

Once you have decided on what you are offering (will you be pet friendly, are you offering linen, condiments etc) Work out your tariff and list with a booking agency. They will charge for their service but you will get bookings.

Formulate your guest responsibilities list, ready to send out once a booking is in place. Some owners ask guests to vacuum, clean the bathrooms, mop floors and wipe down benches. Because they basically do the cleaning for you, your tariff should be lower. Others just ask "Leave as you found it"

Property Information that your cleaning/service provider will need.

Name	
Mailing Address	
Phone	
Email	
Rental Property Address	
Lock box code	
Pet friendly	
Number of bedrooms	
Linen service	
# Queen beds	
# Single beds	
Do you have 2 sets of doona covers/linen	
Other information	

Items to check / checklist prior to rental	To organise	done
Kitchen cupboards tidied/ pantry sorted		
Appliances in working order and safe		
Consumables stocked – dishwashing liquid, sponges, bin liners, dishwasher powder or tablets, spray and wipe		
Broom, brush and shovel supplied		
Oven cleaned		
Fridge and freezer cleaned out		
Are there enough crockery and cutlery for the number of guests that will be staying		
Laundry appliances in working order		
Iron and ironing board		
Floor mop, bucket		
Entertainment equipment working, dvd, Foxtel, playstations, clear instructions for use, batteries charged.		
Games that are supplied are all the pieces there and instructions supplied.		
Bedding in good order and clean		
Mattress and pillow protectors		
Doona covers – replaced if needed and preferably some spare ones available as a changeover when and if needed. Especially during the busy summer season.		
Do pillows need replacing?		
Can windows be opened and closed safely		
Are blinds serviceable and able to be opened and closed as needed		
Are all the lights in the house working		
Are bedside lamps working and safe to use		
Are windows clean		
Outside of house clean and cobweb free		
Garden tidy and safe		
Lock box installed		
BBQ cleaned and cleaning equipment supplied / gas bottle checked and replaced as needed.		
Smoke detectors in working order		
Swimming pool cleaned and summer maintenance and cleaning arranged.		