

CARETAKING GUIDE FOR OWNER/CARETAKERS

The interaction between the owner/Aspects Holidays and the caretaker is key to ensuring the owners' property is seen in the best light; it's also key to our customers feeling they've chosen well and to the pleasure they take in the property's cleanliness and overall appearance.

The caretaker's role encompasses the meeting and greeting, the cleaning, laundry, inspection for damage or other problems, as well as those extra little touches such as providing a welcoming present and card. The owner/caretaker will liaise with the customer on their arrival/key collection time.

Owners/caretakers need to note the following

- Owner/caretaker need to set out (following our guidelines and checklist) what is needed for their individual property and agree a set of charges, (we can advise on this if required).
- If the caretaker is unable to attend, due to holiday or sickness, the caretaker needs to organise a suitable replacement and advise the owner and Aspects Holidays of the person's details.
- Aspects will send the owner/caretaker a copy of each booking and any cancellations that may occur. The owner is responsible for advising/checking that the caretaker is aware of the bookings.
- Suitably written cards giving the owner's or caretaker's name and contact number should be left in the property for the incoming guests.
- Three sets of linen, towels, bath mats and tea towels need to be kept in a secure area in the property so that the caretaker can use/replace what is required.
- The caretaker is responsible for ensuring the linen is laundered and returned. This can be done by the caretaker or taken to a local laundry.
- For bookings of more than one week, clean linen needs to be made available with a request to the guests to remove and leave any 'dirty' linen for collection when the clean linen is left. It is not expected that the caretaker will re-make the beds at this time.
- If a customer requires a mid week or mid booking clean, Aspects will advise the owner, who should be encouraged to make this available at a charge to the customer.
- Instruction manuals and any specific details relating to the property need to be checked and easy to find.
- Aspects Holidays 'notes' to be clearly visible.
- A checklist itemising all the relevant areas to check needs to be completed after every clean.
- Caretaker to advise Aspects Holidays immediately of any damage caused as soon as possible on the day of checking.
- Caretaker to remove excess rubbish from the property and ensure there is adequate room in the bins until the next rubbish collection.

A copy of an individual checklist is enclosed.



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