

## **Draft Holiday Accommodation Management Plan**

*Details to be confirmed on commissioning of accommodation.*

Address: 9 King Edward Avenue, Blackpool, FY2 9TD

Manager: TBC

Contact details:

Phone 01253 to be confirmed

Mobile to be confirmed

Email to be confirmed

### **Arrivals and departures**

Arrivals will be on pre-arranged days within an agreed range of times. The manager or a representative will be available to meet all arriving guests if required. Necessary information and briefing on safety will be given prior to arrival. All visitors are required to agree to the Conditions of Stay and complete a registration card to collect their contact details. The registration cards will be retained for 12 months from the date of departure.

Payments and deposits will be dealt with through a local management company as detailed in the booking documentation at arrival/departure or as otherwise agreed.

Upon booking the guests full contact details including full name, address, contact numbers are taken. This information is retained for more than 12 months and can be easily accessible and can be made available should a request be made from the council for inspection purposes.

Visitors will be provided with a copy of the Conditions of Stay and contact details in case of any issues or emergencies on their arrival.

Departures will be on pre-arranged days by the time set out in the booking documentation unless otherwise agreed at the time of booking.

### **Parking**

Details of nearby parking options and contact details will also be set out in the brochure.

### **Communications**

The management company will be available by telephone as follows 24 hours a day, 7 days a week.

The manager will generally communicate significant matters to guests directly unless a mobile phone number has been given in preference.

Guests' problems and complaints should be notified to the manager by phone or email.

Emergency contact numbers are provided on the Conditions of Stay and these contact numbers which are contactable 24hrs a day are prominently displayed adjacent to the front entrance of the site.

### **Compliance with Standards**

The property will be converted and maintained to meet at least the minimum standards required by public authorities. Copies of all relevant approvals and licences will be retained on site in addition to statutory requirements.

### **Security**

The property will be available from 3.00pm and must be vacated by 10.00am on the day of departure unless previously agreed with the manager.

Guests will have access to:

Whole property

Guests will be provided with keys to:

Front Door

... all to be returned on departure.

### **Equipment and fixtures**

The property will be equipped in accordance with the brochure. A list of these provisions will be made available on site.

### **Cleaning and servicing**

The general cleaning of the property will be contracted to a local cleaning company who are experienced in cleaning holiday lets. The flats will be thoroughly cleaned on departure days and prior to check-ins.

In between guest bookings, management will inspect the property to identify any issues that require attention and contact the relevant company to carry out works necessary.

### **Waste**

Guests will be advised of arrangements for cleaning, waste and minor maintenance as necessary on arrival.

It is intended that the bins will be emptied and put in the external bins by the cleaning company.

The owner will pay a monthly fee for the weekly collection of the bins. The arrangement for the waste collection will be arranged via Blackpool Council.

### **Maintenance**

Maintenance of the property is an ongoing activity throughout the year to ensure that the visitors stay is enjoyable and comfortable.

Arrangements for significant property maintenance work will be notified to tenants in advance whenever possible.

### **Noise**

Visitors will be asked that the property is quiet by 10pm each evening to ensure that there is minimal disturbance to neighbouring properties. Any noise related complaints received are investigated and addressed immediately.

**Anti-Social Behaviour**

CCTV will be put in place around all communal areas and entrance halls. A security deposit will also be taken and held upon check-in, there will be clauses noted in the terms and conditions which gives the right for the deposit to be retained should guests cause any disruption or damage.

There is also a 24hr number given to guests to contact to report any Anti-Social behaviour. A member of the team will report to site immediately and will seek assistance from local Police if necessary.

Any excess noise reports, anti-social behaviour including verbal & physical abuse and any evidence of criminal damage will all result in the guests security deposit being retained.

If a member of the team needs to attend to more than one report of anti-social behaviour, guests will be asked to depart immediately.