



# Service Accommodation Management Plan

## Stays In Blackpool

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## General Information

- All Stays Properties will have external plaque containing contact information.
- Contact information includes our 24 hours, 7 days a week emergency help line.
- All guests booking through booking platforms will be communicated with directly.
- All guests booking directly with Stays in Blackpool will be communicated with directly.
- Weekly Checks of Properties will be undertaken by the Reservations Manager.
- Weekly Fire Checks at the Properties will take place by an external Fire Contractor.
- Health, Safety, Fire & Behaviour Policy is available in every property.
- Full Property Manual is available in each Property.
- Properties are checked to meet standards regularly.
- The Stays In Blackpool office is open Monday – Friday.

## Guests Arrival & Departure

### Guests Arrival

- At all times the Stays Team will endeavour to welcome our guests to our properties, meeting them outside the property to give the guests the keys, show them around the property and how everything works.
- Where the above isn't possible, guests will be communicated with prior to their stay and will be given a code for Key Lock Box for keys to the property.
- Key Lock Box are advised to be used by the guests at all times during their stay to avoid losing keys, the codes given are unique to the guest and changed after each stay.
- Where the guests have gain entry to the property without a team member a follow-up call to the guests will be made within 1 hour of check-in time.

### Guest Departure

- At all times the Stays Team will endeavour to be present at the departure of their stay, we will walk through the property with them and collect the keys.
- Where the above isn't possible, guests will be communicated with prior to their departure and will be requested to return the keys to their nominated lock box.
- Where the guests have departed without a team member they will receive a follow-up call 1 hour after their departure.

## **Cleaning & Servicing of the Apartments**

Cleaning of the apartments will take place after each guest has departed.

Cleaning of the communal areas will take place each week.

Guests staying longer than 3 days will get a mid-stay clean.

Guests can request more frequent cleans by contacting the stays team.

Our cleaning team will report all maintenance issues to the Reservations Manager and our maintenance team will visit and rectify any faults found.

## **Waste Collection & Storage**

Guests staying less than 3 nights will be expected to leave all rubbish within the property.

At the end of their stay our Cleaning Team will remove the rubbish from the property and return to the Stays In Blackpool office for disposal.

If guests stay longer than 3 nights, the Stays Team will visit the property to collect rubbish every 3 days and return to the Stays In Blackpool office for disposal.

Rubbish is disposed by a large commercial waste bin, under contract with Blackpool Council. Which is collected every 2 weeks from our offices.

## Anti-Social Behaviour Plan

### Notice of Anti-Social Behaviour

- Our Terms and Conditions of short-term rental highlight our quiet times which are all between the hours of 11pm and 8am. Between these house guests are requested to keep the noise to minimum, all guests acknowledge this at time of bookings.
- On arrival in the property our Property Manual states our quiet times as another notice to all guests. All our tenancies include a clause in respect to Anti-Social Behaviour. This clause outlines what is classed as Anti-Social Behaviour and our processes for dealing with in.
- All of our properties do not accept parties or events.

### Management of Anti-Social Behaviour

- Outside every property is a manage by plaque which gives external general public Stays In Blackpool contact information including our 24 hour emergency help line.
- Upon receipt of a complaint, we will contact the guests and investigate the complaint. Failure of the guests to respond will result in our on-call team visiting the property.
  - a) We will discuss the complaint with the guests and come to a resolution.
  - b) We will request the guests to leave the property.
  - c) the local authorities or agencies will be contacted for assistance.

### Post Stay

- On completion of any stay, if the guests have remained a problem guest we will report to the relevant portal and prevent any future bookings from the guests.