

Holiday Apartments

22 Reads Avenue

Blackpool

FY1 4BP

**Management Plan**

<b>Refuse</b>	<p>The property has existing storage for a large commercial lockable bin in the yard at the rear of the property. Guests will deposit waste within the apartment bins within the kitchen areas. A dedicated cleaning team will visit the property daily and on the day of departure to clean the property and empty bins into the main external bin in the yard and return each flat to the high standard required for the incoming guests. The property manager will ensure the bin is accessible and then returned and locked away after collection.</p>
<b>Guest arrival &amp; Departure</b>	<p>Guests will be provided with arrival and departure information when booking through. This will be provided electronically and so accessible on smart phones and similar devices as and when needed. The property will be accessed via an electronic smart lock at the front door and an emergency key safe will be provided for the rear door in the event of failure of the smart lock. The smart lock will allow for remote operation of the lock by the management team to allow access remotely for guests having difficulty / contractors etc needing emergency access.</p> <p>As a back-up in the event of the smart lock failing, a key safe will be placed at the rear of the property with keys available within if necessary.</p>
<b>Cleaning arrangements</b>	<p>A dedicated cleaning team will be allocated time to turn the property around prior to the next guests arrival. The cleaning team will be responsible for checking a thorough inventory on arrival and ensuring the safety of the premise allowing for timely reporting of any defects or deficiencies to the maintenance and management team. The property will be returned to show home standard prior to the arrival of the next guests.</p> <p>The management team will be conducting regular spot checks on the cleanliness of the property to ensure it is maintained to the highest standards, as we are aware that this is of paramount importance not only for the health and</p>

	<p>safety of any guests / staff within the building but also on the success of the holiday let strategy. Reviews from previous guests form a key part of the marketing strategy which will clearly highlight if there are deficiencies in the standards of cleanliness.</p>
<p><b>24/7 contact details</b></p>	<p>A sign including the name and telephone number of the manager will be placed on the front of the property next to the front door which will allow calls to be made directly to the management team. Guests will also have a welcome pack within the property that will clearly provide contact details for use in an emergency or if they require assistance. These details will also be clearly provided within the arrivals documentation provided by the booking agent.</p> <p>If a member of the public makes contact they will come through to the management team 24hrs 7days /week who will take the details of the complaint and contact details. If they are unable to answer immediately there will be the facility to leave a message. Depending on the urgency of the matter raised they will investigate this as deemed appropriate, taking any necessary actions and provide a response to the complainant as necessary.</p>
<p><b>Anti-social behaviour</b></p>	<p>The property will be marketed to attract families and booking conditions will clearly state that any antisocial behaviour will not be tolerated and that this could lead to their booking being cancelled and their eviction from the property without refund. A welcome pack within the property will also remind of this and prompt them to respect neighbouring properties. A noise sensor will be placed within the property that will send real time alerts to the management team in the event that pre-set noise thresholds are breached. The management team will then be able to contact the guests with the contact details provided at booking to inform them to reduce noise or risk being in breach of the terms and conditions of their booking. If a repeated alert is made a visit from the management team will enforce the requirements to reduce noise or risk being evicted. A three strike rule will be strictly adhered to which guests will be made aware of with the terms and conditions when booking. The three strike rule will be used to ensure the guests are aware of our tolerance to any complaints / antisocial behaviour. They will be advised through the terms of booking that we have this rule and that if they are causing problems on the third occasion they will be asked to leave, with loss of their security deposit.</p>

<b>Register of guests</b>	A guest book will be available for guests to write feedback on their stay, in which they may choose to leave their personal details. Our booking agent will retain records of all guests staying within the property and this information will be stored in accordance with GDPR regulations.