

Maintenance Arrangements

78 Deanston Drive, Glasgow, G41 3LH

Ref: 23/03011/FULL

Minimum Stay- 3 night

Maximum Stay- 10 nights

Minimum Number of guests staying (in one stay)- 1 person

Maximum Number of guests staying (in one stay)- 6 people

What will the maintenance arrangements be? How often will the dwelling be cleaned and laundered? Will a cleaning service be used?

Cleaning and washing of towels and bed linen are made after every booking (like hotels). The cleaning service is arranged for a short-term let agent managing the bookings for the property.

Services Provided?

Guests are only using the property for short stays to sleep in just like hotels. No other services are provided on the premises. No food is provided. Anything a guest needs they have to buy locally.

What are the access arrangements?

The dwelling has its own access from the street and there will be a key safe box with code provided to guest. The safe is re-coded after every guest and when cleaning is finished. As this is a main door property they shall not require any access through a communal entrance or close. Guests will have access to the front private garden. Front door security camera Ring surveillance video recording (disclosed to all guests ahead of reservation) shall be installed allowing management to monitor and match the number of guests checking in with the number of guests on the booking.

What are the waste management arrangements?

There are bins and bin liners provided in the dwelling. Guests are asked to put the bin bags to the communal containers. It is also part of the cleaning procedure to remove the bins in the dwelling. The communal waste containers are located in the back of the building. This is food waste mainly.

Does the flat have an allocated car parking space?

No, it does not. There are however free spaces available in the area for those who commute by car.

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Booking Requirements

When a guest books a stay at this property they shall only be allowed to do so after having provided the required verification:

- Contact details
- Profile photo
- Government issued ID i.e., drivers' licence or passport
- Total number of guests
- Reason for visiting
- Answering a Pre-booking questionnaire
- Acceptance of code of conduct (see below)

A Code of Conduct for Short Term Residents

- This is a home please treat it as your own
- Please give priority to respecting the neighbours and keeping the noise down, you risk having your booking cancelled immediately if this rule is breached
- When you leave the property, please leave it as you find it
- Strictly no parties, no outside visitors, no overnight guests without previous approval from your host
- Do not engage in illegal activities anywhere in the property
- Quiet hours from 10pm to 8am
- No smoking is allowed inside the properties or in front of the apartment
- No pets allowed in the property
- Please turn off all electrical devices when leaving the property
- all windows to be closed and doors to be locked when checking out

Safety of Guests, Residents and Visitors

The property shall have all lockable doors and windows. The house rules will clearly state that guests must lock all doors and close all windows when they leave the property.

All relevant safety tests such as EICR, PAT, Gas safety, Carbon Monoxide monitor and Smoke alarm testing are in place and can be provided.

All furnishings in the property shall comply with the fire safety regulations.

Fire Risk Assessment

The property has been reviewed for fire risk assessment by Scottish fire & rescue.

There is a fire escape plan provided at the property as well as a fire blanket and fire extinguisher. The property has an interconnected smoke alarm in the hall and lounge with a heat detector in the kitchen. First aid kit located in Kitchen.

Control of Noise or other Disturbances

Check-in time: 3pm-8pm

Check-out time: 11am

A pre - arrival message is sent to all guests to remind them not to create noise which is offensive or excessive to occupiers of neighbouring properties especially between 10pm and 7am, during arrival and during departure, and at any time throughout their occupancy.

The guest is sent detailed check-in instructions 1 day prior to arrival with clear

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Guest Notice Board

It will list the host contact details, emergency contact details, emergency plan, house rules, waste recycling, public transport, nearby amenities, and attractions in the area.

Complaints Management Procedure

Our management team will be contactable 24/7 and our contact details are provided to guests upon confirmation of booking and are also noted in the Guest Handbook.

The guests must agree to the house rules particularly in relation to respecting neighbours and in acknowledging the noise policy before confirmed bookings will be accepted.

If guests fail to adhere to house rules, they will be at risk of having their booking cancelled immediately.

Maintenance

Maintenance works will be scheduled in between guests stays to ensure the property is kept up to good standards and guests' expectations. Any maintenance issues reported by staying guests or by contracted cleaners will be dealt with swiftly either during or after the guests' stays, depending on the severity of the issue. Prompt procedures such as this should ensure that the appearance of the property shall always meet or exceed the standards of the neighbouring properties.

Cleaning and Linen

We have a contracted cleaning company that attends between guests to clean the property and take all laundry away off-site for washing and drying. A washing machine is provided for the guests' convenience to use during their stay to wash their own clothes as required.

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