



Owner Onboarding Pack

Bee & Bee Property Management

WELCOME TO BEE & BEE PROPERTY MANAGEMENT

Cleaning • Bookings • Maintenance for B&Bs Across England

Partnership operated by Talha, Tasha & Irene

Thank you for choosing Bee & Bee Property Management.

This pack explains everything you need to know as a property owner partnering with us.

Our goal is simple:

Make your hosting stress-free, professional, and profitable.

1. About Bee & Bee Property Management

We are a partnership specialising in managing B&Bs and short-stay properties across England.

We focus on reliable communication, quality cleaning, and smooth guest experiences.

We take care of the day-to-day work so you don't have to.

2. What You Can Expect From Us

Guest Communication

We handle guest messages during business hours (including enquiries, directions, questions & minor issues).

Urgent issues are escalated immediately.

Booking Management

We manage listings on:

- Airbnb
- Booking.com
- Vrbo
- Direct booking systems

We help improve accuracy, pricing, and guest experience.

Cleaning & Laundry

We coordinate professional cleaning after every stay.

We handle:

- Turnovers
- Linen changes
- Restocking basics
- Reporting any issues

Maintenance Coordination

If something breaks, we:

- Arrange a trusted tradesperson
- Send you the price
- Only proceed once *you approve*

Supervise and update you

No surprise costs - ever.

Reliable Oversight

We keep an eye on the property and ensure guests leave it in good condition.

We contact you if anything needs attention.

3. What We Need From You (Owner Requirements)

To ensure smooth management, we ask owners to provide:

Property access

- Keys
- Lockbox codes
- Alarm codes
- Smart lock access (if used)

Safety compliance

Your property must have:

- Working smoke alarms
- CO detectors (if fuel-burning appliances)
- Fire safety basics
- Landlord/host insurance that covers short stays

Accurate property details

This includes:

- Room configuration
- Maximum occupancy
- Parking info
- House rules

Instructions for appliances
Wi-Fi details

Approval of maintenance

You will approve all non-emergency repairs before we book them.

4. Fees & Payments

Your pricing structure is:

Percentage-based management fee

A percentage of total booking revenue

(exact rate agreed separately).

Cleaning fees

Charged per turnover

(paid by you or passed to guests, depending on the platform setup).

Maintenance costs

Only charged when approved.

Payment schedule

Payments are due within 7 days of invoice unless otherwise agreed.

5. How We Communicate With You

Routine updates

You'll receive messages about:

Confirmed bookings
Issues during guest stays
Maintenance needs
Supplies required

When we contact you urgently

We will contact you the same day if:

Guests cannot enter the property
Significant damage occurs
A major appliance or essential system fails
Safety issues arise

Availability

You can always reach us at:

 info@bee&beeproperties.com

 **07850 177 876**

6. Guest Issues & Damages

If a guest causes damage:

We photograph or record the issue
We file a claim (via Airbnb/Booking) when possible
We organise repairs (owner-approved)
You receive a summary

Your property insurance should also cover serious losses.

7. Supplies & Inventory

We maintain a stock of essential items:

- Toilet paper
- Cleaning products
- Basic toiletries
- Tea/coffee (if you provide these)

Tell us if you want:

- Premium items
- Hampers/welcome baskets
- Custom branding

We can arrange these at cost.

8. Working With Cleaning Teams

Our cleaners:

- Report issues
- Take photos if something looks wrong
- Notify us of missing or damaged items
- Follow strict checklists

Cleanliness affects guest reviews directly - we take this seriously.

9. How to Prepare Your Property Before Management Begins

Declutter

Remove personal items or valuable belongings.

Ensure safety equipment works

Test alarms and CO detectors.

Provide clear instructions

For:

- Heating
- Hot water
- Wi-Fi
- Smart TV
- Appliances

Provide spares

Keys, linen, bulbs, batteries.

If you're unsure, we can walk through this together.

10. Ending or Pausing Our Service

If you ever need to end the partnership:

- We ask for **30 days' notice**
- We'll hand back keys and access codes
- Existing bookings are transferred or cancelled appropriately
- You'll receive a final summary of any ongoing issues


We make transitions smooth and friendly.

11. Contact Information

Bee & Bee Property Management

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 info@bee&beeproperties.com

 07850 177 876

