

## **Bee & Bee Property Management – Summary of Services & Working Agreement**

*Partnership operated by Talha, Tasha & Irene*

Contact: [info@bee&beepropertymanagement.co.uk](mailto:info@bee&beepropertymanagement.co.uk) • 07850 177 876

Thank you for choosing Bee & Bee Property Management to help look after your B&B or short-stay property.

This summary explains how we work and what you can expect. A full service contract is also available.

## **What We Provide**

We manage the day-to-day running of your property so you don't have to. This includes:

- Guest communication during business hours
- Coordinating cleaning & laundry
- Managing bookings across major platforms (Airbnb, Booking.com, Vrbo, direct sites, etc.)
- Overseeing check-ins and check-outs
- Arranging trusted tradespeople when repairs are needed (with your approval before any costs)
- Monitoring the property and reporting issues

Our goal is simple:

**A smooth, clean, and stress-free experience for you and your guests.**

## **Your Responsibilities**

To help everything run smoothly, we ask that you:

- Provide safe access to the property
- Keep the property insured for short-stay use

- Approve maintenance costs when needed
- Ensure the property meets basic safety requirements (fire alarms, CO detectors, etc.)
- Cover the costs of cleaning, repairs, and supplies

We'll always keep you updated.

## Fees

Our fee is **a percentage of booking revenue**.

Cleaning and maintenance costs (if required) are billed separately.

You'll receive clear communication about any expenses before you're charged.

## Communication

- We handle guest messages **during business hours**
- Urgent guest issues (e.g., lockouts, water leaks) are dealt with as quickly as possible
- You can contact us directly at any time by email or phone
- We'll always inform you of issues that may affect guests or pricing

## Repairs & Maintenance

If something needs fixing:

1. We arrange a trusted tradesperson
2. We confirm the cost with you before work begins
3. Once approved, we coordinate the repair
4. You receive a summary of the work completed

No surprise costs - ever.

## Ending the Service

If you wish to stop using our services, just let us know.

We typically ask for a short notice period so any upcoming bookings are handled smoothly.

## Questions?

We're here to help. If anything is unclear, please contact us so we can make sure you feel comfortable and confident.

## Full Legal Service Contract

# BEE & BEE PROPERTY MANAGEMENT – SERVICE AGREEMENT

**Registered partnership operated by Talha, Tasha & Irene**

Email: [info@bee&beepropertymanagement.co.uk](mailto:info@bee&beepropertymanagement.co.uk)

Phone: **07850 177 876**

Business Address: 119 Westfield Grove, Yeovil, Somerset, BA21 3DW

## 1. Parties

This Agreement is between:

- (1) Bee & Bee Property Management**, a registered partnership (“the Manager”), and
- (2) The Property Owner** whose details are set out in Schedule 1 (“the Owner”).

Both parties agree to the following terms.

## 2. Services Provided

TTI Management will provide B&B and short-stay property management services including:

- a. Guest communication during business hours
- b. Coordinating cleaning and laundry
- c. Managing bookings on Airbnb, Booking.com, Vrbo, and other agreed platforms
- d. Overseeing guest check-ins and check-outs
- e. Monitoring the property and reporting issues
- f. Arranging maintenance and repairs, subject to the Owner’s approval of costs
- g. Basic stocking of supplies if agreed
- h. Other services agreed in writing

## 3. Fees and Payment

3.1 The Owner agrees to pay the Manager **a percentage of booking revenue** (“Management Fee”).

The percentage will be set out in Schedule 2.

3.2 Cleaning and laundry costs are charged separately.

3.3 Maintenance or repair costs will be charged only once approved by the Owner.

3.4 Payments must be made within **7 days** of receiving an invoice unless otherwise agreed.

3.5 Late payments may incur reasonable administrative fees.

## 4. Owner Responsibilities

The Owner agrees to:

- a. Ensure the property is safe, insured, and compliant with relevant regulations
- b. Provide access to the Manager and cleaning teams
- c. Maintain appropriate short-stay property insurance
- d. Approve or decline maintenance costs promptly
- e. Provide accurate information about the property
- f. Pay for supplies, cleaning, repairs, and professional services as required
- g. Ensure utilities remain active (water, heating, electricity, Wi-Fi)

## 5. Manager Responsibilities

Bee & Bee Property Management agrees to:

- a. Provide services with reasonable skill and care
- b. Handle guest messages during business hours
- c. Respond to urgent guest issues promptly
- d. Keep the Owner informed of problems or unusual situations

- e. Arrange tradespeople and seek Owner approval for costs
- f. Keep booking information accurate and up to date
- g. Maintain confidentiality of Owner and guest information

## **6. Maintenance & Repairs**

6.1 The Manager may arrange tradespeople when needed to prevent risk, damage, or disruption.

6.2 No repair or maintenance costs will be incurred without Owner approval, except in emergencies.

6.3 Emergency situations may be handled without prior approval if immediate action is necessary to protect the property or guests.

6.4 The Owner remains responsible for all costs of repairs, replacements, and professional services.

## **7. Liability and Limitations**

7.1 The Manager is not responsible for:

- Structural issues
- Pre-existing problems
- Damage caused by guests
- Loss of income due to property faults
- Costs of repairs or replacements
- Booking platform outages or errors

7.2 The Manager accepts no liability for indirect or consequential losses.

7.3 Nothing in this Agreement limits liability for fraud or negligence causing personal injury.

## 8. Cancellations & Termination

8.1 Either party may end the Agreement with **30 days' written notice**.

8.2 Any existing bookings must be honoured or transferred to the Owner.

8.3 The Manager may end the Agreement immediately if:

- Fees are not paid
- The property is unsafe
- The Owner breaches the Agreement

## 9. Access

The Owner agrees to provide keys, lock codes, or access arrangements so cleaning and maintenance can be carried out.

## 10. Confidentiality

Both parties agree to keep personal and business information confidential unless required by law.

## 11. Governing Law

This Agreement is governed by the laws of **England & Wales**.

## Schedule 1 – Property Owner Details

Name:

Property Address:

Email:

Phone:

## **Schedule 2 – Fees**

Management Fee: \_\_\_\_ % of booking revenue

Cleaning fee per turnover: £\_\_\_\_ (if applicable)

Other agreed fees: