

OWNER HANDBOOK

How to Work With Bee & Bee Property Management Day-to-Day**

Welcome to Bee & Bee Property Management.

This handbook explains how we work together, what you can expect from us, and how we ensure your property runs smoothly.

1. Communication & Availability

How to contact us

You can reach us anytime through:

-  **Email:** info@beeandbeepropertymanagement.co.uk
-  **Phone:** 07850 177 876
-  **WhatsApp:** via the Owner Portal links

We aim to respond:

- Same day** for general queries
- Within 2 hours** for guest-related matters
- Immediately** for emergencies

Owner Updates

Depending on your service level, you will receive:

- Turnover notifications (cleaning completed + photos if requested)
- Guest booking updates
- Maintenance alerts
- Monthly summary (optional add-on)

2. Booking Management (If Included)

If you choose a package that includes booking management:

- We monitor and reply to enquiries
- We handle booking confirmations and pre-stay messages
- We notify you of unusual requests or special requirements
- We keep your calendar synced and avoid double bookings
- We manage guest expectations and provide accurate information

Owners can still access their own platform accounts if they want visibility.

3. Cleaning & Turnovers

What we do

- Linen changes
- Cleaning of all guest spaces
- Restocking essentials (tea, coffee, toiletries, etc., if agreed)
- Basic checks (appliances, locks, heating, lights, etc.)

What we need from you

- Clear house rules
- Clear cleaning preferences (if any)
- Access to linen supply (yours or ours)
- Notice if you or family stay at the property

If you use your own linen supplier, please ensure deliveries and pickups are consistent.

4. Maintenance & Reporting

We carry out routine visual checks during every turnover.

When we notify you

- Any damage or breakage
- Wear-and-tear issues
- Appliance malfunction
- Safety risks (e.g., loose banister, faulty smoke alarm)

How maintenance works

- Minor issues: we notify you and get approval before scheduling repairs
- Emergency issues: we may act immediately if delay would cause damage
- Major repairs: always require your approval

Owners always remain in full financial control of contractor decisions.

5. Access & Keys

To make hosting smooth and secure:

- We recommend a **key safe** or **smart lock**
- Backup keys are stored securely
- Lost keys or lockouts are managed according to your service agreement
- Guests only receive access instructions after full payment & ID verification (if applicable)

6. Guest Experience Standards

Guests can expect:

- A clean and welcoming home
- Clear check-in instructions
- Quick responses
- Help during their stay
- A friendly check-out reminder
- Fair handling of issues

Your property's reputation is important — we maintain consistency across every stay.

7. Owner Responsibilities

For our partnership to run smoothly, we ask that owners:

- Keep us updated on property changes (e.g., new appliances, décor updates)
- Maintain home insurance appropriate for short-term lets
- Provide accurate house rules
- Notify us of owner stays or block-out dates
- Approve maintenance promptly when required
- Inform us of any platform restrictions (Airbnb, Booking.com etc.)

8. What Happens If Something Goes Wrong?

We follow clear procedures for:

- Guest emergencies
- Property damage
- Cancellations
- Double bookings
- Maintenance failures
- Complaints

You will always be informed, and we act quickly to protect both your property and your guests.

9. Payments & Fees

Management Fees (based on booking revenue)

- 10% Essential (cleaning only)
- 15% Standard (cleaning + bookings)

20% Full Management

Cleaning fees, maintenance invoices and add-ons are billed separately.

We provide transparency through simple invoicing and clear breakdowns.

10. Ending or Changing Your Service Level

You can upgrade, downgrade, or end your service with reasonable notice, as set out in the Service Agreement.

We aim to keep things flexible and easy.