

# 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](mailto: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.