



**HOLIDAY LET / SHORT LET
MANAGEMENT SERVICES
FOR INVESTORS**

ENJOY THE BENEFITS OF A SHORT LET WITHOUT ANY OF THE HASSLE

No time?

Serviced accommodation, as a strategy, offers a long list of benefits to investors - we know it first hand ;) - but it can also be very time consuming.

Whether you are introducing this strategy to your portfolio and are unfamiliar with the set up process, or you are expanding your number of units and have no time to manage the daily tasks, we can help!

In this guide, we explain in detail our services. Keep in mind though that our offering is flexible, and can be tailored to your needs.

We'd love to team up, get in touch!

We're Helen and Juliana.

We are experienced short-let/ serviced accommodation managers with a small portfolio of units.

We are fully involved in all daily activities and tasks from property to guest management, and pride ourselves on providing the highest service standards.

We are based near Gatwick Airport, so we can easily cover most of the South of England. Even though we do work with professional and trusting cleaning and maintenance teams, we still like to inspect our properties personally and regularly.

We treat your property as if it was ours.



WHAT IS SERVICED ACCOMMODATION?

Also called holiday let, corporate let or short let, in a nutshell, it's a home away from home. The property, fully furnished and decorated, is occupied by guests who stay for a short period of time - think AirB&B or Booking.com.

As travellers look for more flexible and cost-efficient ways to spend time away from home, there is a rapid increase in the demand for this type of accommodation. This is just the right time to get involved!



OUR MANAGEMENT SERVICES

If you want to transform your rental property into a serviced accommodation/short let unit but don't have the time to dedicate to its daily management - we're here to take these tasks over.

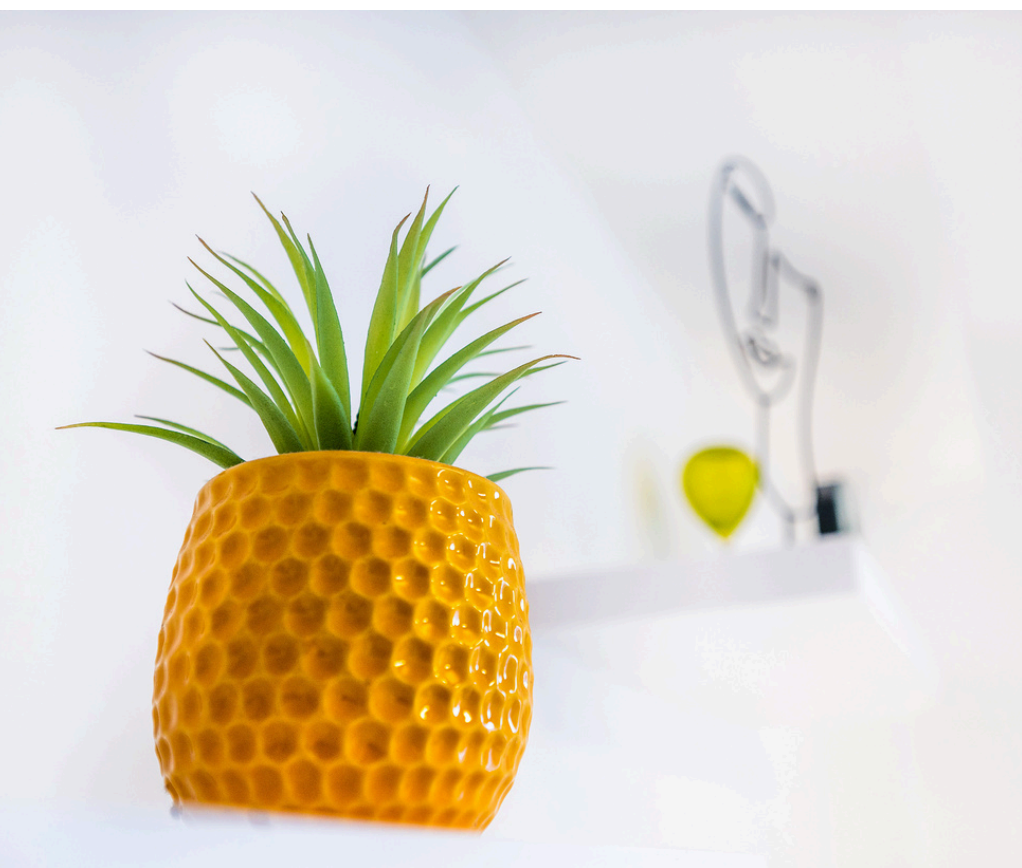
In a nutshell, this is a completely hands-off approach so you don't need to worry about a thing - we've got it covered.

This includes:

Property set up

Everything you need to get your property up and running as a serviced accommodation

- Full set up of management systems
- Assistance with the purchase of furniture and decorative items
- Staging and professional photography management
- Complete listing on booking sites (including AirB&B and Booking.com)
- Building the supporting team in your area



OUR MANAGEMENT SERVICES

Guest management:

We take care of your guests, from the moment of booking to check-out - every interaction counts

- Set up and monitoring of all guest communications
- Replying to all booking enquiries
- Managing deposit payments for bookings
- Ensuring smooth check-in and check-out processes
- Always available to help with any questions during their stay
- Quickly handling any unplanned situation, to ensure guests are supported



Property management:

We care for your property, so it's maintained in its original condition

- Optimising property listings with dynamic pricing
- Management of the professional cleaning & housekeeping teams, including linen
- Regular inspections with full report provided
- Management of the inventory of consumables & toiletries
- Maintenance of the property, from handling small fixes to managing contractors

BENEFITS TO TEAMING UP WITH US



More time

As we will manage all aspects of your unit, you will have more free time to enjoy other activities or to invest in other areas of your business.



Trust

This is our business (and our retirement plan). We proudly provide first-class service and will treat your property as if it was ours.



Experience

For the past 3 years, we have managed a portfolio of short lets. We are involved in all daily activities, from property to guest management.



Professional teams

We work with experienced and trustworthy professionals, so you can rest assured your property is in good hands.



Regular inspections

Even though the teams we work with constantly report the condition of the property, we also regularly check it out ourselves.



Win-win fee structure

As our management fee is calculated as a % of your income, it means we only benefit financially when you do too.

KEY QUESTIONS, ANSWERED

How do you charge for your services?

We charge a fixed percentage of the income received monthly.

Do I need to get involved at all?

Your level of involvement is completely up to you. If you prefer to leave it all to us, we will manage all tasks and keep you informed of key updates and progress.

Who pays for cleaning and linen change over?

If you don't have a support team yet, we will find the right professionals to work with in your area, including cleaners - and will manage them, ensuring your property is always ready for the next guests.

The cleaning fee is usually added to the price of the stay, and therefore, it is effectively paid for by the guest.

How are the consumables managed? Who pays for them?

If you plan to offer consumables (usually expected by guests), we can manage their inventory and purchase, and then invoice you for the cost. Alternatively, if you prefer to buy and provide these items, we can inform you when they are needed.

Which consumables are usually offered?

We would recommend: coffee, tea, sugar, milk, biscuits, oil, olive oil, salt, mini-toiletries, basic cleaning products such as washing-up liquid, sponges, cloths, washing powder/capsules. If you'd like to offer anything else, which can set your property apart from other listings, we can research and suggest ideas.

KEY QUESTIONS, ANSWERED

If the property needs maintenance, who manages it?

We are also happy to manage any maintenance work your property may need. We can contact professionals in the area to request quotes and liaise with your preferred contractor to schedule and monitor the work.

Who decides the nightly rate?

As part of our services, we will research the average nightly rate in your area for similar properties and recommend to use that as a base. We will set up a dynamic pricing system that automatically adapts the price based on seasonality and availability. We also manually check and amend the rates when there are gaps/voids to minimise those.

Can I see the bookings received?

Yes, we can give you access to the calendar, so you can see past and upcoming bookings.

How and when do I receive the income from my property?

At the beginning of each month, we will send you a landlord pay-out summary, describing the gross amount received for bookings with a check-out day during the previous month, OTA commission, our management fee, cleaning costs and any other costs, such as consumables and maintenance, when applicable.

The remaining total will be transferred to the bank account you provided to us within the first week of each month.

WE'RE EXPERIENCED HOLIDAY LET MANAGERS



We are Helen and Juliana - local property entrepreneurs with a small portfolio of short let properties. We are always keen to meet more investors to team up with - we love creating win-win situations!

Being fully involved in all daily activities and tasks of this strategy (from furnishing and setting up management systems to handling guests enquiries as well as cleaning & maintenance teams communication), has given us a wealth of knowledge, experience and confidence to help landlords benefit from this strategy too, by providing a first-class management service.

WHY US?

We are experienced and dedicated

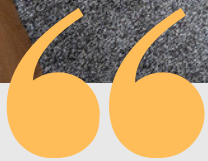
We are not corporate and like simplicity.

We are registered & fully compliant

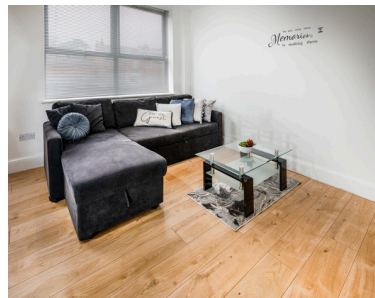
We are PRS members (PRS008518)

CLIENT TESTIMONIAL

We currently manage a property in Reading. We care for all aspects of this flat, meaning that the landlord doesn't need to worry about a thing - and guests can enjoy a lovely and homely stay during their leisure or business trips.



Helen and Juliana are renting one of my properties in Reading. I am more than happy with their friendly but professional attitude and look forward to our business relationship expanding in the future, as this was my first experience in R2R and they have made the transition from BTL a very smooth ride. Thanks.
Steve, landlord



WHAT OUR GUESTS SAY

For us, a positive review goes much deeper than boosting our listings on OTAs. Even though that is major too, especially in order to maintain a high occupancy rate, a positive review means the guest had a great experience - and THAT'S what's really important.

It makes us so happy to be able to provide this to our guests.



Didier

17–20 Nov 2024

Overall quality ★ 5

Great spot and great host Thank you



Wesley

4–8 Nov 2024

Overall quality ★ 5

Nothing but a great stay



Daniel

11–18 Oct 2024

Overall quality ★ 5

Great place,!



Callum

23–27 Sept 2024

Overall quality ★ 5

Great stay. Good for contractors



ACCOMMODATION

Do you have a rental property and want to explore how you can enjoy the benefits that short let/ serviced accommodation offers?

We'd love to hear from you.
Get in touch!



0330 133 6428



hello@hdpropertysussex.co.uk



www.hdaccommodation.co.uk



/hd_property_sussex

