

## Getting your property 'guest ready'

Standards for holiday & serviced accommodation have got a lot higher in recent years & competition is fierce. This can be a very lucrative business model, but you need to have strong standards, plenty of amenities & home comforts & be able to stand out from the crowd. This document will help you ensure the property is 'guest ready' & has the optimum chances for success. It includes essentials that every property is expected to have before it goes live & the ideals that will help your property stand out & provide the best guest experience, meaning 5 star reviews & better chances for increased revenue.

### **Access;**

We will install a lockbox & a 'back up' (just incase) at your property for guests to use. For those looking for better security, consider a smartlock. This can be connected to our software & we can generate a new code for each new guest.

### **Utilities;**

- Smart meters - if you have already, change your gas & electric to smart meters if possible. This will ensure your bills stay accurate without manual meter readings
- WiFi - look to get this installed as soon as possible so waiting on installation doesn't hold you back. Go for as higher speed as you can afford as this is highly sought after, particularly for those working away

### **Heating, hot water & showers;**

- Boiler service - keep your boiler regularly serviced & maintained
- Bleed radiators - particularly if it is Autumn/Winter time
- Smart thermostat - installing one of these will help you stay in control of the heating remotely, set temperature caps & you can also get thermostats that recognise when the property is empty for a day & adjusts its settings automatically
- Shower pressure - there is nothing worse than a shower with poor water pressure!
- En-suites - these are highly sought after & will encourage better rates & occupancy, so if it's something you are thinking about putting in, it's probably worth doing

### **Electrics;**

- Trip switches - easy access & labelled
- Plug sockets - Make sure there are enough sockets. Next to beds & by work desks are a must
- Shaving socket - this is more a nice to have, but if you are installing sockets it's worth putting one in

### **Drains, leaks & damp;**

- Drains - make sure water flows away easily in all drains. Keep drain unblocker & plunger on-site
- Leaks - ensure no leaks from taps, shower or under sink. If installing a new shower, be sure to properly tank to avoid future issues.
- Damp - damp smells & black mould are really off putting & potentially dangerous. If you have damp in your property you should get this looked at by a professional & resolved before marketing
- Ventilation - best to have trickle vents in windows to avoid condensation & damp. Ensure bathroom & kitchen have extractor fans

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### Overall property condition;

Ensure the property is in a very good overall condition. The better condition, the better reviews & higher occupancy. Also, people are much more likely to look after your property if it's in great condition to start with. Consider each of the below items;

- Floors & carpets
- Paintwork & wallpaper
- External windows & doors - handles & locks working & secure
- Curtains & blinds - these frequently get accidentally pulled down, so make sure they are secure!
- Limescale - build-up often can be removed with cleaning, but if the limescale is particularly heavy, it may be better to replace the item, as it can feel 'unclean' otherwise
- Maintenance materials - work complete, materials removed & property is safe & free from hazards
- Locks - make sure toilets & bathrooms have locks

### Safety regulation requirements

- Smoke alarms
- Gas safety certificate
- Carbon monoxide detector
- Fire extinguisher
- Fire blanket
- Portable Appliance Testing (PAT)
- Electrical Installation Condition Report (EICR) - not legally required but recommended
- First aid kit

### Decor

At the very least, make sure your property is looking & feeling fresh. Ideally, you want your property to stand out from the crowd, by ensuring it's stylish & creative. Don't be scared of bold & contrasting colours. As well as standard furnishings also consider;

- Furniture - choose one or two interesting pieces which will create a talking point
- Artwork - choose something impactful & interesting. Not generic!
- Soft furnishings such as cushions, throws & rugs. Make it cosy
- Plants - greenery is inviting. You will need hard-wearing plants or you can get very realistic-looking artificial plants these days
- Lighting - add lamps & soft lighting or fairy lights to create a vibe
- Curtains & blinds - in most cases, don't leave bare windows as they can feel unfinished. In bedrooms make sure blinds or curtains are thick or blackout to encourage a good sleep. You may have people staying away working nights & sleeping in the day

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### Cleaning, laundry & maintenance utilities

- Lockable storage cupboard - to store linens & spare supplies
- Washing machine
- Clothes airer
- Iron & ironing board
- Vacuum cleaner
- Mop (spray mops are best & easier to store)
- Steps - for hard to reach places
- Spare light bulbs
- Spare batteries - for remote controls, clocks etc.

### Property amenities

<b>Kitchen &amp; dining;</b> <ul style="list-style-type: none"><li>● Dining table &amp; chairs to seat max occupancy</li><li>● Oven &amp; grill</li><li>● Pots &amp; pans of various sizes</li><li>● Baking trays &amp; oven dishes</li><li>● Fridge</li><li>● Freezer</li><li>● Microwave</li><li>● Kettle</li><li>● Toaster</li><li>● Coffee machine &amp;/or</li><li>● Cafeteria</li><li>● Place mats &amp; coasters</li><li>● Cutlery, crockery &amp; glasses for 1.5 x max occupants</li><li>● Tupperware</li><li>● Sharp knives</li><li>● Knife sharpener</li><li>● Sharp knives</li></ul>	<ul style="list-style-type: none"><li>● Knife sharpener</li><li>● Spatulas</li><li>● Stirring spoon</li><li>● Slotted spoon</li><li>● Potato masher</li><li>● Peeler</li><li>● Tin opener</li><li>● Bottle opener</li><li>● Salad/mixing bowls</li><li>● Cheese grater</li><li>● Colander</li><li>● Sieve</li><li>● Chopping boards</li><li>● Tray</li><li>● Washing up bowl &amp; drainer</li><li>● Tea, coffee &amp; sugar containers</li><li>● Salt &amp; pepper shakers</li><li>● Toddlers cutlery &amp; crockery - if aimed at families</li></ul>
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<p><b>Bedroom(s);</b></p> <ul style="list-style-type: none"> <li>● Sturdy beds (divans are the most long lasting)</li> <li>● Quality mattress</li> <li>● Quality all-season duvet - preferably a '3 in 1'</li> <li>● Quality pillows x 2 per person</li> <li>● Mattress protectors x 2 per bed</li> <li>● Pillow protectors - for each pillow plus a spare set of 4</li> </ul>	<ul style="list-style-type: none"> <li>● Hanging space</li> <li>● Hangers</li> <li>● Drawers</li> <li>● Bedside tables</li> <li>● Bedside lamps</li> <li>● Mirror</li> <li>● Hairdryer</li> <li>● TV - optional</li> </ul>
<p><b>Bathroom;</b></p> <ul style="list-style-type: none"> <li>● Bathroom cabinet</li> <li>● Shower shelf or caddy</li> <li>● Toilet roll holder</li> <li>● Toilet brush - silicon is more hygienic</li> <li>● Toothbrush holder</li> <li>● Towel rail</li> <li>● Mirror</li> </ul>	<p><b>Living room;</b></p> <ul style="list-style-type: none"> <li>● Comfortable sofa / sofa bed</li> <li>● Extra seating to accommodate max occupants</li> <li>● Smart TV</li> <li>● Warm lighting</li> <li>● Coffee table / side tables</li> </ul>
<p><b>General;</b></p> <ul style="list-style-type: none"> <li>● Coat hooks</li> <li>● Bluetooth speaker(s) / radio</li> <li>● Fan - for when the weather is hot</li> <li>● Travel cot &amp; high chair</li> <li>● Books &amp; games for adults &amp; children</li> <li>● Nice to have;</li> <li>● Games console &amp; games</li> <li>● Beach / other local area related accessories</li> <li>● Wet weather gear</li> </ul>	<p><b>Garden;</b></p> <ul style="list-style-type: none"> <li>● Table &amp; chairs</li> <li>● BBQ/Fire pit - nice to have</li> <li>● Outdoor lighting</li> <li>● Flowers/plants</li> <li>● Storage for gardening tools</li> <li>● Garden tools</li> <li>● Ashtray/pot - for smokers</li> </ul>

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### Cleaning & guest supplies;

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| <ul style="list-style-type: none"><li>● Extendable duster</li><li>● Vacuum bags</li><li>● Floor cleaner</li><li>● Multi surface cleaner</li><li>● Oven cleaner</li><li>● Glass cleaner</li><li>● Washing up sponges</li><li>● Washing up liquid</li><li>● Plug in room/air fresheners</li><li>● Black bin bags</li><li>● White bin bags</li><li>● Kitchen roll</li><li>● Hand soap</li><li>● Toilet rolls</li><li>● Shampoo</li></ul> | <ul style="list-style-type: none"><li>● Squeegee</li><li>● Polish</li><li>● Viakal</li><li>● Toilet cleaner</li><li>● Microfibre cloths</li><li>● Cleaning cloths</li><li>● Conditioner</li><li>● Body wash</li><li>● Cooking oil</li><li>● Salt &amp; pepper</li><li>● Tin foil</li><li>● Tea bags</li><li>● Coffee / coffee pods</li><li>● Sugar</li><li>● Milk capsules</li></ul> |
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