

Property Manager Role & Responsibilities

In your property

You must have:

- Manuals where needed
- A NFE House File for general house information
- Your Insurance certificate on display
- A Fire Escape floor plan hung up near the front door **MUST BE CLEARLY VISIBLE.**
- Gas safety certificate (this is a legal requirement and needs to be renewed annually)
- Safety checklists filled in, PASC Risk Assessment (to be added to the back of the house docs)
- A guest book (please take photos regularly of this and send to the office on the WA group)
- Local tourist information leaflets - please keep these up to date, neat & tidy and replace worn/damaged ones.
- The usual supplies for the house and kitchen - see inventory and supplies list

New bookings

We will need the email of your PM so we can email them new booking alerts along with yourself.

Double check all bookings prior and closer to the check in date as guests numbers/ extras may change along with information about bed set-up and baby equipment requirements.

Login to the Supercontrol account and check the Bookings Grid View calendar - <https://secure.supercontrol.co.uk/> Go to Bookings>Grid view>Search for your property.

Linen

You will need 3 full sets of linen and towels plus laundry bags.

The booking

Your Property Manager will benefit from a checklist for check-in/check-out - we can send you templates of these. Each house is different so it is best to amend for your specific needs.

Welcome gift

You will also need to buy fresh welcome gifts for your guests. Each house is individual but **MUST** have at least milk and cake sufficient for the number of guests in the party.

Check in

If at all possible we do really like to give guests the option of early check-in and late check-out. Please text the New Forest Escapes team **AFTER** you have finished cleaning to let them know if an early check-in is available and if you don't have a changeover the next day let them know **IF** they can also have a late check-out. This encourages guests to know that we go above and beyond for them, hopefully turning them into return guests.



On call / during the booking

When you have guests in your property, you are on call. You will need to leave available for the guests a mobile number where they can contact you/your PM at all times for any issues. We have welcome cards that you can use for this.

Issues must be resolved as quickly and efficiently as possible and please always let us know if there have been issues so we can assist you if required or just be aware in case of the guest calling us.

Check out

On check-out please be thorough and look for any breakages or items left behind. Please notify the NFE office within 48 hours.

You then have a further 48 hours to update us on the amount that we need to take from the guests if you haven't been able to supply us in the first instance.

Cleaners

Good cleaners are hard to find and harder to keep but remember they do go on holiday so make sure you have back up!

General maintenance

Your Property Manager should be keeping an eye on the property as a whole and making sure you are informed of any upkeep and maintenance requirements. Their job should also extend to the outside making sure the driveway/gardens are kept tidy and that the gardener is mowing lawns ready for next guests etc.

Your property should always look cared for and therefore we ask that lawns are mowed weekly in the summer, bins are always hidden/taken away before new guests arrive, bottle box hidden away/emptied.

