



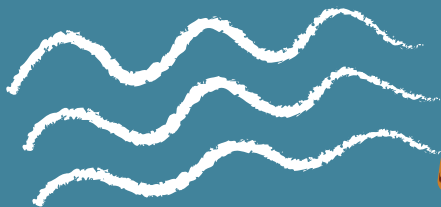
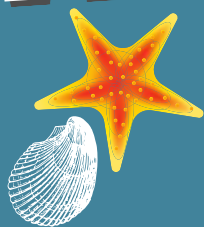
HOLIDAY HOME MANAGEMENT CORNWALL

Est 2013

Brochure

PLEASE NOTE ALL PRICES EXCLUDE VAT
VAT NUMBER: 220 5788 16

We cover all of Cornwall



OUR SERVICES



CHANGEOVER



SPRING CLEAN



DEEP CLEAN



GARDENING



*CALL OUT
& KEY HOLDING*



KEY SAFES



*COMPLIMENTARY
GIFTS*



HOT TUBS



CORNISH HAMPERS



*WINTER SECURITY
CHECKS*



MAINTENANCE



*PURIFIED WINDOW
CLEANING*



CHANGEOVER SERVICES

- * Check light bulbs and replace if required.

- * Safety checks – smoke alarms, fire extinguishers and fire blankets, to ensure all are in good working order.

- * Change all bed linen and replace with fresh linen and towels (included on changeover price)

- * Clean Internal and external of the fridge, cooker/hob, microwave and any other appliances you may have.

- * Check the dishwasher is clean.

- * Clean all sides in the kitchen and Cupboard fronts.

- * Check for cleanliness in the cupboards and kitchen drawers.

- * Clean and disinfect all bathrooms and En-suites.

- * Hoover all rooms.

- * Dust and polish all sides.

- * Internal windows will be cleaned once every 3 cleans.

- * All internal bins will be emptied and bin liners replaced.

WHAT'S INCLUDED IN THE CHANGEOVER

*We provide bedding in the following sizes,
Single; Double; King; Super King*

*We do not offer our services using the owners stock, At
Flint we provide all linen saving owners buying double
stock for the changeover services saving a huge outlay!*

Thread count for our linen : 300 gsm

Bath sheets / Hand towels: 530 gsm

** All bed linen (8mm stripe, White)*

** All towels (White)*

** All bath mats (White)*

** Tea towels (white and blue)*



*Complimentary cleaning pack presented in a box for
the guests to use during their stay.*

**x1 sponge*

**x1 j -cloth*

**x1 washing up liquid*

** X3 Dishwasher tablets*

** X2 Bin liners*



Bathroom

** Toilet Ribbons showing guests we have attended and
thoroughly cleaned the toilet for their arrival*

** Toilet rolls x1 left per toilet.*

**X1 Toilet roll on the toilet roll holder with a flushable
sticker on the toilet roll.*



*Flint provides all cleaning products to complete a 5 STAR
clean on each service. Bin liners will be replaced for the
kitchen bins and bathroom bins.*

Please note:

We do ask that a good working hoover along with a mop and bucket remains at the property. This will be used by our changeover team and also if required by your guests during their stay. Due to some properties being pet-friendly and others not, we do ask that a good working hoover along with a mop and bucket remains at the property for hygiene and allergy reasons. This will be used by our changeover team and also if required by your guests during their stay.

A woman with her hair in a bun, wearing a white t-shirt and a blue apron, is vacuuming a light-colored carpet. She is holding a blue and black vacuum cleaner. In the background, there is a light blue sofa and two windows with white blinds. A small potted plant is on a table to the left.

CLEANING SERVICES

SPRING CLEAN

Everything included in the Changeover list plus:

- *Remove all curtains, bed throws, pillows, duvets, mattress protectors and sofa cushion covers. These will be laundered ready for the next season.
- *Clean exterior hood and extractor fan.
- *Clean walls (spots/marks).
- *Vacuum under beds and all furniture.

DEEP CLEAN

Everything included in the Changeover and Spring clean list plus:

- *Clean Oven.
- *Clean all interior cupboard and drawers.
- *Deep clean of shower and bathroom.
- *Clean all skirting boards.
- *Vacuum under all appliances.

Please note: Carpet cleaning is also available on request.



NOW OFFERING PURIFIED WINDOW CLEANING

Introducing our purified window cleaning service, ensuring your property's windows gleam with crystal clarity.

Our team of professionals uses advanced purification techniques to remove impurities and streaks, leaving your windows spotless and inviting.

Elevate the aesthetic appeal of your holiday retreat, allowing guests to bask in the breathtaking views without any hindrance.

Trust Flint to not only manage your property but also to bring a new shine to your holiday experience.

Book our purified window cleaning service today and let your home radiate with holiday brilliance.

CALL-OUT & KEY-HOLDING

Call out: The cost of this service is £500.00 per annum.

This service is for your own security when letting your holiday home to the general public. Phone is covered 24 hours a day and gives you peace of mind if problems were to occur; as we are only a phone call away.

Some examples of call outs are: The television is not working, a fuse needs to be replaced, the toilet seat is broken and a replacement is required, heating is not working, no hot water or they cannot work the appliances. (Extra charges would occur should we visit the property - details on next page)

A £30 fee would apply should you wish us to purchase and/or collect any item/stock for your property from a store. Travel time to deliver item(s) will be charged at £25 per hour. Also, each hour we are at your property you would be charged accordingly. No charge would apply if items/stock are purchased by you and sent to office. Free delivery if taken during the changeover. Should there be any electrical or plumbing problems with your property, we will act promptly to address these. Firstly, we would contact you and establish your wishes to proceed with a quotation from one of our trusted Qualified Contractors.

Key Holding: The cost of this service is £120.00 per annum. Key holding, is where we hold a key, locked in our secure key safe at Head Office. If a guest loses the key or accidentally takes it home with them, this ensures we have a key to get your guests back in, if the key is lost and they are locked out or we can allow next guests in if previous guests have taken the key home accidentally. This also allows us to ensure the housekeepers are able to gain access to complete a changeover, if again guests have accidentally taken the key home with them or lost it. If you have the call-out facility alongside the key holding this would also enable us access to your property if the guests are out for the day with the key and you need an engineer to attend, or you require us to attend.

On call service

When taking on your property we will leave an A4 laminated sheet with all our contact numbers, in case your guests experience any issues during their stay, day or night. For this service please see the one-off yearly fee above. Also, should your guests require our assistance, please refer to the following page showing our call out rates for our in-house handyman to attend.



Dear Guests,

Welcome to your holiday home. This property is managed by [Flint Holiday Home Management Cornwall](#). We hope you enjoy your stay, however, if you have any issues or concerns during your stay, please contact us on the number(s) below in order to get those resolved.

If any cleaning issues, these need to be reported on arrival as we would like to be given the opportunity to get them rectified within 24 hours.

Thank you and have a wonderful stay!

[Flint Holiday Home Management Cornwall](#)

Monday to Saturday (9am to 5pm): 01637 854396
Out of hours (5pm to 9am) & Sundays: 07756 768441



CALL OUTS

Price list for a team member to attend a call out:

Monday – Sunday 9.00am – 5.00pm

£55.00 (TR7 & TR8 postcodes) £65.00 (for all other postcodes)

Out of hours 5.00pm – 9.00am – (Monday to Friday)

£70.00 (TR7 & TR8 postcodes) £80 (for all other postcodes)

Out of hours 5.00pm – 9.00am – (Saturday and Sunday)

£80.00 (TR7 & TR8 postcodes) £90 (for all other postcodes)

Bank Holidays 9.00am – 5.00pm

£70.00 (TR7 & TR8 postcodes) £80 (for all other postcodes)

Out of hours 5.00pm – 9.00am

£90.00 (TR7 & TR8 postcodes) £100.00 (for all other postcodes)

The call out fee will incur an additional £25 per hour thereafter (should the task exceed the initial 30 minutes).



HOT TUBS

SERVICE RATES

£110 (per changeover)

- Water Drainage
- Shell Interior clean
- Filter Clean
- Refill
- Chemical Balance using our chemicals.

£65 (Mid-stay service)

(7 Nights Plus more chemicals will be needed. OR if property has been empty a chemical top up may be required prior to guests' arrival.)

- Water balance and chemical top up using our products, ensuring correct and safe water levels during your guests' stay.
- Wet Vac Hoover hot tub should this be required.

£75 (Winter clean)

- Water Drainage
- Shell Interior clean
- Covered and packed away for the winter.

Whilst a hot tub is a fun extra that encourages holidaymakers to choose your property it can also put you at risk. If a guest was to slip, fall and bang their head you could be held liable. With that in mind, you should include a list of hot tub rules in the welcome pack and displayed next to it.

** Make it clear that non-swimmers and children shouldn't be left unattended.*

** If the spa only holds four people then specify that only four people should be in it at any one time.*

** Outlaw diving as that's likely to cause a head injury.*

** Never use the hot tub in a thunderstorm and the obvious one, no electrical appliances near the hot tub or glasses.*

You may want to consider having a mat on the floor for when guests are getting out of the hot tub.

Also have a first aid kit nearby in case of an injury.

COMPLIMENTARY GIFTS FOR YOUR GUESTS ON ARRIVAL



Tea Tray - £6.50

- 4 x Wheatleys Fairtrade Instant Colombian Coffee Sachets
- 4 x Wheatleys Fairtrade Tea Bags
- 8 x Wheatleys Fairtrade White Sugar Sticks
- 4 x Apple & Blackcurrant Squash Stix
- 2 x Wheatleys Fairtrade Hot Chocolate Sachets
- 4 x Wheatleys Biscuits Twin Packs
- 12 x Milk In A Stick Semi-Skimmed 10ml
- Box is made from 90% recycled content

Eden Bath Sets - £2.95

- Nourishing hair and body care enriched with essential oils of orange and cardamom for a nourishing cleanse
- Pack contents: 20 ml conditioning shampoo; 20ml body wash; 20ml hand & body lotion; one 12g flow wrapped soap; one shower cap; and a vanity kit containing two cotton wool pads, two cotton bud sticks and an emery board



Eden Soap Only - 50p

EMPERORS

Why not go the extra mile and welcome your guests with one of our Cornish Hampers delivered to your holiday home ready for their arrival!



Medium Cornish Hamper

- 1x Box of clotted cream Simply Cornish Biscuits
- 1x Box Cornish Tea (40 bags)
- 1x Sea salt chocolate bar
- 1x Pack of salted caramel fudge
- 1x Pack of clotted cream fudge

£17.50



Large Cornish Hamper

- 1x Box of clotted cream Simply Cornish Biscuits
- 1x Box of strawberry Simply Cornish Biscuits
- 1x Sea salt and vinegar Burts crisps
- 1x Mature cheddar and onion Burts crisps
- 2x Pots of strawberry preserves
- 1x Box Cornish Tea (40 bags)
- 1x Kernow sea salt chocolate bar
- 1x Pack of salted caramel fudge
- 1x Pack of clotted cream fudge
- 1x Healeys cloudy lemonade
- 1x Healeys Apple juice

£28.50



Medium Cornish Hamper

- 1x Box of clotted cream Simply Cornish Biscuits
1x Box Cornish Tea (40 bags)
1x Sea salt chocolate bar
1x Pack of salted caramel fudge
1x Pack of clotted cream fudge

£17.50



Large Cornish Hamper

- 1x Box of clotted cream Simply Cornish Biscuits
1x Box of strawberry Simply Cornish Biscuits
1x Sea salt and vinegar Burts crisps
1x Mature cheddar and onion Burts crisps
2x Pots of strawberry preserves
1x Box Cornish Tea (40 bags)
1x Kernow sea salt chocolate bar
1x Pack of salted caramel fudge
1x Pack of clotted cream fudge
1x Healeys cloudy lemonade
1x Healeys Apple juice

£28.50



KEY SAFES

Master lock key safe:

** The key safe is an ideal storage system for your holiday home. It provides a quick and easy access for guests upon their arrival.*

This also saves you travel time to give the keys to your guests to gain access.

** The key safes have a re-programmable combination lock. This enables you to change the code between guests or as and when required.*

** The key safe is hard-wearing and can resist any attempts to break in. This will put your mind at ease that your property is safe and secure!*

** A second key safe at the rear of the property is also a very useful facility for engineers to attend.*

Installation: £85.00 + VAT

The background of the entire page is a blurred photograph of a clipboard. A silver metal clip is at the top left, holding a piece of paper. On the paper, there are several large, hand-drawn checkmarks in blue ink, each enclosed in a circle. A pen is visible on the right side of the clipboard.

INVENTORY CHECK LISTS

We are asking all holiday homeowners to provide us with an Inventory of the contents of what their holiday home has to offer. This enables us to keep track of all items that are in your property and inform you, if and when, of any incidents/accidents happen.

*If you do not currently have an inventory, we are now offering this service. **(Price on request)***

Post and Guests' belongings:

We do not re-direct any post. However, we can arrange for this to be put in a safe place for you, in your property, until your next visit.

We can also arrange for any belongings left behind by guests to be sent back via post, at their own cost for the postage.

Our charges are packaging and delivering the item to the post office for £10 or arrange courier (guests to contact Flint to arrange).

PROPERTY MAINTENANCE

We can arrange for reputable and reliable contractors to undertake any work that is required for your holiday home such as:

*Electrical
Plumbing
Carpentry
Building
Painting & Decorating*

*Please do not hesitate to get in touch with our team. Remember
... we are only a phone call away!*

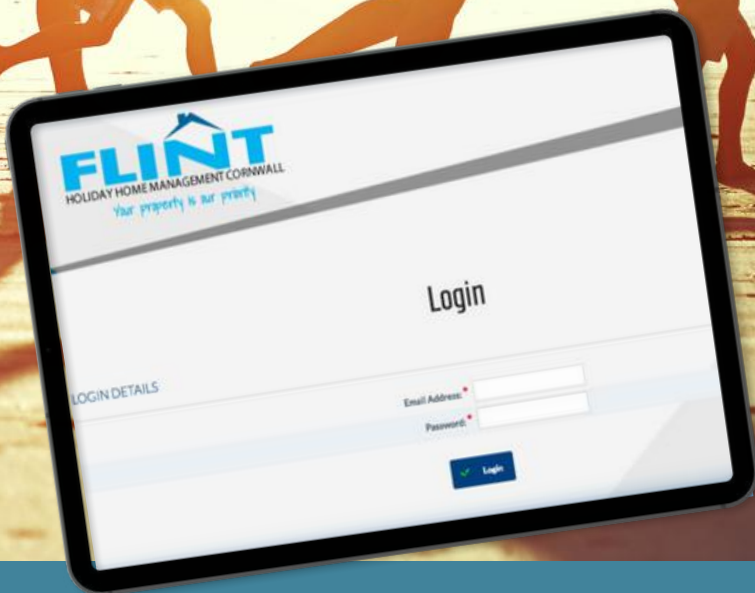


GARDENING SERVICES

We also offer gardening services to ensure your property is as welcoming and beautiful as it can be.

- *Our skilled gardeners specialise in maintaining lush lawns, vibrant flower beds, and healthy, well-pruned trees and shrubs.*
- *We provide regular mowing, weeding, planting, and pruning services, alongside seasonal care to ensure your garden looks its best year-round.*

Whether you desire a neatly trimmed traditional garden or a more modern, low-maintenance landscape, our team will tailor their services to meet your specific needs and enhance the natural beauty of your holiday home.



FLINT SOFTWARE

*Do you take your own bookings through AirBnB or other platforms?
If Yes, this will apply to you.*

When joining Flint, we'll set you up with a login and password for you to sign-in and add your bookings as and when you receive them. This will then automatically create a changeover upon your guests' departure date. This avoids any human errors and is the best way to communicate bookings you have and services you require.



LEGAL REQUIREMENTS

Fire Risk Assessment:

When letting your property you should have a Fire Risk Assessment carried out. We will update the required information. At each changeover we will check all smoke alarms are working, fire extinguishers are in place and that fire blankets have not been tampered with.

Boiler Servicing:

We highly recommend a boiler service each year in conjunction with your Gas Safety Certificate.

Gas Safety Certificate:

Servicing and providing a landlord certificate, is compulsory

PAT:

It is not a legal requirement to PAT test your property, however, you are LEGALLY required to ensure that all electrical appliances in your holiday let are SAFE. The easiest and most effective way to ensure they are safe is to have a PAT test. We recommend that your holiday home is PAT tested every 12 months.

The On call service yearly fee, covers you for us to organise all the above on your request.



SECURITY/WINTER PROPERTY CHECKS

When carrying out a property check, a member of our staff will check the items listed below:

- * Check external doors and locks*
- * Check all window frames and glass*
- * Check for any signs of forced entry*
 - * Check for water leaks*
- * Check all external roof tiles guttering*
 - * Check for signs of damp*
- * Check for signs of electrical problem*

Please note: We will only email you the completed property check list if a member of our team comes across any problems when attending your property. We will keep the completed check lists on file and it can be viewed at the owner's request.

To avoid your insurance cover becoming void, monthly property checks should be carried out throughout the winter periods. Each property check will be at a cost of: £75.00 (TR7 & TR8 postcodes). Any other postcode an extra £15 would apply.

WE WOULD RECOMMEND THE FOLLOWING UPON MANAGING YOUR PROPERTY:

** Spare light bulbs for all lighting appliances in your property
and batteries for TV remotes and smoke alarms + salt rinse
aid for the dishwasher.*

** x2 working key safes, one for guests and one for
maintenance/ emergencies.*

*OR A spare key for your property, to be stored in our key safe,
at Head Office.*



FLINT

HOLIDAY HOME MANAGEMENT CORNWALL



Call Flint today for your personalised quote and free consultation!

Head Office: 01637 854396

Out of Hours (On Call)– 07756 768441

Unit 7, Treloggan Trade Park, Treloggan Industrial Estate. Newquay. Cornwall TR7 2QL

HOLIDAYHOMEMANAGEMENTCORNWALL.CO.UK