

# OUR SERVICES



## • 24 HOUR HOTLINE FOR GUESTS

Provide your guests with our phone number and we will act as their point of contact for any issues during their stay.

Included  
(Charges apply for physical visits)

## • CARPET AND UPHOLSTERY CLEANING

Using hot water extraction to provide a professional and effective clean.

£70 per hour

## • FIRE PACK

A starter pack consisting of 4 logs, 8 kindling, 2 firelighters and a box of matches – enough for one fire.

£7.50

## • FIRE RISK ASSESSMENT

We are members of the Institute of Fire Safety Managers and can provide a comprehensive fire risk assessment of your property in line with The Regulatory Reform (Fire Safety) Order 2005, including the October 2023 amendments.

Base price	£60
Per kitchen	£15
Per bedroom/communal room	£7.50
Per laundry room	£7.50
Per bathroom	£2.50

## • HANDYMAN, PAINTING AND DECORATING

We have a maintenance team that can undertake repairs within the property.

£30 per hour plus materials

## • JET WASHING

Using heavy-duty equipment to clear dirt, grease, moss and algae leaving a clean and brighter surface.

£30 per hour

## • LINEN

We have a range of additional linen items we can provide

Bath sheet set	£8
Turkish beach towel	£3
Bath Robes	£6
Duvets, Pillows, Pillow protectors and mattress protectors	Purchase price on request

## • PAT TESTING

We do not use stickers on appliances as we feel this takes away from the homely feel of a property, and will instead provide you with a comprehensive report and certificate.

£60 base price including the first 5 items  
£1.50 per additional item

## • PROPERTY MANAGEMENT

We will ensure any maintenance issues are reported and can solve these using our in-house team, or source an external contractor. If something is required for your property, we can source this on your behalf. Have your bookings sent directly to us and we can arrange changeovers autonomously.

Included

## • PAWFECT POOCH PACK

A welcome pack for the four-legged guests, including a selection of homemade biscuits from The Cornish Barkery, eco waste bags and a toy made from 100% cotton.

£10

## • TASK MANAGEMENT SOFTWARE

See the tasks allocated to your property and receive details of when tasks have been completed along with any notes or photographs your housekeeper provides.

Included

## • WASTE DISPOSAL

We are licensed waste carriers and can remove waste from the property.

Starting from £7 per collection

## • WELCOME PACK

A welcome pack for your guests consisting of coffee, tea, fresh milk, sugar, reusable dishcloth and sponge, Cornish biscuits, soap, laundry tabs, dishwasher tabs, and toilet rolls.

Included  
£25 separately.

## • WELCOME PACK – ADDITIONS

The "Breakfast Hamper" in addition to the standard welcome pack, includes bread, butter, eggs, sausages and bacon

£45

We can also provide a personalised welcome pack for your property.

## • WINDOW CLEANING

Professional window cleaning which includes frames and sills. Available 7 days a week to ensure that windows are at their cleanest for your guests' arrival.

Starting from £20 per property