



IN THE ENGLISH MANNER LTD

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Please find following a few useful pointers and requirements needed by In The English Manner:

ENQUIRIES

We will contact you by phone, fax, or email (whichever you prefer) to request your flat as soon as we have a firm enquiry. Once we have offered your flat to a client, we do expect you to honour that commitment. I know you will understand this, but it is best to have it in writing. Payment to you is made a few days prior to your tenants' arrival, and will be paid direct into your bank account.

BOOKINGS AND BOOKING TERMS

The nature of our bookings is of a very short duration. We do not usually accept less than one week, but the majority of our booking requests are of seven to ten days duration. A long booking, by our standards, is four to six weeks.

Regarding confirmation of bookings and cancellation penalties - **we never consider a reservation entirely firm until we have received the initial booking deposit.** We have a sliding scale of penalties for cancellation, until 7 days before arrival, after which clients lose the total amount. The balance of invoice has to be paid in full 30 days before their arrival.

COSTS

With regard to the rent, the only costs applicable to you that come out of this is the time of your cleaner in preparing the flat for each tenancy (and where appropriate, during tenancies), and the cost of the basic utilities such as gas and electricity (including Council Tax). ITEM adds on their commission, building in commissions too for our agents abroad, and VAT. The price to the client, when booking abroad, does tend to escalate. Of course, the cost of any engineer to cover breakdown of equipment would be billed to you when necessary.

One of ITEMs responsibilities is to take a deposit against use of the telephone and any damage or breakages. We hold this deposit for four weeks after the termination of each tenancy to ensure that any 'hidden' damage is discovered before reimbursement.

INSURANCE

It is imperative that the flat/house is covered for third-party liability for at least two million pounds. I would be grateful if you would confirm to me in writing that this is in order, as in case of an accident where negligence can be proved, we have to KNOW that owners are adequately covered as we are unable to take blanket cover on your behalf.

CLEANING

We do, where possible, like flat/house owners to provide the necessary maid and make yourselves responsible, financially, for him/her to prepare your property for the tenants. If you cannot find a maid, we can arrange a maid service with a domestic cleaning company, *Workbusters, 202 New Kings Road, London, SW6 4NF Telephone: 0207 751 2345*. The cost of cleaning and laundry will be charged back to you, the owner. On average, a two bedroom apartment will take 7 hours for the cleaning and laundry, including ironing. Workbusters charge £12 per hour + VAT. Once a property has been cleaned and re-prepared after a tenant has left, if there is a gap between tenants we would ask for a maid to do a couple of hours “sparkle” clean before the new tenant arrives.

EQUIPMENT

Our clients have certain expectations of what they consider to be necessary equipment in all properties. These include:-

High-speed internet access, a radio, an alarm clock, television (with either Sky or Freeview channels) a DVD player, a hair-dryer, face-flannels, a fan for hot weather, and an electric heater or equivalent, for instant additional warmth for a chilly summer evening. **High-speed internet access** is a significantly deciding factor on whether or not a client will book a flat.

We need to acquaint ourselves of the various idiosyncrasies of each flat, especially such things as central heating switches, washing machine and how other pieces of kitchen machinery works (Americans find European machines impossible to understand!) etc. This is a rather crucial part of the preliminary procedure as we get calls all times of the day and night asking us how to switch on/off some simple gadget! Completing the questionnaire will help us.

By Law, owners need to supply Gas and Electrical Safety Certificates.

LINEN

We ask for a minimum of three sets of linen for each bed (sheets, duvet, pillow cases) and three sets of towels (face cloth, hand and large bath sheet).

KEYS

We need **FOUR SETS** of keys. Workbusters will have two sets, holding one set in their office at all times for emergencies, and one set for the maid when she goes to clean. A minimum of two sets of keys in the flat is required for tenants' use.

TELEPHONE

ITEM arranges to have the telephone meter read immediately before and after each rental, so we receive notification of dialled calls made for each tenant. Calls made through the Operator are only billed quarterly and will come to you on your regular bill. As soon as you have received that invoice, **please send copies of the supplementary pages with the itemisation** to us here so we may extract from them any charges that need to be charged on to the clients, and reimbursed to you. Obviously it is not practical to reimburse owners for telephone calls every time a client vacates, as the charges are frequently very small. Periodically we do an "account reconciliation" reimbursing for all telephone calls, and deducting any sundry charges such as for toilet rolls, soap, household cleaning goods, etc., or if we have had to pay a bill on your behalf.

MEET AND GREET

When our clients arrive we have a lady who "meets and greets" this time is entirely covered, financially, by ITEM (In the English Manner). In addition, ITEM's job is to put in a 'welcome pack' of groceries and fresh flowers for new arrivals.

HOUSEHOLD EMERGENCIES

Finally, if any problems arise during a client's tenancy, we need to deal with them promptly. So in the event of a plumbing or electrical emergency when you are away, or an emergency of any kind that could be construed as your responsibility - ITEM's charges for administering are at **£15.00 an hour**. We rarely get them, but when they happen, we need to act immediately, and will bring in our own 'pet' plumbers or electricians etc. if needed, unless you have your own and **given their names and numbers to us in advance**. These 'emergency' service people tend to be expensive, especially out of working hours. I'm just saying this....not to be depressing...but just in case!

Sue Rogers
Director
In The English Manner