

## DETAILS FOR OWNERS

Between us we have many years of experience in customer and client care. Working for home owners in London and Hertfordshire, Kevin has clocked up years of garden, pest control and odd jobbing. I have been self-employed, juggling 4 children, full time work and many outside hobbies and interests. Between us we offer a wealth of life experience, common sense and also a deep understanding that your home in France is actually just that – your personal home. We treat your property and your wishes as we would expect to be treated ourselves. We keep you updated with regular emails, photos of anything of interest at your property, and we are always at the end of the phone for you. Many of our ‘guest services’ may be relevant to you if you are here on holiday – remember it is impossible to list everything – call us to discuss any other requirements you might have – if we can’t do it we can recommend a trusted local tradesman to help. All our services are offered on a ‘standalone basis’ –use us for a one off, regular help, or mix and match our services to suit you; whatever you chose, to us every client is a valued client, and all requests are as important to us as they are to you.

Looking forward to hearing from you,

Lisa

### Your Home, Your Holiday

Take some time to see if our guest services might help you to enjoy your second home just a bit more. After a long journey you can arrive at your home to find the shutters open, light bulbs all checked, heating on, the rooms aired and the beds made up with freshly laundered linen. Maybe you would like a meal ready for your arrival, or some basic groceries in the fridge. A midweek clean, or even a daily ‘kitchen and bathrooms’ makes it feel more like a holiday – maybe just a breakfast table clear and bed make; whatever makes your holiday a bit more comfortable. Friends coming for supper? We can help with that – as much or as little help as you require. Baby sitting or dog walking – no problem. If we know you are coming we will ensure your garden has a freshly cut lawn, and the garden furniture is clean and ready to use. We know that sometimes you feel like splashing out a bit on extra help and sometimes there are plenty of family members to help, that is why there is no long-term obligation if you chose to use us.

### Meet and Greet

When new guests arrive they are often tired after a long journey and keen to get their holiday underway. A Meet and Greet service provides a warm welcome, an instant point of contact for queries during their holiday (we always leave them a contact number), and a reassuring presence in resort. Shutters are open, lights are on and the heating and hot water will have been switched on prior to the guests arriving.

If necessary we can meet lost guests as they come into resort and lead them to your property, this saves time and temper and allows holidays to start with a smile.

Meet and Greet allows us to reiterate house rules for you, show guests how to operate cookers/dishwashers/hot water overrides etc. From experience we know that a Meet and Greet can save fraught phone calls to you from guests trying to change a gas bottle mid-way through cooking a meal or find the fuse box in the dark. Meet and Greet service is from 20€. If guests are late arriving due to delays or weather we leave a card and call back in the evening.

### Cleaning/Ovens/Windows

Finding evidence of last week's guests must be one of the biggest complaints from holiday makers. Our cleaning is to such a standard that guests feel they are the first to use the accommodation that season. You can expect your property to be spotless every time you use us. Every detail is checked by one of us to ensure a 'hotel' standard of clean has been achieved. We email you to confirm your clean has been carried out, and add any comments regarding damage or wear and tear of your property, enabling you to withhold deposits if necessary – all damage is photographed so you have quick easy access to the facts. We provide our own cleaning materials and Hoover, and leave all bins lined with bags and a loo roll in every loo. We do change-overs, end of season, start of season, or builders finish cleans. Cleaning is from 20€ an hour.

Kevin has taken a course and set up a unit in his van for deep cleaning ovens – this is a cost effective way to ensure your oven is sparkling. Oven deep clean from 50€

Windows: we have a long pole pure water system - as is being used more often in the UK. This allows easy access to high windows and is a cost effective solution to hard to reach windows.

### Linen

We offer a full laundry service, a wash dry and fold service, or linen hire. Alternatively we can drop your linen to your preferred laundry and collect it when it is ready. Laundry services from 12€ per bed. We also offer linen hire – if you have a quick turnaround or unexpected guests contact us for competitive linen hire rates.

### Key Holding

When you are away from your holiday home, it can pay to have a resident key holder on hand to deal with anything that crops up. We offer a range of services from simply having a key should you need us to enter your property, to a regular weekly check allowing you peace of mind that everything is in order while you are away. Key holding is charged from 'pay as you go rates' for call outs, to monthly or annual contracts. Key holding from 20€ per call out.

### Gardening, Maintenance and Pest Control

Kevin has worked for many years in the UK as a gardener and pest control technician. You can be sure your garden will be looking its best whether you have a holiday booked or pick up a cheap

colour next summer can install an automatic water system to keep those tubs and baskets blooming.

Maintenance can be a problem – whether it's a minor repair or an on-going irritating problem. Any odd jobs can quickly be sorted, or if they prove to be too difficult for us we will get a quote from a qualified tradesman to come out.

Pest Control is becoming a very real problem – from wasp nests in the summer to the dreaded bed bug infestations. Whatever your problem Kevin is happy to give free advice.

#### Hot Tub Maintenance and Water Quality Monitoring

Hot Tubs are great fun, but can cause real problems – Kevin is BISHTA qualified and an expert in helping you to keep your water sparkling. Working closely with the largest hot tub maintenance company in the Alps he can quickly diagnose a problem, and order your spare parts or chemicals to keep your tub running all year.

Pests can be a nuisance for anybody – from wasps in summer to hibernating cluster flies in spring and autumn. Offering a range of options, Kevin can use his experience to get rid of unwanted visitors.

Odd jobs, gardening and pest control from 25€.

**Lisa and Kevin Jones**

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