

# Hand picked holiday cottages

in Sussex, Surrey & Hampshire



 Henry Adams  
holiday cottages



# Welcome

**to Henry Adams Holiday Cottages,  
your partner in maximising the potential  
of your holiday home investment.**

We work hard to spare you the stress of short-term rental management by taking care of all the details.

Our service is friendly, efficient & effective from the start. Together, our team has over 30 years' experience handling holiday enquiries, managing properties, and making sure your guests enjoy their stay. When it comes to letting your holiday home, you'll find our locally-based team is a breath of fresh air.

As part of the successful Henry Adams group, we can also offer advice on residential sales, lettings and buy-to-let. And with the backing of a full suite of RICS and professional services, we're your local property partner.

# What we can offer you

## Professional property marketing to local and worldwide audiences

We'll prepare your property advert to make your holiday home appealing to holiday guests who visit us from all around the world. Our in-house photography will not cost you any extra. It's part of the fully inclusive property service we offer. Photographs will be kept up to date, including revisits when the gardens come into bloom and if we need to catch that blue sky day. Living in England, we all know rain is sometimes unavoidable!

## Local knowledge and price optimisation

Using our in-depth knowledge of the tourism industry across the region, we'll put together a bespoke pricing schedule for your holiday home. Throughout the year, we will personally monitor your bookings and contact you should there ever be a need for mid-year changes to optimise rentals.

## Communication and security

Every guest and every enquiry is responded to 7 days a week. Outside office hours, we capture requests via email as well as through our online chat service, WhatsApp, and Facebook. We do our best to screen customers and we can offer security on Airbnb by only accepting guests that provide Government ID.

## Check-in and check-out management

From enquiry to check-in, we are on hand for customer queries at every stage. With our full management service, guests will also have access to a 24/7 support number. We manage local housekeeping across the region and will find the right housekeeper for you. All housekeepers we work with check the house after every booking, ensuring your home is kept up to standard after every check-out.

## 24/7 Support

Our fully managed service includes support for all guest queries. These can range from 'what is the wifi code?' to helping if a boiler fails during a guest rental. As part of the larger Henry Adams group of property services, we have many maintenance contractors on hand who can help with emergencies. Our priority is to resolve any guest issues quickly and efficiently, for an excellent guest experience and to avoid any negative reviews.

## Housekeepers that care

Our local housekeepers are sourced to cope with the high demands that the holiday rental service commands. We expect hotel-standard cleaning and presentation. Equally important is exceptional service when checking the property after each rental booking. All the housekeepers we work with provide in-house laundry services or directly manage the laundry services.

## Property services and knowledge

Using Henry Adams Holiday Cottages, you are part of the larger family of Henry Adams. This means we are best-placed to help you make the most out of your investment.

Our teams of estate agents across the region send us customers between house moves who are looking for short-term lets. This can be a lucrative source of income outside the peak holiday season.

For those worried about high energy bills, we can also offer a 6-month AST service through one of our experienced lettings offices. However, we recommend you only do this between October and April, as we want you back for Easter! We can let fully furnished properties and our letting teams won't insist on the removal of all your furniture for longer-term lets. Our adverts are also transferable between our services, again helping you save on fees and time.





# Service options for owners

We offer you two levels of service to choose from, our Full Management service and Standard Management service.

Services	Full Management	Standard Management
Carry out an initial market appraisal, provide an assessment of the potential rental figures and advise on relevant safety regulations	✓	✓
Advertise and market the property on holiday lettings websites	✓	✓
Respond to all booking enquiries	✓	✓
Process payment for the rent on behalf of the owner	✓	✓
Receive and hold the refundable security deposit for bookings	✓	✓
Arrange Gas Safety Record/Electrical test, if requested	✓	✓
Return the security deposit to the guests, subject to there being no retention required	✓	✓
Make arrangements for and manage a nominated housekeeper to clean the property and launder the bed linen and towels after each booking	✓	✓
Arrange mid-term cleaning and change of bed linen (if required for longer bookings)	✓	✓
Provide 24/7 guest support	✓	
Deal with any emergency maintenance issues arising during a booking	✓	



We understand you might also want to use your own property from time to time. Just let us know the dates and we'll book them out for you.

### Refundable security deposits

We will take and hold a refundable security deposit for each booking made, usually £150. This will be returned to the guest on the assumption there are no breakages, damage, or any excessive cleaning required after their stay. If we manage the property, we ask the housekeeper to inform us about the condition of the property after check-out.

### Owner and friend bookings

At Henry Adams Holiday Cottages, we don't want to stop you from using your own property. If you would like to book your property for yourself, or for your family or friends to use, all we ask is that you let us know the dates you will require as early as possible and we will book them out for you.

### Owner payments

Once a booking begins, we will transfer the rental monies to you. We'll also make payments to the housekeeper on your behalf if you would like us to hold a float on your account from rental income.

### Marketing platforms

Our unrivalled marketing schedule includes regular seasonal newsletters to all past customers and clients. We also have a strong online presence through our own website as well as on Trip Advisor, Airbnb and Vrbo.

The Henry Adams Holiday Cottages website is regularly updated throughout the year. During peak enquiry times we invest in extra Google Advertising to get the most visibility possible for your property. You can also find us on social media, promoting our properties and our region to attract new guests.



**Booking.com**





Get your holiday home  
working for you



# Frequently asked questions

## Q: When do I receive payment?

A: We process payment to you with an accompanying statement once the guest has checked in to your holiday home.

## Q: How can I be sure my guest is suitable?

A: It is in our best interests to ensure that guests are suitable for your property. We use secure payment processes across all platforms and can limit Airbnb to accept only those guests who provide Government ID.

## Q: Who is responsible for maintenance and repairs?

A: It is the owner's responsibility to ensure that the building and the main supply systems, such as central heating, plumbing, gas and electricity including appliances, are fully working. Once the guest arrives, should anything break or go wrong, it is essential that repairs or replacements are arranged as quickly as possible. On our full management service, we will arrange this.

## Q: Whose responsibility is it to keep the garden tidy?

A: It is the owner's responsibility to ensure that garden maintenance is kept under control, either by attending themselves or by separate direct arrangement with a gardener. We can keep gardeners up to date with guest booking schedules.

## Q: Who pays the household bills?

A: The owner is responsible for paying the household bills and council tax costs. Service charges and insurances are also the owner's responsibility.

## Q: Why do I need an agent like Henry Adams Holiday Cottages?

A: Experience, our ability to market your property effectively and quickly respond to every enquiry, combined with a huge amount of organisation behind the scenes! Our Henry Adams Holiday Cottages team takes the pressure away from you while helping you make the most of your property.

We aim to make holiday letting your property as stress-free as possible. So we look after the guests' requirements and match them to the right property. We are on hand to offer advice, help in handling emergencies, and of course we can accept guests' payments by all different methods.

With a friendly approach to owners and guests, we've seen many repeat customers over the years. Some of our guests return to the same property year after year. We aim to make the process work for you, whether that means looking after everything on your behalf or tailoring our service to your specific requirements. We're very approachable, so if you have any questions at any stage, just ask.

## Q: Do you hold the deposit under all the service levels?

A: Yes. We take a security deposit for every booking, usually £150. This is held by us and returned to the guest following the okay from the owner or housekeeper, assuming there has been no damage, breakages or cause for excessive cleaning. Owners should be aware to expect general wear and tear on the property.

## Q: Do I need special insurance?

A: Yes. You will need to advise your insurers that you intend to let the property for holidays and short-term bookings to make sure that you are properly covered. Holiday Cottages insurance is not necessarily the same as insurance for Assured Shorthold Tenancy agreements. If in doubt, please check with your insurer or contact our recommended insurers, Leisuredays, on the details below.

### Our recommended insurers

Leisuredays offer extensive insurance cover for your holiday home. Each policy is tailor made so you only pay for the cover you need.

Simply call 0800 433 4989 or 01422 369 838 and quote Henry Adams Holiday Cottages and they will give you discounted insurance rates.

# Legal and moral obligations

Owners have a legal and moral obligation to ensure that holidaymakers and their visitors have a safe environment in which to stay. Safety regulations have been revised over the years, and penalties for non-compliance can be very severe. It is important to acknowledge that legislation can change at any time, but at the time of going to press, here's an outline of some of the most important Acts:

## Gas Safety (Installation and Use) Regulations 1998

It is the owner's responsibility to ensure that every twelve months a qualified Gas Safe registered engineer checks that all gas appliances, flues and pipe work are in safe working order. Henry Adams Holiday Cottages will ensure that a certificate is always kept on file.

## The Furniture and Furnishings Fire (Safety) Regulations 1988 (amended 1989 and 1993)

This law stipulates that all furniture and furnishings 'supplied in the course of business', which includes holiday lettings, must satisfy strict standards of fire resistance.

Generally, products purchased in the UK after 1989 will usually satisfy the standard but in the absence of a label or manufacturer's warranty, the possible non-compliant item must be removed prior to letting.

The regulations do not cover furniture made before 1950, or carpets and curtains.

## The Electrical Equipment (Safety) Regulations 1994

Owners must ensure that all electrical wiring and appliances are in good, safe, working order. We recommend that a qualified electrical engineer should check the appliances. Any defects such as fraying wires, damaged plugs or sockets should be repaired immediately and any unsafe items removed.

## Smoke Alarms and CO detectors

All properties need to have a working smoke alarm on each floor. Carbon monoxide detectors must be fitted in rooms with solid fuel appliances and gas appliances (excluding ovens/hobs).

## General

Henry Adams Holiday Cottages will only let properties which are clean and well-presented. We can arrange for cleaning to be carried out between bookings. We have a team of contractors on standby to ensure that each new holidaymaker arrives at a property in the condition they would expect.

## Taxation

The rental income you receive is viewed as 'unearned income' and is subject to UK tax. It should be declared on your self-assessment tax return. Certain items can be offset against rental income, so it is important to retain copies of your statements and any invoices for expenditure related to the let.

## NRL (Non-resident landlord)

If you are an overseas resident or you are intending to move abroad, further rules apply. You will need to register with the HMRC and complete the relevant NRL1 form online.

All people registered on the deeds of the property being let must submit a separate NRL1 form. We recommend that owners seek professional advice regarding tax from their accountant or tax consultant.





## What's next?

The first step is for us to visit your holiday home for a no-obligation valuation, where we can discuss a tailored service for your holiday rental management.

Call us now on:

**01243 375 893**

Visit:

**[henryadamsholidaycottages.co.uk](http://henryadamsholidaycottages.co.uk)**

or email us at:

**[holidaycottages@henryadams.co.uk](mailto:holidaycottages@henryadams.co.uk)**

# Checklist for your property

## Kitchen

- ☐ Utensils
- ☐ Wide range of pots and pans
- ☐ Crockery, cutlery and glasses – enough for double the number of guests at the property
- ☐ Kettle, toaster, microwave, washing machine, and oven. Desirable extras include a dishwasher and iron
- ☐ Kitchen supplies such as tea, coffee, and sugar. Washing up liquid, sponges, tea towels, washing powder, and dishwasher tablets, if applicable
- ☐ Dining table and chairs – must have a seat for every person who can sleep in the property
- ☐ Welcome packs can be arranged via housekeeping upon request

## Living Area

- ☐ Enough comfortable seating for the number of people that can be accommodated
- ☐ A good-sized smart television. Streaming services are a bonus for guests but are not essential. We do recommend still providing basic channels via freeview or freesat
- ☐ Books & games are desirable items for a rainy day
- ☐ High-speed wifi
- ☐ Bluetooth speakers are not essential but can be a nice extra for holiday guests. We recommend Bluetooth to allow for connectivity from a variety of devices

## Bedroom

- ☐ x2 of every piece of linen to help on a same-day changeover. This should include for each bed: a mattress cover, a mattress protector, bed sheets, duvets, duvet covers, pillow protectors and pillow cases. (All linen should be allergy-proof and labelled when using a cleaning service so yours is easily identifiable).

- ☐ Bedside lamp and table
- ☐ Hair dryer
- ☐ Plenty of clothes storage and hangers
- ☐ Full-length mirror
- ☐ A linen and towel purchasing service can be arranged if required

## Bathroom

- ☐ x2 sets of towels to help on a same-day changeover. One set should include one hand towel and one bath towel per person that can sleep in your property. (All towels should be labelled when using a cleaning service so yours are easily identifiable)
- ☐ Non-slip shower mats
- ☐ x2 bath mats (this avoids your towels being used on the floor)
- ☐ Spare toilet roll and soap can be arranged by housekeeping

## Garden

- ☐ Outdoor furniture with enough seats for the number of people the property accommodates
- ☐ Barbecues are not essential but can be desirable to guests

## Other

- ☐ A copy of the current Gas Safety Certificate must be left in the property manual and a copy is to be held on file by Henry Adams.
- ☐ An online fire risk assessment must be completed for every property: [www.fire-assessments.co.uk](http://www.fire-assessments.co.uk)

## Notes:

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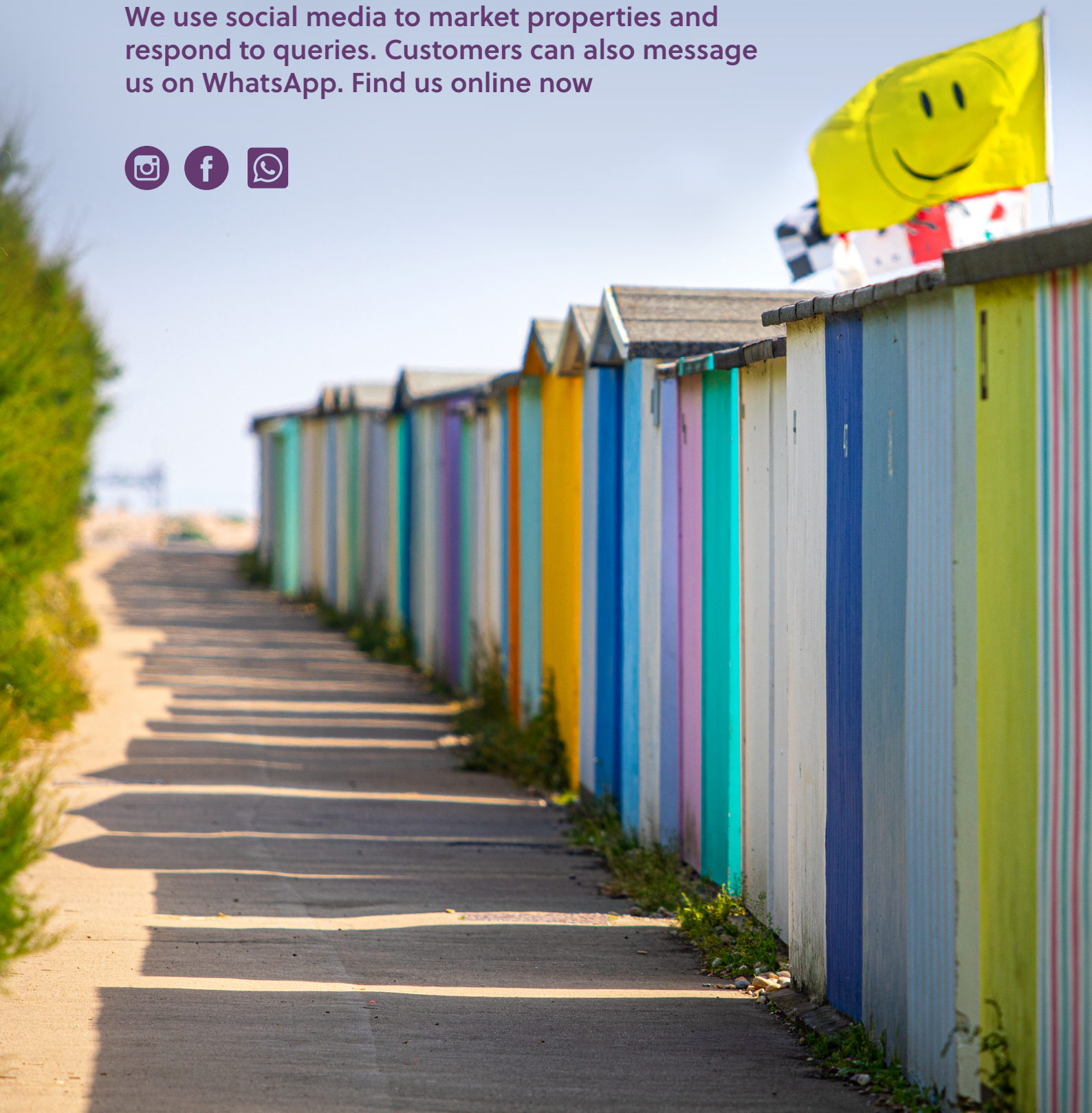
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# Catch the holiday spirit with us on social media

We use social media to market properties and respond to queries. Customers can also message us on WhatsApp. Find us online now





01243 375 893

[holidaycottages@henryadams.co.uk](mailto:holidaycottages@henryadams.co.uk)

[henryadamsholidaycottages.co.uk](http://henryadamsholidaycottages.co.uk)



Henry Adams Holiday Cottages is part of the Henry Adams Group which has a network of residential sales and lettings offices in West Sussex, Hampshire and Surrey. Henry Adams also has a range of professional services including Planning, Agricultural, Surveying and Land specialists together with a Fine Art Auction House in Chichester. More information is available at [henryadams.co.uk](http://henryadams.co.uk)

*"Thank you for such a prompt response as always. I am grateful for the courteous and professional service that you always offer. We enjoyed the property immensely and as soon as I get confirmation from my other guest, we are hoping to book with you again next year."*

*"Beautiful property, with seamless booking and check-in, with outstanding service from Henry Adams as always."*

*"The Henry Adams team has been incredibly successful. Their professionalism and enthusiasm for the properties make it so simple for anyone wanting to rent or provide a holiday home."*

*"They will always make sure any concerns are dealt with promptly. Many thanks to all of you, for the support and guidance and of course the bookings!"*

*"This is our third time returning to this lovely property. Definitely the best rental in the area. Wonderful hosts, ambience and amenities."*