

contents

Welcome	5
Why Choose Us	7
Owners Testimonials	9
To Get You Started	11
Preparing to Rent	13
Kitchen Equipment	17
Furnishing	18
Property Categorisation	19



Connemara Holiday Lettings - Owner's Handbook



Welcome to Connemara Holiday Lettings

One of the largest holiday rental companies in the West of Ireland.

We believe that every holiday home and owner is individual with unique aspects and requirements.

Our aim is to fully maximise your profits, so we will work with you on a one-to-one basis, to carefully evaluate and ensure that your holiday home is a success.

If you are the new owner of a holiday home, or have a second home that you want to let out to earn additional income, we can help you maximise your profits and minimise the hassle.

For many people, the thought of letting out your home may initially seem daunting. However, by working in partnership with Connemara Holiday Lettings we will make it simple and enjoyable for you. We will advise you on the things you are unsure about and make sure that you get the financial returns you are seeking.

Our website www.connemaralettings.ie has been designed to provide the holiday maker with a simple means of perusing our portfolio and to allow them to make an online booking with confidence and clarity.



We take the 'headache' out of renting by looking after all the little details.

Connemara Holiday Lettings offer straightforward, successful rentals throughout the Connemara region. We take the hassle out of renting your holiday home by looking after all the minor time consuming details. Crucially, our agency is completely locally based, which means you will always receive our personal attention.

We will help you rent your property with ease and confidence. How? Simply by making it easy for you.

The Connemara rentals market is fast-moving and in some areas there is an excess of holiday homes. Therefore, it's incredibly important for your home to be presented in a clean, tidy and well-maintained condition in order to optimise the rates achieved and to minimise any void periods.

Our highly experienced rentals team has an unrivalled knowledge of the local market and truly understand what holidaymakers are looking for from a Connemara rental property. At our initial complimentary evaluation of your property, we can also advise you on any actions you could consider to make your holiday home more appealing.

We are a 'one stop shop', taking care of everything required. Your positive experience with our company is our absolute priority, so you can rest assured that your property is in the very best hands. We look forward to building this relationship!

Why Choose

Us? 3 unique services that no other holiday rental company offers in Connemara.

7/24 **Online Booking** System

Connemara Privilege Pass

This encourages all our customers to book through our website and offers up to 20% discount on many events and local attractions.

One Stop Shop

We offer a complete management service including marketing, coordinating bookings and completing all financial transactions. We can also tailor make packages to suit you, the landlord (see page 8).

No Booking, No Fee Policy

We do not expect exclusivity and operate on a no booking, no fee policy. However, if you advertise exclusively with Connemara Holiday Lettings and we do not secure a minimum of 5 bookings we will fully refund any set-up fees.

Even More Reasons!

Independent Agency

Irish owned and operated in Connemara with local staff. We offer a more personal service combined with excellent knowledge of the area to promote all properties.

Total Control

We create an owner log-in which allows the owner to view their availability calendar, update bookings and see financial reports from the comfort of their own home. Easy monthly payments go directly into your bank account.

Photographer Service

We offer a professional photographer service. High quality photographs are vital in attracting tenants.

Advertising

We advertise on a wide range of platforms helping to maximise your bookings. We produce packages on major advertising and social networking sites.

We are Page 1 on organic Google searches and list properties on Daft.ie and Myhome.ie, two of Ireland's largest property websites, also on Holiday Lettings, Holiday Rentals, Trip Advisor, Booking.com, Airbnb, DoneDeal, local and national newspapers, social media and many more.

24 Hour Online **Booking Service**

Our mobile friendly award winning website advertises worldwide, nationally and locally and offers secure online payments.



Yvonne Flaherty Owner / Manager

Tailor Made **Packages** to Suit You. the Owner

Managing the guests on arrival.

Arranging the cleaning and laundry.

Providing reliable local tradesmen that assist quickly and efficiently if there is a problem

24 Hour emergency call out service for auests.

Join our happy owners

"Connemara Holiday Lettings work extremely hard to make sure their clients are satisfied and properties under their care are well looked after."

"Any concerns or questions addressed quickly and efficiently. They are never too busy to answer my call and are professional and

Connemara Holiday Lettings have excellent people working for them and show

PATRICIA FAHERTY

"I am incredibly impressed with Connemara Holiday Lettings."

"The professionalism by Yvonne and her team. the speed of letting the property and the during the process is

the service including day to day management to be of the highest standard and any queries dealt with

provided by Connemara Holiday Lettings."

PAUL COYNE

"For anyone new to letting a holiday home. Connemara Holiday Lettings is unbeatable."

"Yvonne and her team step and, based on their extensive experience, gave lots of advice and useful tips. They videoed a walk for guests on arrival. extensively. The description had a great 2016; every year my bookings are increasing. I now have no vacant months.

They use special deals and short breaks to fill the off season. In my experience, shorter breaks (3-4 days) are the way to get all year round bookings. The Connemara Holiday Lettings website is where I direct my quests

HELEN M. FERGUSON

"Connemara Holiday Lettings have been managing my property for 1 year now and we are very impressed with the level of professionalism. personal interaction and exceptional service provided."

"Yvonne and her team provide a wide range of services and are very flexible to cater for and to individual needs.

From the beginning Yvonne auided us through the process to ensure our property setup, to be marketable and advertised for maximizing bookings.

They have provided feedback throughout the year to help improve the property, all again towards increasing the opportunities.

We have seen a huge increase in the amount of bookings in the last year compared to before we used Connemara Holiday Lettings."

GERARD MCMAHON

E2 Station House Apartment

"Now living abroad. Yvonne and her team at Connemara Holiday Lettings have given me the freedom to concentrate on my 'day iob' and the confidence that my guests and house are well taken care of"

"This is a well established agency/company where nothing is too much trouble for Yvonne's efficient, innovative and friendly team."

SIOBHAN ROCHE

Aunty Bo's and The Old School House

"Very happy with the service provided by Yvonne and her team"

"We have used Connemara Holiday Lettings to advertise our apartment for short lets. Tenants were lovely and everything went very smoothly. Would highly recommend Connemara Holiday Lettings. Very professional in every way."

KIARA MANNION Clifden Apartment

Owners Testimonials



3 easy steps to get you started

Once your holiday home is listed on our website, it can take as little as 24 hours to have it reach millions of customers...
Yes, it's really that simple!

Call or Email Yvonne

for your free information pack / appointment. We will provide a free valuation (no obligation visit to your property) and suggest any improvements to successfully market and maximise your rental income.

Pa On hav sign

Paperwork and Photographs

Once your holiday home meets our criteria, rates have been agreed, paperwork completed and signed, we will arrange for professional photographs and create a description for advertising purposes.

3

Approve Your Advert

We will draft your advert for approval. Once we have permission from you, your holiday home will go live across our website www.connemaralettings.ie, our reservation system and all our advertising channels.

We handle all the enquiries, process the payments, forward your monthly payments, statements of account and arrivals report.

Preparing to rent

First impressions count for everything.

It is vital your home looks its best. It may seem like a lot of work, but with a little extra thought, preparation and help from Connemara Holiday Lettings, it could really make the difference to how quickly you let your property getting repeat business year after year.

Paperwork

- Get permission from your mortgage lender if the property was not originally bought using a buy-to-let mortgage.
- Review your buildings and contents insurance cover and make sure your cover is valid. Upgrade or change your policy if necessary.
- ✓ Make sure that an inventory has been supplied.
- Redirect your mail if you are the current registered occupant of the property.

Exterior

- ✓ Mow the lawn.
- ✓ Clean paintwork.
- ✓ Weed and moss free.
- ✓ Clean all windows.
- ✓ All exterior lighting in working order and good condition.
- ✓ Trim the hedges.
- ✓ Clutter / litter free.
- ✓ Garden furniture clean.

Interior

Have the property thoroughly cleaned throughout (we can organise this on your behalf). Everything must be spotlessly clean prior to tenants arrival.

- Defrost and clean both fridge and freezer.
- Make sure that all fitted items (e.g. shelving and pictures etc) are safe and secure.
- Check all windows, curtains, and blinds. They should be clean, unbroken, secure, and operate properly. All window locks should be working properly.
- ✓ Check all walls, ceilings, and skirting boards. The paint and/or wallpaper should provide proper coverage, without holes, cuts, scratches, nails, or bad seams.

- Check bathrooms. Thoroughly clean the toilet, bath, shower, sink, mirrors, and cabinets.
- ✓ Ensure oven and racks are cleaned.
- ✓ Run the dishwasher through a full cycle.
- Check all carpets, rugs, lino, and wooden floors. They should be clean and in good condition. The flooring should be properly installed.
- Check all counters, cabinets and doors. They should be clean and fully operational, presenting no hazards. Check all appliances to ensure they are working properly.
- ✓ Clean linen and beds well aired and made up. Ensure you provide mattress and pillow protectors.
- ✓ All light bulbs working. Label stock cocks, fuses in fuse box, switches in boiler and the cut off points are for oil, gas, water and electricity.

- Check all plumbing (toilets, taps, and pipes) to ensure they are working properly.
- Make sure that there are no leaks, that the plumbing has the proper pressure, and that there is adequate drainage.
- ✓ Ensure property has a fire extinguisher, fire blanket, fire alarm and carbon monoxide alarm.
- ✓ Show tenants or Connemara Holiday Lettings (if we manage the property) where the smoke detectors are and give written procedures of how to operate them.
- Check the heating to make sure it is working properly.
- Provide the correct number of keys to Connemara Holiday Lettings (if managing the property).
- ✓ Clutter free.





You will need sufficient cutlery, crockery and glasses and a second set of cutlery, crockery and glasses if a dishwasher is provided.

Equipment

Electric kettle
Cafetiere/coffee
maker
Electric toaster
Selection of
Plastic storage
containers
Teapot
Selection of
casserole dishes
Roasting tin
Selection of
saucepans
with lids

Frying pan

Colander

Chopping boards

Sieve

Bread bin Serving spoons Bread knife Large kitchen Knife Tongs Slotted spoon Basting spoon Wooden spoons Potato peeler Cheese grater Bottle opener/ corkscrew Tin opener Scissors Whisk Ladle

Oven gloves

Selection of carving / steak knifes
Jugs / Measuring jug
Butter dish
Sugar bowl
Fruit bowl or dish
Egg cups

Optional

Kitchen clock
Sandwich maker
Knife block
Salad spinner
Garlic press
Pizza cutter

Kitchen

Cooker
Refrigerator with
ice box
Worktops
Storage cupboards
Tea towels
Radio / CD player

Dining Room

Dining table and chairs (sufficient seating to accommodate the number of people that the house accommodates)
Side table
Table lamp
Table cloth
Table mats

Lounge

Comfortable seating for at least the number of people that you sleep -Chairs/ settees
Coffee table
Reading table lamp
DVD player
(selection of DVDs)
Colour TV (27" or larger) and stand

Bathrooms

Mirror
Towel rail
Shelf or cupboard
Toilet roll holder
Waste bin with lid
and liner
Bath mat

Lavatory brush (must be replaced each season) Lock or bolt on door Non slip bath mat

Bedrooms

Bedside tables
Bedside lamps
Chair/ stool
Wardrobe
mirror
chest of drawers
non flammable bin
Shelf for personal
items
2 pillows per person
Mattress and pillow
protectors
Mattress pads
(optional)



Property Categorisation

Category A

Premium accommodation with superior designer furnishings throughout.

- Free Internet as standard
- Excellent outdoor amenities BBQ, comfortable seating area, etc
- Ample en-suites/bathrooms
- Plentiful supply of items such as cutlery, linen, towels etc
- Extra luxurious features e.g Sky TV, music system, sauna, Jacuzzi etc

Category B

Excellent property with high quality features and furnishings throughout.

- All mod cons as standard
- Internet service available (PAYG/Free) as standard
- Good outdoor amenities patio, seating area
- Well equipped kitchen
- Several bathrooms including an en-suite
- May have extra non essential features such as Sky TV, playroom, dishwasher etc

Category C

Property has all the essentials of a holiday home.

- Comfortable yet basic furnishings
- Basic outdoor furniture (seating area)
- No en-suite bathrooms
- Budget friendly price
- Extra features may include satellite TV, internet access, DVD player



