



MILKBERE
Holiday Cottages

THE NEXT STEP...

We would be delighted to talk and help you, whatever your current situation. From buying advice to a rental projection, we are here to help you optimise your income and make holiday home ownership enjoyable and successful.

Contact Louise Hayman,
Milkbere Cottage Holidays on:
Tel. **01297 20729**
E-mail. **info@milkberehols.com**
Website. **www.milkberehols.com**

Or if you are in the area,
pop into our offices in Seaton:
Fore Street, Seaton, Devon, EX12 2LE

Relax, unwind, enjoy!

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MILKBERE
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MILKBERE HOLIDAY COTTAGES OWNERS GUIDE

THE LOCAL HOLIDAY
LETTING EXPERTS ON
THE JURASSIC COAST

www.milkberehols.com





THE RIGHT MARKETING AND CUSTOMER SERVICE

We are proud of our brand, our area, and the personal service we provide to both owners and guests. In a digital world, these qualities are ever more important. So our owners will benefit from the full marketing service we offer, as well an intimate understanding of what visitors to East Devon and West Dorset are looking for.

A QUALITY SERVICE

We are passionate about quality and providing great holidays for our guests. We only promote 100% quality assessed properties and work together with Quality in Tourism to meet the Visit England Standards. We will arrange the visits and give you guidance and give you a copy of the Self Catering standards booklet, a listing on the VisitEngland online accommodation website and members benefits. Milkbere Cottage Holidays has been awarded the Jurassic Coast Quality Business accreditation and VisitEngland's Quality Accredited Agency status, which confirms we have excellent set processes and procedures in place.



WHO WE ARE

A local company with a passion and unmatched knowledge of the area. Milkbere Cottage Holidays have welcomed visitors to our special corner of the South West since 1976. The family-owned business has been run by Louise Hayman since 1992 who grew up in Beer and Colyford.

As a professional, successful and established local letting agency, we have the knowledge and resources to make letting your second home pain-free and profitable.

WHAT WE DO

In a word, everything. Along with the marketing, bookings and administration, we can handle the changeovers, organise maintenance and be on-call for guests should they have a problem during their stay. You can relax in the knowledge that your second home is in good hands.

WE VISIT & KNOW YOUR PROPERTY

You would be surprised at the kind of questions we get from guests. Everything from the size of the car parking space to the layout of the bedrooms to the mobile phone signal. We visit all of our properties, so when we have a guest enquiry, we can answer their questions accurately and promptly. This means first class customer service and more bookings and income for you.

MILKBERE *Holiday Cottages*



BUYING A HOLIDAY LET PROPERTY

If you are buying as an investment or realising the second home dream, speak to us first. We can guide you through all pitfalls and opportunities to make sure your second home is a success. What to buy, where to buy, furniture and décor - guests are now expecting quality with those added extras, regulations, owner use and maximising the return on your investment, we are here to help you on your journey. This Jurassic Coast is

an ideal area for your property investment and the area proves very popular with our guests.



FREQUENTLY ASKED QUESTIONS

How much do you charge?

There is no set up fee with Milkbere. We work on a commission basis so we only earn our money when we generate revenue for you.

How much will I earn?

We would be delighted to give you a rental projection for your property. We have an in-depth knowledge of East Devon and West Dorset, allowing us to provide an expert view on occupancy and income.

How do I receive my money?

Owners get a monthly statement detailing their stays from the previous month and the breakdown of their income, followed by BACS payment (or cheque if preferred) by the 10th of the month.

What happens if a guest cancels?

We operate a cancellation plan at no extra cost to owners, which guarantees you the full rental amount, minus a small admin fee.

Can I use the property myself?

Yes, one of the joys of owning a holiday home is using it yourself. We operate a flexible scheme to meet the needs of our owners, so contact us with your requirements.

What happens if a guest has a problem during their stay?

We are local and here to help. Our full holiday home management service is designed to respond to guests and ensure disruption to their stay is minimised.

Do you offer short breaks?

It's increasingly popular amongst self-catering guests to want a short break. Most of the properties offer short breaks out of season for Spring, Autumn and Winter, excluding school holidays, Christmas and New Year. Prices start from 70% of the week's rental for a 3 night stay.

Health & Safety

From public liability insurance to fire risk assessments, gas safety certificates, PAT testing and access statements, we are at hand to advise and help you with all the required documentation necessary for holiday letting.



WHAT DO OUR OWNERS SAY ABOUT US?

'We have entrusted our cottage with Milkbere for the last 2 years and cannot speak highly enough about them.

From our very first approach, Louise understood what we were trying to achieve which was to be able to enjoy our holiday home in the weeks we were in Devon but for it to be rented out for the majority of the time when we were back home in Worcestershire. For the last two years, it has been pretty much permanently rented out.

Louise and her team make it so easy for us as they are proactive in their

marketing and the guests who have stayed have all respected our home. Any queries or questions we, or our guests have are responded to quickly and efficiently to ensure a professional customer experience. They have a super network of local trades/service providers who also provide professional services to support managing a home from afar.

We would highly recommend Milkbere for the professional service they provide caring for our home and for the friendly, efficient attitude of the team'.

G Cook, Pear Tree Cottage, Beer

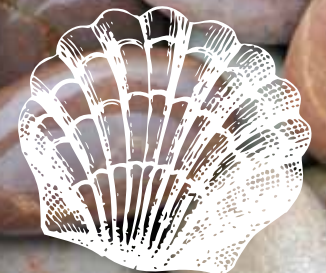
'With some apprehension about concept, we started renting our flat through Milkbere twenty years ago. Their knowledge, help and advice made the process easy and we have been more than satisfied with our rentals. The number of repeat visits by holiday guests attest to this.

I have to say this is completely true. If anyone wishes to contact us please have them do so and we can elaborate on our comments.'

Pat and Dennis Baker, Seafield

'Thank you for getting Scots Cottage off to a flying start'

B Taylor



MARKETING

Along with the property visits by our bookings staff, we utilise the full range of marketing channels to generate bookings for you.

- The website and well-taken photographs of your property are key. We provide live availability, and on-line booking for each property, as well as a location map and description to help guests choose a perfect holiday. Properties can also be found using the advance specialist searches.
- Our large database of past guests are passionate about our area and return year after year. They trust Milkbere to provide quality holidays and generate numerous bookings for all our properties.
- We advertise nationally and regionally to generate a very high level of enquiries, brochure requests and bookings.
- Online marketing and Search Engine Optimisation. We are prominent for searches relating to our area and well-represented on destination websites.
- As a local company with a passion for our area, we work with the Tourist Information Centres to promote the Jurassic Coast as a destination.

HOLIDAY HOME MANAGEMENT AND CHANGEOVERS


You can trust us with the keys to your holiday home. Everything from the laundry, the changeover clean, re-active and pro-active maintenance is handled by us.

Of course this involves more than a change of bedding and a quick Hoover round. It varies from organising quality inspections, gardening, safety checks and certificates,

electricians, plumbers, inventory checks and being there if a guest has a problem during their stay, for example if they are accidentally locked out or have an appliance failure.

It's complete peace and mind for you the owner – that your property will be in safe hands, will be well-maintained with any problems resolved quickly and professionally.



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THE LOCAL LETTINGS EXPERT ON THE JURASSIC COAST

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