

A row of traditional stone cottages with slate roofs and greenery. The cottages are built from light-colored stone and have steeply pitched roofs covered in dark slate. The walls are weathered and show signs of age. There are several windows with dark frames and some are partially covered by climbing plants. The scene is set in a rural area with trees and a clear blue sky in the background.

Quest Cottages

Luxury Holiday Lets in Kent & East Sussex



Welcome!

Are you thinking about letting your holiday home?

We understand that making the choice to let your property can be stressful, and we hope we can give you all the information you need to help the process be as smooth as possible.

We are an independent office based in Camber Sands, currently letting and managing properties over Kent & Sussex. We have been operating since 2014 and have seen huge year on year growth in the holiday lettings market.

If you can't find the information you require, or would like to meet to discuss further, please don't hesitate in contacting us:

📞 01797 724100

✉️ info@questcottages.co.uk

📍 61 Lydd Road, Camber, TN31 7RJ

🌐 www.questcottages.co.uk

Our Services

Letting your Property

FULL PROPERTY MANAGEMENT

A comprehensive service where we take care of everything from promoting your property to managing day-to-day running. You simply receive payment from us - enjoy!

- ✓ We advertise your property from our local office based in Camber Sands, using a number of online tools. As we are partnered with many big names including Air Bnb, Booking.com, Homeaway and more so your properties will be seen by huge numbers of people online.
- ✓ We help protect your property using a security deposit and approving only bookings who match our strict criteria.
- ✓ We manage your property by taking care of all aspects of the bookings including payment, checking in, an out of hours contact number and using our cleaning team upon departure.
- ✓ We maintain your property with the help of our own Handyman, Plumber, Gas Safety Engineer and Electrician.

MAINTENANCE & CLEANING

- ✓ We offer Tradesmen to help maintain your holiday home and to carry out improvements when required.
- ✓ We offer Cleaners to take care of changeovers between guests
- ✓ We also offer Cleaners for deep cleaning, carpet and upholstery cleaning, jetwashing and other more specific areas.

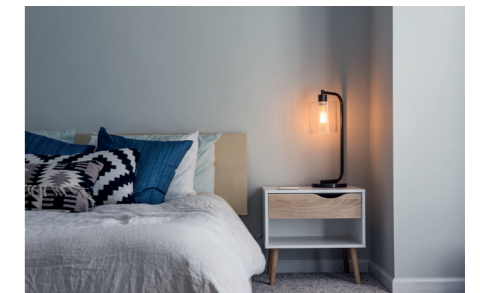
OTHER SERVICES

- ✓ Key collection is offered for any property owner wanting a safe and secure place for their guests to check in.
- ✓ We are able to offer the organisation of Safety Certificates and insurance for any property.
- ✓ We offer a specialist parts ordering/delivery service for if your property requires any items you may require support finding. Our staff have many years of knowledge and huge amount of contacts to source the best items at the lowest price.

Maintenance, Cleaning and Other Services are offered to all property owners, including owners who may not decide to use our lettings service.

As an independent lettings agency we try to keep the process of organising the letting of your property as easy as possible.

Here is a 3 point step by step guide of what to expect:



1 Ready?

Contact us and arrange a meeting with one of our dedicated team to discuss the ins and outs of everything letting. You are under no obligation to sign up at this point, but we will provide you with all the information you require, including possible rates for the property.

2 Set...

Once you have confirmed with us, we will take your property details and form your online advert. Part of this will include photography, carried out by our professional photographer. We will also at this point run all our checks including safety certificate dates, insurance, cleaning and maintenance.

3 Let!

Once all checks are carried out and we both are happy to proceed, we will publish your property online and begin the journey of receiving bookings and letting your property.

HEALTH & SAFETY REQUIREMENTS

GAS SAFETY INSPECTION

This is a yearly check for your property, which results in a Gas Safety Certificate being produced by a Gas Safety Engineer.

ELECTRICAL SAFETY INSPECTION

This is a 3-5 yearly check, dependent on your property type, which will result in an Electrical Safety Certificate being produced.

INSURANCE

You must legally have holiday let insurance in place to let your property, this will include Public Liability. Many will offer extra damages cover which is an option you can consider but not legally required.

Our Booking System

FAQs

We use our own booking system, which we have integrated with all our booking partners. This means we are able to control the other platforms from our system, as well as our own bookings and dates reserved for owners use.

What's great about this is we also give you access to this system, so you can manage when your property is booked out, and when you would like to reserve some dates for yourself as and when you need to.

The system automatically generates a confirmation which is sent to you as soon as a booking is made for your property. This keeps you fully up to date with your bookings, and when the property is occupied by guests.



Benefits of this include...

- ✓ 24/7 access to the diary of your property
- ✓ Regular up-to-date confirmations
- ✓ See your properties' bookings at a glance
- ✓ Block your own dates out at a time that suits you
- ✓ No conflicting bookings

IS MY PROPERTY TOO OLD TO RENT OUT?

We don't have an age restriction on any property, as long as it's well-kept and in good condition. We monitor older properties more closely to ensure they remain up to standard and will communicate with you if and when any problems arise.

DO I HAVE TO LET ALL YEAR ROUND?

You can decide to let as many or few dates as you decide. The summer season is most profitable, so we would recommend renting as many dates as possible during this season to make it worthwhile for you.

WHEN DO I RECEIVE MY MONEY?

We pay you monthly directly to your bank account for any bookings from the previous month. Any fees due are deducted prior to the amount being sent to you. You will receive a statement which will correspond with the figure paid to you.

HOW DO I KNOW THAT MY PROPERTY WILL BE LOOKED AFTER?

We inspect the property after every guest departure whilst going through and cleaning, and we also check a basic inventory list. We hold £100 deposit against theft and damage, although this isn't a common occurrence.

Owner's Checklist

- Meet with us and sign paperwork
- Check against inventory list
- Check insurance has correct cover
- Check Gas Safety Certificate is in date
- Check Electrical Safety Certificate is in date
- Ensure property is clean
- Ensure no outstanding maintenance issues
- Supply us with 3 sets of keys
- Lock up or remove all personal items
- Block out any dates for your own use
- Relax and let us do the rest!



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