

Prospective Housekeeper Information

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Our Holiday Portfolio

PROSPECTIVE CLEANERS INFORMATION

We have created this document to outline to all potential new housekeeper-cleaners, the Coastline Holiday Group systems and expectations we have in a relationship with you. This is for us to ensure you meet our requirements, and for you to make sure working with us aligns with your way of business.

Please read this document completely. If you are interested in working with us in cleaning the holiday properties, please reach out to us: bookings@coastlineholidaygroup.com.au

Our Holiday Department manages up to 110 holiday properties, ranging from economical apartments to luxury homes spanning across the Tweed Coast from Kingscliff to Pottsville.

You will liaise with various members of the holiday team depending on the situation.

We use HomHero holiday management software. Housekeepers are given a portal log in where you can see all your upcoming cleans information for properties assigned to you. As our bookings are subject to change, it is a cleaner responsibility to be checking this daily for accurate cleaning schedules.

We do have several cleaners we already work with, however we like to diversify the cleaner portfolio and have several cleaners to call on when needed. Cleaners are assigned a set property and are expected to complete all cleans that come up for that property.

We have a key system that logs keys out to you as a record. You will collect keys and return them from the office either side of the date of the clean. We have an after hours box for key collection if required.

Meet the Holiday Team



Rhiannon Bald
Business Manager



Katie Love
Holiday Specialist



Sarah Dale
Holiday Specialist



Djamila Hillgrove
Holiday Specialist

Linen & Consumables

Linen supply is an **ABSOLUTE ESSENTIAL** to clean for Coastline Holiday Group Properties

If you do not have a linen contact or your own linen to hire out, you will need to source this as a first step, as supplying linen to our holiday homes is non-negotiable.

We do not mind who you use as long as you always provide quality linen. We do not accept for our guests to arrive to stained or holey linen.

Local providers include Lord Linen Services, Kingscliff Linen and Tweed Coast Laundry Services. We are completely separate to any linen service you engage and are unable to assist with storage of linen or items.

You will be required to supply sheets and pillowcases per bed, tea towels for the kitchen, and bath mat and hand towel per bathroom, plus a bath towel per maximum no. guests at that home. Many properties have a doona and doona cover supplied, while some will have the bed triple-sheeted by you. Laundering of covers/blankets is occasionally required by cleaners also.

Consumables are also required at holiday properties. Most cleaners charge a small fee in their invoice or absorb the consumables cost into their overall cleaning invoice. The minimum required is:

- Dish Soap, Dishwashing Tablets
- Fresh Cloth, Garbage Bags (several)
- Washing Machine powder (sachets/box)
- Toilet Paper- min. 2 rolls per toilet
- Hand Soap



Invoicing

Invoices are paid once a month on the first business day after the end of month (EOM). Invoices must be submitted to ljhk@scans.homhero.com.au no later than 2 business days before EOM processing. Invoices received after this time will be paid on the following EOM disbursement to contractors. If an owner has not had any revenue during that month and the invoice is not processed, please speak to us about this circumstance.

We operate on a fixed price model where a property will have a pre-determined invoice amount to align with other properties of similar size etc. We will be able to advise this amount to you with a link to the property so you can decide if you wish to accept the property. Except for cleans on public holidays, no surcharges may be added for weekends or back to back cleans.

Some cleans are lighter than others, however the price can still remain the same. We ask you extend this grace when some cleans take a bit longer than usual, and refrain from processing a guest charge except for in rare situations where a guest has left the property excessively dirty. Photos of the mess and additional charge invoice addressed to the guest is required on same day as the clean.

As the cleaning fees are quite generous, we expect that spring cleaning tasks are incorporated in the regular cleans eg tracks, fans, under couches. This keeps our guests happy and properties looking amazing under your watch! We need ovens and BBQs to be kept immaculate.



Expected Availability

PROSPECTIVE CLEANERS INFORMATION

We operate on a clean-on-departure basis, with cleans expected to be carried out within 24hrs of the departure. A longer cleaning window may be given in special circumstances, please discuss with the team.

We run an open calendar, meaning for 99% of the year a guest can check in and out on any day they choose, including many public holidays. This means that a back to back may occur and you will have cleans on public holidays and weekends.

In our peak season, many of our properties are fully booked out meaning we have lots of back-to-back bookings/cleans that occur on the same day. You will need to make arrangements if you need additional help to complete your assigned cleans in the back-to-back (10am-2pm) period.

We also allow early check ins and late check outs to guests where feasible (not on a back-to-back day). We will advise you if a property will not be available to clean until later in the day or if a clean will need to be finished earlier to accommodate the early check in.

We also require cleaners to return to their property same-day should a guest complain about the cleaning quality (reported within 24hrs of arrival). If you are not available and another cleaner needs to complete the touch up, this cost would need to be recovered from your invoice.



Property Upkeep

As you are the most frequent visitor to the property, we rely on our housekeepers to be our eyes and ears at the property to report any issues. Any damage or theft needs to be reported immediately to link it to the guest at fault.

Wear and tear items such as a running toilet, blown light or loose rail should be reported to Sarah who handles maintenance.

We also keep a stock of general household items at our office such as glassware, heaters, irons and pillows etc. We can provide replacement items for you to pop into the property when it is due for a replacement. This keeps our homes looking amazing and keeps the guests coming back.



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We hope to hear
from you!

