

# **Newmans Holiday Homes**

## ***“The Sub-Letting Service you Deserve”***



Dear Holiday Home Owner,

Please take the time to read through the next few pages so that we can introduce you to the excellent benefits of letting your much-valued holiday home with Newman's.

- ◆ Totally flexible tailor made packages to suit your every requirement.
- ◆ **FREE** change over cleans + **FREE** unlimited carpet & upholstery cleans following ALL Newman lets.
- ◆ **ALL** Newman's guests check in direct at the caravan / lodge so **NO key handling charges** from Haven.
- ◆ Excellent **24 hour** easy to use online booking systems for both guests and Owners.
- ◆ Our booking and enquiry office situated in a prime location, only two minutes from Devon Cliffs.
- ◆ Experienced sub-letting advisors **dedicated** to help maximise your booking potential.
- ◆ **Unlimited** general maintenance call outs with our cost effective maintenance package.
- ◆ Owners insurance to **protect** your booking income.

Newman's Holiday Homes have been established as a private letting agent since 1996 and have combined our years of experience with our understanding of your needs to create a flexible and professional Sub-Letting package.

With Newman's you will experience a friendly and 1<sup>st</sup> class management service that you can reliably trust and that will enable you to tailor your needs to achieve the very best from your Holiday Home.

In the following pages we will explain the details of how our sub-letting package can work for you. Our complete management service will provide your entire sub letting needs.

***“www.newhols.com 24hrs a day, 365 days a year on-line easy booking system dedicated to Devon Cliffs”***



***“Sub-Letting Packages tailored for any type, age or model of Holiday Home”***

***“Newman's Holiday Homes, Sub-Letting with Confidence”***

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## **“What can we offer as your Letting Agent?”**

From the moment Newman's take over your holiday home for sub-letting you can be guaranteed that it is in safe hands. All aspects of sub letting will be taken care of for you.

**Free change over cleans + Free carpet & upholstery cleans:** Whilst your holiday home is being let via a paying guest that has booked through Newmans, **ALL** change over cleaning including carpets and upholstery will be **FREE**.

Newmans will also supply a cost effective professional cleaning service following an owners stay or an owners guest . If an issue should arise this will be handled by Newman's and not you as the owner, so all cleaning worries will be taken out of your hands.

**Website:** Newman's have a fantastic website just for Devon Cliffs, [www.newhols.com](http://www.newhols.com), allowing holiday makers to view and book your caravan or lodge at any time. To market your caravan or lodge to its full effect we will take high resolution photos and have comprehensive details put onto the website.

**Age & grade:** Newman's are happy to sub let any age of caravan or lodge and will grade it on size, age, condition and facilities.

**Office:** To take maximum advantage, Newman's office is located only 2 minutes away on the main route to Devon Cliffs. As well as a team dedicated to dealing with owners needs and plenty passing trade.

**Flexible:** You have the option of sub letting your holiday home for one week or all season, it's up to you, we are happy to work around your requirements. We can also restrict short breaks or just book Saturday to Saturday only, it's so flexible the choice is yours.

**Protection:** To protect both your income and your caravan or lodge, we have two fantastic optional packages:

Cancellation Insurance – A great cost effective way of protecting your valuable booking income from those unwanted surprises, giving you the peace of mind of knowing that you will receive full payment from your holiday maker.

Maintenance Cover – Your caravan may require some degree of maintenance throughout the year, so protect it from only £8.50 per week let, to give you UNLIMITED general maintenance call outs.

” Please feel free to contact us before, during and after subletting with us regarding any aspect of your caravan or lodge needs”.



Contact us via e-mail: [downers@newhols.com](mailto:downers@newhols.com) or Tel: 01395 22 40 66

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***“Helping you Achieve the  
Maximum Weekly Holiday Lets”***

## ***“Taking the pulse of the Holiday Market”***

Newman’s extensively research holiday prices continuously throughout the year. With the current economic climate the holiday trade has become an extremely competitive industry, creating sales and discounts throughout the market place. By keeping a close eye on the market we are able to adjust prices to ensure we gain the best possible letting potential for all our valued owners.

## ***“Newman’s Marketing Expertise”***

Newman’s can generate a higher weekly return than a private owner because of our nationwide sales and marketing strategy. We advertise nationwide and operate an extremely popular on-line booking web-site [www.newhols.com](http://www.newhols.com). We have been letting holiday homes since 1996 and have a wealth of marketing experience and an excellent return rate.

We will always do our very best to achieve maximum holiday lets for all our owners. We do this by ensuring that during the most popular weeks, holiday lets are as high as possible, and during the traditionally quiet periods of the season we have certain discounts available making these weeks more attractive to the holiday maker.

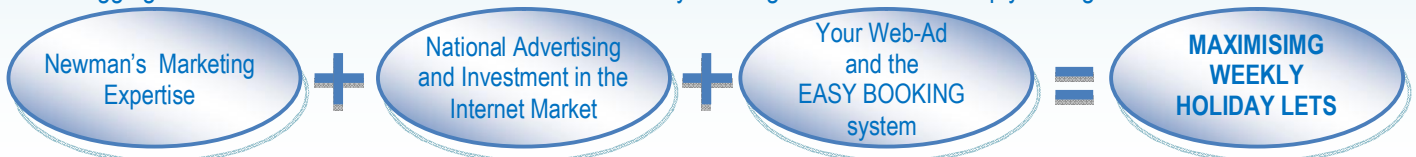
***“It is in our interest to maximize your weekly holiday lets, if your holiday home is empty then we do not earn an agents commission for that period”***

## ***“The Newman’s Holiday Homes Web –Site”***

To ensure continued growth, Newman’s invest heavily in the growing internet market and have developed an excellent web-site [www.newhols.com](http://www.newhols.com). All holiday homes that are sub let with Newman’s have their very own web advertisement on our web-site. This consists of high resolution photos (taken free of charge) and as much description text as required.

Our easy book web-site allows tens of thousands of potential guests and returning customers to browse, compare costs and check real time availability with ease. Should your holiday home be available, guests will be able to view all your holiday home photos, information, location on the park and then BOOK ON-LINE instantly using any Credit or Debit card. There is no need for the customer to wait for an e-mail or a telephone reply as our web-site automatically updates itself. As soon as the customer books, payment is taken instantly. There is no need to wait for payment by cheque, removing the risk of a customer changing their mind with the loss of a valuable booking.

It is important to consider that our web site automatically up-dates all booking activity in real time (even last minute breaks). As owners you will be able to view the dates indicating when your holiday home has been booked for both your guests and yourself. You will also be able to check availability and book your holiday home for your own use by logging on to the owners area of [www.newhols.com](http://www.newhols.com) or by sending us an e-mail or simply calling the office.



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## “Income & Expenses”

*“We have developed two flexible Income Management Options for you to choose from”*

### *“End of the Letting Season Income Plan”*

At the end of the letting season you will receive a detailed but easy to understand statement (this can also be requested ANY TIME during the season) this will show all holiday lets taken in your holiday home. The statement will also detail all weekly letting income received, and any expenditure incurred during the letting season.

The statement will include the final income figure for the letting season that is to be released to you, along with a cheque for that value, or should you wish, the money can be paid directly into your bank account or into your chosen Park Account.

### *“Monthly Letting Income Plan”*

We totally understand that some owners would prefer to manage their additional income themselves. This option is designed to help towards any monthly finance payments, or other important running costs. For this reason we will be happy to arrange for you to be paid monthly. You will receive a statement on a monthly basis that is similar in content to an end of year statement.

Please note: Certain terms and conditions will apply to this option; these can be explained in detail by one of our sub-let advisors. Please feel free to give us a call on **01395 22 40 66**.

### *“Expenses and Commission”*

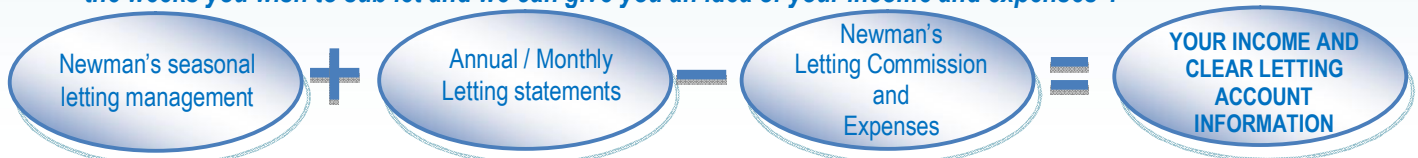
Newman’s Holiday Homes will deduct 17% from the total annual amount, or total monthly amounts of letting income, dependant on your chosen Income Plan. You will also be charged the current cleaning rate for any owners or owners guest booking. This owners cleaning fee can be reduced from £19 to just a £10 inspection fee if the accommodation is left suitably clean. If an owners or owners guest departure is the same day as an owner or owners guest arrival the clean can be completely cancelled if you wish.

Unforeseen Maintenance issues may arise during and out of season, if so, cost for call outs and work will be incurred unless covered by Newman’s Maintenance Plan. Whenever possible, you will be contacted and an estimate will be supplied to you. Once completed you will be sent an invoice, or have it charged to your account.

Although the majority of maintenance requirements are quite minor issues, it is important that we point out the possibility of expenses that cannot be budgeted for.

**Please Note** you will not be charged VAT on the bulk of holiday lets but just on our Services and Commission rate. Newman’s Holiday Homes have a number of money saving schemes that can ensure you gain the best from your letting experience. **Please contact one of our Sub-Let advisors for more details.**

*“Require a forecast of the potential income that your holiday home could earn, simply give us an indication of the weeks you wish to sub let and we can give you an idea of your income and expenses”.*



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## ***“I Have Decided to Sub-Let What Should I do Next ?”***

***“Now you have decided to sub-let with Newman’s Holiday Homes just follow these few easy steps”***

1. Please read and complete the enclosed Sub-Letting agreement. Should you require any assistance, further information or advice please give us a call on; 01395 22 40 66, or e-mail [downers@newhols.com](mailto:downers@newhols.com).
2. Enter your holiday dates on the agreement, this will guarantee your chosen dates for your own use. You can change these dates at any time as long as the new dates have not already been booked.
3. Return the agreement in the envelope enclosed
4. If you have any photos of your holiday home these can be used on our web-site. If not, we will take as many as necessary, FREE of charge, and your holiday home should normally be available to take bookings within 7 to 21 days of receiving your agreement.
5. Your holiday home will need to be inspected. This will ensure that it is graded correctly and also ensure that it is ready for letting. We will then write to you with details of any repairs or improvements which may be necessary and details of any final arrangements such as keys and bedding etc.,
6. Newman’s are here to assist you in getting the most out of your holiday letting experience. Please remember, should you have any questions, or simply wish to know how your holiday home is booking, you will be able to view your bookings on-line at any time 24 hrs a day, 365 days a year and from any internet access point in the world. If you prefer, you are always welcome to contact us via telephone, or send us an e-mail.
7. NOW you can sit back and relax knowing that Newman’s are taking care of all your letting needs and helping to maximize your Holiday Home Income.



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## ***“Frequently Asked Questions about Sub-Letting”***

- Q** Does it matter what type or age of holiday home I own for Newman's to Sub-Let?
- A** *Newman's can let any type of holiday home regardless of its age or model, subject to an inspection and the rectification of any faults that require attention.*
- Q** Can I use my holiday home for my own use and how often can I use it?
- A** *You can use your holiday home as little or as often as you wish, obviously the more weeks available to Newman's the greater the income you will generate.*
- Q** Do I need to carry out any costly advertising?
- A** *No certainly not, Newman's invest heavily in advertising so you don't have to.*
- Q** Is it possible to keep track of how my holiday home has been booking for the season and book it for my own use?
- A** *Remember you will have full access to your holiday home account on-line via [www.newhols.com](http://www.newhols.com). You will also be able to check availability and reserve your own holiday dates via logging onto the web site, e-mail or the telephone.*
- Q** Do I have to deal with any problems or enquiries whilst the guests are on holiday?
- A** *No, Newman's deal with all bookings and should a guest encounter any problems Newman's have a 24 hr emergency contact number.*
- Q** Do I have to worry about organising cleaners and arranging for any possible maintenance during the holiday season?
- A** *No, Newman's have on-site cleaners and maintenance staff to deal with all cleaning and maintenance.*
- Q** Do I have to give up my weekends to be available to deal with any problems when guests check -in?
- A** *No, Newman's will deal direct with the guest should any problems arise, leaving you to relax and enjoy your time off.*
- Q** When and how do I receive payment for bookings?
- A** *You can either be paid monthly or at the end of the season, you will receive a detailed easy to understand statement covering all income and expenditure. We can send you a cheque, transfer direct to your bank or transfer money into your Park Account.*
- Q** If I need any advice with matters concerning my holiday home can I contact Newman's?
- A** *You may contact Newman's at any time and we will be pleased to help you with any queries you may have.*
- Q** Can Newman's help me to shut down and prepare my holiday home for the winter and then help me get ready for the new season?
- A** *Certainly, Newman's Sub-Letting is a complete service with everything you need to successfully keep a holiday home at your park for as long as you wish.*
- Q** Can I really just sit back and relax whilst Newman's Sub-Letting Agency takes care of my entire holiday home letting needs?
- A** *YES, YES, YES, with the vast amount of experience we have, and back up services on-site, you really never need to get involved, just sit back and wait for your additional Income.*

**Contact us via e-mail: [dcowners@newhols.com](mailto:dcowners@newhols.com) or Tel: 01395 22 40 66**

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