



**ClarkAnderson**  
PROPERTIES

premium holiday let management

Your property. Your guests. Our service.



## Welcome to Clark Anderson Premium Holiday Let Management

We are here to make your property investment a pleasure.

You've worked hard to find and purchase your perfect investment property, so from here on in, the hard work is all ours. You can sit back and enjoy the five-star guest reviews, high occupancy rates and impressive revenue that our premium lettings service can deliver.

We do everything. We advise on how to optimise your rental income; we present your property at its very best on prestigious online platforms; we make sure the fire alarm is serviced and the bathroom mirror is shining.

And everything in between. We even answer the call in the middle of the night when your guest has lost their keys!

Whether you're aiming to attract corporate clients or create a thriving short term rental business, we take the grind out of letting your property, and leave you with the enjoyment – and the income.

We are delighted that you are considering working with us.

**Simon and Stuart**



"AMAZING! Has all the qualities you could ever desire...  
Beautifully appointed, sparkling clean, great location.  
Also, Simon's communication was awesome from  
booking to check in to check out.  
Can't wait to stay in this flat the next time we're in Dundee."

**Arron and Jennipher**  
AirBnB guests, September 2019

## About Clark Anderson

When we established Clark Anderson in 2017 we initially focused on developing our own luxury lettings business for the stylish properties we own in and around Dundee.

As our business thrived, we were frequently asked to share our expertise at local events. There we met many investors who own high quality properties but do not have the time or inclination to personally manage their lettings. We recognised an opportunity to take the pain out of property ownership. From this, our premium holiday let management service was born.

Now we help property investors across Scotland maximise their rental income without the day-to-day pressure of managing their property.

### **Simon Anderson**

Prior to creating Clark Anderson, Simon worked in management roles with the world-famous Old Course Hotel in St Andrews. Simon knows all there is to know about delivering a five-star guest experience.

### **Stuart Clark**

Stuart's background is in insurance services. He brings project management skills to Clark Anderson along with expert knowledge of the legalities and responsibilities of letting property.



**Simon Anderson**



**Stuart Clark**



## The Clark Anderson difference

Our premium holiday let management is a five-star experience for both you and your guests.

We build convenience and top-notch service into every aspect of your journey with us, and we ensure your guests experience luxury at every turn. From commissioning photography fit for a glossy magazine to providing high-end toiletries in every bathroom, our service is second to none.

With immaculate properties, luxurious touches and impeccable service, Clark Anderson properties achieve excellent occupancy levels at top-end rates. And perhaps most importantly, we deliver outstanding levels of guest satisfaction.

You needn't lift a finger. We will take full responsibility for every step of the process. It's all part of our five-star service.

Maximising your revenue, minimising your effort.  
That's our promise to you.





Our in-house concierge service helps make your guests' holiday dreams come true. Whether it's a family trip to a fairytale castle, a fabulous meal delivered to the door, or e-bike rental for an adrenaline-fueled day out, we'll make it happen.



## The Clark Anderson Premium Holiday Let Management Service

Our all-inclusive service comprises two elements:

### Pre-letting services

Our pre-letting services ensure your property is perfectly presented to command the highest rates.

### Ongoing services

For your property: promoting your property to the premium end of market, managing bookings and overseeing day to day operations.

For your guests: going that extra mile to provide a truly memorable stay for your guests, including an exclusive concierge service.



### Pre-letting services

- Undertaking a full review of your property to identify any changes we recommend to optimise rental income
- Assessing the net income you could create from your property to guide you on its suitability for our service
- Commissioning an initial deep clean to ensure a 'sparkling clean' property
- Staging your property so it looks its very best
- Managing a professional photo shoot of your property
- Creating carefully crafted listings on leading property letting platforms, online travel agents, and our own Clark Anderson website.



## Ongoing services

For your property:

- Managing 24-hour booking via our website and other platforms
- Monitoring and adjusting rates to maximise revenue
- Providing online owner access to property booking calendars
- Managing the booking process and guest experience from initial enquiry to departure
- Sourcing and managing housekeeping services
- Sourcing hotel-quality towels and linens
- Replenishing all consumables
- Managing all maintenance
- Sourcing and managing tradespeople
- Agreeing a pre-approved spend level for emergency work

For your guests:

- Providing an exclusive concierge service for guests, to ensure smooth handovers, offer local leisure and restaurant advice and make reservations
- Creating a bespoke property information guide for guests
- Providing a luxury welcome pack with both essentials and treats
- Sourcing deluxe toiletries
- Offering upgrade options for guests eg flowers, chocolates and champagne on arrival, additional cleaning
- Providing a 24 hour emergency service for guests.
- Managing all housekeeping services
- Providing highly effective eco-friendly cleaning products
- Laundering all towels and linens

We are fully insured for all our services.



"Thank you so much for being a great host.  
We fell in love with your cottage and we did not want to go home.  
Everything was just perfect. I would highly recommend!  
We can't wait to return in December (fingers crossed) :)"

**Doriana, Airbnb**  
September 2020



## The Clark Anderson fee structure

### Pre-letting services

A single fee for our work in ensuring your property is perfectly presented and positioned to secure the highest revenue.

### Ongoing services

20% of total monthly revenue.

Full details of what's included in our premium letting service are available separately.

We would love to discuss how we could support you in maximising the revenue from your rental property.

Please email us at [info@clarkandersonproperties.co.uk](mailto:info@clarkandersonproperties.co.uk) or call us on 07881 100732 to find out more.

## Taking care of our guests

We've implemented some new procedures and safety measures to ensure a deep clean during every property turnover. Our trained housekeepers wear gloves and masks, and follow our stringent cleaning protocol to minimise risk and ensure a safe stay for all our guests.

### LAUNDRY

Our linen and towels are laundered by our trusted and experienced laundry partners based locally in Carnoustie. Used linen is bagged and collected. It's laundered, to hotel standards, re-bagged and returned, minimising the number of hands on your linen and towels, and ensuring they are perfectly clean for your use.

### DEW PRODUCTS

All of our disinfecting, sanitising and cleaning products are supplied and manufactured here in Dundee by Dew.

Dew is a pH skin-friendly solution that kills 99.995% of all bacteria and is 30 times more effective than bleach. The products are 100% natural, and with refillable bottles we keep our single use plastic to an absolute minimum.

Read more about Dew here:  
[www.dewproducts.co.uk](http://www.dewproducts.co.uk)

### HOUSEKEEPING

Our housekeepers wear appropriate PPE at all times and follow our stringent cleaning protocol. Even prior to new coronavirus measures our housekeepers treated every clean as a "deep clean" ensuring all hard surfaces, fabrics, wet areas and equipment are cleaned immaculately.

We've also added some extra measures to keep our guests safe:

- Keys are sanitised and the key pad is cleaned in preparation for our next guest
- Hand sanitiser is provided
- All soap dispensers are filled with antibacterial hand soap
- Windows are kept open during the clean to air the property.

### FOLLOW US

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 clark\_anderson\_properties

### DON'T FORGET TO BOOK DIRECT NEXT TIME!

For the best prices book direct at  
[www.clarkandersonproperties.co.uk](http://www.clarkandersonproperties.co.uk)



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