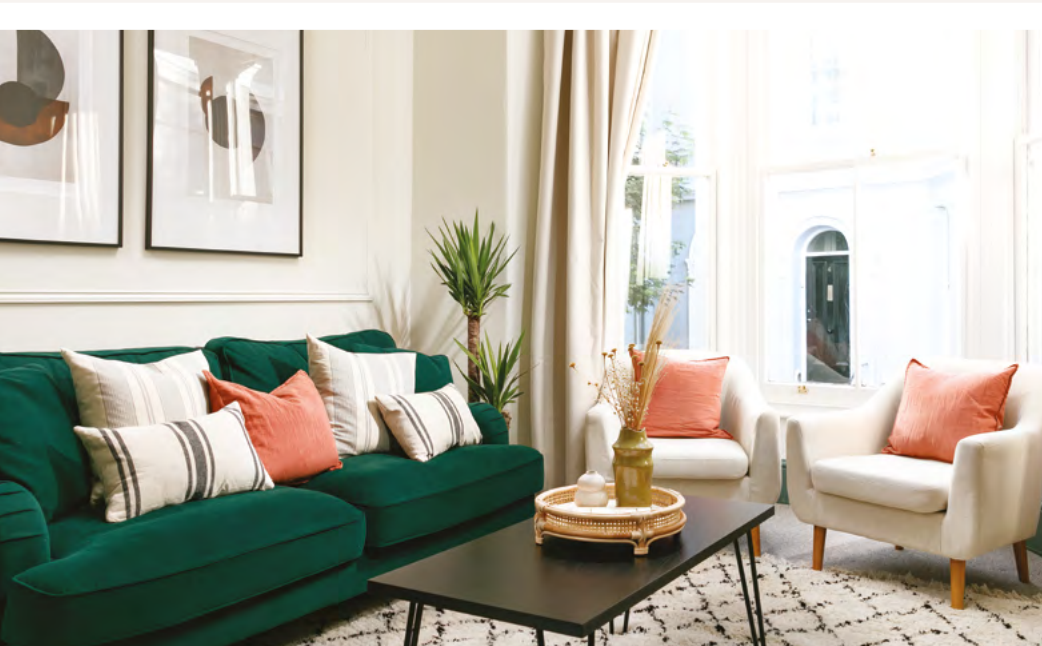


LUXE LIVING
by Sophia

PROPERTY MANAGEMENT *service brochure*



A bit about LUXE LIVING BY SOPHIA

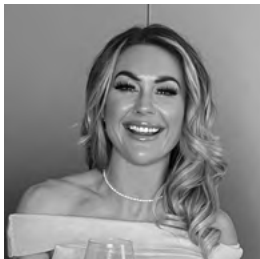
Based in Plymouth, Devon in the south west of England, Sophia Morbey founded Luxe Living by Sophia with the specific goal of providing outstanding property sector services.

Now also co-managed by Lucy Byrne, Sophia and Lucy have come together as working forces, combining both of their expertise and understanding of the sector, and truly priding themselves in providing a high level of service to both clients and landlords.

Sophia Morbey, an experienced estate agent, saw an opportunity to provide more open and approachable property services across the Westcountry. Based in Plymouth, the business has built a reputation amongst loyal clients and customers, due to providing an excellent service which has yielded impressive results for individuals and companies. If you'd like to know more please do get in touch.

MEET THE TEAM

We have an experienced and dedicated team working to co-ordinate all aspects of the properties that we manage.



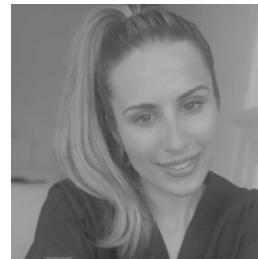
Sophia Morbey
Director



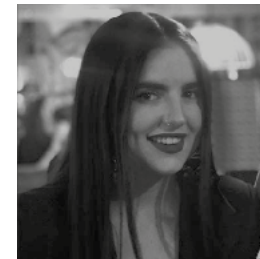
Rachel Armstrong
PA to Sophie and Client
Co-ordinator



Carmen Thornton
Inventory and
Inspection Co-ordinator



Lucy Burne
Reservations
Co-ordinator



Madison Downing
Social Media Manager



Bailey Marc Banuelos
Guest Relations
Manager

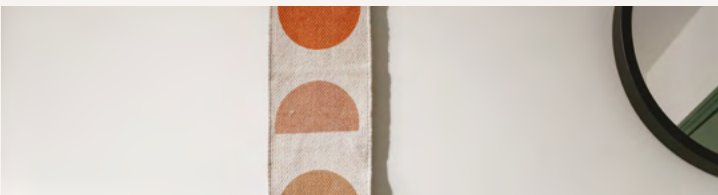
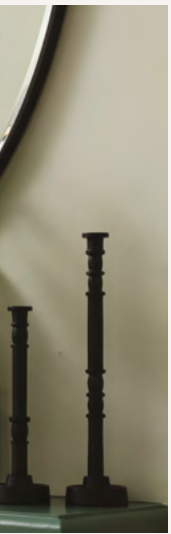
A bit about our **MANAGEMENT SERVICES**

Luxe Living by Sophia can set up and manage your property from marketing and bookings, to cleaning, stock checks and maintenance.

Our spaces are booked as holiday lets, as well as for corporate stays, and even for commercial venue hire.

We have had potential clients reach out to us from different industries to use the properties as working spaces, and set spaces for filming and interviews. The VV group recently utilised us for the Devon wedding photoshoot, with many industries taking part including MUAs, hairdressers, jewellers, wedding dress designers and florists. We can provide the properties on a day rate for these kinds of clients.

We aim to make your property investment feel as hassle-free as possible, whilst providing an outstanding experience for your guests. The next few pages detail the services we can offer you, but as always, if you have any questions please don't hesitate to get in touch.



A bit about our
PROPERTY SET UP

SERVICE	OPTIONAL	ADDITIONAL COST	PROVIDED BY LLBS
OTA set up	Including professional write up/ comprehensive description of property	NO	Price on request. LLBS can provide a full set up package to include all associated listing fees for entire OTA network as well as channel manager software, photographs, dressing and styling. (This does not include interior design package set up)
Interior design package to fit with company branding	Detailed spreadsheet provided of all recommended furnishings and fixtures to coincide with LLBS brand. Client to purchase but LLBS are able to oversee on request	✓	Price on request.
Styling for photography		✓	Price on request.
Property professional photography	All rooms and externally where required	✓	Price on request.
Marketing materials	Creation and purchase of guest welcome pack and suggestion book. LLBS would provide all marketing materials such as property signs (i.e no smoking), business cards, 10% loyalty card	NO	Price on request.
Inventory document creation and audit report creation		✓	Price on request.
Channel management software integration		NO	£60.00 pcm

A bit about our
MANAGEMENT SERVICES

SERVICE	EXCLUSIVE PACKAGE 20%
Host manager	✓
Exclusive customer and reservation support	✓
Chargeback avoidance, ID and address checks	✓
Security deposit management	✓
Card authentication	✓
Manage guest communication	✓
OTA management including cancellations and direct booking conversions	✓
Full marketing exposure	✓
Listing, description and SEO optimisation.	✓
Pricing and yield optimisation	✓
24 hour guest support and communication	✓
Guest feedback follow ups	✓
Check in and out service (lock box entry)	✓



A bit about our

UTILITY & HOUSEHOLD SERVICES

SERVICE		PROVIDED BY CLIENT	PROVIDED BY LLBS
Gas safety certification	Annual renewal will be required. LLBS will oversee and make contact when due	✓	
Electric certification	3 year renewal will be required. LLBS will oversee and make contact when due	✓	
EPC	Rating of C and above	✓	
Tv licence	Proof of licence provided by client. Client is responsible for management of licence - provide LLBS with annual certification	✓	
Insurance	Buildings and contents insurance	✓	PI and PL
Broadband	LLBS needs to be informed of provider (Wifi name and password)	✓	

SERVICE REQUIREMENTS

SERVICE		ADDITIONAL COST	PROVIDED BY LLBS
Fire Safety	Managed by Fire Safety Officer, where all relevant equipment and documentation will be provided to adhere to legal requirements	Price on request.	
Cleaning	Cleaning company to be recommended to client. Costs covered by guests		
Linen	Hire of linen OR providing your own which LLBS will recommend (hotel standards). Washing (using eco products), drying and pressing	Price on request, property size dependant	
Stock	LLBS will provide a template of what stock is required. As the client you choose what you are happy to have in situ. Stock upkeep managed by housekeeping team	On demand - invoice provided by cleaning team	✓

A bit about our
OPTIONAL SERVICES

SERVICE		PROVIDED BY CLIENT	PROVIDED BY LLBS
Maintenance	Provided by guest feedback and any reporting problems	Client can oversee	LLBS will instruct maintenance team or specific trades to visit premises within working hours to see to any works necessary
Maintenance	24 hour call out	Client can oversee	LLBS can instruct
Inventory and Audit reporting	Monthly operational check to ensure property is adhering to required standards. Full report provided to client	Client can oversee	LLBS instructs third party to oversee and report will be provided to client in full
Pets	Is your property pet friendly?	✓	LLBS will advise of charge to guests.
Complimentaries & Extras	Would you like to provide any extra touches? Do you require permits to park at the premises?	✓	
Children	Will you provide high chairs,cots etc and is your house child friendly?	✓	
Security Deposits	OTA oversees this cost		



the next step
GET IN TOUCH

If you'd like to know more please do get in touch, we'd be very happy to answer any questions that you may have.



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