



ROWE'S RETREATS CHANGEOVER & PROPERTY MANAGEMENT SERVICES

First impressions matter, and we ensure every guest experiences the wow factor the moment they step through the door. A spotless, well-maintained property not only secures five-star reviews and repeat bookings but also enhances your home's longevity. That's why we uphold the highest standards across our housekeeping and property management services.

Our annual property inspections guarantee homes remain in premium condition, preventing costly repairs and eliminating potential guest dissatisfaction. We also maintain direct, in-house communication between our housekeeping teams and property sign-off managers, ensuring any maintenance needs are identified and addressed swiftly. This seamless approach guarantees full compliance with Rows Retreats' unwavering standards.

Why choose us for your holiday let changeovers?

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EXCLUSIVE IN-HOUSE LAUNDRY SERVICES

Our private launderettes are reserved solely for R&R properties, maintaining superior hygiene and quality control. Each property's laundry is processed separately to ensure meticulous care. Owners can choose to supply their own high-quality bed linen and towels, but we also offer premium options for those who prefer a hassle-free solution.

FLEXIBLE CHANGEOVER DAYS

Unlike many agencies, we don't restrict guest arrivals to specific days of the week. With no set changeover days, our team is available every day, allowing for maximum occupancy and booking potential. No extra fees for bank holidays or special event days.

DEDICATED TEAM MEMBER TO SIGN OFF EACH CHANGEOVER

To uphold our unwavering standards, a dedicated team member signs off every property using a comprehensive checklist before each new arrival.

ECO-FRIENDLY CLEANING SERVICES

We are committed to reducing our environmental impact. Wherever possible, our housekeepers use eco-friendly cleaning products to maintain impeccable standards while being kinder to the planet.

24 HOUR CALL OUTS

We are always here for you and your guests, whether it's how to work the TV or a misplaced key. With our fast response rates, we can help find quick solutions to re-active issues, keeping you updated on the outcome. Our call out charges are £20 9am-5pm, out of hours £50 (No call out fee for end-to-end Management Clients)

ITEM SOURCING

If something specific is needed for your property we can source on your behalf using our supplier network or we are happy for you to use our office as a delivery hub. We will then arrange to have the items placed in the property for you.

MAINTENANCE REPORTING

Any maintenance issues found, along with any recommendations from us will be communicated to you. We will also offer to solve them for you with our in house team, or source a contractor that is able to do so for you.

FULL-SERVICE PROPERTY MANAGEMENT

With our inhouse maintenance team we can create custom schedules and undertake a range of additional services, including, window cleaning, garden upkeep, and even curating personalised welcome hampers - all tailored to elevate the guest experience.





PRICING

Due to the nature of this business, it's very difficult to implement an exact pricing structure as every property is different. We also understand that it can be frustrating to have to enquire to get an idea of the cost of something.

For this reason, below you will find a basic pricing structure that gives you an idea of what the charges may be, dependant on your property size.

PRICES FOR CHANGEOVER

4+ Bedroom/Unique property £(Can only quote upon viewing the property)

4 Bedroom (includes one bathroom) £125

3 Bedroom (includes one bathroom) £100

2 Bedroom (includes one bathroom) £75

1 Bedroom (includes one bathroom) £60

PRICES FOR LAUNDRY (LAUNDRY IS INCLUSIVE FOR END-TO-END MANAGEMENT CLIENTS)

4+ Bedroom/Unique property £(Can only quote upon viewing the property)

4 Bedroom (includes one bathroom) £30

3 Bedroom (includes one bathroom) £25

2 Bedroom (includes one bathroom) £20

1 Bedroom (includes one bathroom) £15

REFRESH AND MID STAY CLEANING

50% of your changeover cost with laundry fee.

Your guests have been residing for over a week and would like a hotel style mid stay clean. The property will have a general clean and all linen and towels will be changed.

PRICING

DEEP CLEAN/ SPRING CLEAN

1.5 X Changeover cost

Applicable at the beginning of each season and for long stays (two weeks plus) without mid stay cleans. A changeover clean plus, internal clean of cooker, Crockery all glass and cutlery cleaned and polished, Dishwasher internal clean, vacuum of all rooms to include behind all furniture, White panelling and all internal doors and thresholds, Radiators, Cleaning exterior hood and extractor fan clean wall spots/marks. Remove all curtains and bed throws, pillows and duvets mattress protectors sofa cushions covers, these will be laundered ready for the next season.

PROPERTY CHECK AND FRESHEN UP

£20-£60 (Property Size Dependant)

Your property has been empty for at least two weeks and needs to be brought back up to standard for your incoming guests.

Due to some properties being pet-friendly and others not, we do ask that a good working vacuum along with a mop and bucket remains at the property for hygiene and allergy reasons. This will be used by our changeover team and if required by your guests during their stay.

Please refer to our recommended consumables brochure for the items that we suggest supplying for your guests, which we can source and replenish for you. If you are interested in a complete property management service, we do offer a variety of inhouse maintenance services, please see our ad hoc brochure for more details.



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