

FAQ

Who is Jeffrey Host for?

Jeffrey [Host](#) is for people whose housing is unoccupied all or part of the year. This must be suitable for short-term rental, i.e. in good standing with the regulatory framework, in good condition, equipped and furnished, but also well located.

You entrust us with your accommodation and in return we bring you simplicity, profitability and peace of mind.

Do you do à la carte concierge services?

No, we only offer an ultra-complete service. Unlike an à la carte service, we believe that complete management is the only way to control the entire quality chain, to know your apartment at your fingertips and to be able to respond to all potential problems. that can occur during your rentals.

How much can I expect to earn?

Difficult to say without knowing the characteristics of your residence.

This is why, we will present a personalized study of the profitability of your accommodation on Airbnb, showing you the average occupancy rates and the income that you can expect from your rental.

We can already assure you that you will earn more thanks to us!

We write the ads carefully, select the dissemination platforms most relevant to your property (Airbnb, HomeAway, Booking.com) and manage your prices dynamically. This means that the rental price of your apartment will be adapted according to different criteria (day of the week, filling of neighboring properties, historical price, local events) to ensure the best profitability.

Can I still occupy my accommodation?

We don't operate like many "classic" agencies.

If you wish, you may not be able to rent your accommodation for several days in order to occupy your accommodation. You will be able to manage the availability of your calendar to block certain dates. You just have to let us know.

Ad management?

No need to accept or not travelers' reservation requests which lead to time-consuming exchanges on their arrival in your accommodation.

We take care of everything:

- to choose or validate the photos;
- we create your ad and update it;
- we provide correspondence with travelers;
- we process reservations and notices;
- we take care of the pricing strategy to adopt.

How are my future visitors chosen?

We attach particular importance to the selection of visitors. On Airbnb, we make sure that your future visitors have positive reviews. If these visitors do not have ratings, we will contact them by phone to validate that they correspond to the specifics of your residence.

Do you have telephone assistance?

YES ! We provide 7/7 Assistance for your travelers.

How do you communicate with travelers?

We will answer them directly and as quickly as possible in order to get in touch with them. Travelers will therefore know that a team will be dedicated to their reservations and will be better able to ask questions.

Do you take care of comments and opinions on travelers?

Absolutely! In general, it is not essential to respond or rate travelers. But to make your profile appear dynamic, we will note and add a comment to the travelers who will stay in your accommodation.

Do you have insurance ?

Of course ! On the one hand, the concierges have their own insurance. On the other hand we have taken out a Professional Civil Liability..

Who is involved in my accommodation?

Our janitors and housekeeping staff are professionals registered in the commercial register and we ensure that they are declared and that they have taken out professional civil liability. Our managers, the City Managers, are there to supervise our teams.

Our concierges all speak English and for some a second language.

Are the janitors assigned to my accommodation?

We cannot guarantee that the availability of a single concierge necessarily meets your needs. Even if we prefer that only one concierge can intervene in your accommodation to provide the services and thus present your accommodation to him and entrust him with one or more sets of keys.

Where can I find my invoices?

Vos relevés et factures se trouveront dans votre espace propriétaire ou vous pourrez vous connecter depuis notre site.

Do you have a property in another city or region?

Do not panic ! We understand your desire to make your accommodation profitable and we work with local partners to allow you and all the hosts in your situation to be able to call on our services.

Does your janitor Jeffrey check the apartment after the rental?

Our Jeffrey concierges systematically make a visual inventory of your apartment after each rental to warn you in case of damage. The main rental sites between individuals provides a 48-hour waiting period to declare damage to your apartment and to operate insurance. In fact, we will give you a specific return in case of damage to the apartment.

What exactly does the cleaning service include?

Our cleaning service meets high hygiene standards and quality standards to meet your requirements and those of your travelers.

To be precise, the household includes:

In all rooms:

- Dusting of furniture and flat surfaces;
- Vacuuming and washing the floor in all your rooms;
- Dusting of small rugs and sofa cushions;
- Replacement of garbage bags.

In the kitchen :

- Cleaning tables, chairs and worktops;
- Cleaning the sink, hob, oven and microwave;
- The complete cleaning and emptying of the refrigerator.

In the bedroom :

- The establishment of sheets, duvet cover and pillowcases.

In the toilets and the bathroom:

- Cleaning the shower or bathtub, sink and toilet with bleach
- Cleaning shower screens and drains (shower and sink)
- Cleaning of mirrors;
- The installation of toilet paper;
- The installation of bath towels.

Concerning the cleaning products used during the services, the concierges will use those made available on site. If they run out, we will replace them

In the event that the state of the accommodation requires a substantially thorough cleaning, you will be notified by your concierge and will be invited to contact our customer service to agree on a possible over-billing.

What the household does not understand.

Certain parts are not included in the basic service and are included as additional services:

- Window cleaning
- Wall cleaning
- Cleaning the exterior parts
- Cleaning the inside of cupboards
- Carpet treatment
- Ceiling cleaning
- Ironing

Do you provide cleaning service 24/7?

For the peace of your neighbors, the cleaning service can start no earlier than 9 a.m. and finish no later than 7 p.m. They can sleep on their two ears!

Is this my laundry?

No, we use hotel quality linen, we go through a laundry service.

What exactly does household linen include?

We reason by "linen set".

Example:

For accommodation for 2 people a set of linen includes:

2 pillowcases, a duvet cover, a flat mattress sheet (for bed = / + 140cm, 2 bath towels (large), 2 bath towels (small) 1 bath mat and 1 tea towel.