

Mrs Mop & Property Management Services – References.

Now is usually the time we all look forward to the forthcoming season and bookings!

We are a local company which specialises in Holiday Let Management and /or cleaning / changeover services . We are a husband and wife team with local ladies all of an experienced age!

Below I have copied some references and we would be very pleased to discuss your needs further if this is of interest.

1/ Jan and Leigh took over the running of our property 12 months ago and we've been delighted with everything about their service. Above all else they've been reliable and efficient but they've also been flexible in responding to guests' needs and proactive in their communication with us. Living some 190 miles away it is important to us that we're kept informed and know what is going on. We soon learnt that if Jan says something will be done then it is – it didn't take long for us to stop fretting and to trust and rely on her. Having their own letting business gives them good perspective on what is important to guests and owners alike and our guest feedback shows a very high level of satisfaction with the way Jan and her team prepare and present the property. Highly recommended. Would be happy to speak to any prospective customer direct.

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2/ We have employed Janet Heppell's '**Mrs Mop**' cleaning services for the 2008 to now and in that time they have cleaned and provided laundry services over 1000 times for our holiday letting business. We have found them to provide a very good service and are reliable, efficient and flexible to changing requirements. We would recommend them to anyone requiring these services.
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3/ Reference regarding the Property Maintenance and Changeover Services provided by Jan and Leigh Heppell:

Jan and Leigh have been providing us with changeover and property maintenance services for close to five years now. From the outset they have had a professional yet friendly and relaxed relationship with us.

Any dates for changeovers (including short notice and numerous back to back turnarounds) have always been accommodated, making our booking process simple and flexible. Changeovers are handled quickly and efficiently and to a high standard, being checked and supervised before completion by Jan or Leigh in person.

It is clear from our guest's comments in our visitor's book that they are doing a great job in preparing the cottage.

We have also used Jan and Leigh for maintenance requests and have experienced the same high standards of work (including one emergency call out that was handled immediately and professionally). In summary, they provide a consistent and reliable service to a high standard. I wouldn't hesitate to recommend them.
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4/ Jan and Leigh are great! We live 200 miles away from our holiday apartment and they handle all the changeovers and sort any problems. They make it worry free for us. During the off-season they regularly check the property and manage any improvements. We would recommend them to anyone who needs their holiday let or holiday home looked after.
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5/ We have known Leigh and Jan Heppell since February 2007. We were the first customers they offered their property managing services to outside of their own property. Between Leigh and Jan they competently offer and cover all the services most people would need to manage a second/holiday home
Services are all executed well and with a enjoyably positive spirit.

We would not hesitate to recommend Leigh and Jan's services as Holiday Home Managers.

Jan Heppell

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