WORKING MATERIAL 1.11 · CHAPTER 1 — THE VISION OF OWNERSHIP · SETTING: DUBROVNIK, CROATIA

Holiday Apartments: Letting Without a Reception

Source: Francesco Dore, The Helm and the Lens, Volume 9a — The Small Property, subchapter 1.11 (book page 149)

GUIDING QUESTION

If your guest has no hot water on a Saturday evening and their child develops a fever, whom do they reach, and what does that person know? And what is written in the apartment if they reach nobody?

1 · Verification Pact: market claims against the standard

Copied from the book. The last column is for your property: what holds here, and how you know it.

What is claimed	Binding?	What actually holds	In our property
Holiday apartments are letting, not an operation with processes	No	Cleaning, key handover and bookings are processes to be controlled (8.1)	
What the cleaner does is her own business	No	The house controls externally provided processes (8.1)	
Without a reception it cannot work	No	Controlled processes and determined communication are required, not a desk (8.1, 7.4)	
Guest registration is only for hotels	No	Where registration duties exist, they often cover all paid accommodation; check the local rule	
Short-term rental registration applies to every property	Only partially true	Some schemes cover apartments and exempt hotels; others differ; it depends on the place	
The folder only needs leisure tips	Only partially true	Communication must be determined (7.4); the night's questions come first	

2 · Common mistakes — a self-check

Tick each mistake you recognise in your own property, and note where it shows.

☐ Tying the listing number to one person, so the house is reachable only while she is at home.

☐ Treating the apartment guest as self-sufficient until the evening something goes wrong.

☐ Filling the folder with leisure tips and leaving out the night's questions.

☐ Handing over the cleaning without describing what must be checked.

☐ Changing the key-box code only when someone remembers.

☐ Leaving evening platform messages to nobody in particular.

☐ Completing guest registration when convenient rather than within the local deadline.

☐ Assuming that rules on short-term letting either apply to everyone or to no one.

3 · A Checklist for an Owner Letting Without a Reception

The book's checklist, with a column for your own answer.

Question	Why it matters	Our answer
Does the house have a number that does not belong to one person?	A personal number is only as reachable as its holder	
Is it fixed who is on call each evening and weekend?	An unassigned role is a role nobody holds (5.3)	
Does each folder say whom to call at night, with a second number?	The folder answers before anyone needs to ring	
Can someone other than the owner reset the plant after a fault?	Knowledge in one head fails when that head is absent	
Is there a checklist for every changeover, ticked and kept?	It shows the outsourced process ran as planned (8.1)	
Is every guest registration complete within the local deadline?	Duties apply whether or not there is a reception	

4 · What would show this is working

Questions drawn from the subchapter's reading of the standards and its practical application. Clause numbers in brackets point to the harmonized structure or the standard the subchapter names; where the evidence lives, and the sheets named, are this book's method, not a requirement of any standard.

Question	Where the evidence lives	Seen?
Does the house have a number tied to a rota rather than a person, with a second name behind it (5.3)?	The on-call rota on the kitchen wall	☐
Does each guest folder put the night's questions first: house number, second number, emergency and out-of-hours medical numbers, doctor and pharmacy (7.4)?	The guest folder in each apartment	☐
Can someone other than the owner reset the plant and shut off the water?	A laminated fault sheet beside the plant	☐
Is a changeover checklist ticked and kept for every changeover by the cleaner (8.1)?	Ticked checklists, filed	☐
Are guest data requested before arrival and checked for completeness on the arrival evening?	The guest register, checked against the arrivals list	☐
Do the three apartment risks — a fault while nobody is there, an unreachable host, a night emergency — stand on the risk page with actions (6.1)?	The one-page risk list	☐

> *What this sheet is not: no management-system standard prescribes this form, and filling it shows conformity with nothing. It is a working aid drawn from the book; the standards' own texts govern the real case, and legal duties are established with competent local expertise. Independent material; not affiliated with or endorsed by ISO or any certification, accreditation or scheme-owning body. The standards' own texts prevail; legal duties must be confirmed locally.*