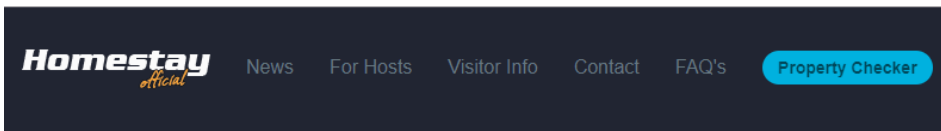


We regularly have people contacting us, wanting to check if a specific property is Homestay registered. There is a self-service tool on the website that allows anyone to do a quick check for themselves 24 hours a day.

It seems there's several reasons why people want to check e.g.

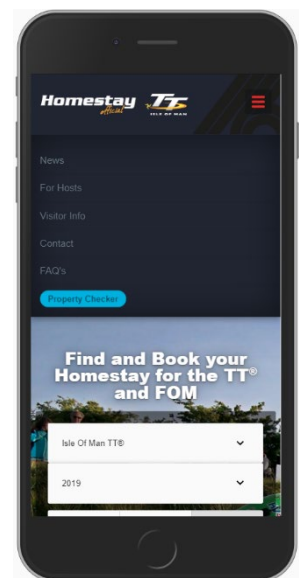
- 1st time visitors and those not familiar with using Homestay understandably want to check a property/person is genuine, before handing over their hard-earned money.
- Returning visitors using a different Homestay, wanting to be reassured that the property has been inspected for safety and comfort.
- Safety conscious visitors often want to make sure the Homestay carries Public Liability Insurance to cover paying guests. **(All registered Homestay properties are fully covered).**
- Registered Hosts use it to check their own details such as when renewal and/or inspection is due.
- Local and Central Government personnel carrying out checks as part of their roles e.g. housing, tax, benefits, tourism etc.

Here's how to quickly and easily check any Isle of Man property:



From our website (www.iomhomestay.com) select the "Property Checker" option available from the menus e.g.

Click / Tap on the blue Property Checker button



You will have the option to check using either a *Property Code* (unique 7-character code assigned to every registered Homestay property) or do a *Postcode* lookup and select a property from the list shown e.g.

Check using a *Property Code*.

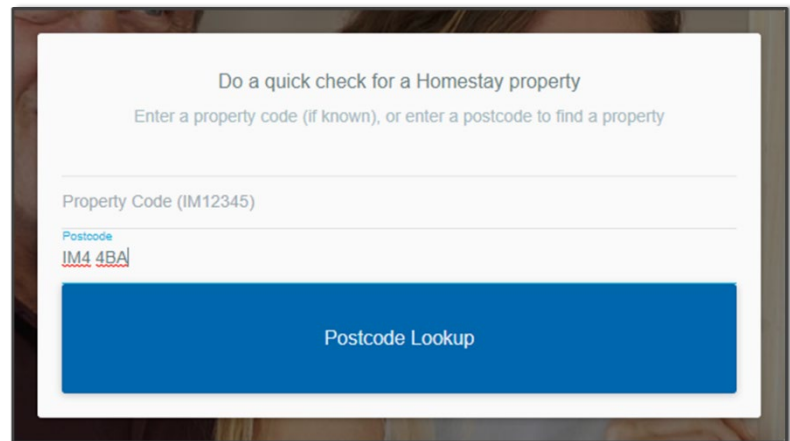
Enter the *Property Code* here.

Click the "Check Details" button

Check using a *Postcode*.

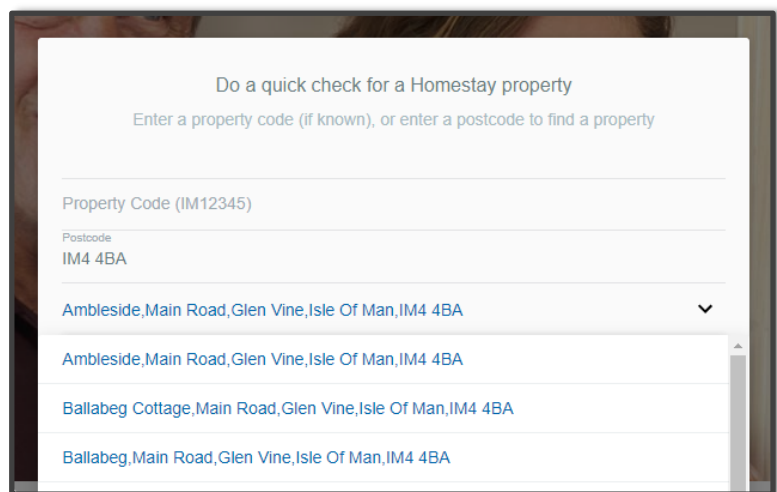
Enter the *Postcode* here.

Click the “Postcode Lookup” button



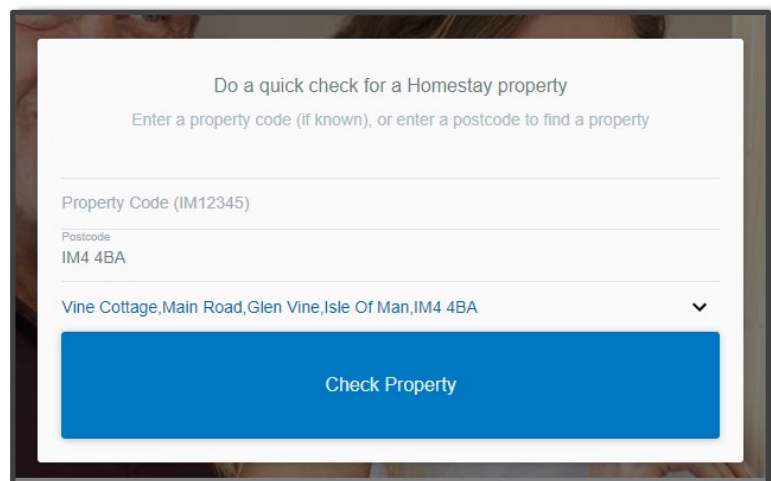
The system will return a list of properties that match the postcode entered.

Use the ▼ button on the right to display the list of properties, and then click / tap on the property you want to check.



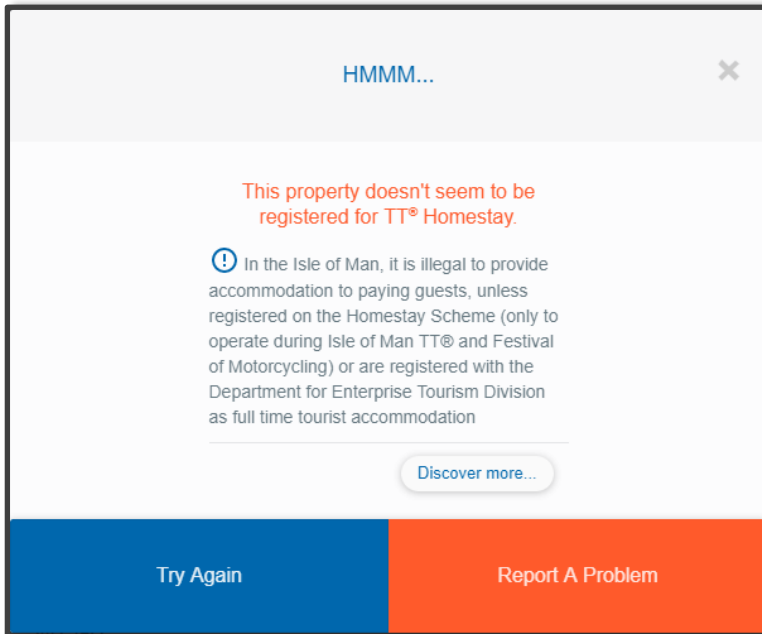
The selected property will be displayed above the big blue button.

Click the “Check Details” button



* The postcode lookup services interfaces directly with the Post Office address system to check for properties in the selected postcode. Occasionally, the name of a property might show slightly differently in the lookup list, compared to the address used by the host to register with Homestay.

No Match!



If there is no exact match between the property selected and the database of registered Homestay properties, you will see a message like this.

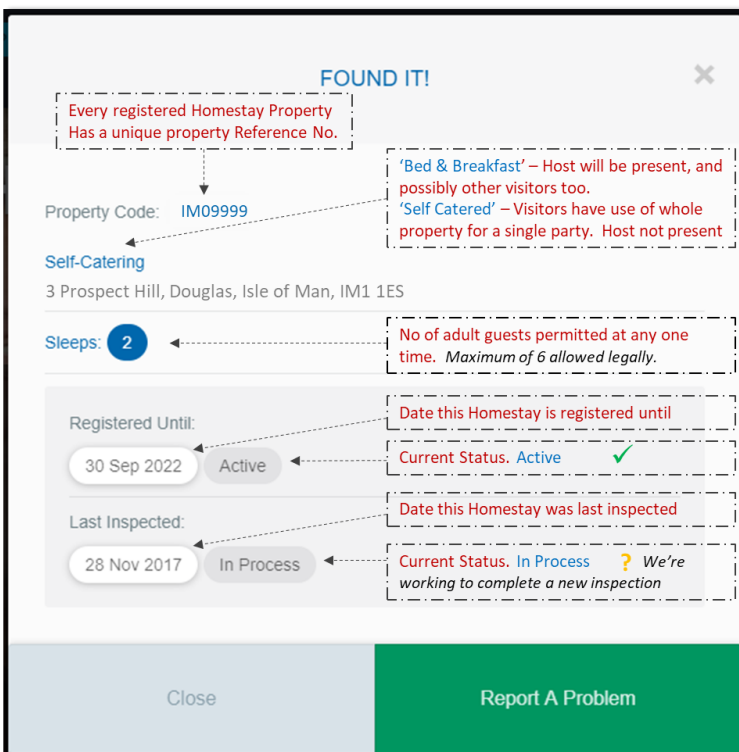
Chances are the property is not registered with Homestay.

It is worth noting that the postcode lookup services interfaces with the Post Office address system, which occasionally does not match the address used by the host to register with Homestay.

If there appears to be a problem with an address, please use the 'Report A Problem' to let us know and we will look into it for you.

Matched

When a matching property is found, you will see a response like the ones below. Some of the details will differ, depending on the property. Here you can see the various options,



Make sure the property is registered under the right category i.e. **Bed & Breakfast** or **Self Catered**.

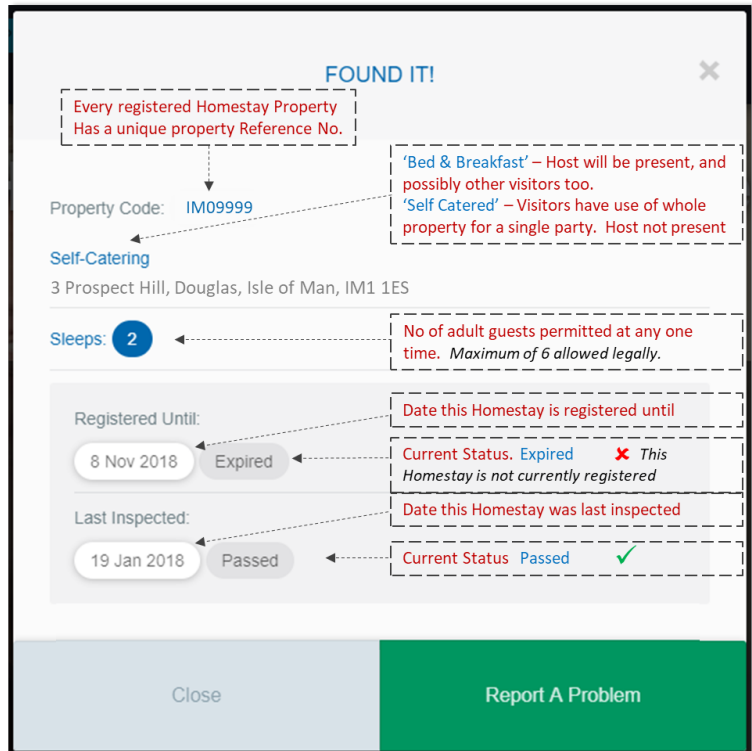
Check the maximum number of guests permitted for the property.

The property should be 'Active' and registered for the relevant events

Inspection status will ideally be 'Passed'. 'In Process' means an inspection is due or there are items outstanding.

If a property has a *Registration Status* of 'Expired' this property is **NOT** currently Homestay registered.

Whilst we never recommend booking with a registered property, it is possible that a previously registered host just has not renewed their registration at this time.

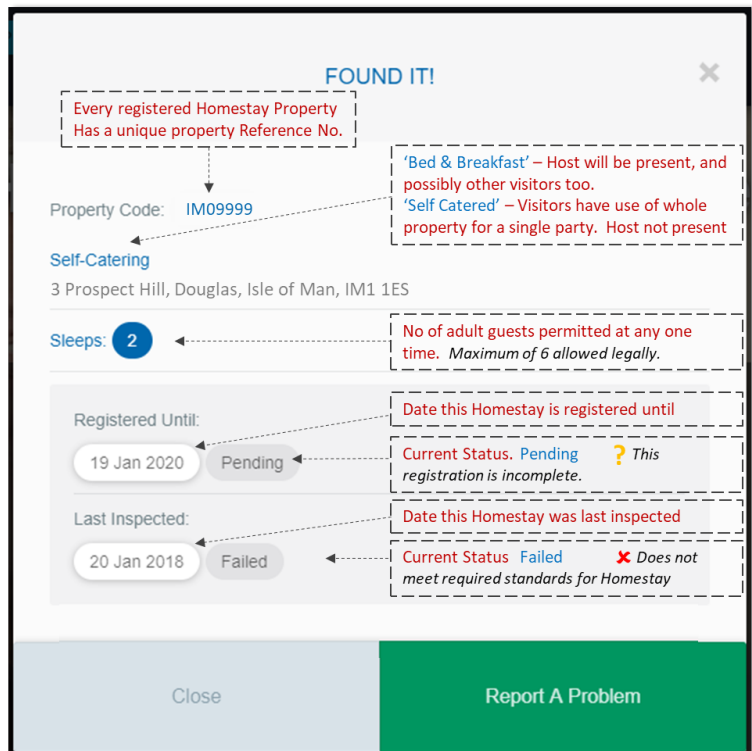


If a property has a *Registration Status* of 'Pending' this property is **NOT** currently registered, although it indicates we are working to register it.

If a property has an *Inspection Status* of 'Failed' this property is **NOT** currently registered.

You should never book any property that has failed its inspection.

Properties usually 'fail' inspection due to unresolved fire safety issues or are otherwise deemed unsuitable for Homestay.



If you are concerned or unsure about any property, please use the 'Report A Problem' button and we will investigate and respond to your query you as quickly as we can.