

As soon as you arrive

- We are creating a space for people to have their perfect vacation. This might be the only vacation they have this year! Clean up as if you were hiding a crime - no fingerprints and no hairs
- Check TSheets for any special notes to consider. It will also have wifi for the unit and a link to Airbnb listing pictures
- Check out time is typically 10am. If guests are still there, be polite and respectful. Let them know that you will need to get started to get the place ready for the next guests but you don't need to kick them out to start cleaning.
- Open all curtains. Do a thorough walk-through checking for damages and missing items according to listing pictures
- **Take pictures** before touching anything and contact management immediately if there is heavy mess, damages, smoking or vomit. Note how many beds were used and if anything seems out of the ordinary.
- Take pics of notes left by guests. Notify if belongings were left behind
- Remove soiled bedding and towels from bedrooms, kitchen and bathrooms. Wash blankets or duvet covers if smelly or dirty. Spray resolve on any stains. **Start laundry immediately**
- If possible, replace the key in lockbox right away (so the guest can get it if they arrive early)
- Do not smoke in front of the property

Overview of the Space (Airbnb specific duties)

- ***Tip*** Clean using a wet microfibre cloth. Then wipe/ dry mirrors, windows, and surfaces with a clean, dry microfibre cloth. This will remove streaks and smudges much better than paper towel
- Wipe any fingerprints near light switches, on walls, windows, mirrors etc. Remove any scuffs and boogers
- Declutter and organize shelves and counters
- Wipe and clean ALL items like board games, knick knacks, blinds, condiments, lamps, curtains, furniture - anything with a stain
- Arrange common rooms and bedding according to Airbnb listing photos
- Move lamps, pillows, bed spreads, etc back to their proper places.
- Wipe all dining/coffee tables/ surfaces and dust with a micro fibre cloth
- Report all damages to your supervisor every time until they get repaired. ALL UNITS SHOULD ALWAYS BE PERFECT
- Vacuum and mop all floors at the very end
- Is it time to move the laundry to the dryer? Only dry small amounts at a time

Kitchen

- Check in cupboards for dirty dishes
- Check dishwasher and start load if necessary - top up jet dry if low
- Clean toaster and microwave inside and out
- Clean inside over, line bottom of oven with tin foil
- Organize and clean inside the fridge. Toss out old food - leave condiments, syrup, margarine. Fill ice cube trays and leave nothing else in fridge. Wipe down condiments and lids. Refill as needed
- Wipe all appliances, dishwasher, cabinets
- Remove all food from cupboards. Just leave all spices, oils, coffee, tea, sugar, whitener
- Clean sink, fixtures and wall splatters
- Wipe down stove and countertop - Move all items first. Use razor blade on stove tops
- Check that items are stocked according to stockist and report anything getting low.
- Organize items and refill cleaning bottles (dont toss)
- Leave out a clean dish cloth and tea towel
- Take out trash, recycling and compost. Rinse and wipe bins as needed. Replace bags and put paper towel in compost bin
- Check on laundry - Dry the bed linens first. One set at a time. Dry towels by themselves. This will increase drying efficiency and decrease wrinkles

Living Room

- Carpets will need a thorough vacuum. Some of our vacuums are not designed for carpets. Use the broom or a brush with the vacuum together to get hair off. Look up close and double check carpet is fully clean (kids play here)
- Wipe and organize knick knacks and all other items
- Wipe TV and remotes

- Toss out any tattered or duplicate brochures. Toss any irrelevant magazines
- Open the pullout couch and clean inside. Check under couch cushions
- Wipe any stains on furniture. Use lint roller on furniture and throw pillows. Everything should look brand new!

Bedrooms

- Strip beds. Shake off used bedding onto floor so hairs don't go into the wash
- Hang blanket of top of a door to air out. NEVER place pillows on the floor
- Open up and double check beds that look unused. Even if the guest didn't use the bed, the last cleaner may have left hairs behind.
- Make sure mattress covers are on all beds. Wash if needed. NEVER put mattress cover in the dryer - it will melt. Do smell check for duvet covers.
- Make beds tightly with hospital corners. Put pillows on top of bed spread, put matching towel and facecloth very neatly in the corner of bed
- Check all linens for even the smallest hair after each sheet and towel goes down.
- NEVER LEAVE OUT DAMP LINENS. It is better to leave towels in the dryer than to put them in closets or on beds
- If linens still show stains, spray again with resolve and let soak. Notify supervisor if more linens are needed.
- There should be doubles of each bath and face towel in the closets
- Check all linens for even the smallest hair after each sheet and towel goes down.
- Take items off surfaces then wipe and replace
- Check tissue box and make presentable
- Check in drawers and closet (should be empty). Vacuum out any hair and crumbs
- Check and vacuum under the bed every time
- Remove any garbage and laundry

Washrooms

- Remove used towels
- Vacuum bathmat and hang on tub
- Scrub and clean toilet. Not 1 hair left behind
- Clean toilet scrubber and plunger in tub
- Check if toilet seat and towel rack are loose
- Clean and rinse bathtub/ shower. Replace shower curtain liner if moldy or stained
- Wipe mirrors, countertops, faucets, fixtures, cabinets. Then use clean dry microfibre to remove all streaks
- Take lid off of soap dispenser to properly clean
- Remove garbage and replace bag
- Leave out clean, rolled up hand towel and extra toilet paper in the drawers
- Clean and refill hand soap, shampoo, conditioner. They should all be full

Laundry Room

- Empty lint trap, wipe down machines.
- Dry out the washing machine lip and leave the lid open to dry
- The Vuze and other units have laundry rooms in the building to speed the process

Before Leaving

- Empty dryer, fold extra laundry and replace in closet. Empty lint trap, dryer washing machine lip and leave door open to dry (its okay to leave towels drying in machine)
- Do a methodical final walk through for tidiness and garbage check. Take lint roller and clean microfiber cloth. No hairs or smudges!
- Make sure dishwasher was emptied. Dry and put away dishes
- In summer leave blinds closed but windows open (if there is no AC).
- In the winter set the thermostat to 20 degrees C
- Water plants if the soil is dry
- Leave a fresh note with accurate wifi for the unit. Toss the old note
- Replace key in lock box. Clock out of TSheets. Confirm you're clocked out