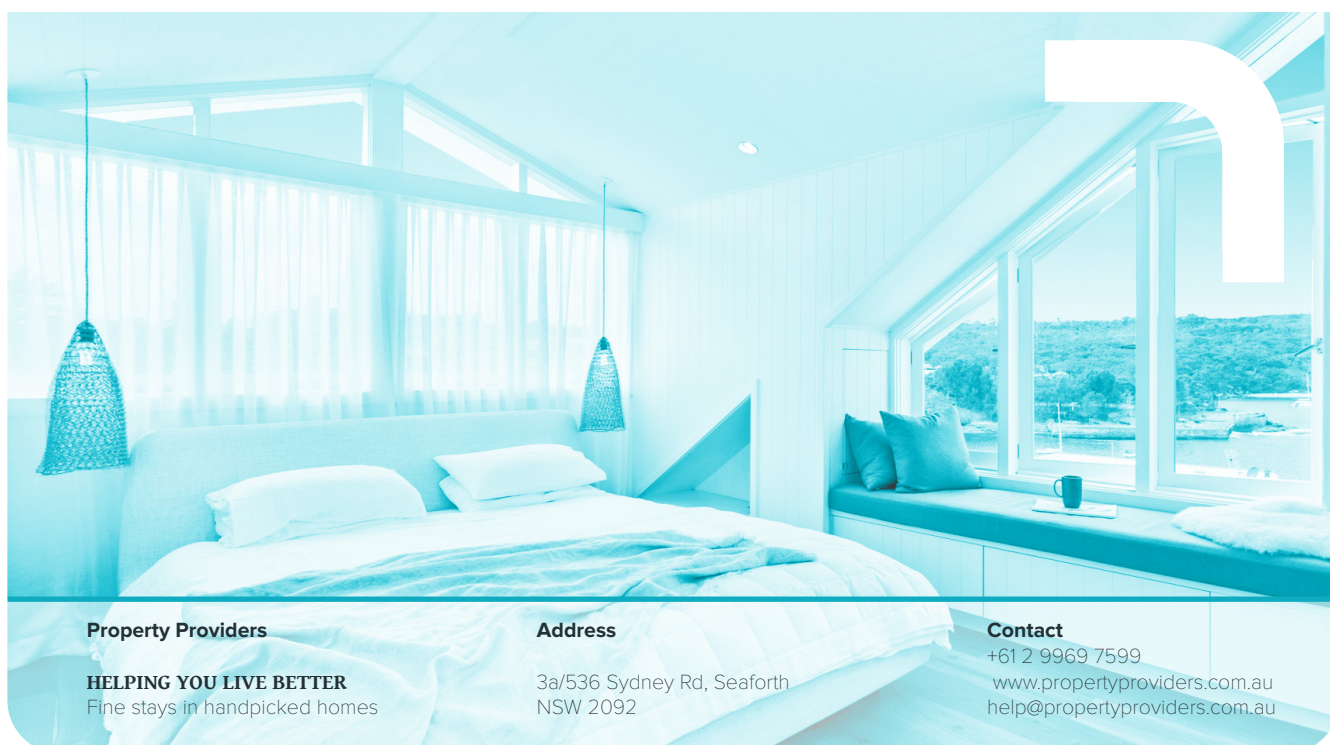


# PROPERTY ONBOARDING GUIDELINES + Getting Guest Ready Pack

Short-term rentals < 6 months

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### Property Providers

**HELPING YOU LIVE BETTER**  
Fine stays in handpicked homes

### Address

3a/536 Sydney Rd, Seaforth  
NSW 2092

### Contact

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[www.propertyproviders.com.au](http://www.propertyproviders.com.au)  
[help@propertyproviders.com.au](mailto:help@propertyproviders.com.au)

*Dear Partner,*

**Thank you for trusting us with your property.**

We are genuinely excited to be collaborating with you and we look forward to creating a long-term and win-win partnership.

Managing short-term rentals is far more complex than what it may seem. It is “property management on steroids”, as it blends boutique property management with luxury accommodation services. To have a stress-free experience, it is important that we manage expectations on all sides of the transaction. To do this, we have a proactive process that makes sure that we work together to set up for success and that we deliver an experience that is truly world-class.

By now, you should have received an email including our “**Owner Setup Form**”.

**This and the Home Guide are critical to a successful experience.**

If you haven’t yet completed these, please do so, and if you require these links again please let us know.

[help@propertyproviders.com.au](mailto:help@propertyproviders.com.au)



In the following **Getting Guest Ready Pack** you will find useful information including:

- Owner Frequently Asked Questions
- Agency Key Requirements
- Property Preparation Checklist
- Linen Considerations
- Insurance Forms

Over the next few days, we will complete our internal **Guest Experience Review** process (where we run a property audit evaluation to ensure that you have a trouble free journey by delivering a wonderful experience).

We will also send you all of this information electronically.

Please be advised that at this stage we urgently require confirmation on your **exit and re-entry dates, type of cleaning** that is required (i.e. full spring clean, regular clean or making beds only) and lastly a **time for us to deliver the linen** for the housekeepers. (Refer to page 10).

# PROPERTY PREPARATION GUIDE

In this page:

Home Guide Template  
Property Setup Form  
Availability

PROPERTY  
PROVIDERS

The purpose of this document is to establish **clear expectations regarding what is required to adequately prepare your home for upcoming guest arrivals.**

**Please note:** We have a housekeeping team that can help with the preparation at a reasonable additional cost but will require at least 1 weeks' notice should you require their assistance.

check it off the list

## Complete Home Guide Template

A good guest is an informed guest! The home guide advises the guest regarding both the internal and immediate surrounding area of your property (i.e. within a block or two). It is important that this is completed within our template provided so they are consistent in what we are providing to guests. This helps us answer guests' questions quickly and efficiently (as it is all in the same place). Importantly, there is no need for you to create anything regarding the area as we will provide an "Area Welcome Guide" which highlights information regarding the suburb and surrounding area. (Please take time with completing the Home Guide, you only have to do it once, so let's do a good job.)

## Property Setup Form

This is an onboarding form you receive by email that we send you that needs to be completed. It includes critical information to PROACTIVELY circumvent issues before they snowball (i.e. Location of Electrical Board, Water Mains etc). If you are a returning owner, you will receive a property update form as some of the details of the property (i.e. bedding configuration) may have changed.

## Availability

You can provide this in one of two ways: Logging onto our secure owner's portal from our website or simply emailing us the dates.

# PROPERTY PREPARATION GUIDE

In this page:

*Clothing and Personal Items*  
*Kitchen*  
*Video Guides*  
*Bathrooms*

PROPERTY  
PROVIDERS

check it off the list

## Clothing and Personal Items

/// Pack away personal items (particularly things of monetary and sentimental value). If your property is a temporary rental, please pack away most bedrooms and leave enough space in the BIR and chest of drawers. If you are leaving items please try and secure it (Hint: Use wardrobe boxes or seal off BIR's with zip ties so that you don't have to pack up everything. If you need to order boxes, please check out [www.ringabox.com.au](http://www.ringabox.com.au))

## Kitchen

/// Empty and clean the fridge completely and clear at least one full space/shelf in the pantry for guests to store their groceries. Use your judgment and throw out anything that looks old, dated or half-used. You can certainly leave staple goods as long as it looks clean and tidy and you are happy for them to be used (most guests appreciate it!). It is also nice to have already made ice for guests.

## Video Guides

For your convenience, we have created a series of video guides that provide instructions on how to prepare your home.

If you prefer to watch rather than read, please ask our team to send these to you by emailing us at [help@propertyproviders.com.au](mailto:help@propertyproviders.com.au) or ...



## Bathrooms

/// Completely empty and clean out all bathroom cabinets, draws, shelves of all toiletries - everything please.

**Hint:** Use a plastic container to hold everything so it packs away neatly. Unused specialty hand soaps etc. are always appreciated by guests. We also recommend leaving a first aid kit.





# PROPERTY PREPARATION GUIDE

In this page:

Telephone  
Foxtel  
Internet  
Utilities  
Mail

PROPERTY  
PROVIDERS

check it off the list

## Communications and Utilities

**Telephone:** Most guests have a mobile, therefore restrict outgoing calls and forward incoming calls. The less disruption caused by a landline telephone, the better.

**Foxtel:** Restrict Pay-Per-View. This is neither a cost that you need to absorb or an expectation from the guest that they will have this feature/benefit, but please do make sure that the children's channel is connected (happy children... happy life!).

**Internet:** Please tape the **WIFI** code to the modem and fridge door, include it clearly in your home guide and email it to us. Leave the modem in a visible and accessible place. If your connection is temperamental or unreliable, **WE NEED TO KNOW IN ADVANCE** and actions that can be taken to troubleshoot and resolve this.

**Utilities:** Please take a moment to call your utility provider to confirm all bills are currently paid. This is a good time to move to electronic billing as well as direct debit. Disconnections may result in guests demanding compensation, so it is really best that this is covered off, especially if you are exiting for an extended period of time (i.e. longer than 3 to 6 months).

**Mail:** Depending on length of booking, we highly recommend you have mail forwarded to a friend, family or PO Box. If you would prefer to have mail sent to us we will only open mail that is sent to our PO Box which is clearly branded as an essential service/utility or mail that is addressed to "care of". Anything other mail will be returned to sender as it is illegal and improper for us to open personal or non-property related mail. For more information please ask our team for a copy of our mail policy.

## State of Repair

Make sure all **kitchen appliances** and **bathroom facilities** are functioning, clean and in a good state. All **lightbulbs** need to be in working order (leave spares please). All **batteries** in remote controls must be functioning (again please leave spares).



# PROPERTY PREPARATION GUIDE

In this page:

*Air-conditioning / heating*

*Pool*

*Insurance*

*Alarms*

*Risks*

PROPERTY  
PROVIDERS

check it off the list

## Maintenance

Have all maintenance conducted prior to guests arriving if possible.

**///Air-conditioning/heating:** This should be serviced and functioning prior to guests arrival. It has been a real challenge to us in the past and guests have asked for compensation. (It is better to be proactive).

**///Pool:** Please keep the pool maintenance running as if you were living in the property. We recommend at least a bi-weekly service while you are not in the property. It is best to have the pool serviced just before you leave. Please also provide us your pool maintenance company details as they are most familiar with the workings of your pool. Also, pool safety boards (i.e. CPR instructions) should be posted in the pool area. These are available at any pool store. Please send us your pool compliance certificate as well.

**///Other:** Please keep all other maintenance running as you would if you were living at the property (i.e. landscaping, gardener, paper delivery, etc.)

## Insurance, Alarms, Risks

**///Insurance:** Please notify your insurance company that you will be having “guests” in your home and to be sure that you are adequately covered. If you would like us to refer you to our specialist short-term rental insurance partners please let us know

**///Alarms:** We would prefer these to not be activated as they can cause significant issues however if you feel that this is important please notify your supplier that you have guests in your home and provide Property Providers authority to deal with the alarm company, as well as the alarm code.

**///Risks:** As your property is a new environment for guests, it is important that any safety issues are highlighted. Please advise us in detail in this section of the “Home Guide Template” that will be sent to you.

# PROPERTY PREPARATION GUIDE

In this page:

Bedding Considerations  
Returning Home  
Keys

PROPERTY  
PROVIDERS

check it off the list



## Important Bedding Considerations

/// We supply five-star hotel grade linen that is white and professionally laundered according to health and safety regulations. **All the beds should be left by you with blankets/duonas, clean WHITE mattress protectors, pillos and pillow protectors.**

### Hints:

- If pillows are badly stained or discolored, we respectfully request that they are replaced. Hygienically, pillows expire and should be replaced after 2 years.
- Please **pack away and secure all pure white linen** so that it is not confused with our linen as our housekeeping team will remove anything that is pure white. Please note that PP will not be held responsible for any lost or damage the owners' linen.

/// **Returning Home:** We can arrange for our linen to be put on the beds for your return home and our team will pick it up 2-3 days later (please note additional charges will apply). **If this is not specifically requested, we will assume that you will be making up the beds upon your arrival and leave the beds stripped.**

## IMPORTANT

- ✓ Clear half a wardrobe per bedroom.
- ✓ Leave out clean mattress protectors, duonas, doona protectors and pillows for each bed.
- ✓ Clear the tops and drawers of all bedside tables.
- ✓ Lock up extra linen.



## Keys (refer also to page 7)

/// **We will require 4 x sets of keys delivered to our office** prior to you exiting the property. It is best if the keys are cut via a locksmith attending your property.

This is also an opportunity to install keyless entry or same-key the entire property. If you are going to cut keys yourself, please physically check that all the keys work as there is often problems, especially if they are cut from replicas. **Also please replace batteries in garage door openers/security fobs.**

Additional fees may apply if we have to organize keys or access into properties if keys provided do not work. Please see detailed instructions and trade deals in dedicated section of this document.

# PROPERTY PREPARATION GUIDE

In this page:

Cleaning and Housekeeping  
Property Review

PROPERTY  
PROVIDERS

check it off the list



## Cleaning and Housekeeping

**Conduct a thorough clean from top to bottom.** This is a good excuse to really freshen up your home. Also please do remember to set off an insect bomb(s) 3-4 days prior to vacating the property or organise pest control before you leave.

**Hint:** Clean your home after packing to avoid double handling. **We prefer that you focus on the major items - i.e. carpet and window cleaning** - as our team will clean the property thoroughly as per our process upon your exit.

**The best approach is to think of this as deep spring clean and purging of your home.** It is a good time to give to charity or have a garage sale. It is reasonable to expect that it should take a day or two to prepare your home. Although this looks like an extensive list, it really is not too onerous once you begin as most of this is common sense. There is a detailed checklist regarding what is required at the end of this section.

### TO BE LEFT AT THE PROPERTY

#### LAUNDRY

- ✓ Mop
- ✓ Bucket
- ✓ Dust pan and brush
- ✓ Broom

#### ✓ Iron

- ✓ Ironing board
- ✓ Vacuum cleaner
- ✓ Washing machine
- ✓ Dryer / Clothes drying rack

#### BATHROOMS

- ✓ Hairdryer
- ✓ Toilet brush
- ✓ Rubbish bin

**If any of these items are not available during your property set-up (before the first guest check-in) Property Providers will purchase the item and add it to your property's inventory.**

## Property Review

**Please review your property advertisement on our website** to ensure that it is accurate as sometimes features and benefits change without us being aware or we may have inadvertently recorded something incorrectly. This can cause significant confusion and conflict.



# KEY & ACCESS REQUIREMENTS

Although it may seem as simple as “getting another set of keys cut”, nothing could be further from the truth.

Keys present a labyrinth of potential issues and we have experienced many stressful or sometimes expensive situations that we would like to proactively avoid in the future.



## REQUIRED

**4 sets of tested keys** for your property to be delivered to our office **within 7 working days of guests/tenants arriving.**

## Recommendations

**///Avoiding Bunnings and Hardware Stores:** You may want to save yourself a few bucks and get your keys cut here, but if they don't work, it ends up being very costly for you and disruptive for your guests. **We highly recommend using a qualified locksmith to cut keys** and we have negotiated favorable rates for you. If you would like to save time and money, please let us know and we will have our locksmith reach out to you to book a time that is convenient.

**///Install Keyless Entry:** More and more owners are moving to keyless entry. This provides a better experience for everyone involved and ultimately saves you time and money.

**///Same Key:** If keyless is not for you we highly recommend that you move to “Same Key”. This is when a locksmith configures **all the locks in the house to work with the same key**. Getting 5 different keys cut for 4 sets can add up as well as compound potential issues so this is a great opportunity to streamline things.

**///Remote Consideration:** Big clunky remotes can create pretty big issues for us (i.e. like vanishing in rental cars), so **please do organise smaller remotes that physically attach to key rings**.

**///Site Visit:** Irrespective of what option you want to move forward with, the best thing to do is to **schedule an appointment with a locksmith for them to cut keys on site**. This way you will know that everything works.

**///Testing 123:** if you are going old school and want to just get keys cut **please test them, then test them, then test them again**. Helpful Hint: If there are multiple keys you may want to do purchase the colored keys or use nail polish to distinguish between them.

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# LINEN DROP OFF

## INSTRUCTIONS & CONSIDERATIONS

When we conduct the linen drop off hopefully you will be home, but if you are not, don't worry, we will just leave it at the front door. If you are at home **this could be a good time for you to meet our cleaning supervisor and share any special cleaning instructions** or things that you are particularly concerned about (i.e. marble surfaces etc.). Within this delivery, you will find the 5-star hotel linen that will be used for your guests (**please do not remove it from the bags**).



### LINEN PICK, PACK, DELIVERY

During the peak season we will be **picking, packing and delivering linen** to your property prior to your exit and before the **initiation clean**.

We will advise the timing of drop off approximately 1 week before in a separate email.

As such, we would like to take this opportunity to provide you with the following instructions/directions”.

**//Storage:** Please store this linen in a clean and dry place and safe from playful pets and kids. Prior to exiting the property please leave this bag in the master bedroom. We manage some amazing houses, and this will prevent us from having to go and search for it. We respectfully request that it is left packed in the bag that it comes as it has been pressed and we want the beds to be presented in the best possible way.

**//Leaving the Beds:** Please leave the beds with “base linen”. This means a clean mattress protector, 2 pillows with clean pillow protectors per guest (i.e. kings/queens have 4 pillows and singles have 2) and a bare doona as we will dress it with our doona cover.

**//Heads Up!** It is best to store away all your personal white linen. Our housekeepers are trained to remove all white linen from the property, and they will be unable to differentiate between your linen and our hotel linen. We would like to proactively avoid any issues around us accidentally removing yours.

**//Health and Safety:** We provide specialised linen this not only to provide a premium service but also for health and safety reasons. As such, please do not use it yourself prior to guests arrival.

**//Odd Sizes:** Please advise us if you have any beds that are odd sizes (i.e. super-king or over-sized pillows). Also, we recommend removing European pillows on beds. However please keep decorative pillows and throws on the beds.

**//Pool and Beach Towels:** We are unable to supply these for a range of very good reasons. Sharing is caring so please if possible, do leave pool/beach towels for your guests. Our housekeepers are briefed to wash and fold them.

# RENT-READY CLEANING CHECKLIST

We know getting your home ready for rental can be stressful. So we decided to create this checklist to make your life a bit easier.

PROPERTY  
PROVIDERS

check it off the list

## GENERAL

- remove personal items
- place felt pads under furniture legs
- provide spare light bulbs and batteries
- wash / clean cushion covers
- vacuum/sweep/mop floors
- clean cupboards, shelves, and drawers
- clean wardrobe mirrors, frame and tracks
- wash window, sills, and tracks (interior)
- detail door frames
- detail skirting board
- dust blinds
- clean accessible light fixtures
- clean light switches and power points
- remove cobwebs
- carpet steam cleaning (as required)
- wall washing (as required)
- blind cleaning (as required)
- pest control
- clean gutters

## KITCHEN

- clean oven (interior + exterior)
- clean stovetop
- degrease range hood
- clean bench top surfaces
- clean backsplash
- clean sink, handles and spout
- clean pantry
- clean cupboards, shelves and drawers
- clean inside microwave, dishwasher
- clean inside fridge and freezer

## LAUNDRY

- vacuum/sweep/mop floors
- clean cupboards, shelves, and drawers
- wipe down washer and dryer surfaces
- remove dryer lint
- clean sink, handles and spout

## BEDROOMS

- clear half a robe per bedroom
- clear tops and drawers of bedside tables
- leave out clean mattress protectors, doonas, doona protectors and pillows for each bed
- lock up extra linen (especially white)

## BATHROOMS

- clear out all bathroom cabinets
- wash tiled surfaces
- clean bathtubs and basins
- clean shower glass/screens
- clean shower head and faucets
- treat any mould affected areas
- clean and disinfect toilets
- clean vanity, handles and spout
- clean medicine cabinets
- polish mirrors
- dust air vents
- leave a hair dryer

## BALCONIES

- vacuum/sweep/mop floors
- wash sliding patio doors and tracks
- wash window, sills, and tracks
- remove cobwebs

## GARAGE

- vacuum/sweep/mop floors
- clean cupboards, shelves, and drawers
- remove cobwebs

## OTHER

- ensure all lighting is working
- ensure pool is council compliant
- provide fire extinguishers, first aid kits and fire blankets
- notify your neighbours
- redirect your mail (direct debit, etc.)