

# PROPERTY PREPARATION CHECKLIST

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

PROPERTY  
PROVIDERS<sup>®</sup>

## ☐ HOMEGUIDE & PROPERTY SET UP

We will have sent you through a homeguide template with our onboarding information. This lays out the information that is needed from you to ensure that guests can enjoy your home with minimum disruption. It is important to take this document seriously, as it is the foundation on which your home will be used by guests.

## ☐ 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.

If you are planning on locking off a room or access point please make sure this aligns with the property's advertising and discuss with us first.

## ☐ PACKING UP

**Bedrooms:** Pack away personal items and clear out your bedside drawers. 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.

**Kitchens:** 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.

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

## ☐ CHILDREN'S EQUIPMENT

Many of our guests are families with young children. As a result, a portable cot and high chair are very useful.

## ☐ INSURANCE & ALARMS

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.

## ☐ NEIGHBOUR RELATIONS

Inform your neighbors that you are having guests stay at your home and provide them with Property Providers' details. They are more than welcome to contact us at anytime.

## ☐ KEYS

We will require 4 x sets of keys delivered to our office prior to you exiting the property. Also please replace batteries in garage door openers/security fobs so that they work without a hitch!

## ☐ COMMUNICATIONS & UTILITIES

Guests need to be able to use the facilities your home provides, this includes all utilities and communication services.

Wifi must be available to guests, as well as any TV smarts like Foxtel or Netflix etc. For things like Netflix we recommend you sign out of your accounts before you go so that guests can sign in on their own ones to make things easier.

All utility bills should be kept running in your name and paid on time as normal.

## ☐ REPAIRS

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).

## ☐ MAINTENANCE

We highly recommend getting your Air-conditioning/heating supply serviced, the equipment should be fully functional and working prior to any guest's arrival.

For properties with pools - Please keep the pool maintenance running as if you were living in the property.

## ☐ BEDDING

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.

Feel free to leave decorative pillows & throws to dress the room.

We will dress the beds with 5\* hotel grade linen. Providing undersheets, top sheets, doona covers and pillow cases, as well as all bath towels. All linen we provide is white and professionally laundered according to industry standards.

All your linen and towels should be put away securely. We recommend insuring they are not easily accessible for guests as if they get mixed up with our linen they may accidentally be taken away by the cleaners at departure time.

## ☐ CLEANING & HOUSEKEEPING

Saving the most important part until last! The cleaning is essential to get right to make or break ruining everyone's experience.

The best approach is to think of this as deep spring clean and purging of your home. Things that might not be incorporated into your normal cleaning routine need to be covered such as cutlery drawers and bedside tables.

Our cleaning team will conduct an initiation clean after you exit and prior to the guest's arrival to do a once over, general clean of the property. So, your job is to focus on the major items, such as window cleaning, carpet cleaning etc. vs. general surfaces and bed making.