

01 / 06 • PROPERTY OPERATIONS

Property standard & setup

Define the property promise, assign each task, and record acceptance before opening.

Property / room: _____ Owner: _____ Date: _____

Property standard

- ☐ Record legal occupancy, guest capacity, sleeping positions, dining seats, parking, and guest-accessible spaces.
- ☐ Document amenities, accessibility details, house rules, seasonal limits, and operating responsibilities.
- ☐ Turn each listing promise into a measurable check: quantity, working condition, location, and evidence.
- ☐ Assign an owner, inspection frequency, acceptance condition, and exception path to each task.

Initial setup

- ☐ Map room dimensions, doors, stairs, circulation, furniture clearances, and exterior areas.
- ☐ Record product quantity, dimensions, finish, model, landed cost, supplier, delivery status, and approved alternate.
- ☐ Assemble, anchor, connect, and function-test each installed item in its actual location.
- ☐ Store manuals, codes, warranties, service contacts, reference photos, and replacement specifications securely.
- ☐ Photograph the finished property and align the listing with beds, access, shared areas, cameras, and available amenities.

Setup notes / approved exceptions

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Bedroom, bathroom & laundry

Repeat these room checks for each bedroom and bathroom. Record room identifiers below.

Property / room: _____ Owner: _____ Date: _____

Bedroom checklist

- ☐ Match each bed identifier to its mattress, protector, pillows, linens, and spare set.
- ☐ Inspect bed frames, slats, headboards, bunks, ladders, and guardrails for stability.
- ☐ Provide reachable lighting and power for each sleeping position; keep cords out of walking routes.
- ☐ Test window coverings for the privacy and light control promised in the listing.
- ☐ Keep closets, drawers, hangers, luggage surfaces, doors, and walking routes usable.

Bathroom & laundry checklist

- ☐ Run hot and cold water, drains, toilets, showers, tubs, exhaust fans, and laundry equipment; record leaks or failures.
- ☐ Count towels, bath mats, toilet paper, soap, shampoo, and approved guest supplies against the property par level.
- ☐ Clean and test mirrors, lights, outlets, hair dryers, hooks, shelves, and waste bins.
- ☐ Inspect floors, tubs, showers, steps, grab bars, and mats for slip risks and stability.
- ☐ Secure cleaning chemicals and owner supplies outside unauthorized guest access.

Room identifiers / exceptions

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Kitchen, living & exterior

Match working inventory, seating, and amenity access to the approved guest capacity.

Property / room: _____ Owner: _____ Date: _____

Kitchen & dining checklist

- ☐ Function-test the refrigerator, freezer, range, oven, microwave, dishwasher, coffee maker, and small appliances.
- ☐ Match cookware and utensils to the advertised cooking capability and appliance sizes.
- ☐ Count plates, bowls, cups, glasses, and flatware against the approved occupancy per level.
- ☐ Secure knives, clean food-contact items, and remove chipped or damaged pieces.
- ☐ Inspect dining seats, lighting, outlets, trash, recycling, soap, towels, and extinguisher access.

Living, entry & outdoor checklist

- ☐ Inspect seating, tables, rugs, lamps, window coverings, climate controls, and circulation against the room plan.
- ☐ Test television, remotes, streaming instructions, internet, locks, and entry lighting.
- ☐ Inspect guest-accessible patios, grills, fire features, pools, hot tubs, play equipment, and games.
- ☐ Keep parking, waste handling, exterior lights, address visibility, and emergency access clear.
- ☐ Update guest instructions for applicable weather, fire, water, wildlife, and seasonal restrictions.

Amenity identifiers / exceptions

Supply & maintenance controls

Set quantities for occupancy, stay length, laundry capacity, lead time, and turnover frequency.

Property / room: _____ Owner: _____ Date: _____

Supply controls

- ☐ Label linen stock by room and size; count clean, used, and damaged items separately.
- ☐ Record use during supplier lead time plus safety stock as the reorder point.
- ☐ Count inventory on a fixed schedule and record unusual consumption or damage.

Safety & preventive maintenance

- ☐ Test alarms, emergency lighting, locks, gates, extinguishers, and first-aid inventory on the approved schedule.
- ☐ Inspect leaks, drains, filters, HVAC, electrical cords, outlets, appliances, and ventilation.
- ☐ Inspect furniture joints, anchors, bunks, rails, stairs, decks, grills, pools, hot tubs, and play equipment.
- ☐ Remove unsafe or unavailable items from guest access; update the listing until repair is complete.

Supply record

Item / unit	Par / on hand	Reorder point	Owner / due

Set test intervals and replacement dates from manufacturer instructions and local requirements.

Turnover inspection

Complete dirty work before restocking and staging. Record completion and photograph exceptions.

Property / room: _____ Owner: _____ Date: _____

Between every stay

- ☐ Enter and secure the property; collect lost items and identify damage or maintenance exceptions.
- ☐ Remove waste and used linens. Clean high surfaces before floors and low-risk rooms before kitchens and bathrooms.
- ☐ Run laundry and appliance cycles early enough to expose failures before the final inspection.
- ☐ Restock from counted inventory and record quantities that cross a reorder point.
- ☐ Make beds and stage rooms to approved reference photos; reset climate and lighting.
- ☐ Function-test locks, internet, water, appliances, remotes, safety devices, and advertised amenities.
- ☐ Photograph critical rooms, close exceptions, lock owner storage, and record final completion.

Turnover record

Area / task	Completed by	Time	Exception / photo ID

Turnover lead / completion time

Launch walk & release record

Close safety exceptions and document the release decision before the next guest arrival.

Property / room: _____ Owner: _____ Date: _____

Guest-ready launch walk

- ☐ Walk the guest route: approach, parking, entry, common rooms, bedrooms, bathrooms, kitchen, laundry, amenities, exterior.
- ☐ Compare the live listing photos, features, beds, access instructions, and house rules with the physical property.
- ☐ Have a person unfamiliar with the installation test address finding, entry, Wi-Fi, climate, appliances, supplies, and emergency information.
- ☐ Record the inspector, date, open exceptions, listing changes, evidence, and final release decision.

Exception & closure log

Issue / location	Owner / due	Resolution / evidence	Closed by / date

Final release: ☐ Ready for guests ☐ Hold for correction

Inspector: _____ Date / time: _____

Outstanding work / listing changes: _____