

Standard Housekeeping Procedure

Property Management - DUBGRIC

Urban Rest Contact details

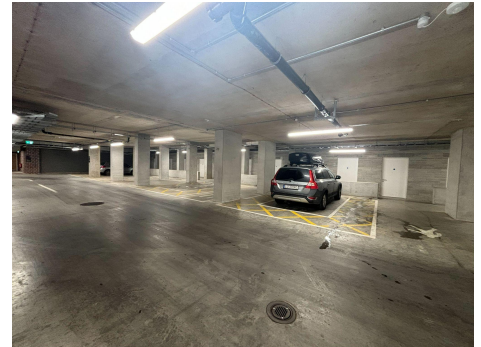
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Griffith Wood Greystar Property Management

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Storeroom

- PRS has a key for the main storage door - storeroom door no. 10, located on level -1 in the carpark.
- This door MUST always be locked after use as valuable items are stored there.
- The storeroom should always be left neat and tidy:
 - Remove all rubbish.
 - Lay out items on shelves in an organized manner to facilitate easy stocktaking.



Key Management

- All PRS keys are located in the key cabinet behind the storeroom door.
- Ensure the storeroom door is always locked as the keys are kept there.
- PRS is responsible for their own keys.
 - If keys go missing and need replacing, a fee will be charged.

Maintenance Reporting

- During any mid-stay or changeover clean, PRS must report maintenance issues through Breezeway. Examples include:
 - Non-working lightbulbs.
 - Damaged furniture.
 - Potential leaks (e.g., under kitchen sinks or showers).
 - Black grout in bathroom tiles or shower trays.
 - Stained mattresses, rugs, throws, or cushions.
 - Marked walls.
 - Damaged or broken blinds.
- Prompt reporting is essential, especially for charging guests for damages. This is particularly important for long-term stays.

Apartment Layout Standards

- Follow the provided photos for the layout of each apartment:
 - Bedside tables should be tucked in neatly.
 - Store kitchen items (e.g., kettles and toasters) away neatly.
 - Empty and clean the coffee machine after every changeover.
 - Place teas and coffees inside glass jars (not laid out on the wooden chopping board):
 - x6 tea bags
 - x6 coffees
 - x6 sugars
- Report worn or missing kitchen items on Breezeway (e.g., chopping boards, saucepans, cutlery, cups).

Inventory

During each clean, the following inventory must be checked. If any items are missing, worn, stained, or rusted, they must be reported on **Breezeway** immediately.

Kitchen Essentials

1. Glassware and Crockery

- 6 (1b) 8(2b) x Wine Glasses
- 6(1b) 8(2b) x Glasses
- 6(1b) 8(2b) x Mugs
- 6(1b) 8(2b) x Side Plates
- 6(1b) 8(2b)x Large Plates
- 6(1b) 8(2b) x Bowls

2. Cutlery

- 6(1b) 8(2b) x Teaspoons
- 6(1b) 8(2b) x Spoons
- 6(1b) 8(2b) x Knives
- 6(1b) 8(2b) x Forks

3. Specialty Tools

- 1 x Pizza Cutter
- 1 x Bottle Opener
- 1 x Tin Opener

4. Cooking Utensils

- 6 x Wooden Spoons/Spatulas
- 1 x Whisk
- 1 x Potato Peeler
- 1 x Grater
- 1 x Measuring Jug
- 1 x Measuring Cup
- 2 x Types of Colanders

5. Chopping Boards

- x1 large coloured chopping board

- 1 x Wooden Chopping Board (report on Breezeway if worn out)

6. Condiments

- Olive Oil, Vinegar, Salt, and Pepper, x6 coffees, x6 sugars, x6 of each teabags, spray cleaner, washing up liquid, x4 dishwashing tablets, sponge and blue cloth (replenish during each clean)

7. Knives, Utensils and cookware

- Knife Set (report if any are rusted on Breezeway)
- Hanging Kitchen Utensils (report if stained on Breezeway)
- 1 x Frypan
- 5 x Different Sized Pans (all with lids)

8. Teatowel - place on the handle of the oven or under the sink.

9. Hangers

- Must be x20 in each bedroom

10. Bathroom

- x3 toilet rolls, x1 shampoo, x1 handwash, x1 conditioner, x1 bodywash (to be replenished each clean)

11. Laundry detergent - placed beside washing machine

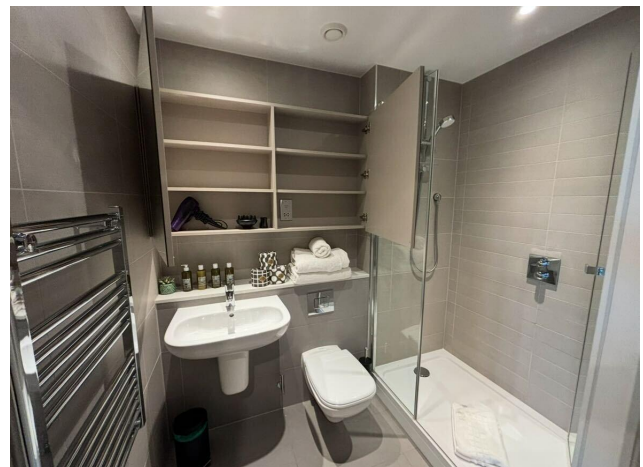
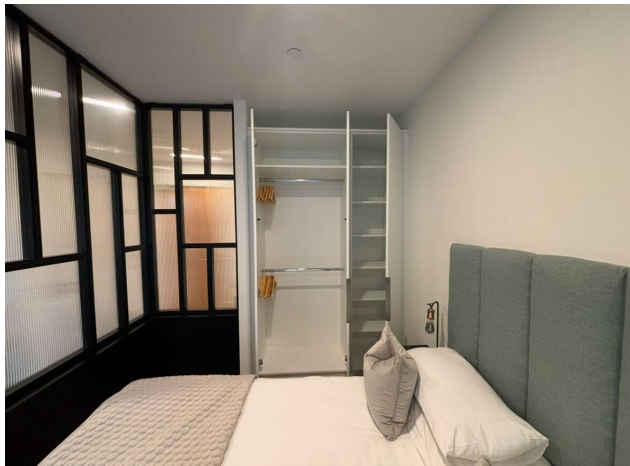
12. Hairdryer - kept in the first drawer in bathroom

13. Iron - stored away neatly in cupboard

Arrangement

Ensure each apartment is left ready for guest arrival by following these steps. All bedside tables should be positioned neatly against the beds with lamps placed on top. Kettles and toasters must be stored away neatly in cupboards. Coffee machines should be fully emptied and cleaned. Coffees and teas must be placed in their designated jars, ensuring the jars are cleaned beforehand. Cushions on sofas and beds should be plumped and

arranged as shown in the reference photos. Ironing boards, hooovers, irons, and similar items should be stored neatly in their designated cupboards to maintain a tidy and organized space.





Cleaning Schedule

- Mid-stay cleans: 9am - 5pm
- Changeover cleans: 10am - 3pm

If any mid-stay clean is scheduled later than 5pm this needs to be reported to Urban Rest so we can check with the guest.

Mid-Stay Clean Checklist

- Replenish all items:
 - x6 of each tea bag.
 - x6 coffees.
 - Refill all shampoos, conditioners, body wash, and handwash.
 - x3 toilet rolls in each bathroom.
 - Blue cloth under the sink.
 - Sponge.
 - x4 dishwashing tablets.
 - Refill handwash, all-purpose spray, and dishwashing liquid under the sink.
 - Refill laundry detergent in the laundry room.