



Standard Housekeeping Procedure

Property Management - DUB QUAY

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Quayside Quarter Greystar Property Management

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Storeroom

- The store room is located on -1 and accessed through the parking basement. Entry door is on the left side of the entrance to building E3.
- We have 2 store rooms in that hallway, first one is about half way down the hallway with a sticker labeled "PRS QQ" and the second one is the last door at the end of the hallway.
- Cleaning cart as well as linens and most of the supplies are located in the first store room
- The second store room holds back-up stock as well as other items (duvets/pillows/blankets/glasses/pans/cutlery etc.)

Key Management

- All PRS keys are located in the key cabinet inside of the main store room
- 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.

- **Any guest keys found in the apartment during Changeover cleaning should be reported to UR OPS and then returned to the Concierge desk**

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 that cleaners were unable to clean
 - Damaged or broken blinds.
 - Worn/missing cutlery/plates/chopping boards/pans/cups etc.
- **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 in cupboards
 - Empty and clean the coffee machine after every changeover.
 - Place teas and coffees inside glass jars (not laid out on the wooden chopping board): **Ensure jars are cleaned before placing inside**
 - x6 each tea bags (black/green/peppermint)
 - 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

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

2. Cutlery

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

3. Specialty Tools

- Pizza Cutter x1
- Bottle Opener x1
- Can Opener x1

4. Cooking Utensils

- Wooden Spoons/Plastic Spatulas x6
- Whisk x1
- Potato Peeler x1
- Grater x1
- Measuring Jug x1
- Measuring Cup x1
- Types of Colanders x2

5. Chopping Boards

- Large coloured chopping board x1

- Wooden Chopping Board x1
(Report on Breezeway if worn out)

6. **Welcome Amenities (not to be replenished during mid-stay cleans)**

- Welcome home, UR Sheet - placed on dining table
 - Replace if worn
- Butlers Chocolate box - placed on the dining table with Welcome home sheet
 - 1Bed units get a small (2choc) box
 - 2Bed units get a large (5choc) box **OR 2 small boxes if large boxes are not in stock**
- Popcorn bags (1 salted, 1 caramel)
 - Displayed on kitchen counter by other condiments (placement depends on apt layout)

7. **Condiments**

- Olive Oil
- Vinegar
- Salt and Pepper
- Coffee Pods x6 (2 of each type)
- Sugars x6
- Tea bags x18 (6 of each type)
- Spray cleaner
- Washing-up liquid
- Dishwashing tablets x4
- Yellow sponge and blue cloth
(replenish during each clean)

8. **Knives, Utensils and Cookware**

- Knife Set (report if any are rusted on Breezeway)
- Hanging Kitchen Utensils (report if stained/melted on Breezeway)
- 3 Frypans (all different sizes - please report if scratched)
- 3 Pots (all different sizes - please report if scratched)

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

10. Hangers

- Each bedroom closet should have 20 hangers

11. Bathroom (to be replenished each clean)

- 3 Toilet rolls (+1 unwrapped on toilet paper holder)
- Rituals Shampoo
- Rituals Conditioner
- Rituals Bodywash
- Rituals Handwash

12. Laundry detergent - placed beside washing machine

13. Clothes ailer - stored in storage cupboard or laundry room

- Please report if broken

14. Hairdryer - kept in the first drawer in bathroom or mirror cabinet

- **Each unit should have 1 hairdryer -please report if not present**

15. Iron + Ironing board - stored away neatly in cupboard/laundry room

Arrangement

Cushions on sofas and beds should be plumped and arranged as shown in the reference photos. Ironing boards, hoovers, irons, and similar items should be stored neatly in their designated cupboards to maintain a tidy, organised space. Please note the photos are just examples as unit layouts may vary.



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 to reach this stock:
 - 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.

Urban Rest Apartments at Quayside Quarter:

1 Bedroom Units	
DUB_QUAY_B1-107	DUB_QUAY_E1-404
DUB_QUAY_B1-408	DUB_QUAY_E1-903
DUB_QUAY_B2-G01	DUB_QUAY_E3-103
DUB_QUAY_B5_204	DUB_QUAY_E3_203
DUB_QUAY_B5-501	DUB_QUAY_E3_205
DUB_QUAY_B5-601	DUB_QUAY_E3-303
DUB_QUAY_B5-706	DUB_QUAY_E3-503
2 Bedroom Units	
DUB_QUAY_B1-502	DUB_QUAY_E1-501
DUB_QUAY_B2-201	DUB_QUAY_E2-307
DUB_QUAY_B5-305	DUB_QUAY_E3-502
	DUB_QUAY_E3-601