

Standard Operating Procedure
Property Management - DUB MER



Site Information

Address

1 Mount Street Upper, Dublin 2, D02 H295, Ireland

Any issues should be reported to PRS Management - any emergencies please contact Urban Rest

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Access & Keys

DUB MER is keyless property, operated by SALTO and Operto. However, there are physical keys onsite should the electronic locks fail. Code for PRS has been provided, if this code is ever compromised - if any cleaners leave etc and know of the code, please notify Cara so we can update the code. If the code does not work we have lockboxes in the basement containing physical keys. Again, please get in touch with Urban Rest so we can provide these codes.

Storage

Storage will be kept in the outdoor storage unit in the basement outside DUBMER1. Items to be stored under the stairs:

- Linens - **ARE NOT KEPT IN DUBMER**. In the future we hope to have a storage space inside to keep any linens.

- Welcome pack items such as popcorn, rice cakes, coffee pods, sugar sachets, teas
- Cleaning equipment such as brooms, mops etc cloths sponges
- Stone Street products such as shampoos, conditioners, bodywash, handwash, plus refills. Dishwashing tablets, laundry detergent, fairy liquid etc



Below is the code to access the storage room door: The only people to have access to this are UR staff, PRS (HK team) and any known builder/ designated maintenance person.



Cleaning

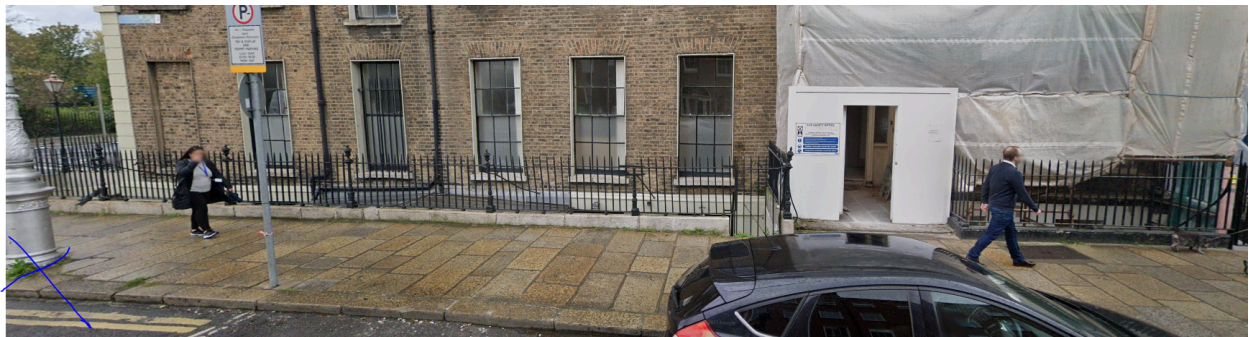
Communal Areas

This includes hoovering the carpet, dusting all surfaces, wiping/ removing any marks on the walls, full clean of the basement including brushing up leaves, wiping down the window sills etc. Any cleaning equipment needed for the outside basement such as the hardbrush, etc can be found in the storage room.

Trash Disposal

We have agreed with Panda Waste to collect bin bags every Wednesday. They can collect anytime between the hours of 4pm - midnight. They have provided us with the color coded bin bags (Purple for General waste and White for recycling). Please leave out the binbags on Wednesdays. If any other day the bins are full, please report on Breezeway so I can arrange another collection.

There is 1 designated area for Panda to collect our trash. This is located directly beside the lamp post to the left of the DUBMER property (if looking directly at the front door). Please see photos below:



Salto boxes in the apartments. **PLEASE DO NOT SWITCH OFF THESE BOXES.** These control the locks. Please see photo below:



Reporting Damages

If you notice any of the following:

- Marks on walls
- Non-functioning lightbulbs
- Stains on furniture or floors
- Any other damages

If you are unfamiliar with how to use Breezeway, inform your management for training

Basement Area:

- Ensure the outside area is kept clean and tidy at all times.
- All bins must be taken out every Wednesday without fail.
- As part of the communal cleaning routine, check the basement ground for mess. If it is untidy, use the hard brush and dustpan located in the storeroom to sweep up debris.
- Place the collected waste into the bins after cleaning.

It should look like this:



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 x Wine Glasses
- 6 x Glasses
- 6 x Mugs
- 6 x Side Plates
- 6 x Large Plates
- 6 x Bowls

2. Cutlery

- 6 x Teaspoons
- 6 x Spoons
- 6 x Knives
- 6 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

- 4 x Coloured Chopping Boards
- 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 for DUBMER3), sponge and blue cloth (replenish during each clean) Make

sure there is no film on the top of the olive oil or vinegar. If so these jars will need to be cleaned out.

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 apartment

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

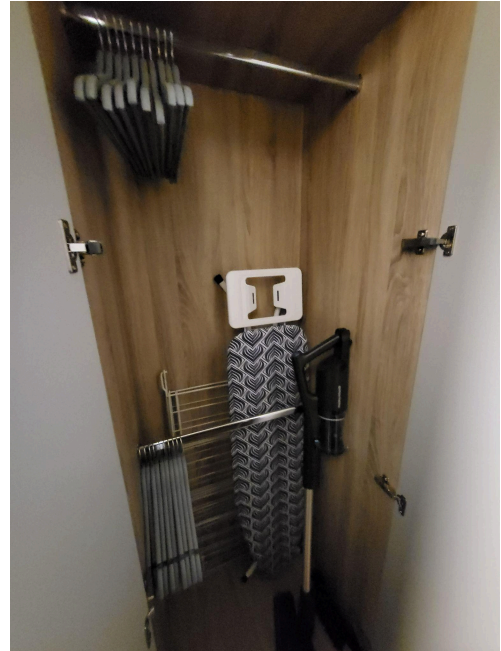
13. Iron - stored away neatly in cupboard

Arrangement

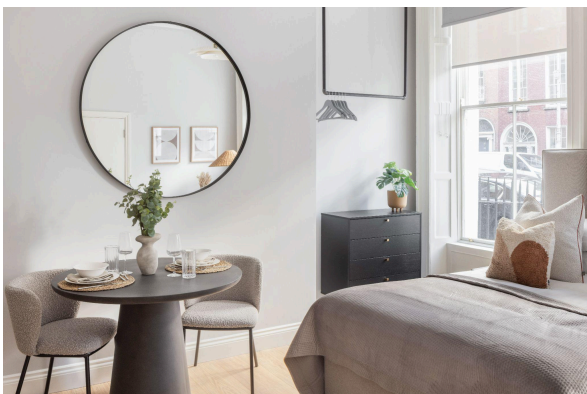
Ensure each apartment is left ready for guest arrival by following these steps. All bedside tables should be positioned neatly against the beds with lamps placed on top. Kettles and toasters must be stored away neatly in cupboards. Coffee machines should be fully emptied and cleaned. Coffees and teas 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, hoovers, irons, and similar items should be stored neatly in their designated cupboards to maintain a tidy and organized space.

Arrangement of each unit

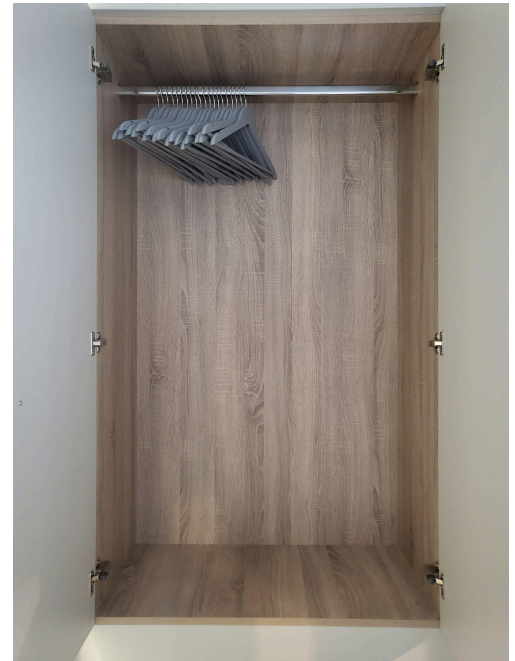
DUBMER1



DUBMER2



DUBMER3



DUBMER4



DUBMER5

