



## Standard Housekeeping Procedure

### Property Management - DUB LOW

#### Urban Rest Contact details

General enquiry & property management:	<a href="mailto:pm-dublin@stayurbanrest.com">pm-dublin@stayurbanrest.com</a>
Customer support 24/7:	+353 (1) 513 4487
Customer support 24/7:	<a href="mailto:support@stayurbanrest.com">support@stayurbanrest.com</a>
Asta Graham - Operations Coordinator	+353 (083) 416 9047
Cara McCaul - Business Development:	+44 (0)7883 362 790
Brittany Burch - Director of Operations:	+44 (0)7882 685 0815

#### Storeroom

- The storage room is located about 3 doors down from the entry to 9A Abbey Street. You enter through a blue door. Keys for the storage room can be found in the lockbox in front of 9A. The store room key is **blue**.
- This door **MUST** always be properly closed 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.
- Always notify Urban Rest team when stock is running low (**before it runs out completely**) to allow us time to restock.

#### Key Management

- DUB\_LOW is a keyless property. This means that the unit is accessed through a SALTO keypad.
- Backup keys are kept in the lockbox outside of the entrance door to 9A.
- The lockbox includes a green master fob which allows for access to all units as well as storage room keys.

## 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.\*\***
- **Serious or major damage MUST also be reported to Urban Rest Operations team via WhatsApp/Email.**

## 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 in cabinets 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): **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.

- If items are worn beyond use/broken, please dispose of them
- If backup items are available in store room - please replace them in the apartment and notify UR Operations so we can restock the store room
- **If items are missing from unit during changeover clean (including shampoo/conditioner/body wash/handwash/laundry detergent/hair dryer/etc),**

**this must be reported to Urban Rest through Breezeway so we can keep track and decide if guest needs to be charged for replacements.**

- Please ensure

## **Kitchen Essentials**

### **1. Glassware and Crockery**

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

### **2. Cutlery**

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

### **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
- Colander x1

### **5. Chopping Boards**

- Large coloured chopping board x1

(report on Breezeway if worn out/tossed/replaced)

### **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 dining table with Welcome Home sheet
  - All units get a small (2choc) box
- Popcorn bags (1 salted, 1 caramel)

- Displayed on kitchen counter by other condiments (placement depends on apt layout)

#### 7. **Condiments**

- Olive Oil
- 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 (in units with dishwasher)
- Yellow sponge and blue cloth
- Aluminium Foil

(replenish during each clean as needed)

#### 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 or lids missing)

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 cleaning)

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

12. **Laundry detergent** - refill and placed beside the washing machine

13. **Clothes airer** - stored in storage cupboard or laundry room

- Please report if broken

14. **Hairdryer** - kept in the first drawer in the 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

- **Please report if iron is rusted or ironing board cover is damaged**

## 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 and organised space. Ensure area rug is straight in line with TV stand and sofa and coffee table is clean and straight on the rug.

## **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.
  - 4x of each milk in the fridge (lactose free/oatly)
  - 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.
- Change bed-sheets and replace towels

## **Changeover Clean Checklist**

- Fill out Changeover checklist as you go with appropriate photos
- Replenish all amenities as required
- Clean all kitchen items to ensure they are properly cleaned for next guest
- Wipe all surfaces and cabinets
- Report any missing/damaged items and replace when inventory is available
- Change Bed-sheets and replace towels
- Ensure apartment is in order and welcoming (Furniture property aligned/items arranged neatly/night stands pushed in etc.)
- Check that Welcome Home sheet is present and in good condition

**Example of Layout:**



