



Standard Housekeeping Procedure

Property Management - DUB MER

Urban Rest Contact details

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Property Management

Storeroom

Storage



We have two storage locations at the property. The first one is in an outdoor storage unit, accessed from the basement in front of APT 1. Items stored there are:

- Refills of hygiene amenities and toilet paper (shampoo/ conditioner/hand wash/etc)
- All non-food items (sponges/aluminium foil/etc)
- Olive Oil
- Replacement household items (if in stock)
- Cleaning equipment and chemicals

The second storage is a locker in the main building on the first-floor landing (outside of APT 3). This locker holds:

- Welcome amenities:
 - Welcome Home sheets
 - Chocolates
 - Popcorn (both types)
 - Teas & Coffee
 - Milk creamers
- All backup linen and towels



Key Management

- This is a keyless property, meaning that the apartments are accessed via an access code.
- PRS has been given an access card to use for the units. This card is stored in the basement storage room.
- If the electronic key system goes down, there are backup keys kept in individual lockboxes outside of the storage room. Please contact UR representative for the code as they may change.
- Any guest keys found in apartment during Changeover cleaning should be reported to UR OPS and then returned to the lockbox for its respective apartment

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.

Trash Disposal

Our waste collection is done through Panda. Cleaners will put out the trash during the weekly cleanings on Wednesdays, and Panda collects anytime between the hours of 4 pm and midnight. Bin bags are colour-coded: Purple for General waste and White for recycling. Below are photos of the location where bags should be left for collection and the bin bags provided.



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.

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
 - Studio/1 bed 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

(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 cleaning)

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

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

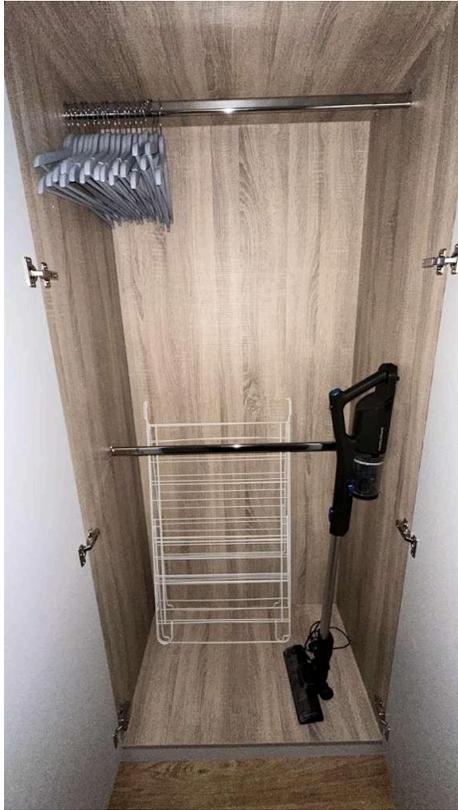
- Mid-stay cleans: 9am - 5pm
- Changeover cleans: 10am - 3pm

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.
 - 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







****PLEASE NOTE THESE ARE ONLY EXAMPLES OF AN APPROPRIATE SET UP - EXACT SETUPS VARY BY LAYOUT****