

Holiday Let Changeover Checklist

Strip and load first. Report damage before cleaning over it. Photograph last.

PROPERTY

CHANGEOVER DATE

CHECKOUT TIME

NEXT ARRIVAL

CLEANER(S)

First fifteen minutes

Do these before anything else. The laundry clock is the constraint on the whole job.

- ☐ Walk every room and photograph anything damaged, broken or missing
- ☐ Report damage or missing items to the owner or manager immediately, before cleaning
- ☐ Check for items left behind and bag them with the property and date noted
- ☐ Strip all beds and towels; load the first wash or bag for the laundry service
- ☐ Open windows to air the property
- ☐ Empty all bins including bathroom and bedroom bins
- ☐ Check the property for anything the guest has moved and needs putting back

Kitchen

- ☐ Dishwasher emptied; any dirty crockery washed and put away
- ☐ Fridge and freezer emptied of guest food; shelves wiped; nothing left in date or otherwise
- ☐ Oven, hob and microwave cleaned
- ☐ Kettle descaled and emptied; toaster crumb tray emptied
- ☐ All crockery, glassware and cutlery counted against the inventory
- ☐ Cupboards checked for guest food and wiped
- ☐ Worktops, sink, taps and splashback cleaned
- ☐ Tea, coffee, sugar, salt, pepper and oil restocked to the standard
- ☐ Dishwasher tablets, washing-up liquid, cloths and bin bags restocked
- ☐ Bin relined
- ☐ Floor swept and washed

Bedrooms

- ☐ Beds made with fresh linen, hospital corners, no creases visible
- ☐ Mattress protectors checked for stains; replaced if marked
- ☐ Pillows plumped; spare bedding present and clean in the cupboard

- ☐ Wardrobes and drawers emptied and wiped; hangers counted
- ☐ Under the bed checked for guest items
- ☐ Surfaces, sills and skirting dusted
- ☐ Mirrors polished
- ☐ Curtains or blinds straightened; windows closed after airing
- ☐ Floors vacuumed to the edges

Bathrooms

- ☐ Toilet cleaned including under the rim and the pedestal base
- ☐ Shower, bath, screen and tiles descaled
- ☐ Basin, taps and mirror polished
- ☐ Hair removed from plugholes and the shower tray
- ☐ Fresh towels set out to the property standard, folded consistently
- ☐ Toilet roll restocked, spare rolls visible
- ☐ Soap, shower gel and shampoo restocked or replaced
- ☐ Bin emptied and relined
- ☐ Extractor cover wiped
- ☐ Floor washed including behind the pedestal

Living areas and throughout

- ☐ Sofa cushions straightened; under and behind cushions checked for items
- ☐ Throws and cushions arranged to the property standard
- ☐ All surfaces dusted; TV and remotes wiped, batteries checked
- ☐ Wifi details, welcome book and house manual present and undamaged
- ☐ Light bulbs all working; any blown bulbs replaced or reported
- ☐ Windows and glass doors smear-free at eye level
- ☐ Radiators and heating controls set to the standard
- ☐ Floors vacuumed and washed

Outside and utilities

- ☐ Entrance, path and doorstep swept
- ☐ Outdoor furniture wiped and arranged if in season
- ☐ Barbecue cleaned if provided and used
- ☐ Bins put out or brought in according to the collection day
- ☐ Recycling sorted to the local authority's rules
- ☐ Hot tub checked and treated if applicable, with readings recorded
- ☐ Keys, key safe code and any parking permit checked

Final ten minutes

- ☐ Walk every room in arrival order, as a guest would
 - ☐ Smell check: bins, drains, fridge, washing machine drum
 - ☐ All lights off, windows closed and locked, heating set
 - ☐ Photograph each room finished, in the same order each time
 - ☐ Confirm the property is ready to the owner or manager
 - ☐ Note anything needing maintenance before the next stay
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Photographs of the finished property are what settle a complaint about cleanliness from a guest who has already checked in. Take the same shots in the same order every time so they can be compared.

Report damage before cleaning it. A photograph taken after the clean cannot show who caused it.