



itripvacations

Vacation Home Cleaning Guidelines

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 OPERATIONS FOR
HIGHER



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1. Scope

This document, *which will be updated as necessary*, has been created to define the suggested guidelines for cleaning and disinfecting properties managed by iTrip Vacations.

2. Objective

iTrip Vacations' goal is to deliver sparkling clean vacation homes to our guests.

The objective of this document is to provide suggested guidelines for cleaning contractors and their responsibilities for the overall quality of vacation homes managed by iTrip Vacations. (suggested but not limited)

This document is intended to be used in conjunction with CDC produced media relative to disinfecting techniques.

3. Acronyms & Definitions

3.1. Acronyms

CDC – Center for Disease Control and Prevention

EPA – Environmental Protection Agency

PMS – Property Management Solution

PM – Property Manager

PPE – Personal Protective Equipment

QA – Quality Assurance

SDS – Safety Data Sheets

3.2. Definitions

Cleaning: The removal of visible soil from objects and surfaces and normally is accomplished manually or mechanically using water with detergents or enzymatic products. Thorough cleaning is essential before high-level disinfection can take place.

Please review current CDC disinfecting guidelines at www.cdc.gov
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>



Contact Surface: Surfaces within a property that are frequently touched by guests. Common contact surfaces include, but are not limited to:

- Light switches, outlets, lamp and fan pull-chains and switches;
- Window sills, pulls, and handles;
- Cabinet pulls and knobs;
- Controls for and door handles on large appliance and electronics (washer and dryer, dishwasher, stove);
- Controls and cords for plug-in appliances and electronics (coffee maker, toaster, television, hair dryer);
- Temperature controls;
- Hangers and luggage racks;
- Bureau drawer knobs or pulls;
- Remote controls;
- Amenities like soap, shampoo, and cleaning supplies;
- Coffee tables and end tables;
- Toys, games, and child guest amenities like high chairs;
- Stair railings and outdoor porch railings;
- Door knobs;
- Electronic door locks; and
- Any additional surfaces that are frequently touched by guests within that specific vacation home and its surrounding area.

Disinfection: Works by using chemicals, for example EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces risk of spreading infection.

Dwell Time (or Contact Time): This is the amount of time the surface must remain visibly wet. The surface needs to be left undisturbed in order for the cleaning product or disinfectant to be effective.

4. Equipment

4.1. Personal Protective Equipment

iTrip Vacations recommends that cleaning contractors wear the following PPE when servicing vacation homes:

- Disposable gloves
- Face shields and/or masks
- Shoe covers for QA inspectors

4.2. Cleaning Products

The following products are recommended for cleaning the units. These products are not required but have been proven to be effective. Refer to manufacturer's instructions for application.

Description of Equipment	Preferred Supplier	Item Number
Micro mop handle	HYGEN Mop Handle	FGQ75000YL00
Micro mop frame	HYGEN Mop Frame	FGQ56000YL00
Micro mop pads	HYGEN Mop Pad	FGQ41000GR00
Broom	TOUGH GUY Synthetic Angle Broom, 11" Sweep Face	6MPT9
Dust Pan	Lobby Pro Dust Pan 12.75" Polypro Blk	FG253100BLA
High dusting handle w/ laundryable head	HYGEN Duster Wand 20" w/ sleeve	FGQ85000BK00
Bottle caddy	RM Sani Caddy 10qt	FG9T8200YEL
Cleaning Rags	Medline 16 x 16	MDT217645
Bowl Cleaner	Diversey Crew Bath	5546264
Bathroom Mold & Mildew Remover	Diversey Crew Tile & Grout Rejuvenator	100919352
Toilet Bowl Mop & Caddy	Impact Bowl Mop 12"	1082481
Glass Cleaner	Diversey Glance	93172641
Degreaser	Diversey Spitfire	95891789
Stainless Steel Polish	Scrubs Stainless Wipe	91930
Air Freshener	Diversey Good Sense	904969
Floor Care Solution	Diversey Prominence	94996466
Carpet Spotter	Diversey Tannin	904252
Vacuum Cleaner	Shark Navigator Lift- Away NV352	Shark Navigator Lift- Away NV352

4.3. Disinfecting Products

The CDC identifies that most EPA-registered household disinfectants should be effective. Refer to the EPA website for an updated and comprehensive list of approved disinfectants.. The following products are listed for reference. Refer to manufacturer’s instructions for application and dwell time.

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Description of Product	Manufacturer	Use
Husky 824 Quick Care Disinfectant	Canberra Corporation	Hard surface and soft surface disinfectant, cleaner, deodorizer and sanitizer
Fantastik Multi-Surface Disinfectant Degreaser	S.C. Johnson	Hard surface degreaser and disinfectant
Clorox Disinfecting Wipes	The Clorox Company	Hard surface disinfectant
Clorox Multi-Surface + Bleach	The Clorox Company	Hard surface disinfectant
Lysol Brand All Purpose Cleaner	Reckitt Benckiser	Multi-purpose hard surface disinfectant & cleaner
Diversey Oxivir 1 (or Oxivir Wipes)	Diversey	Hard surface disinfectant

4.4. Dwell Time examples:

Name of Product	Virus	Dwell Time
Clorox QS	Coronavirus	2 minutes
Ultra Clorox Brand Regular Bleach	Coronavirus	5 minutes
Clorox Everest	Coronavirus	30 seconds



5. Cleaning Procedures – Vacation Homes

5.1. Order of Operations

Housekeeping is an extremely detailed process that requires individuals to pay attention to all facets of the vacation home. Therefore, we have assembled the following steps to ensure the timely and effective cleaning of properties. These six simple steps should be coupled with the room specific checklists set out in sections 5.2 and 5.3 .

a. Prepare

- i. Put on recommended PPE and review housekeeping specifications.
- ii. Prepare cleaning and disinfectant chemicals per manufacturers' instructions and review equipment is in proper working order.
- iii. Walk through the property and assess for any damage, any missing or misplaced items, guest items left behind and the general condition of the unit.
- iv. If you notice any major concerns during the walk through, be sure to report those immediately to the PM.
- v. During your walk through, turn on all lights, gather all soiled linens, including sheets, towels, shams and comforters, for laundering.

b. Begin time sensitive tasks

- i. Begin processes that require an extended amount of time, including:
 1. In-home laundry.
 2. Run dishwasher.
 3. Stove top or oven cleaning.

c. Dust, Clean, Disinfect

- i. Follow the cleaning checklist provided, working in a consistent pattern around each room.
 1. Work high to low, start with high dusting and other high items once you enter a room.
 2. Work left to right (or right to left), follow a wall all the way around the room cleaning as you go until you work your way out of that room into the next one.
- ii. Clean first. Apply disinfectant. Allow proper dwell time per the manufacturers' product guidelines.

d. Present

- i. Setup the vacation home based on the property photos and notes provided.



e. Check and clean floors

- i. Prior to cleaning the floors, take one last pass through the vacation home to make sure you did not leave any cleaning supplies and equipment behind.
- ii. Double check that you completed all necessary tasks and that all windows and doors are closed/locked.
- iii. Sweep, mop and/or vacuum your way out of the unit.

f. Secure vacation home

- i. Close and lock the entry door behind you.
- ii. Clean & disinfect the doorknob and electronic keypad.



5.2. Cleaning Standards – Departure Cleans

The following table outlines the suggested guidelines for a departure clean for each area of a vacation home. Be sure to remember the order of operations of cleaning defined in section 5.1. above.

Your specific vacation home may have additional requirements to be completed at each turnover.

Pretreat with cleaning chemicals as necessary.

For tough kitchen stains or spills, it may be best to pretreat the areas with a degreaser or other chemical and allow it to sit for a few minutes to make it easier to clean up the mess.



DEPARTURE CLEANING	
Task Description	HK Initials
Initial Property Walk Through	
Wash hands thoroughly before and after each cleaning for 20 seconds with warm soapy water &/or use hand sanitizer with at least 60% alcohol.	
Wear PPE mask & gloves, discard gloves after cleaning.	
Ventilate rooms when possible as you clean.	
Scan quickly ceilings, walls, floors, doors fixtures & furnishings for damage or required maintenance & report issues to PM immediately.	
Discard used magazines, newspapers, brochures & documents left from guests.	
Reset furniture & fixtures to original location (see property photos & notes).	
Turn TV's ON/OFF & place on local TV channel to ensure TV's & remotes are working.	
Check WiFi by placing mobile phone on Airplane Mode to double check & ensure WiFi is working.	
Check & change air filter if necessary.	
Gather Check-in Items: Keys, fobs, garage/gate remotes, parking passes, wristbands, house books, etc.	
Exterior Entrances - Front Door/Patio/Balcony	HK Initials
Remove soiled pool/beach towels to launder as necessary.	
Wipe down outdoor furniture & clean or vacuum under cushions & pillows.	
Clean grill, outdoor appliances & preparation services & disinfect common touch points.	
Disinfect touch points: handrails, ladders, remotes, control panels, knobs, switches, doors & handles.	
Clear entrance areas of dirt, debris, bugs & cobwebs from overhangs, corners, lights, storage areas, etc.	
Sweep entrance areas to include steps, decks, balconies, porches, patios, gates, etc.	
Vacuum door thresholds & sliding glass door tracks to remove dirt, sand or debris.	
Vacuum or shake entry mats to remove debris on both sides.	
Kitchen	HK Initials
Determine if dishwasher needs to run, check for dirty or broken dishes, load, allow time for clean dishes to cycle, unload & placed in proper location.	
Determine if oven & stove top will require additional cleaning & if necessary treat & clean, select self-clean if time permits, remove, soak & clean grills & drip pans then treat & clean stove top & reassemble.	
Remove soiled towels & oven mitts to launder as necessary.	
Remove food, spices, condiments & liquor left by guests.	
High dust or vacuum: kitchen cabinets, ceiling fans, light bulbs, light fixtures, air vents & returns. If necessary damp wipe with recommended cleaner. Report if fans are noisy, not balanced or when lights are out after cleaning. In known areas where HVAC vents are prone to condensation check for mildew clean & disinfect.	
Dust window blinds, windowsills, doorframes, baseboards, etc. & damp dust if necessary.	
Dust lamps shades, tchotchkes, trinkets, art sculptures, wall art, etc.	
Dust & clean TV screens, electronics, framed glass, lamps & horizontal surfaces such as nightstands, table tops, TV consoles, etc. with microfiber cloth and appropriate screen safe cleaner, glass, wood or metallic recommended products to capture dust (do not use paper towels or Windex).	
Clean mirrors, glass doors or interior windows with a microfiber cloth & non-ammoniated glass cleaner.	
Clean fingerprints & smudges from walls & doors.	
Clean & polish stainless steel appliances with recommended product.	
Organize & straighten all kitchen cutlery, glassware, dishes, pots & pans, etc. in a neat & organized manner in cabinets & drawers to assist in representing a clean environment.	
Vacuum or remove kitchen rugs to shake outside, if present, and replace once floors are clean and/or dry.	



DEPARTURE CLEANING	
<i>Kitchen (continued)</i>	<i>HK Initials</i>
Clean the following appliance interiors & exteriors while disinfecting touch points:	
*Stovetop (gas): grates, burners, griddles, grills, surface areas, drip tray, knobs, handles & keypads.	
*Stovetop (electric): surface area, knobs, handles & keypads.	
*Oven: interior racks, walls & door, exterior, drawers, face, knobs, handles & keypads.	
*Microwave: turntable, tray, interior walls & door, exterior, handle & keypad.	
*Refrigerator: shelves, drawers, walls, doors, seals, exterior top, sides, face, handles & keypad.	
*Freezer: shelves, drawers, walls, doors, seals, exterior top, sides, face, handles & keypad.	
*Ice maker: remove bin, dump ice, clean & disinfect bin to provide guest with fresh ice.	
*Dishwasher: seals, remove any leftover food, walls, front face, handle & keypad.	
*Trash Compactor: seals, interior walls, face, handle & keypad then replace compactor bag.	
*Coffee Maker: empty coffee grounds, wash filter, coffee pot &/or thermos.	
*Keurig Coffee Maker: remove pod, clean, KCup holder, grate & reservoir.	
*Blenders & Food Processors: lids, dispensers, blades, buttons &/or keypad.	
*Toaster Oven: inside racks, walls, door, exterior, face, handle & keypad.	
*Toaster: empty crumbs from bottom tray & remove crumbs from exterior.	
*Crockpots, Pressure Cookers, Skillets, Waffle Irons, etc.	
Clean the following surfaces & items while disinfecting touch points:	
*Cabinets & cupboards: vacuum interiors, clean cabinet fronts, commonly used edges, handles & pulls.	
*Countertops & backsplashes: free of crumbs, grit, spills & splatters.	
*Check-in items: Keys, fobs, garage/gate remotes, parking passes, wristbands, house books, etc.	
*Non-dishwasher safe kitchenware, wash in warm soapy water, wipe dry & place in proper location.	
*Sinks: basins, drains, faucet, handles & fixtures.	
*Garbage Disposal: run, clear debris if necessary & spray with recommended cleaner.	
*Tables & chairs: top, sides, under grip, legs, supports, etc.	
*Counter bar: barstools, kick plates, wall adjacent to barstools.	
*Kids items: highchairs, booster chairs, etc.	
Empty trash, clean & disinfect trashcan, replace liner to promote a clean uniformed look.	
Replenish kitchen amenities: dishtowels, paper towels, sponges, dishwashing soap, dishwasher detergent, all purpose cleaner, glass cleaner, etc.	
Disinfection Reminder for the following Key Touch Points: light & lamp switches & chains, door, closets, drawer handles, remote controls, HVAC or PTAC control panels, telephone handsets & dial pads, desktops, wine refrigerator, kettles, coffee makers, ice buckets, handles, buttons, knobs, etc.	
Buff brightwork surfaces after disinfecting, i.e. faucets & handles.	
Close window blinds so that slats are pointing upward at an angle, open curtains to be evenly spaced on both sides of windows or doors throughout the home to provide a uniformed appearance.	
Vacuum &/or sweep floors starting from the farthest point of the room backing out towards the door. Lift furniture where possible removing items visible to the eye. Set vacuum to an appropriate setting depending on the pile height. Vacuum rugs leaving consistent grooming lines throughout the room with no footprints.	
Wash floors with clean mop after being swept with approved floor cleaner & change dirty mopping solution regularly &/or change microfiber mop head once soiled to provide a clean streak free appearance.	



DEPARTURE CLEANING	
Bedrooms	HK Initials
Strip beds of soiled linens, protective coverings, pads, blankets, quilts, comforters, duvets, pillows, shams or decorative pillows & throws to launder as necessary. DO NOT REMOVE BED BUG COVERS.	
Bedding soft surfaces & fabrics including the mattress can be treated with an EPA Registered Disinfectant. If disinfecting mattress allow disinfectant to dry prior to layering bedding.	
Make bed with clean stain-free linens & ensure sheets are symmetrically tucked & tight with pillows & bedding accessories arranged in a neat & tidy fashion.	
Open closets & drawers for forgotten items & return items to PM.	
Remove debris from underneath beds, behind & between headboards, nightstands & dressers.	
High dust or vacuum: ceiling fans, light bulbs, light fixtures, air vents & returns. If necessary damp wipe with recommended cleaner. Report if fans are noisy, not balanced or when lights are out after cleaning. In known areas where HVAC vents are prone to condensation check for mildew clean & disinfect.	
Dust window blinds, windowsills, doorframes, baseboards, etc. & damp dust if necessary.	
Dust lamps shades, tchotchkes, trinkets, art sculptures, wall art, etc.	
Dust & clean TV screens, electronics, framed glass, lamps & horizontal surfaces such as nightstands, table tops, TV consoles, etc. with microfiber cloth and appropriate screen safe cleaner, glass, wood or metallic recommended products to capture dust (do not use paper towels or Windex).	
Clean mirrors, glass doors or interior windows with a microfiber cloth & non-ammoniated glass cleaner.	
Clean fingerprints & smudges from walls & doors.	
Clean or vacuum furniture, including underneath chair & sofa cushions.	
Organize/space/face hangers in an orderly fashion, remove those that do not belong, then disinfect.	
Straighten luggage racks & disinfect.	
Disinfection Reminder for the following Key Touch Points: hangers, light & lamp switches & chains, door, closets, drawer handles, remote controls, HVAC or PTAC control panels, telephone handsets & dial pads, desktops, handles, buttons, knobs, etc.	
Buff brightwork surfaces after disinfecting, i.e. faucets & handles.	
Close window blinds so that slats are pointing upward at an angle, open curtains to be evenly spaced on both sides of windows or doors throughout the home to provide a uniformed appearance.	
Vacuum &/or sweep floors starting from the farthest point of the room backing out towards the door. Lift furniture where possible removing items visible to the eye. Set vacuum to an appropriate setting depending on the pile height. Vacuum rugs leaving consistent grooming lines throughout the room with no footprints.	
Wash floors with clean mop after being swept with approved floor cleaner & change dirty mopping solution regularly &/or change microfiber mop head once soiled to provide a clean streak free appearance.	
Bathrooms	HK Initials
Remove soiled towels, hand towels, wash clothes & bath mats to launder as necessary.	
Remove bathroom rugs to shake outside, if present, and replace once floors are clean and/or dry.	
High dust or vacuum: bathroom fans, light bulbs, light fixtures, air vents & returns. If necessary damp wipe with recommended cleaner. Report if fans are noisy, not balanced or when lights are out after cleaning. In known areas where HVAC vents are prone to condensation check for mildew clean & disinfect.	
High dust & wipe vanity light fixtures, towel bars & wall decor.	
Dust window blinds, windowsills, doorframes, baseboards, etc. & damp dust if necessary.	
Clean mirrors, glass doors or interior windows with a microfiber cloth & non-ammoniated glass cleaner.	
Clean fingerprints & smudges from walls & doors.	
Removing hair from blow dryer, wipe the entire body & cord, wrap cord in orderly fashion.	



DEPARTURE CLEANING	
Bathrooms (continued)	HK Initials
Replace or launder shower curtain & shower liner as required.	
Inspect for mold or mildew present on grout/caulk or any surface of the basin & report to PM.	
Treat soap scum buildup if necessary for glass enclosures should be left spot free.	
Remove any debris or hair in the tub &/or shower drain or stopper.	
Clean the following surfaces & items while disinfecting touch points:	
*Cabinets: interiors, watermarks, fronts, commonly used edges, handles & pulls.	
*Vanity: countertops, backsplash, sink, drain, faucets, knobs & handles.	
*Tub &/or Shower: ledges, walls, and shelves, hanging racks, drain, rod/shower door, faucets, fixtures & handles.	
*Toilet: handle, tank, lid, seat, rim, bowl, pedestal to floor & splash wall.	
Empty trash, clean & disinfect trashcan, replace liner to promote a clean uniformed look.	
Replenish/replace bathroom amenities to include but not limited to: hand soap, body soap, shampoo, conditioner, toilet paper, etc.	
Place toilet paper on tissue holder so it rolls off as a waterfall vs. pulling from underneath the roll.	
Replenish towels, hand towels, wash cloths, make-up cloths, bath mats, etc.	
Hang clean towels neatly on rack or placed inside closet or cabinetry in an organized manner.	
Close lid of the toilet seat, sit & look up, down, right, left & inspect what you expect the guest will notice while sitting on the throne.	
Disinfection Reminder for the following Key Touch Points: light switches, chains, door, closets, drawer handles, remote controls, spa panels, HVAC or PTAC control panels, telephone handsets & dial pads, etc.	
Disinfection Reminder for the following Key Touch Points: light & lamp switches & chains, door, closets, drawer handles, remote controls, HVAC or PTAC control panels, telephone handsets & dial pads, desktops, bath/spa/sauna fixtures & features, handles, buttons, knobs, etc.	
Buff brightwork surfaces after disinfecting, i.e. faucets & handles.	
Close window blinds so that slats are pointing upward at an angle, open curtains to be evenly spaced on both sides of windows or doors throughout the home to provide a uniformed appearance.	
Vacuum &/or sweep floors starting from the farthest point of the room backing out towards the door. Lift furniture where possible removing items visible to the eye. Set vacuum to an appropriate setting depending on the pile height. Vacuum rugs leaving consistent grooming lines throughout the room with no footprints.	
Wash floors with clean mop after being swept with approved floor cleaner & change dirty mopping solution regularly &/or change microfiber mop head once soiled to provide a clean streak free appearance.	
Living Room	HK Initials
Open pullout sofa, remove used linens, vacuum crumbs, remove trash, return to original position & place sleeper sofa bag with sleeper sofa setup in closet.	
Vacuum or remove living rugs to shake outside, if present, and replace once floors are clean and/or dry.	
High dust or vacuum: ceiling fans, light bulbs, light fixtures, air vents & returns. If necessary damp wipe with recommended cleaner. Report if fans are noisy, not balanced or when lights are out after cleaning. In known areas where HVAC vents are prone to condensation check for mildew clean & disinfect.	
Dust window blinds, windowsills, doorframes, baseboards, etc. & damp dust if necessary.	
Dust lamps shades, tchotchkes, trinkets, art sculptures, wall art, etc.	
Dust & clean TV screens, electronics, framed glass, lamps & horizontal surfaces such as nightstands, table tops, TV consoles, etc. with microfiber cloth and appropriate screen safe cleaner, glass, wood or metallic recommended products to capture dust (do not use paper towels or Windex).	
Clean mirrors, glass doors or interior windows with a microfiber cloth & non-ammoniated glass cleaner.	



DEPARTURE CLEANING	
Living Room (continued)	HK Initials
Clean fingerprints & smudges from walls & doors.	
Remove debris from underneath furniture, tables, etc., there should be no trash left behind.	
Clean or vacuum upholstered furniture, including underneath chair & sofa cushions, each cushion or throw pillow should be removed & reviewed & if it passes approval fluffed & properly placed.	
Disinfection Reminder for the following Key Touch Points: light & lamp switches & chains, door, closets, drawer handles, remote controls, HVAC or PTAC control panels, telephone handsets & dial pads, desktops, handles, buttons, knobs, etc.	
Disinfection Reminder for the following: cards, board games, electronic games, toys, books, etc.	
Buff brightwork surfaces after disinfecting, i.e. faucets & handles.	
Close window blinds so that slats are pointing upward at an angle, open curtains to be evenly spaced on both sides of windows or doors throughout the home to provide a uniformed appearance.	
Vacuum and/or sweep floors lifting furniture where possible but removing items visible to the eye. Floors to be swept & carpets to be vacuumed starting from the farthest point of the room backing out towards the door with the vacuum set to an appropriate setting depending on the pile height. Vacuum carpet leaving consistent grooming lines throughout the room with no footprints.	
Wash floors with clean mop after being swept with approved floor cleaner & change dirty mopping solution regularly &/or change microfiber mop head once soiled to provide a clean streak free appearance.	
Laundry Room	HK Initials
Laundry linens, terry & bedding in-house if applicable.	
Washing Machine: wipe interior including agitator for top loaders & rubber gasket for front loaders. Be sure to leave front loaders door open so moisture can escape.	
Dryer: remove & clean lint trap & wipe inside & outside of dryer.	
Laundry Baskets & Hampers: clean & disinfect.	
Ironing Board & Irons: clean & disinfect.	
Replenish laundry amenities: laundry detergent, etc..	
Empty trash, clean & disinfect trashcan, replace liner to promote a clean uniformed look.	
Disinfection Reminder for the following Key Touch Points: light & lamp switches & chains, door, closets, drawer handles, remote controls, HVAC or PTAC control panels, telephone handsets & dial pads, desktops, handles, buttons, knobs, etc.	
Buff brightwork surfaces after disinfecting, i.e. faucets & handles.	
Close window blinds to a 65-degree angle, open curtains to be evenly spaced on both sides of windows or doors throughout the home to provide a uniformed appearance.	
Vacuum &/or sweep floors starting from the farthest point of the room backing out towards the door. Lift furniture where possible removing items visible to the eye. Set vacuum to an appropriate setting depending on the pile height. Vacuum rugs leaving consistent grooming lines throughout the room with no footprints.	
Wash floors with clean mop after being swept with approved floor cleaner & change dirty mopping solution regularly &/or change microfiber mop head once soiled to provide a clean streak free appearance.	
Garage/Driveway/Parking/Storage Area	HK Initials
Vacuum &/or shake entry mats to remove debris on both sides.	
Remove debris from ground, corners, benches, tables, etc.	
Clean golf carts, bikes, helmets, beach & pool toys, boogie boards, portable cribs, playpens, etc.	
Provide clean trash &/or recycle bins.	
Sweep, mop or use hand blower as necessary to provide an inviting 1st impression.	



DEPARTURE CLEANING	
<i>Departure & Securing the Residence</i>	<i>HK Initials</i>
Discard any debris from vacuum canister or change bag as necessary, clean & disinfect.	
Ensure all housekeeping contractors' cleaning products, chemicals & personal items have been removed.	
Set HVAC thermostat to pre-determined temperature, clean & disinfect.	
Ensure all windows & doors are locked.	
Disinfect doors, handles, keypads or lockboxes.	
Please note that everything has been disinfected at this point, when the Housekeeping Inspector or QA Inspector returns, he/she should wear PPE masks & gloves (booties optional). Recommended to always have a disinfectant wipes when walking around when touching key touch points.	
Drop linens at cleaners or launder with proper sanitation products & temperatures.	



REVISIONS PENDING FOR 5.3 TO REFLECT CDC GUIDELINES

5.3. Housekeeping Standards – Deep Cleans

The following table outlines the expectations for a deep clean for each area of a unit. Be sure to remember the order of operations of cleaning defined in section 5.1. above.

These are the minimum requirements. Your specific property may have additional requirements to be completed for each deep clean. A deep clean will include all expectations of a departure clean plus the following additional items. *In a deep clean, every square inch of the unit needs to be touched and cleaned.*

Deep Cleaning	
Task Description	Housekeeper's Initials
Initial Property Walk-Thru <ul style="list-style-type: none"> Pull all bedding for laundering or dry cleaning as required per expectations 	
Exterior Patio/Balcony, if applicable	
Work with the Property Management team to remove light fixtures so that they can be wiped and any existing bugs or debris can be removed from them.	
Exterior floor surfaces may need to pressure washed or auto-scrubbed. Work with your Property Manager to determine the appropriate method and to schedule a Floor Tech.	
Bedrooms	
Remove all items from the walls (if allowed).	
Clean/wipe/dust walls, baseboards and switch plates, including behind all furniture. (Use Magic Eraser for smudges/marks)	
Move all furniture and clean the exposed area, as required.	
Wipe inside of all drawers and cabinets.	
Clean/wipe windows, including sills, panels and tracks (open the window). If not pulled to be dry cleaned, vacuum curtains. Dust all blinds.	
Clean/wipe/dust all surfaces, electronics, lampshades, decorations, knick-knacks and wall art.	
Clean/wipe A/C vents.	
Clean/wipe all doors, front/back and sides, including handles and hinges, as well as inside, outside and tops of all door frames.	
Clean/wipe all closet doors, front/back and sides, including handles and hinges, as well as the tops and sides of all doorframes. Also, if applicable, vacuum/wipe tracks and shelves. MAKE SURE ALL ITEMS IN CLOSET HAVE BEEN CLEANED AND ORGANIZED NEATLY.	
If applicable, clean glass and panels of doors/sliding glass doors, as well as wipe/vacuum tracks.	
Dust/vacuum all furniture, including the removal of chair/sofa cushions to vacuum underneath.	
Vacuum mattress and box spring on each bed.	
Vacuum/clean bedframes and headboards/footboards before remaking the bed.	
Make beds with clean linens.	
Floor Care: work with your Property Manager to determine the appropriate method and to schedule a Floor Tech.	



Deep Cleaning	
<i>Task Description</i>	Housekeeper's Initials
Bathrooms	
Remove all items from the walls (if allowed).	
Clean/wipe/dust walls, baseboards and switch plates, including behind all furniture. (Use Magic Eraser for smudges/marks)	
Clean/wipe windows, including sills, panels and tracks (open the window). If not pulled to be dry cleaned, vacuum curtains. Dust all blinds.	
Clean/wipe/dust all surfaces, decorations, knick-knacks and wall art.	
Clean/wipe and shine all faucets (sink and bathtub/shower)	
Clean shower doors and tile grout to remove mold/mildew. Remove soap scum build up. NO MILDEW OR MOLD SHOULD REMAIN.	
Clean/wipe/vacuum inside and outside (face, sides and knobs/handles) of drawers and cabinets, including water marks, as well as towel rack holders, before placing towels in to the cabinet. Also, clean/wipe toilet paper holder	
Clean/wipe vent fans and A/C vents.	
Clean/wipe all doors, front/back and sides, including handles and hinges, as well as inside, outside and tops of all door frames.	
Floor Care: work with your Property Manager to determine the appropriate method and to schedule a Floor Tech.	
Kitchen	
Remove all items from the walls (if allowed).	
Clean/wipe/dust walls, baseboards and switch plates, including behind all furniture. (Use Magic Eraser for smudges/marks)	
Wash ALL dishes/utensils/kitchenware in EVERY cabinet/drawer. Once cleaned, put everything back and organize in cabinets/drawers.	
Clean/wipe/vacuum inside ALL cabinets, as well as top of cabinets, cabinet doors (inside and out), cabinet knobs/handles, hinges and any crevices of cabinets.	
Dust/clean all light fixtures, including removing and cleaning light covers (if allowed by the resort facilities team)	
Clean/disinfect countertops, backsplash/walls (including behind kitchen trash can), switch plates, and sink. Make sure all faucets and handles, including sink sprayers and garbage disposal collar, have been cleaned.	
Clean inside/outside of the trashcan.	
Clean inside/outside, including top, of all small appliances: coffee pot, toaster, microwave (including vent), blender & blender base, etc. (please dry before putting them back).	
Move fridge away from wall and clean/sweep/mop underneath fridge. Clean/wipe sides and top of fridge. Wipe all seals, handles, bottom/sides of doors, and bottom vent grill (if applicable). Pull all trays/drawers/bins to clean/disinfect. (Razor blades are great for crumbs stuck in cracks or small crevices that are not easy to access by hand). NO FOOD/DRINK STAINS OR MARKS SHOULD BE FOUND INSIDE OR OUTSIDE OF FRIDGE.	
Dump ice from all icemakers and disinfect. Make sure ice maker is turned off.	
Empty and clean/wipe, including all trays and seals, leaving NO FOOD DEBRIS OR MARKS INSIDE DISHWASHER. Clean front, top, sides of doors, and bottom (all the way to floor).	
Stove/range: If not bolted into cabinet, move oven away from wall and clean/sweep/mop underneath. If bolted, remove drawer/broiler and vacuum/clean all	



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crumbs and stains underneath. Clean/wipe inside, including all racks. Wipe/clean front and sides of doors, as well as top of stove, underneath drip pans, oven hood vent and drawer/broiler. Replace drip pans, if needed. NO FOOD CRUMBS OR GREASE SHOULD BE FOUND ABOVE OR ON OVEN.	
Dust/wipe baseboards. (Use Magic Eraser for smudges/marks)	
Floor Care: work with your Property Manager to determine the appropriate method and to schedule a Floor Tech.	
Laundry Room	
Clean/wipe washer/dryer, including wiping inside of washer (top of barrel) and top/sides of machines. THERE SHOULD BE NO LINT, HAIR, SAND OR DETERGENT RESIDUE LEFT IN EITHER MACHINE.	
Floor Care: vacuuming, sweeping, mopping, etc.	
Living Room	
Remove all items from the walls (if allowed).	
Clean/wipe/dust walls, baseboards and switch plates, including behind all furniture. (Use Magic Eraser for smudges/marks)	
Clean/wipe/dust all surfaces, electronics, lampshades, decorations, knick-knacks and remove wall art. Check all electronics to make sure they all work properly.	
Clean/wipe A/C vents.	
Dust/clean all ceiling fans and light fixtures, including removing and cleaning covers.	
Clean/wipe windows, including sills, panels and tracks (open the window). If not pulled to be dry cleaned, vacuum curtains. If stained, dry to use stain pen to remove. Dust all blinds.	
Clean/wipe all doors, front/back and sides, including handles and hinges, as well as the inside, outside and tops all door frames.	
Clean/wipe all closet doors, front/back and sides, including handles and hinges, as well as the tops and sides of all doorframes. Also, if applicable, vacuum/wipe tracks and shelves. MAKE SURE ALL ITEMS IN CLOSET HAVE BEEN CLEANED AND ORGANIZED NEATLY.	
If applicable, clean glass and panels of all doors/sliding glass doors, as well as wipe/vacuum tracks.	
Dust/vacuum all furniture, including the removal of chair/sofa cushions to vacuum underneath.	
If applicable, pull out sleeper sofa to make sure properly functioning/clean and place clean linens on or near sofa. Clean/vacuum sofa, including top of sleeper sofa mattress.	
Move all furniture and clean the exposed area, as required.	
Floor Care: work with your Property Manager to determine the appropriate method and to schedule a Floor Tech.	
Miscellaneous Areas	
Remove all items from the walls (if allowed).	
Clean/wipe/dust walls, baseboards and switch plates, including behind all furniture. (Use Magic Eraser for smudges/marks)	
Dust/vacuum ALL air returns and A/C vents. Wipe down if necessary.	
Dust/clean all ceiling fans and light fixtures, including removing and cleaning covers.	
Clean/wipe windows, including sills, panels and tracks (open the window). If not pulled to be dry cleaned, vacuum curtains. If stained, dry to use stain pen to remove. Dust all blinds.	



Deep Cleaning	
<i>Task Description</i>	Housekeeper's Initials
Clean/wipe all doors, front/back and sides, including handles and hinges, as well as all sides and tops of door frames.	
Clean/wipe all closet doors, front/back and sides, including handles and hinges, as well as the inside, outside, and tops of all door frames. Also, if applicable, vacuum/wipe tracks and shelves. MAKE SURE ALL ITEMS IN CLOSET HAVE BEEN CLEANED AND ORGANIZED NEATLY.	
Floor Care: work with your Property Manager to determine the appropriate method and to schedule a Floor Tech.	
Entrance	
Remove all items from the walls (if allowed).	
Clean/wipe/dust walls, baseboards and switch plates, including behind all furniture. (Use Magic Eraser for smudges/marks)	
Floor Care: work with your Property Manager to determine the appropriate method and to schedule a Floor Tech.	

6. Special Cleaning Procedures

6.1. Viral Contamination Cleaning

Per the CDC, in areas where ill persons have visited or used, follow the procedures outlined in section 5 of this document.

If it has been more than 7 days since the person with suspected/confirmed COVID-19 visited or used the facility, additional cleaning and disinfection is not necessary.

6.2. Bed Bug Containment

Housekeeping teams play a big role in ensuring the overall cleanliness of vacation homes. Cleaning contractors have a responsibility to ensure problematic issues are not spread from room to room within the home or from vacation home to vacation home. For this reason, there are some precautions that can be taken to minimize the spread of harmful pests like bed bugs, ants, cockroaches, etc.

Housekeepers should always report any sort of insects they find in a unit to the Property Manager's representative immediately for treatment and identification.

Telltale signs of a bed bug infestation are blood spots/streaks on bed sheets and linens.

Bedding and upholstered items should not be shared from one vacation home to another vacation home without laundering or cleaning.

Where practical, vacuums should be emptied as often as possible.