

Cleaning Essentials Checklist


Normal servicing of properties with no suspected or confirmed Covid-19 cases.

This document provides guidance on the recommended *additional* cleaning measures to take when performing changeovers. It is not an exhaustive list. The items and areas requiring additional cleaning will vary with each property.

We recommend all high-contact items and surrounding areas are suitably cleaned and disinfected.

Before you begin

- Ensure all guests have vacated the property.
- Prepare your supplies (Personal Protective Equipment (PPE), cleaning supplies, linen, bin bags etc) before entering the property.
- Close and lock external doors to prevent anyone else entering the property whilst you work.

 **PPE: Disposable gloves** are recommended when performing changeovers.

General checks

- | | |
|---|--|
| <input type="checkbox"/> Remote controls Clean the entire body. | <input type="checkbox"/> Waste and recycling bins Clean lids and handles. Any personal rubbish, such as face wipes, should be double-bagged. |
| <input type="checkbox"/> Torches Clean the entire body. | <input type="checkbox"/> Electronic panels & touchscreens Clean all touch points.. |
| <input type="checkbox"/> Vacuum cleaner Empty. Clean all touch points. | <input type="checkbox"/> Doors Clean knobs, handles, frames and faces. |
| <input type="checkbox"/> Leaflets Store or dispose of any leaflets left behind. | <input type="checkbox"/> Stair banisters & handrails Clean all touch points. |
| <input type="checkbox"/> Washing machines and dryers Clean all controls. | <input type="checkbox"/> Window handles Clean handles and surrounding area. |
| <input type="checkbox"/> Hairdryers Clean the handle. | <input type="checkbox"/> Cleaning Equipment Clean entire handles and any additional touchpoints on all brooms, mops, and dustpan & brushes. |
| <input type="checkbox"/> Ironing board & Irons Clean all contact points. | |

Kitchens

⚠ All crockery, cutlery, glassware and kitchen utensils should be put through a dishwasher cycle or hand washed, then put away using new, clean gloves. Loading the dishwasher as soon as possible will ensure the cycle is completed during changeover.

- | | |
|--|---|
| <input type="checkbox"/> Cabinets Clean handles/pulls and surrounding areas. | <input type="checkbox"/> Waste Bin Empty, clean in/under and all touch points. |
| <input type="checkbox"/> Microwave Clean controls. | <input type="checkbox"/> Crockery, cutlery, glassware & kitchen utensils. Put through the dishwasher or hand wash. Put away using clean gloves. |
| <input type="checkbox"/> Toaster Clean controls. | <input type="checkbox"/> Pots and pans Wash and put away using clean gloves. |
| <input type="checkbox"/> Fridge/Freezer Clean all touch points including any controls. | <input type="checkbox"/> Kettle Clean body, handle and lid. |
| <input type="checkbox"/> Cooker Clean all controls. | <input type="checkbox"/> Condiments Clean oil, salt & pepper shakers, spice jars and similar items. |
| <input type="checkbox"/> Dishwasher Clean controls. | <input type="checkbox"/> Other appliances e.g. Coffee machines and scales. Clean all touchpoints. |
| <input type="checkbox"/> Consumables Clean all that are to remain between stays, e.g. washing-up liquid. | |
| <input type="checkbox"/> Hard-backed chairs Clean tops and sides. | |

Bedrooms

- | | |
|--|--|
| <input type="checkbox"/> Nightstands Clean tops, handles and surrounding areas. | <input type="checkbox"/> Mattress and pillow protectors Replace wherever needed. |
| <input type="checkbox"/> Drawers and wardrobes Clean drawers, handles and surrounding areas. | <input type="checkbox"/> Look for items left behind Bag and label with the date and property name, and remove from the property. |
| <input type="checkbox"/> Coat hangers Clean touch points. Remove all metal hangers. | <input type="checkbox"/> Waste & bins Double bag all personal waste and bin contents. Clean any bins. |

Bathrooms

- | | |
|---|--|
| <input type="checkbox"/> Shower heads Clean any handles. | <input type="checkbox"/> Consumables Clean all that will remain between stays, e.g. shampoo bottles. |
| <input type="checkbox"/> Non-slip mats Clean. | <input type="checkbox"/> Lighting Clean switches/pulls. |
| <input type="checkbox"/> Cabinets, draws and cupboards Clean handles/pulls and surrounding areas. | <input type="checkbox"/> Waste bin Empty, double bagging contents, and clean. |
| <input type="checkbox"/> Shower curtains and doors Clean all touch points. | <input type="checkbox"/> Towels and bath mats Double-bag before removing for laundering. |
| <input type="checkbox"/> Dispensers Clean all touch points. | |

Things to remember

- Check the hot water is turned on ready for guest arrival
- Make sure the heating is on and thermostat appropriately set during the colder months
- Check the TV remote and other battery operated controls are working
- Keep an eye out for light bulbs that may need replacing as working your way around the property
- Make sure timers on ovens and other appliances are set so they are ready to use
- Check that any battery operated clocks are working as expected
- Remember to leave any relevant welcome packs or essential items out for the guests
- Double check the key is in the key safe prior to leaving the property

Outside

- Clean all touch points Including door handles, entry panels and gate latches.
- Key safe Check functionality and clean.

Before you leave

- Remove waste Ensure all waste is disposed of in the external waste bins.
- Provide linen bags for guests Ensure enough clear linen bags are provided for guests to bag all linen and towels.
- Laminated guest information sheet Clean both sides.
- Removing your equipment Ensure all touch points and areas that came into contact with the floor are cleaned or bagged prior to loading your vehicle.
- Key safe & keys Disinfect keys prior to locking the key safe (where applicable), then disinfect key safe.
- Remove PPE Remove all PPE worn and double bag it ready for disposal.
- Sanitise your hands Before entering your vehicle.

This checklist has been created in line with the relevant Government, Public Health England and Health & Safety Executive guidance and industry specific recommendations (where available at time of publish), and will continue to be updated as we are made aware of changes to Government Guidance and Legislation.