



# The New Vacation Rental Clean

Comprehensive Guide for Cleaning & Sanitation

# Comprehensive Guide for the 'New Clean'

As travel resumes, professional vacation rental managers are committed to maintaining rigorous protocols to ensure the highest level of cleanliness and safety at each property. Applying comprehensive sanitation and cleaning programs across all properties will be critical for hospitality providers over the coming months in order to instill more confidence in guests, owners, and communities.

Based on a review of more than one thousand cleaning checklists from leading vacation rental managers and hospitality operators on Breezeway's platform, and updated resources from the Center for Disease Control (CDC), the World Health Organization (WHO), and Environmental Protection Agency (EPA), we have compiled this guide for the 'New Clean' in the wake of COVID-19.

Note, this checklist focuses on steps to ensure cleanliness and disinfection and assumes additional procedures will be followed to routinely inspect the quality and safety of the property. Similarly, this does not offer guidance and best practices for cleaning and maintaining amenities such as barbecues, pools, hot tubs, or other amenities frequently included in vacation rentals. For more detailed guidance on inspections, safety, preventative maintenance, and safeguarding the health of guests and staff, please contact us.



## General & Preparation

7 Requirements

- Make sure to thoroughly clean your hands in accordance with WHO guidelines 
  - Wash with soap and water for at least 20 seconds and dry thoroughly
  - Use alcohol-based sanitizer if you don't have immediate access to soap and water
  - Wash hands after blowing your nose, coughing, sneezing, using the restroom, or discarding trash
- Make sure to wear disposable gloves on both hands when cleaning and disinfecting surfaces 
  - If gloves are removed during cleaning, wash hands immediately
  - If reusable gloves are used, dedicate them solely for COVID-19 cleaning
- Avoid touching your eyes, nose, or mouth throughout the clean as much as possible
- Follow CDC and EPA guidelines for approved cleaning products and disinfectants 
  - Check that cleaners contain chlorine, hydrogen peroxide, detergents, iodophors, or alcohols
  - Never mix household bleach with ammonia or any other cleanser
  - Check to make sure the products have not expired
  - Refer to manufacturer's instructions for proper ventilation
- Follow CDC guidelines for approved disposable products (e.g disinfecting wipes and paper towels)
- Record the time and date that work is started and stopped
- Ventilate rooms by opening doors and windows before beginning to clean and disinfect



## Kitchen

20 Requirements

- Clean and disinfect all surfaces with CDC approved detergent and disinfecting products

- Wipe down all countertops and surfaces

- Wipe exterior of all cabinets

- Wipe down and vacuum all cabinets and drawers

- Wipe down backsplash

- Clean and disinfect kitchen sink

- Wipe down the faucet

- Polish the inside of the sink

- Wipe down any cleaning supplies left for guests to use

- Clean the garbage disposal by running it with dish soap

- Empty trash

- After discarding trash perform hand hygiene

- Wipe down all exposed surfaces inside and out on trash and recycling receptacles

- Replace used kitchen supplies (e.g. paper towels, dish soap, hand soap, and sponges)

- Make sure the dishwasher is clean and empty

- Wash all dishes and utensils (be prepared to run dishwasher multiple times)

- Wipe down the exterior of the dishwasher including handle and buttons
- Clean and disinfect silverware tray
- Confirm the refrigerator and freezer are clean and empty 
  - Remove racks and drawers, clean thoroughly
  - Wipe down the exterior of the refrigerator
- Check the oven for cleanliness 
  - Make sure interior, exterior and knobs are wiped down
  - Clean and disinfect burner rings and plates
  - Pull out and clean oven bottom drawer
  - Check under range hood for grease in vent
  - Wipe down the oven door, and check for streaks and smudges
- Clean and disinfect all small appliances 
  - Coffee maker 
    - Wash pot
    - Wipe down exterior with disinfectant
  - Blender 
    - Sterilize blender and blade in the dishwasher
    - Wipe down buttons and switches

- Ice maker and trays
- Dispose of old ice and make fresh ice
- Clean and disinfect surface area
- Microwave
- Clean and disinfect surface area
- Wipe down turntable and all buttons, and ensure they are functioning
- Toaster
- Remove all crumbs
- Wipe down exterior, knobs and buttons
- Wipe all wall smudges
- Wipe down front and back of doors, doorknobs and trim
- Clean and disinfect windows, windowsills, blinds, cranks and levers
- Wipe down light switches on walls and lamps
- Wipe down thermostat
- Clean and disinfect the cleaning equipment for guests (e.g. broom, vacuum, and chemicals)



## Living Room

9 Requirements

- Clean and sanitize the couch

- Vacuum underneath the couch and couch cushions

- Pull out sleeper sofa, if applicable

- Change linens on sleeper sofa, if applicable

- Sanitize couch cushions with disinfecting spray

- Clean and disinfect all surfaces and furniture

- Wipe down drawers, tables and entertainment center

- Clean and disinfect floor

- Wipe down front and back of doors, doorknobs, and door trim

- Clean and disinfect windows, windowsills, blinds, cranks and levers

- Wipe all wall smudges

- Wipe down electronics and entertainment items accessible to guests

- Wipe down buttons

- Clean and disinfect remote control

- Wipe down light switches (wall and on lamps)

- Wipe down thermostat and gas fireplace controls



## Dining Room

7 Requirements

- Clean and disinfect all surfaces

- Wipe down the table and ensure there are no streaks

- Wipe down all chairs and other furniture in the room

- Sanitize placemats

- Clean and disinfect floor

- Wipe down front and back of doors, doorknobs and trim

- Clean and disinfect windows, windowsills, blinds, cranks and levers

- Wipe all wall smudges

- Wipe down light switches on walls and lamps

- Wipe down thermostat and gas fireplace controls



## Bedrooms

12 Requirements

- Wipe down all surfaces

- Clean and disinfect lamp bases & shades, fans, and light fixtures

- Make sure each bed is guest-ready

- Strip all sheets and bedding



- Bag all dirty linens, and do not shake to minimize spreading germs in the air
- Sanitize mattress pad, bed skirt, and pillows with disinfecting spray
- Wipe down headboards and bedframes
- Make the bed with new sheets, shams and pillowcases
- Wipe down all mirrors and picture frames
- Clean and disinfect all electronics and associated remote controls
- Wipe out all drawers and chests
- Check the closet for any items that were left behind 
  - Clean and disinfect all hangers
  - Dust the shelves
  - Wipe down closet doors, doorknobs, and door trim
- Clean and disinfect windows, windowsills, blinds, cranks and levers
- Scrub all wall smudges
- Wipe down front and back of doors, doorknobs, and door trim
- Clean and disinfect floor
- Wipe down thermostats and window or portable AC units 
  - Wipe down inside of any gas fireplace controls
- Empty trash

- After discarding trash perform hand hygiene
- Wipe down all exposed surfaces inside and out on the trash and recycling receptacles



## Bathrooms

12 Requirements

- Clean & disinfect counters
- Clean and disinfect sink, backsplash, mirror and faucet
- Clean and disinfect medicine cabinet inside and out 
  - Remove any items that many have been left behind
- Ensure the bathtub and shower are guest-ready 
  - Clean and disinfect shower and tub
  - Check for mildew and mold
  - Ensure the tub grout is clean and free of soap scum
  - Wipe down faucet and shower head
  - Ensure the drain is clear
  - Replace the shower liner
- Ensure the toilet is spotless 
  - Clean and disinfect toilet, including base, lid, handle and seat

- Flush the toilet to ensure there are no leaks and that it drains correctly
- Replace used toilet paper with new roll and ensure there are at least two extra rolls

- Clean and disinfect the floor

- Wipe down front and back of doors, doorknobs, and door trim

- Wipe all wall smudges

- Clean and disinfect windows, windowsills, blinds, cranks and levers

- Wipe down light switches

- Empty trash

- After discarding trash perform hand hygiene

- Wipe down all exposed surfaces inside and out on trash and recycling receptacles

- Vacuum and clean the bathroom exhaust fan area

- Wipe down any exterior plastic parts you can reach



## Laundry Room

9 Requirements

- Wipe down all surfaces

- Clean and disinfect the washer and dryer and ensure they are empty

- Clean and disinfect all buttons and knobs

- Ensure there is no mold in the washer seal
- Keep doors cracked open to prevent mold
- Clean out lint trap in the dryer
- Wipe down any laundry baskets, soap containers and detergent bottle
- Vacuum, clean and disinfect the floor
- Wipe down front and back of doors, doorknobs, and door trim
- Wipe all wall smudges
- Clean and disinfect windows, windowsills, blinds, cranks and levers
- Wipe down light switches on walls
- Empty trash
- After discarding trash perform hand hygiene
- Wipe down all exposed surfaces inside and out on trash and recycling receptacles



## Exterior

5 Requirements

- Clean and disinfect doors, doorknobs, locks, lockboxes, and keyless entry hubs
- Clean and disinfect any outdoor furniture
- Clean and disinfect all handrails and any other commonly touched surfaces

- Clean garage area of any debris



- Wipe down all exposed surfaces inside and out on trash and recycling receptacles

- Clean and disinfect cleaning equipment accessible to guests (e.g. mop handles and step stool)

- Wipe down any guest accessible amenities (e.g. bikes)

- Make sure exterior lights are working



- Wipe down any associated outside light switches

# About Breezeway

Breezeway automates property maintenance, care and service interactions to make it easy to deliver the best experience to guests, tenants, and owners.

Combining deep learning technology, robust property data, smart messaging, and mobile-first task management, Breezeway is bringing service optimization to the vacation rental property management space. Our predictive task scheduling and quality assurance tools enable vacation rental managers and operators to improve the quality of their services, increase operational efficiency, and transform their business.

We are serving a global customer base across a broad set of verticals, including short-term vacation managers, residential property managers, cleaning and maintenance providers, and hospitality providers. Created by the founder of FlipKey (acquired by TripAdvisor), the Breezeway team is using 90+ years of experience to build the future of property care.