



The 'New Inspection' Guide

Comprehensive Guide for Property Inspections

Comprehensive Guide for the 'New Inspection'

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. After surveying hundreds of professional vacation rental operators, we found that **over 70% plan on independently inspecting every property before arrival**. Managers who use digital checklists to capture in-the-field interactions from their different inspection programs are able to build robust property profiles and unlock the full potential of property management services.

Based on a review of more than one thousand inspection 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 Inspection' in the wake of COVID-19.

Note, this checklist focuses on steps to routinely inspect the quality and safety of a vacation rental property, and does not offer guidance and best practices for 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.



Preparation

3 Requirements

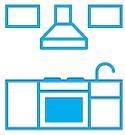
- Make sure to thoroughly clean your hands
- Wash with soap and water for at least 20 seconds and dry thoroughly
- Use alcohol-based sanitizer if you don't have immediate access to soap and water
- Wash hands after blowing nose, coughing, sneezing, using the restroom, or discarding trash
- Make sure to wear disposable gloves on both hands throughout the inspection
- Record the time/date started and stopped for time of work



General

7 Requirements

- Confirm all lights are working correctly
- Make sure all windows are locked and functioning correctly
- Confirm all clocks are displaying the correct time
- Does the WiFi work and display the network & password?
- Set the thermostat to cool in the summer and heat in the winter
- Make sure there is a first aid kit
- Make sure there is a fire extinguisher



Kitchen

10 Requirements

- Check countertops, surfaces, and floor for cleanliness
- Check under kitchen sink for CDC-approved cleaning supplies
- Make sure the garbage disposal is working, and check for leftover debris and smell
- Confirm trash has been emptied and a new bag is in the can
- Make sure all kitchen supplies have been replaced with new products
 - Paper towels (at least two rolls)
 - Dish soap, dishwasher pods, hand soap, and pump soap
 - Sponges
 - Trash bags and kitchen towels (at least two extra)
- Make sure the dishwasher is clean and empty
- Confirm the refrigerator and freezer are clean and empty
- Check the oven for cleanliness
 - Check that the burner rings/plates are operational
 - Make sure interior, exterior, range hood, and knobs are all clean
 - Check the bottom drawer
 - Is the clock set to the correct time?

- Are all small appliances clean and operational?

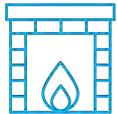
- Coffee maker

- Blender

- Microwave

- Toaster

- Check windows, windowsills, blinds, cranks and levers are all clean



Living Room

7 Requirements

- Ensure the furniture has been cleaned and is guest-ready

- Have all surfaces been wiped down?

- Check underneath the couch, and the couch cushions

- Are inside all drawers and tables clean?

- Ensure floors and carpets are spotless

- Check sleeper sofa

- Are clean linens available?

- Confirm there is a mattress pad

- Ensure TV and other associated electronics have been wiped down
- Ensure the remote control has been cleaned
- Confirm remote controls are operable, picture displays and volume/channel buttons work
- Is the TV plugged in and set to a local channel?

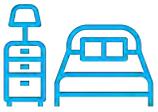
- Check that windows, windowsills, blinds, cranks and levers are all clean
- Is the ceiling fan operable?
- Is the fireplace working correctly?
- If gas, make sure the pilot light is lit
- If wood, make sure the tools are clean and the flue is closed



Dining Room

4 Requirements

- Have all surfaces been wiped down?
- Ensure the dining table is clean
- All chairs are pushed under table
- Are the floors and carpets spotless?
- Check that windows, windowsills, blinds, cranks and levers are all clean



Bedrooms

11 Requirements

- Check the dressers and closet for any personal belongings left behind
- Have lamp bases & shades, fans and light fixtures been dusted?
- Make sure each bed is clean and guest-ready
 - Are the bedspreads straight and wrinkle free?
 - Are there pillow protectors on all pillows?
 - Are the pillowcases, protectors, or shams stained?
 - Are headboards and bed frames clean?
- Ensure TV and other associated electronics have been wiped down
 - Ensure the remote control has been cleaned
 - Confirm remote controls are operable, picture displays and volume/channel buttons work
 - Is the TV plugged in and set to a local channel?
- Check that windows, windowsills, blinds, cranks and levers are all clean
- Open the curtains for incoming guests
- Is the ceiling fan functioning correctly?
- Have the floors/carpets been cleaned?
- Are mirrors and picture frames free of streaks, spots and fingerprints?



Bathrooms

7 Requirements

- Ensure the floor and all surfaces have been cleaned and sanitized
- Check the interior of the medicine cabinet
- Check backsplash, mirror, and sink
- Has the floor been cleaned?
- Make sure the faucet is working correctly and there are no leaks
- Ensure the bathtub and shower are spotless
- Are the shower curtain and liner clean?
- Ensure the tub grout is clean and free of soap scum, mildew, and mold
- Ensure the drain is clear
- Ensure the toilet is clean
- Does the toilet look spotless, including base, lid, handle and seat?
- Flush the toilet to ensure there are no leaks and that it drains correctly
- Ensure there is a brand-new roll of toilet paper, and two extra rolls in bathroom
- Have toiletries and towels been restocked (e.g. shampoo, conditioner, soap, lotion)?
- Check that windows, windowsills, blinds, cranks and levers are all clean
- Check that the trash is empty and a new bag is in the trash can



Laundry Room

6 Requirements

- Check the washer for cleanliness
- Is there a starter set of detergent for guests?
- Check that the dryer is clean and empty
- Ensure that the floor has been swept and mopped
- Check that the windows, windowsills, blinds, cranks and levers are all clean
- Check that the trash has been emptied, and there is a new bag in the trash can



Exterior

5 Requirements

- Are all doors locked and working correctly?
- Make sure outdoor furniture is clean and organized
- Ensure the garage is clean and accessible
- Walk the perimeter of the property and check for any debris
- Make sure exterior lights are working

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.