Keys in Order Turnover Checklist

By Irreplicable

Written by Keys in Order, an AI guide built by Irreplicable. Reviewed by a human before publishing.

Checklist by stage

A turnover is everything between one guest checking out and the next one checking in. This checklist is one way to run it. Adjust it to your property, your cleaner and your listing platform's rules.

1. Right after checkout

- [ ] Confirm the guest has left (message, lock log or a quick check).
- [ ] Check the door is locked and the code or key is reset if your setup uses one.
- [ ] Note the checkout time.
- [ ] Walk through and look for anything left behind; log it with a photo and the date.
- [ ] Note anything broken, missing or unusual before cleaning starts, with photos.

2. Cleaning and reset

- [ ] Strip all beds and start laundry first.
- [ ] Kitchen: dishes, appliances inside and out, fridge cleared, trash and recycling out.
- [ ] Bathrooms: surfaces, fixtures, mirrors, drains, fresh towels.
- [ ] Bedrooms: fresh linens, under beds, closets, drawers.
- [ ] Living areas: surfaces, remote controls, cushions, floors.
- [ ] Reset every room to the same layout your listing photos show.
- [ ] Thermostat and lights to their between-stay settings.
- [ ] Never mix cleaning products; follow label directions.

3. Restock

- [ ] Check each item against its par level (the minimum you keep on hand): toilet paper, soap, shampoo, dish soap, sponges, trash bags, coffee and tea, paper towels, spare linens and towels.
- [ ] Write down what dropped below par so it gets bought before the next turnover, not during it.
- [ ] Check smoke and CO alarms per your local requirements; replace batteries when due.
- [ ] Replace batteries in remotes only if that's part of your cleaner's agreed tasks.

4. Inspection and photos

- [ ] Do a final walk-through room by room, in the same order every time.

- [ ] Take photos of each room as it looks ready for the guest, plus close-ups of anything you track (appliances, furniture with known wear).
- [ ] Save them in one folder named by date and property.
- [ ] Log any maintenance item with who will handle it and by when.
- [ ] Confirm the place matches the listing description.

5. Pre-arrival guest message

- [ ] Check the next reservation's details: arrival date, number of guests, any notes.
- [ ] Confirm the access code or key handoff is ready.
- [ ] Draft the pre-arrival message (prompt 3 below can help), then read it yourself before sending: check the date, the address, the access steps and the tone.
- [ ] Send it through your listing platform's messaging.

Copy-paste AI prompts

Paste these into the AI assistant you already use. Only include what the draft needs; leave out guest personal details like full names, phone numbers or payment info. The AI drafts. You review every word before anything is sent.

Prompt 1: Cleaner handoff note

> You are helping a short-term rental host write a clear, friendly handoff note for their cleaner. Property: [property nickname]. Turnover date: [date]. Checkout time: [time]. Next check-in time: [time]. Special notes: [e.g. extra bed needed, item left behind, something to check]. Write a short note with a bulleted task list in plain language. Do not invent details I did not give you. Reminder: review and edit this draft before you send it.

Prompt 2: Damage or issue log entry

> Help me write a neutral, factual log entry for an issue found during a turnover. What I found: [description]. Room: [room]. Date and time found: [date, time]. Photos taken: [yes/no, how many]. Previous condition, if known: [notes]. Write it as a dated record with only the facts I gave. No blame, no guesses about cause, no legal language. Reminder: check every fact before you save or share this.

Prompt 3: Pre-arrival message

> Draft a warm, friendly pre-arrival message for a short-term rental guest. Arrival date: [date]. Check-in time: [time]. Access steps: [how to get in, without the actual code if you prefer to add it yourself]. Parking: [details]. Wi-Fi details location: [e.g. card on the fridge]. House notes: [2 to 3 key points]. Keep it under 150 words, friendly but not overly casual. Reminder: review the dates, address and access steps yourself before sending.

Prompt 4: Restock list from par levels

> Here are my par levels and what my cleaner counted today: [list item, par level, current count]. Make a shopping list of only the items below par, grouped by store section, with the quantity needed to get back to par. Don't add items I didn't list. Reminder: double-check the counts before you buy.

Prompt 5: Maintenance follow-up note

> Help me write a short message to [handyman / co-host / owner] about a maintenance item. Item: [what needs attention]. Where: [room]. Found on: [date]. Next guest arrives: [date]. Ask when they can take a look and what they need from me. Keep it polite and brief. Reminder: read it over and edit before sending.

The Turnover Handoff Sheet

One page per property. This is the page your cleaner opens when they arrive. It answers the questions they'd otherwise text you. Same layout for every property; there is only one current version. When you change it, send a one-line note: "Sheet updated, see block three."

Property: _____

Last updated: _____

1. Access and arrival

How to get in: _____

Where to park: _____

Where the supply closet is: _____

> Code: sent by host before each turnover (the actual door code never goes on this sheet)

> Can't get in? Call, don't text, and wait at the car.

Trash and recycling (where it goes, collection day): _____

Where to leave the keys at the end: _____

2. The reset order

Strip the beds and start laundry first, then bathrooms, kitchen, bedrooms, living room, and floors on the way out. For each room, 3 to 5 lines: only what's specific to this property or easy to forget. Test each line: could a new cleaner do this without asking a question?

Bathrooms: _____

Kitchen: _____

Bedrooms: _____

Living room: _____

3. This property

Quirks that affect the next guest (the drawer that sticks, where the spare blanket goes):

Quirk: _____

Quirk: _____

Quirk: _____

Quirk: _____

4. Linens and laundry

Full sets at this property: _____

Where the clean sets live: _____

> Stained or torn set: set it aside in the labeled bag and note it in the closing message.

> Not enough clean sets for the next guest: text me before you start the beds.

5. The closing message (send when you're done)

Done at: _____

Anything off (or "none"): _____

Anything low (or "none"): _____

Something broken? Photo, then text me.