



Vacation Rental Turnover Release SOP

Coordinate access, linen, restocking, exceptions and the final ready decision between guest stays.

Library resource updated 2026-10-28. Assign your own approved document version and effective date.

Document control

Organization and site _____

Document ID and approved version _____ Effective date _____

Process owner Turnover coordinator Assigned person _____

Reviewer and approver _____ Next review _____

Purpose and boundary

Create a clear handoff from turnover work to the host so the next arrival is not confirmed from a cleaning message alone.

From confirmation of authorized access after checkout to the host release decision before the next arrival. This is a coordination SOP, not a substitute for a property-specific cleaning method, fire inspection or accommodation regulations.

Responsibilities and preparation

- Host: owns access permission, guest timing and final release.
- Cleaner: follows the approved room methods and records shortages.
- Coordinator: tracks blockers and confirms the handoff.

Have ready Property room checklist and approved inventory levels; Linen allocation and designated laundry bags; Host contact and maintenance escalation channel

Adapt before use

- Enter checkout and check-in deadlines without publishing access codes.
- Define bed layouts, minimum stock and approved cleaning methods.
- Choose what blocks an arrival and who may make a guest-facing decision.
- Set photo permissions and lost-property handling.

Pilot the adapted method with authorized personnel. Resolve gaps and record approval before independent use. This resource is not a certification or technical authorization.

Worked example

Example only: The second bedroom needs two towel sets but only one clean set is available. The coordinator assigns collection of another set and reports Not ready. After delivery, the reviewer checks the room and the host receives the updated Ready status.



METHOD / FIRST ACTIONS

Procedure steps 1 to 4

01 Verify access and timing

Confirm that the previous stay has ended and that entry is authorized. Check the next arrival time with the host rather than assuming a standard gap.

Acceptance check: Authorized entry and current deadline are confirmed.

Record: Property reference, entry confirmation and deadline.

02 Check for blockers first

Walk the property before starting. Report damage, missing access, unusual odors or unresolved occupancy to the host. Do not investigate suspected hazards yourself.

Acceptance check: The host knows any issue that could prevent a normal turnover.

Record: Blocker, location, report time and decision owner.

03 Separate outgoing and incoming linen

Count the required sets using the property layout. Keep used linen away from prepared clean sets and use the approved laundry process.

Acceptance check: Each bed has the correct clean set available or a shortage is assigned.

Record: Linen count and shortage owner.

04 Complete room methods

Work through the current room-by-room checklist using site-approved products and equipment. Record exceptions as they appear; do not shorten product instructions to meet the arrival time.

Acceptance check: Each applicable room task has a completion result.

Record: Checklist version, rooms completed and exceptions.



Complete the procedure

05 Restore the agreed setup

Replace only approved consumables to the property stock levels. Compare bed layout, amenities and furniture positions with the reference setup.

Acceptance check: Setup matches the property standard and missing stock is recorded.

Record: Inventory exceptions and setup reference.

06 Perform the final walkthrough

Check visible finish, linen, waste removal and agreed access arrangements. Use only approved checks; do not treat a visual walkthrough as technical equipment certification.

Acceptance check: Reviewer has checked the agreed release list.

Record: Final checklist, permitted photos and reviewer.

07 Confirm readiness with the host

Send Ready or Not ready with open issues and expected completion times. The host decides any guest communication or delay. Keep keys and access codes out of the public record.

Acceptance check: Host receives an explicit status and owns arrival decisions.

Record: Status, host acknowledgment and next action.

Exceptions and escalation

The prior guest is still present

Pause entry and contact the host; do not pressure the guest or infer permission.

A linen or stock shortage cannot be resolved

Notify the host with the exact quantity and time impact; record an authorized alternative or a readiness blocker.

The turnover cannot finish before arrival

Escalate early with remaining tasks and realistic timing; the host owns rescheduling and guest communication.



WORKING RECORD / ADAPT TO YOUR SYSTEM

Working record and review

Complete this record for an actual use. Keep supporting evidence in your approved system; exclude passwords, access codes and unnecessary personal details.

RECORD FIELD	ENTRY
Job or session reference	
Date and location	
Outcome and limitations	
Open action and next owner	
Target date and recheck result	
Prepared and reviewed by	

Final checks

- No room is assumed complete from another person's message.
- No unsafe shortcut overrides a product label or site rule.
- The final status lists unresolved issues and the person who owns them.

Show the approved method

- Use a vacant property or staged room with permission.
- Show linen separation and the approved finished bed layout.
- Record a dummy shortage and the host handoff; omit door codes and guest information.

Record with permission, use dummy records and remove private details. Review any generated draft against the demonstration before team use. Check current access and video limits at vid2sop.com.

Template source: <https://vid2sop.com/sop-templates/vacation-rental-turnover-release-sop/>

Background references provide context, not endorsement: <https://www.hse.gov.uk/coshh/industry/cleaning.htm>

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