

# The Vyvid Homes cleaning handbook

Our step-by-step guide to Vyvid Homes  
enhanced cleaning protocol

US English  
Last updated Sept 21, 2020

## **An important note about this handbook**

Vyvid Homes developed this cleaning protocol based on CDC guidance and in consultation with experts in the fields of sanitization and medicine, such as Ecolab and Dr. Vivek Murthy, Former US Surgeon General. The protocol is also endorsed by industry leaders like Diversey. It sets out helpful tips and best practices and sets the baseline standard you are expected to meet as a participant in the program. You should be aware that local governments around the world are issuing health and safety guidelines which may include mandatory cleaning protocols. You should check local guidelines and rules that may have been issued by your local government or health authority, and ensure that you also comply with these.

This book is not provided with any guarantee, whether of comprehensiveness, efficacy, or otherwise. We will continue to update this handbook periodically, and will notify you so that you can maintain the cleaning protocol. Use of this handbook is subject to our [Terms](#).

If you decide to follow the protocol, you acknowledge that you may need to take additional steps to protect yourselves, your teams, and your guests and that you or your guests may still come into contact with and/or contract a communicable disease, including COVID-19, even if you follow the steps in this handbook. Vyvid Homes is not responsible for any injuries or disease resulting from following these guidelines.

Every space on Vyvid Homes is different and we understand that some have unique features that may require specialized cleaning or sanitizing. If a guest has access to a space that is not covered by this handbook, apply the principles outlined in this handbook when cleaning and sanitizing that space. If a guest must pass through an area of the building that you're not able to clean to access your listing, we recommend that you let them know what areas you could not clean so they can take appropriate precautions.

This handbook is protected by copyright and is the property of Vyvid Homes. Any unauthorized reproduction of part, or all, of the handbook beyond its intended purpose of providing hosts on Vyvid Homes with helpful practices to clean and sanitize their listings is strictly prohibited.

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Cleanliness has always been top of mind for hosts on Vyvid Homes, and we know that it's fundamental to a great guest experience. Many hosts have come to us with questions about cleaning – what supplies to use, how to help keep yourself and your guests safe, and how to elevate your cleaning practices.

We've developed a cleaning protocol, created specifically for hosts. Here's what you can expect:

**Developed with experts**

Vyvid Homes developed the cleaning protocol outlined in this handbook in partnership with Ecolab, a global leader in cleaning and hygiene technologies. We also received guidance from Dr. Vivek Murthy, the former U.S. Surgeon General, along with other experts.

**Step-by-step checklists and education**

Find specific instructions on how to clean, what to sanitize, and what supplies to have on hand. We'll be rolling out additional resources, so you feel confident providing a deeper clean, every time.

protocol, and it's organized into two main sections:

**Part one:  
Get to know the  
cleaning protocol**

[Cleaning vs. sanitizing](#)

[5 steps to enhanced clean](#)

[A detailed breakdown of the process](#)

[Tips to help reduce the risk of  
cross-contamination](#)



**Part two:  
Cleaning checklists**

[Supplies to have on hand](#)

[Prepare for cleaning](#)

[Room-by-room checklists](#)

**QUICK TIP**

To get started, read through the entire handbook, then reference the relevant sections as you clean. If you work with a cleaning professional, please make sure they follow these guidelines.

Developed with  
**How to use this handbook** This document provides a comprehensive overview of the Vyvid Homes cleaning

During these challenging times, it's important to revisit your cleaning routine. In addition to cleaning and sanitizing your listing according to the cleaning protocol, there are other ways to help prevent the spread of COVID-19.

### **Practice social distancing**

Practice social distancing with guests, and encourage them to do the same. In lieu of handshakes or hugging, consider alternative no-contact greetings. Check your local guidelines for social distancing requirements that may be applicable to your listing.

You can help encourage social distancing by offering self check-in and checkout. Consider installing a key lockbox or smart lock with a keypad, and remember to update your listing to [add self check in](#)

[instructions](#). You can also minimize person-to-person contact by avoiding routine maintenance during your guest's stay.

**Wait before entering the listing** Check your local authority for guidance on how long to wait before entering a space occupied by a person who may have been exposed to COVID-19. For example, the U.S. Centers for Disease Control and Prevention (CDC) suggests waiting 24 hours. If that's not possible, we recommend waiting at least 3 hours, which is what the European CDC recommends. This waiting period is for your protection and helps to ventilate the room, to limit your exposure to aerosolized virus droplets that may be in

the room. For up-to-date information on cleaning standards in your region, visit the [Vyvid Homes Help Center](#).

### **Wear protective gear while you clean**

Protective items like disposable gloves, aprons or gowns, masks and face shields may provide additional protection. Avoid touching your face at all times and make sure to wash your hands immediately after removing gloves.

Make sure to review and follow any additional cleaning guidance from government or health authorities in your local jurisdiction. You can also visit the [Vyvid Homes Resource Center](#) for additional guidance on hosting during this time.

# What to do if you host a private room or a shared space

Follow these additional guidelines if you or other guests or residents have shared access to the same areas as your guests. Examples of common areas include living rooms, kitchens, bathrooms and entryways that both you and your guests can use.

## Clean and sanitize all common areas

Follow the enhanced cleaning protocol for all spaces that you or your guests share with other guests, as well as their private room. Make sure to clean and sanitize common areas before every guest check-in.

## Cap the guest count

Make sure that your home can accommodate socially distanced occupancy of all common areas. For example, if your shared living room only has room for three people who are 6 feet/2 meters apart, you would cap your guest count at two so that you and/or your guests could be in the space at the same time.

The total number of people should also not

be greater than the maximum number of people that are allowed to congregate in your listing, according to your local government guidelines.

## Be clear about areas guests can access

Consider limiting the areas a guest can enter in your home to only the necessary spaces. This is to avoid unnecessary exposure for you and your guests and decrease the amount of space you need to clean afterwards. To clarify which areas are accessible to guests, put up signs in your space and update your listing details to make this clear ahead of time.

## Wear a mask in common areas and shared spaces

As part of our COVID-19 safety practices, guests and hosts are required to wear a face mask or face covering when interacting with each other. You should also wear a mask in common areas at all

times.

In addition, please take extra precaution around social distancing in shared spaces where guests share sleeping quarters. If you're uncomfortable hosting a private room or shared space, you can list your entire place, or pause your hosting if that's not possible.

## Ventilate common areas during the stay

Keep the windows open to increase air circulation in common areas, when safe to do so.

You should be aware that some governments may place restrictions on hosting in private rooms or may impose additional obligations or requirements for private rooms. Please make sure to review and follow any additional cleaning guidance from government or health authorities in your local jurisdiction.

**Part one**

# **Get to know Vyvid Homes enhanced cleaning protocol**

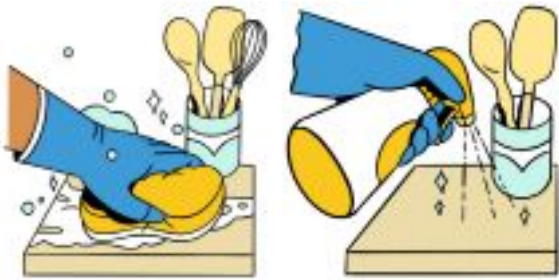
In this section, we'll define some key terms, break down the five-step cleaning process and equip you with detailed instructions on how to clean and sanitize your space.

These techniques can then be applied to the specific rooms in your listing. Let's get started!

# The difference between cleaning and sanitizing

Cleaning and sanitizing are two separate steps, and it's important to do both in the correct order.





### **Cleaning**

Cleaning is when you remove germs and dirt from surfaces. For example, using a soapy sponge to wipe off a kitchen countertop or stovetop.

### **Sanitizing**

Sanitizing is when you use

chemicals to reduce the number of germs and bacteria. For example, spraying a chemical disinfectant on high-touch surfaces such as doorknobs.

# **The five-step cleaning process**



**1. Prepare** your equipment and ventilate the space before cleaning

**2. Clean** each area by removing dust and debris

**3. Sanitize** all high-touch surfaces, appliances, and electronics

**4. Check** that the space has been thoroughly cleaned and sanitized

**5. Reset** the room for the next guest and restock your supplies



Next, we'll explore each of these steps in detail.

The five-step cleaning process

# Step 1: Prepare

your equipment and  
ventilate the space  
before cleaning



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**The five-step cleaning process**

# Step 1:

## Prepare

understand their active ingredients and how to use them properly. For more on how to read the labels on your products and their Safety Data Sheets, check your local authority. For example, in the USA, refer to the Occupational Health and Safety Administration, and in the EU refer to the European Chemicals Agency.



### Ventilate rooms before you clean

Regulatory authorities such as the World Health Organization (WHO) and the U.S. CDC recommend opening outside doors and windows, and using ventilating fans to increase air circulation in the space before cleaning. Ventilate the space for as long as possible before and during cleaning.

**Gather the right cleaning supplies** We recommend only using disinfectant and sanitizer solutions that are registered with your local government's chemical regulators (e.g. The Environmental Protection Agency or The European Chemicals Agency).

### Review the safety guidelines for your chemicals

Always read the labels on your products to

### Wash your hands for at least 20 seconds with soap and water

If that's not possible, use a hand sanitizer containing at least 60% alcohol.

### Wear protective equipment at all times

Before you enter the space, put on protective equipment such as disposable gloves, aprons or gowns, and masks or cloth facial coverings.

### Take out all the garbage

Starting with this step helps prevent dirty garbage from contaminating the space

once it has been cleaned. Make sure to line all the garbage cans with fresh bags, which will make it easier to dispose of tissues and other waste.

### Collect all dirty linens throughout the space

We've heard from hosts that laundry is one of the most time consuming activities between turnovers. Collect all linens as soon as you enter the space, and avoid shaking dirty linens, which could increase the spread of germs.

### Unplug before cleaning

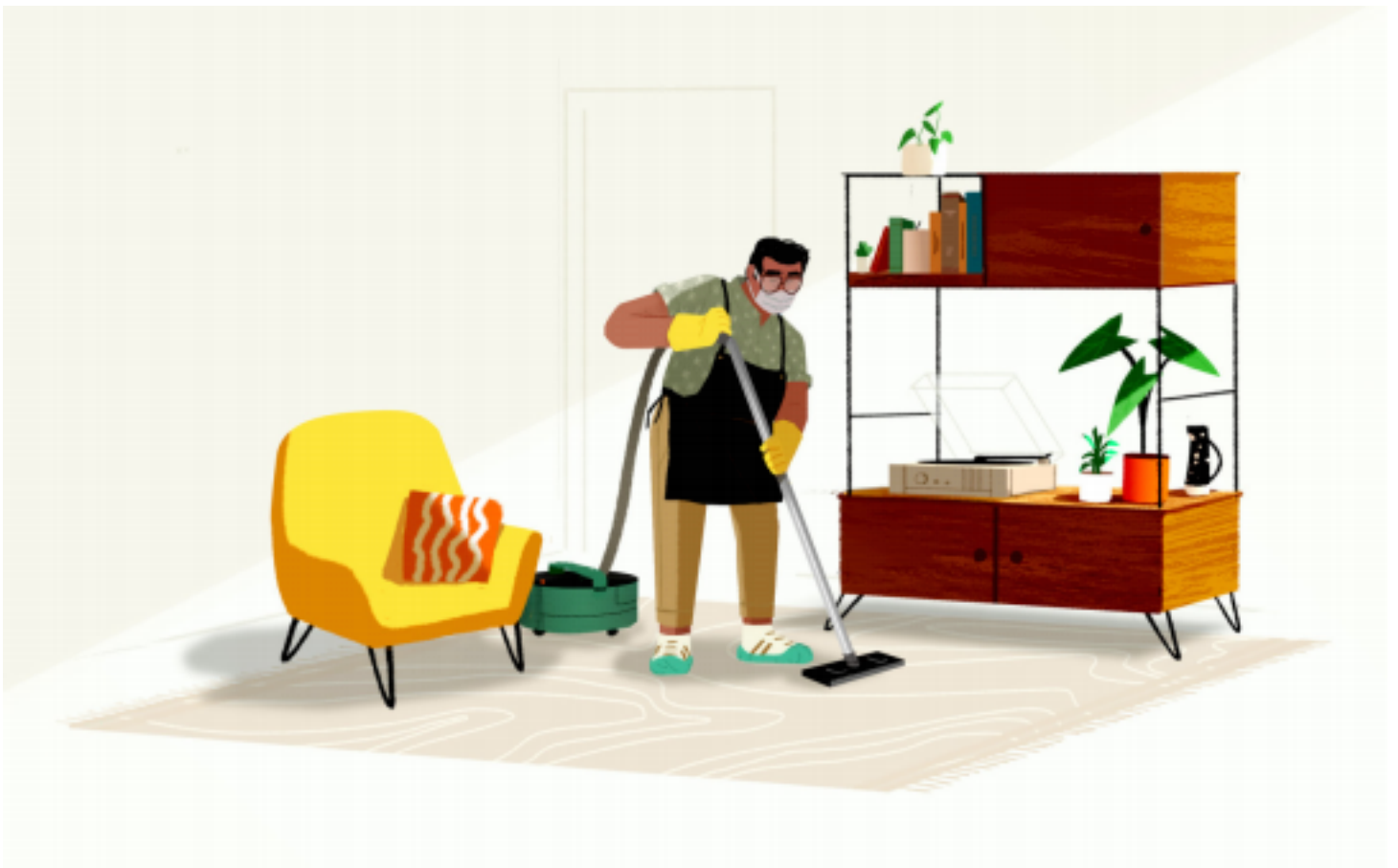
For your safety and to protect fixtures, remember to unplug appliances before cleaning. Plugged appliances that are turned "off" are still connected to electricity until unplugged. You can also shut off the power at the breaker.

### SAFETY REMINDER

Do not enter a space without the recommended protective equipment and do not reuse soiled gear. Be sure to read all safety labels so you understand how to use cleaning chemicals properly.

The five-step cleaning process

**Step 2: Clean**  
each area by  
removing dust  
and debris



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The five-step cleaning process

## Step 2: Clean



Wash all linens at the highest heat setting recommended by the

**manufacturer**

Remember to change your disposable gloves before you handle any clean linens.

Do not touch your face while cleaning to help prevent the spread of germs.

**Wash all dishes and empty the dishwasher****Clean all hard surfaces with soap and**

It's important to wash all the dishes to

**SAFETY REMINDER**

help ensure hygienic standards. Start by walking through the space and collecting dishes from every room to help avoid cross-contamination.

**Dust the space and sweep or vacuum the floor**

When dusting, start from the top down to ensure there are no visible signs of dirt. Sweep all hard surface floors and vacuum carpeting.

**water**

Wipe each surface down to remove dirt, grease, dust, and germs. Hard surfaces

include things like countertops, tables, sinks, cabinets, and floors. When mopping, work from the back corner of the room to the front, and dispose of the water in a sink that has not yet been cleaned.

**Clean all soft surfaces based on the manufacturer's instructions**

Soft surfaces include things like carpet, bedding, and upholstery. Carefully remove any visible dirt or grime, then clean with the appropriate cleaners. If possible, machine-wash items according to the manufacturer's instructions.

The five-step cleaning process

# **Step 3: Sanitize**

all high-touch  
surfaces, appliances,  
and electronics





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The five-step cleaning process

## Step 3: Sanitize



Let the disinfectant stand for the specified length of time

The product label will specify the wet contact time needed for the chemicals to effectively sanitize a surface. This allows the chemicals time to kill as many germs as possible.

Be sure to read all safety labels to ensure you're using cleaning chemicals properly.

**Allow to air-dry**

**SAFETY REMINDER**

**Once a hard surface is clean, spray with disinfectant**

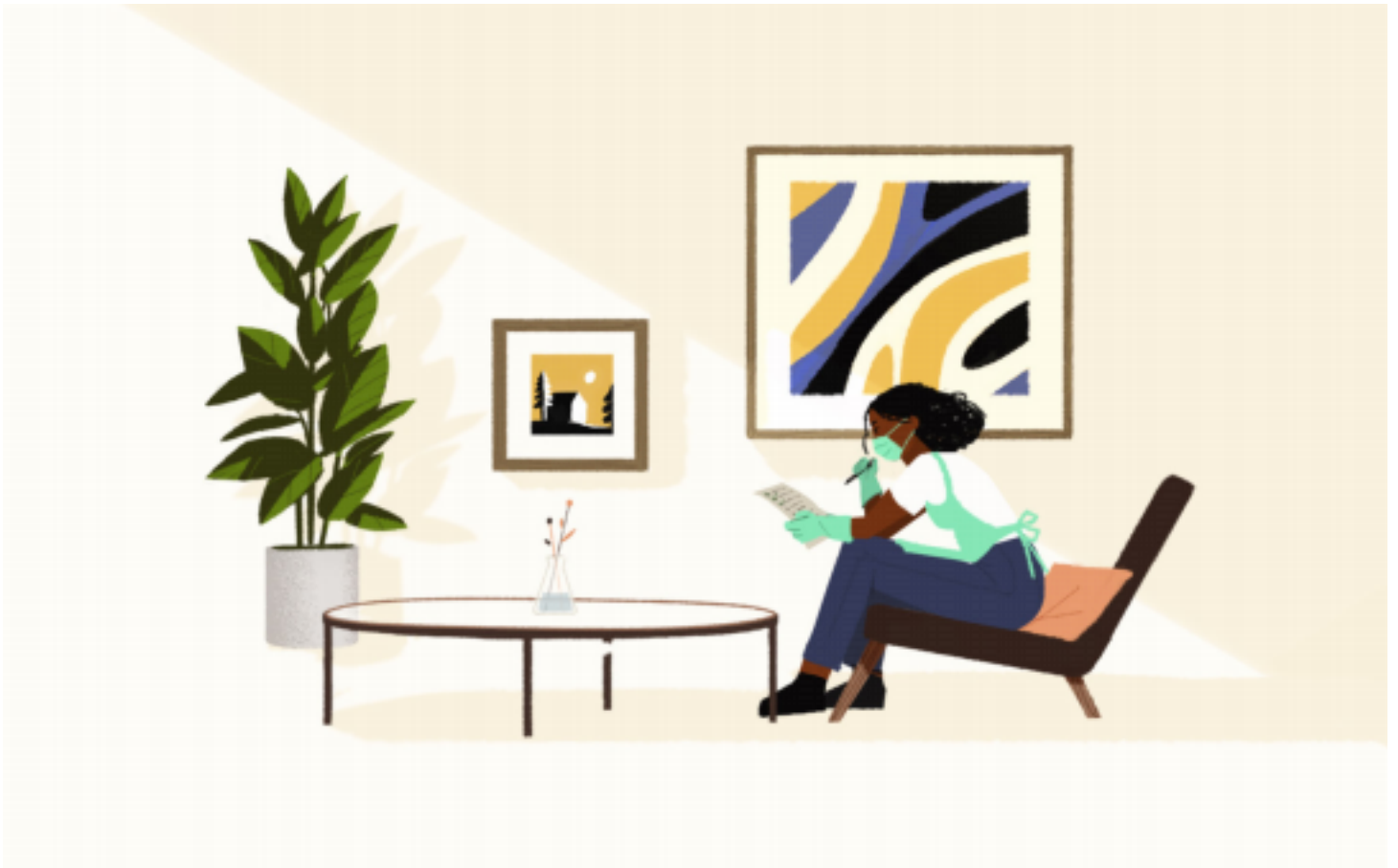
Focus on sanitizing all frequently touched surfaces in the space (such as doorknobs and light switches), as well as surfaces that may have touched soiled linens (such

as flooring). Be sure to sanitize electronics based on the manufacturer's cleaning directions.

If you remove the disinfectant before the recommended wet contact time, there's no guarantee that the product has killed the pathogens claimed on the label.

The five-step cleaning process

**Step 4: Check**  
that the space has  
been thoroughly  
cleaned and  
sanitized



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## The five-step cleaning process

# Step 4: Check



**Review the room-by-room guidelines**

Follow the checklist for each room to ensure thorough cleaning and sanitization.

**Double check that all high-touch surfaces were sanitized**

Correct anything that may have been missed.

**Step 5: Reset** the room  
for the next guest and  
restock your supplies



# The five-step cleaning process **Step**

## **5: Reset**



### **Dispose of and wash your cleaning supplies**

Throw away disposable products such as disinfectant wipes. Wash any cleaning cloths at the highest heat setting appropriate for the material.

### **SAFETY REMINDER**

Always keep chemical products out of reach of children.

### **Empty and clean the vacuum after**

#### **every cleaning**

Be sure to also clean any other tools that were used.

### **Safely remove any cleaning gear once you are done cleaning**

Dispose of or wash any protective gear according to their usage guidelines.

### **Wash your hands for at least 20 seconds with soap and water**

If that's not possible, use a hand sanitizer containing at least 60% alcohol.

### **Set out cleaning supplies for your guests**

We've heard from guests that they want

the ability to clean on their own while staying at your listing. Empower your guests by setting out guest cleaning supplies they can use, such as disposable paper towels, disposable gloves, disinfectant spray or wipes, and hand sanitizer or extra hand soap.

### **Visually assess each room to ensure the stage is set for the next guest**

Imagine yourself as the guest entering the listing for the first time.

**Restock your cleaning supplies** Be sure to take a moment to check expiration dates and refill any supplies that you have used, so you're ready for the next turnover.

# Tips to help reduce the risk of cross-contamination

It's important that you find a cleaning process that works best for your space and your cleaning team. As you get up to speed, here are some tips and techniques to help protect against contamination, while creating the most efficient workflow possible.

## **Clean the dirtiest spaces first**

Spend the most time cleaning the areas that are most prone to germs and bacteria. This means starting with the bathroom and kitchen before moving on to the rest of the space. We recommend cleaning in the order below:

1. Bathroom
2. Kitchen
3. Bedrooms
4. Common areas (e.g. living room, dining room, office)
5. Outdoor areas
6. Entryway

## **After sanitizing a room, close the door**

When you finish sanitizing and resetting a room, close the door and disinfect the

doorknob. This is an indication to yourself and any other members of your cleaning team that the room has been completed. Once sanitized, don't re-enter this space.

## **Replace your protective gear between steps**

Each time you switch between cleaning and sanitizing, be sure to replace your gloves and any gear that may have been contaminated.

## **End with the entryway**

Complete the outdoor and interior spaces before you sanitize the entryway. Finishing your cleaning process at the entryway means you can lock up and leave as you clean.



**Part 2**

# **Detailed cleaning checklists**

Here you can find your go-to checklists to help elevate your day-to-day cleaning process.

# Supplies to have on hand

Start by gathering all the items you'll need to clean, sanitize, and maintain your listing.

## Protective gear Equipment Products

- Disposable gloves
- Mask or cloth facial covering
- Safety glasses
- Apron or gown
- Face shield (optional)
- Shoe coverings (optional)
- Extra hand soap
- Broom and dustpan
- Duster
- Microfiber cloths
- Paper towels
- Scrub brush
- Toilet brush
- Multi-surface cleaner
- Multi-surface disinfectant
- Glass cleaner

## Guest cleaning supplies

- Disposable paper towels
- Disposable gloves
- Multi-surface cleaner
- Disinfectant wipes or spray
- Antibacterial hand sanitizer
- Garbage bags
- Vacuum cleaner
- Mop
- Washer & dryer
- Dishwasher
- Vacuum bags (if necessary)
- Bucket (if necessary)
- Scrub pads (kitchen only)
- Bleach
- Laundry detergent
- Laundry stain remover
- Dishwashing detergent
- Floor cleaner
- Furniture/wood polish
- Carpet cleaner (if necessary)
- Mold cleaner (if necessary)
- Oven cleaner (kitchen only)
- Oven degreaser (kitchen only)

# Prepare for cleaning

Before cleaning and sanitizing room-by-room, go through this checklist to make sure the entire space is prepared for cleaning.

been replaced per the manufacturer's recommendation

Remove all linens throughout the listing and wash on the highest heat setting possible. This includes:

- Bathroom towels
- Shower curtain and liner
- Kitchen towels
- Dining linens (napkins, table cloths, etc.)
- Sheets, blankets and duvet covers •

Remove all garbage and recycling

- Wipe down the bins with a multi surface cleaner, then line with fresh bags to help avoid cross contamination

Wait at least 3 hours, or as long as possible after the guest leaves before entering the listing

Put on a mask, fresh gloves, and other protective gear

Ventilate the space for as long as possible

- When safe to do so, open outside doors and windows throughout the space, and turn on fans to ventilate the area before and during cleaning

Pillow covers and pillow liners • Upholstery covers (if necessary) • Curtains (if necessary)

Collect all dirty dishes throughout the space and place in the kitchen

Check any HVAC/air filters

- Make sure they're functional and have

#### QUICK TIP

#### Alternate between two sets of linens

It's important to fully sanitize linens between stays, but it can be tricky if you have a quick turnover. Try purchasing two washable shower curtains (if applicable), and two sets of linens and alternate between them. This gives you more time to wash the dirty linens, and prepare them for the next guest.

# Room-by-room checklists

Checklists for cleaning and sanitizing every room in your listing

# Bathroom cleaning checklist

Guidance on how to sanitize a bathroom that has a toilet, shower, and/or bathtub

## Step 1: Prepare

█ Gather your supplies

█ Ventilate the space

█ Refer to the “Prepare for cleaning” checklist

## Step 2: Clean

█ Spray all surfaces with a multi-surface cleaner, and allow it to set for the amount of time specified on the label. Be sure to cover:

- The inside of the toilet bowl, the seat, and the seat hinges. Put down the toilet seat while the cleaner sets.
- The surfaces of the shower walls or bathtub
- Any tiled surfaces

- The sink basin, handles, and backsplash

█ Scrub the toilet bowl with the toilet brush to remove build-up

- When done, clean the toilet brush with bleach and flush the canister with soapy water

█ Scrub the shower walls or bathtub interior with a scrub brush then rinse clean

- Wipe surfaces dry with a microfiber cloth. Do not reuse the cloth for other surfaces

█ Scrub the sink, basin, handles and backsplash with a scrub brush, then rinse clean

- Wipe the basin and backsplash dry with a microfiber cloth. Do not reuse the cloth for other surfaces.

█ Wipe down all tiled areas with a

microfiber cloth

- Work from top to bottom, paying particular attention to the spaces between the tiles

█ Clean all remaining bathroom surfaces with a multi-surface cleaner, working from top to bottom

- Use an extendable duster to clean hard-to-reach areas such as high shelves, windowsills and the space behind radiators

█ Sweep or vacuum the floor to remove any hair and debris, starting at the farthest corner in the room and working toward the door

█ Mop the floor, paying particular attention to corners and the areas behind the doors

█ Clean any mirrors and glass using glass cleaner and a microfiber cloth

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## Step 3: Sanitize Step 4: Check Step 5: Reset

█ Use a multi-surface disinfectant and spray frequently-touched surfaces and allow them to air-dry. Be sure to sanitize:

- Door handles and knobs
- Light switches
- Sink, bath, and shower faucets
- The sink basin

- Toilet handle, seat, and surface

- Countertops

- Cabinets

- Shelves

- Windowsills and handles

- Blinds

- Railings

- Garbage cans

█ Make sure you've completed all the tasks above

█ Check that the lights and electronics are working properly

█ Wash your hands and put on a pair of clean gloves, then:

- Hang the clean shower curtain and liner and extend them so that they can dry properly
- Replace the toilet rolls, guest supplies, and fresh towels
- Replace or refill any hospitality

items (i.e. shampoo, conditioner, handsoap, body soap) for the next guest

- Switch off all lights and devices
- Close the windows, arrange the

curtains and blinds, and turn off the lights, closing the door behind you as you exit the room

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# Kitchen cleaning checklist

Guidance on how to clean and sanitize a kitchen or kitchenette

## Step 1: Prepare

■ Gather your supplies

■ Ventilate the space

■ Refer to the “Prepare for cleaning” checklist

## Step 2: Clean

■ Remove any food or beverages the previous guest may have left in the refrigerator, freezer, and pantry

■ Wash any dirty dishes you’ve

collected, using a dishwasher if possible

- Soak any dishes with stuck-on food or grease and hand-wash any items that are not dishwasher safe, such as pots and pans

- If you don’t have a dishwasher, hand wash dishes at high heat using antibacterial dish soap

■ Wash all other dishes that the guest

can access

Using a multi-surface cleaner and a clean microfiber cloth, wipe down:

- Refrigerator shelving and interior walls
- Countertops, ledges, and backsplashes

Clean the oven, microwave, and stovetop

- Using oven cleaner, spray the stovetop, the inside of the oven, and the inside of the microwave
- Follow cleaning instructions that tell you how long to let the cleaner set, then scrub off any build-up with a scrub pad
- Use a microfiber cloth and water to

wash off any chemical and carbon particles

- Clean the interior of the exhaust hood with a scrub pad (if needed)
- Use a wet cloth and water to wash away any residue

Unplug and clean any additional appliances, such as coffee-makers or toasters

- Disassemble (if necessary) and wipe down with a multi-surface cleaner. Scrub any debris with a scrub pad.
- Allow appliances to air-dry or use a microfiber cloth to dry them by hand

Clean the sink, garbage disposal, and dishwasher

- Rinse down any food particles and soap in the sink
- Look inside the dishwasher to ensure there is no food debris sitting at the bottom and that the inside of the dishwasher is clean
- If it's not clean, add dishwasher detergent and run the dishwasher without any items inside

Sweep the floor and remove debris with a dustpan

Mop the floor, paying attention to the corners and the areas behind the doors

### Step 3: Sanitize Step 4: Check

Use a multi-surface disinfectant to spray frequently-touched surfaces and allow them to air-dry. Be sure to sanitize:

- The faucet and sink basin
- Cabinets
- Shelves
- Doors and door handles
- Silverware holders
- The inside and outside of the microwave
- The inside and outside of the dishwasher
- Oven handles and knobs
- The outside of the refrigerator and handles
- Fan and lamp chains
- Garbage and recycling bins
- Light switches
- Railings
- Tabletops

• Thermostats

• Blinds

• Keys

• Remote controls

• Your Vyvid Homes welcome book

Make sure you've completed all the tasks above

Check that the lights and electronics are working properly

Dry off any metal surfaces or appliances with microfiber cloths

• Replace cleaned linens, such as dishtowels

• Replace any racks and plates you removed from the refrigerator, microwave or oven

• Switch off all lights and devices

• Close the windows, arrange the curtains and blinds, and turn off the lights, closing the door behind you as you exit the room

#### QUICK TIP

**Only leave out dishes you're able to wash between stays**

It's best practice to wash all dishes before each guest check-in. Consider limiting the number of dishes that guests have access to, to ensure that you can clean them between each stay. We recommend providing double the number of your maximum guest count (so if your place fits 4 people, leave out 8 sets of dishware).

### Step 5: Reset

Wash your hands and put on a pair of clean gloves, then:

- Put away any pots, pans, appliances and dishes that have been moved



# Bedroom cleaning checklist

Guidance on how to clean and sanitize a bedroom  
or dedicated sleeping area

## Step 1: Prepare

- Gather your supplies
- Ventilate the space
- Refer to the “Prepare for cleaning” checklist

## Step 2: Clean

- Dust all surfaces with a microfiber cloth and a multi-surface cleaner
  - Use an extendable duster to clean hard-to-reach areas

- Pull the bed away from the wall and vacuum all carpeted areas, including behind, and under, the bed

- Sweep all non-carpeted areas with a broom and dustpan, including behind

and under the bed

- Mop all non-carpeted areas, paying particular attention to corners and the area behind the doors

- Wipe down electronics with a damp microfiber cloth, following the manufacturer’s guidelines

- Use furniture polish as needed on wooden furniture, such as bed frames and tables

▮ Spray glass cleaner on a new microfiber towel and clean any glass, mirrors, or windows from top to bottom

### Step 3: Sanitize

▮ Use a multi-surface disinfectant and spray frequently-touched surfaces

and allow them to air-dry. Be sure to sanitize:

- The TV remote
- TV screen buttons
- The telephone
- Light switches
- Doorknobs
- Bedside tables
- Electronics
- Clothing racks
- Clothing hangers
- Chest of drawers/armoires
- Windowsills and handles
- Blinds

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### Step 4: Check Step 5: Reset

▮ Make sure you've completed all the tasks above

▮ Check that the lights and electronics are working properly

▮ Wash your hands and put on a pair of clean gloves, then:

- Make the bed using fresh, clean

sheets, pillow cases, and a duvet or comforter

- Replace or refill any hospitality items for the next guest
- Switch off all lights and devices
- Close the windows, arrange curtains/blinds, and close the door behind you

# Common room cleaning checklist

Guidance on how to clean and sanitize a common area, such as a living room, family room, dining room, or office without a dedicated bed

## Step 1: Prepare

█ Gather your supplies

█ Ventilate the space

█ Refer to the “Prepare for cleaning” checklist

## Step 2: Clean

█ Remove all objects from the surface of tables and shelves, such as decor, lamps or place-settings

Dust shelving, surfaces, and items below, starting from the highest shelf and working from left to right:

- TVs
- Speakers
- Lamps
- Shelving
- Cabinets
- Wall art or pictures

Using a multi-surface cleaner and a

clean microfiber cloth, wipe down walls, baseboards, and table tops

Vacuum rugs, carpets, sofas, chairs and other seating

If there are any stains:

- Use a microfiber cloth, bristle brush, and stain remover to spot treat any carpet stains
- Gently blot any upholstery stains using a water and detergent solution

Sweep non-carpeted areas and remove debris with a dustpan

Mop the floor, paying particular attention to the corners and the space behind the door

Spray glass cleaner on a new microfiber towel and clean any glass from top to bottom

### Step 3: Sanitize Step 4: Check Step 5: Reset

Use a multi-surface disinfectant to spray frequently-touched surfaces and allow them to air-dry. Be sure to sanitize:

- Doorknobs
- Cabinet knobs
- Fan and lamp chains
- Blinds
- Keys
- Light switches
- Railings
- Remote controls and any gaming consoles
- TV screen buttons
- Tabletops
- Thermostats
- Windowsills
- Garbage cans and recycling bins
- Electronics
- Book covers
- Your Vyvid Homes welcome book
- Smart keypads (if

applicable)

- Gym and exercise equipment (if applicable)

Make sure you've completed all the tasks above

Check that the lights and electronics are working properly

Wash your hands and put on a pair of clean gloves, then:

- Replace any objects that may have been moved during cleaning
- Reset all freshly laundered linens such as pillow covers, throw blankets, and curtains
- Set out cleaning supplies that guests can use during their stay, such as:
  - Disposable paper towels
  - Disposable gloves

- Multi-surface cleaner
- Disinfectant wipes or spray
- Antibacterial hand sanitizer
- Extra hand soap
- Switch off all lights and devices
- Close the windows, arrange curtains/blinds, turn off the lights, and close the door behind you

# Outdoor area cleaning checklist

Guidance on how to clean and sanitize a patio, deck, or outdoor area

## Step 1: Prepare

Gather your supplies

Refer to the "Prepare for cleaning" checklist

## Step 2: Clean

Sweep outdoor patio spaces and

dispose of debris using a dustpan

Use a broom or duster to remove visible dirt/cobwebs from walls, screens or ceilings

Shake out any rugs

■ Vacuum the surface of any soft patio furniture

■ Using a multi-surface cleaner, wipe down hard surfaces, including light fixtures, outdoor furniture, shelves, or outdoor cooking areas (shelves, barbecues/grills)

■ Spray glass cleaner on a new microfiber towel and clean any glass from top to bottom

### Step 3: Sanitize

■ Use a multi-surface disinfectant and spray frequently-touched surfaces and allow them to air-dry. Be sure to sanitize:

- Doorknobs
- Screen door handles
- Tables
- Chairs

- Shelves
- Furniture
- Light switches
- The patio bar (if applicable)
- The outdoor fridge (if applicable) •  
The barbecue/grill (if applicable)

■ If you have a pool or hot tub, follow the manufacturer's instructions on cleaning and sanitization

### Step 4: Check

■ Make sure you've completed all the tasks above

■ Make sure that the furniture is clean and in good condition

■ Make sure that all lights, appliances, and amenities (e.g. hot tub) are in working order

### Step 5: Reset

■ Wash your hands and put on a pair of clean gloves, then:

- Replace any objects or cushions that may have been moved during cleaning
- Replace any freshly laundered items like furniture covers or towels

# Entryway cleaning checklist

Guidance on how to clean and sanitize the interior or exterior entryway of your place

## Step 1: Prepare

█ Gather your supplies

█ Ventilate the space

█ Refer to the “Prepare for cleaning” checklist

## Step 2: Clean

█ Shake out the floor mat to remove dust and debris

█ Use a microfiber cloth or duster to clean:

- The top and sides of furniture
- The door entrance and door hinges

█ Wipe down any surfaces with visible dirt, and spot clean any stained carpets or rugs

█ Sweep the door threshold plate, crevices, and baseboards

█ Vacuum all rugs and carpets, as well as sofas, chairs and other seating

█ Mop the floors, paying particular attention to the corners and the areas behind the doors

█ Spray glass cleaner on a new microfiber towel and clean any glass or windows from top to bottom

## Step 3: Sanitize

█ Use a multi-surface disinfectant and spray frequently-touched surfaces and allow them to air-dry. Be sure to sanitize:

- The doorbell
- Doorknobs
- Keypads
- Handrails
- Light switches
- Blinds

## Step 4: Check Step 5: Reset

█ Make sure you've completed all the tasks above

█ Check that the door locks, unlocks,

opens and closes easily

█ If you have a keypad, check that it is clean and in good condition

█ Check that any lights are



working properly

Wash your hands and put on a pair of clean gloves, then lock the door behind you

Step back and admire your hard work. You did it!

Links and resources

# Cleaning is a process,

# and we're in it together

By following this cleaning protocol, you're offering a great guest experience and taking significant steps toward protecting yourself, your guests, and the global Vyvid Homes community. We know that introducing a new process into your workflow takes time, so we're already developing new host education and product features to help you get up to speed.

Stay tuned for updates – and in the meantime, check out the links below:

For up-to-date information on cleaning standards in your region, visit the [Vyvid Homes FAQ](#)

For more information and resources, visit [Vyvid Homes.com/covid19](#) and download Our cleaning guides