

PROPERTY LAUNCH

Guide



***Preparing your property for a
successful short-term rental***



YOUR PROPERTY

Their next stay

Going live as a short-term rental is about more than putting your property online.

It is about creating a home that is comfortable, functional, beautifully presented, and thoughtfully prepared for every guest who walks through the door.

The strongest properties get the essentials right first — then add the little details that make a stay feel special.

OUR GOAL

Before your first guest arrives, your property should be:

FUNCTIONAL

Everything works as it should.

COMFORTABLE

Guests have what they need for a relaxing stay.

PRESENTABLE

The property feels clean, considered, and inviting.

PHOTO READY

The home looks its best when presented online.

GUEST READY

The important details have been considered before the first arrival.



START WITH THE Foundations

Before investing in styling and decorative pieces, we recommend preparing the property in this order:

01 — REPAIR

Address anything broken, damaged, unreliable, or visibly worn.

02 — FURNISH

Make sure every room is appropriately furnished for the property's maximum advertised occupancy.

03 — EQUIP

Provide the practical items guests need to sleep, cook, relax, and live comfortably.

04 — STYLE

Add warmth and personality while keeping the property uncluttered and easy to maintain.

05 — CHECK

Test the property as though you were arriving as a guest for the first time.

06 — LAUNCH

Once everything is ready, we can move forward with photography, listing setup, and the final go-live process.



5 STAR HOSTS TIP

Prioritise what guests experience every day: a comfortable bed, reliable Wi-Fi, functional appliances, good lighting, adequate storage and a well-equipped kitchen.. before investing heavily in decorative extras.

YOU DON'T NEED TO SHOP FOR EVERYTHING.

As part of our management setup, 5 Star Hosts / Relax! We Clean supplies a number of the recurring guest essentials.

OUR STANDARD SUPPLIES INCLUDE:

- Commercially laundered bed linen, sheets and pillowcases
- Bath towels
- Tea towels
- Bath mats
- Bathroom amenities
- Kitchen and laundry consumables
- Coffee pods
- Tea
- Sugar
- Salt & pepper
- Milk
- Dishwasher/laundry products
- Bin liners
- Toilet paper
- Sponges



Please check with our team before purchasing duplicate consumables or guest supplies.

Our current Property Essentials List confirms these items as part of the standard supply arrangement.

WHAT WE PROVIDE





COMFORTABLE ENOUGH TO FEEL LIKE HOME.

Guests should be able to relax, eat, connect and enjoy the space without feeling that anything is missing.



Living

- Comfortable sofa
- Coffee table
- TV
- Adequate seating for maximum occupancy
- Appropriate lighting
- Rug / cushions / throw

Technology

- TV working
- Working remote + batteries
- Wi-Fi
- Streaming capability if advertised



Dining

- Dining table
- Enough dining chairs for maximum occupancy
- Appropriate lighting

Outdoor

- If the outdoor area is advertised as usable by guests, appropriate outdoor furniture should be provided.



A KITCHEN GUESTS CAN ACTUALLY USE.



A beautiful kitchen is great. A kitchen that allows guests to comfortably prepare a meal is even better.

Appliances

- Fridge and freezer
- Oven and stove
- Microwave
- Kettle
- Toaster
- Capsule coffee machine – Nespresso-compatible
- Dishwasher – strongly recommended

Cookware

- Sharp knife set
- Large and small pot
- Large and small pans
- Oven tray
- Mixing bowls
- Chopping board
- Colander
- Dish rack

Utensils

- Tongs
- Spatula
- Serving spoons
- Cheese grater
- Vegetable peeler
- Can opener
- Bottle opener / corkscrew
- Cutlery sorting tray
- Heat mat
- Oven mitt

Dinnerware / Glassware

Provide sufficient quantities for the property's maximum advertised occupancy.

- Dinner plates
- Side plates
- Bowls
- Cutlery
- Water glasses
- Wine glasses
- Coffee mugs
- Serving pieces
- Placemats where appropriate

Once the property is handed over, we coordinate the ongoing replenishment of agreed guest consumables and monitor the property through our normal operational processes.

KITCHEN



BEDROOMS

A GOOD NIGHT'S SLEEP STARTS HERE.

The bedroom should feel calm, comfortable, and uncluttered, with everything a guest needs within easy reach.



Sleeping

- Quality mattress
- Mattress protector
- Quilt / doona with protector
- Two pillows per person
- Quality bed linen (*we provide*)



Beside the Bed

- Two bedside tables
- Two bedside lamps
- Accessible power points
- Charging access where appropriate

Storage

- Six wooden coat hangers per maximum guest
- Wardrobe empty for guest use
- Adequate storage for guest belongings
- Luggage space where practical

Privacy & Comfort

- Blockout blinds or curtains
- Window coverings functioning correctly
- Heating/cooling appropriate for the room

Finishing Touches

- Artwork or tasteful décor
- Decorative cushions where appropriate
- No unnecessary personal belongings
- No heavily worn or damaged items

These quantities and standards are based on the existing 5 Star Hosts Property Essentials List.



CLEAN. FUNCTIONAL. COMFORTABLE.

Bathrooms should feel fresh, uncluttered and exceptionally clean, with the practical essentials guests expect.

Essentials

- Hairdryer
- Toilet brush
- Plunger
- Rubbish bin
- Towels
- Bath mat
- Empty vanity cupboards and drawers
- Adequate towel hooks/rails



Amenities

- Shampoo
- Conditioner
- Body wash
- Soap
- Toilet paper

Final Check

- Shower drains correctly
- Taps are leak-free
- Hot water is working
- Lighting is working
- Exhaust fan/ventilation is working
- No mould or mildew
- Shower screen/curtain is clean



Bathroom amenities are supplied as part of the standard guest setup.

BATHROOMS

READY FOR LONGER STAYS.

Where laundry facilities are provided:

- Washing machine
- Dryer where applicable
- Iron
- Ironing board
- Clothes airer
- Vacuum cleaner
- Broom, dustpan and brush
- Bucket and mop
- Empty storage cupboards



For properties intended to accommodate longer stays, a functional washing machine and adequate laundry facilities can significantly improve the guest experience.

The existing property standard includes the core laundry equipment above.

LAUNDRY





EXTEND THE EXPERIENCE OUTSIDE.

Outdoor areas can be one of a property's strongest features — particularly when they are clean, comfortable and ready to use.



Outdoor Check

- Outdoor furniture clean and in good condition
- Adequate seating
- Outdoor dining where appropriate
- BBQ clean and functional, if provided
- BBQ utensils available where applicable
- Outdoor lighting working
- Pool/spa clean and operational, if applicable
- Garden and landscaping maintained
- Outdoor bins accessible
- No obvious safety hazards

★ 5 STAR HOSTS TIP

If an outdoor feature is advertised as an amenity, guests should be able to use it comfortably and safely when they arrive.

OUTDOOR AREA



THE THINGS GUESTS SHOULD NEVER HAVE TO WORRY ABOUT.

Some parts of property preparation aren't about styling – they're about ensuring the property is safe, accessible and functional.

Safety

- Compliant, in-date smoke alarms
- Fire extinguisher
- Fire blanket
- First aid kit
- Stairs, balconies and handrails checked
- Any property-specific safety requirements addressed

Access

- Three sets of keys/access fobs
- Main entrance access confirmed
- Building access confirmed
- Parking arrangements confirmed (*if advertised*)
- Garage/remotes provided where applicable
- Backup access method where appropriate

Connectivity

- Reliable Wi-Fi
- Unlimited plan strongly recommended
- Wi-Fi network and password confirmed
- TV tested
- Heating/cooling available as appropriate

Building & Property Information

- Body corporate by-laws reviewed
- Short-stay rules confirmed where applicable
- Bin collection arrangements confirmed
- Building-specific requirements provided to the management team

These requirements are reflected in the existing 5 Star Hosts Property Essentials List.



IT'S THE LITTLE THINGS.

Once the essentials are covered, think about the experience from a guest's perspective.

ARRIVE

- Can I find the property easily?
- Can I access it without confusion?

SETTLE IN

- Is there somewhere to put my luggage?
- Can I find the Wi-Fi?
- Can I charge my phone?

LIVE

- Can I cook a proper meal?
- Are there enough glasses, plates and utensils?
- Is there somewhere to hang my towel?

RELAX

- Is the bed comfortable?
- Is the lighting pleasant?
- Does the space feel welcoming?

LITTLE EXTRAS TO CONSIDER

- Depending on the property, some optional amenities can add convenience or appeal:
- Suitcase / luggage rack
- USB charging or power adapter
- Bathroom nightlight
- Umbrella
- Bottled water
- Safe
- TV streaming subscription
- Additional small appliances

These are best viewed as optional enhancements rather than universal requirements.

★ THE 5-STAR TEST

If you arrived after a long day of travelling, would you be happy to stay here for a week?

If the answer is **yes**, you're on the right track.





DECLUTTER BEFORE YOU STYLE

MAKE SPACE FOR THE GUEST

A short-term rental should feel like a welcoming home – not someone's storage space.

Before launch, we recommend removing:

- Personal paperwork
- Valuables
- Excess clothing
- Personal toiletries
- Unnecessary kitchen items
- Excess decorative pieces
- Damaged or heavily worn items
- Anything guests are not intended to use

KEEP

The things that make the property feel comfortable, useful, and welcoming.

REMOVE

The things that make guests wonder, “Is this supposed to be here?”



READY FOR ITS CLOSE-UP?

YOUR LISTING STARTS WITH THE PROPERTY.

Great photography helps guests understand what makes
your property special.

Before photography:

- All repairs and maintenance completed
- Property professionally cleaned
- Furniture in its final position
- Styling complete
- Personal belongings removed
- Clutter removed
- Beds dressed
- Kitchen fully equipped
- Bathrooms fully prepared
- Outdoor areas clean and styled
- All appliances tested
- Lighting checked
- Windows and mirrors clean
- Guest essentials ready

PHOTOGRAPHY

If the property has been previously listed, original high-resolution photographs may be suitable for reuse.

Please avoid screenshots or compressed images downloaded from previous listings, as these can appear poor quality across booking platforms.

Where suitable high-resolution images are not available, we can assist with arranging professional photography before go-live.



WHAT WE TAKE CARE OF

YOU PREPARE.
WE TAKE OVER.

★ 5 STAR HOSTS MANAGES:

LISTING

- Review, optimise and ensure advertised amenities match the property.

PRICING & REVENUE

- Pricing, availability and revenue strategy.

RESERVATIONS

- Calendar and booking management.

GUEST EXPERIENCE

- Guest communication, check-in/out instructions and support.

PROPERTY OPERATIONS

- Cleaning, turnovers, linen, agreed consumables and presentation.

MAINTENANCE

- Identify issues and coordinate repairs/trades subject to the agreed approval process.

REVIEWS

- Guest reviews and Airbnb operational matters.

LAUNCH

- Complete the final operational setup and confirm when the property is ready for guests.

Please note: where we organise cleaning, linen, maintenance, replacement items, trades or supplies, this does not necessarily mean those third-party costs are included in the management fee. Any applicable charges remain as agreed in our management/service agreement.



EVEN AFTER HANDOVER, SOME THINGS REMAIN WITH THE OWNER.

After we take over, the owner remains responsible for:

- STR insurance
- Utilities & internet
- Council/body corporate/building compliance
- Property expenses
- Repairs & maintenance costs
- Replacement of worn/damaged furniture and appliances
- Approval of significant expenditure
- Advising us of owner stays or property works

Ready for Handover?

Your final priority checklist:

- 01 🗝️ Keys & access ready
- 02 🛏️ Beds & furniture completely set up
- 03 🔍 Kitchen equipped
- 04 📶 Wi-Fi working
- 05 ⚡ Appliances, air conditioning & hot water working
- 06 🛡️ Safety items ready
- 07 📦 Personal belongings removed or secured
- 08 📋 Property information sent to us
- 09 🛠️ Existing maintenance issues disclosed
- 10 ✨ Property cleaned and physically ready for our final setup

**YOU PREPARE THE HOME.
WE CREATE THE EXPERIENCE.**

Welcome to 5 Star Hosts. ★

ONGOING OWNER
RESPONSIBILITIES