

Short term rental room preparation

Use this checklist between guest stays. Set the property-specific tasks and responsible person before the next arrival.

Property: [reference]. Departure: [date / time]. Next arrival: [date / time]. Operator: [name]. Inspector: [name].

Area or task	Result and time	Issue and action
Room condition and inventory	[Complete / issue / time]	[Details]
Bathroom and kitchen cleanliness	[Complete / issue / time]	[Details]
Linen and towels	[Complete / issue / time]	[Details]
Waste and consumables	[Complete / issue / time]	[Details]
Keys and access devices	[Complete / issue / time]	[Details]
Visible leaks or damage	[Complete / issue / time]	[Details]
Required equipment checks	[Record / contractor reference]	[Details]
Guest instructions and contacts	[Complete / issue / time]	[Details]

Linen inventory

Item	Required / available quantity	Shortage or replacement
Bed linen	[Required] / [available]	[Action]
Towels	[Required] / [available]	[Action]
Spare items	[Required] / [available]	[Action]

Keep damaged items out of use. Use a qualified contractor for work that requires specialist skills.

Unresolved issue: [details]. Next action: [person / action / due time]. Final release for arrival: [name / date / time].

This operational record does not replace equipment instructions, local requirements, or a professional safety inspection.

Maintenance and replacement record

Use manufacturer instructions, actual condition, and applicable requirements to set each task interval. Record the basis for the interval.

Property: [reference]. Review period: [dates]. Responsible operator: [name].

Equipment and task	Basis / last completion	Next date / responsible person
[Item / task]	[Instruction / date]	[Date / person]
[Item / task]	[Instruction / date]	[Date / person]
[Item / task]	[Instruction / date]	[Date / person]
[Item / task]	[Instruction / date]	[Date / person]
[Item / task]	[Instruction / date]	[Date / person]

Repair record

Record	Detail
Fault and date	[Description / location / date]
Effect on guest use	[Restricted area / unavailable item]
Quote and approval	[Contractor / cost / approval reference]
Work and completion	[Work / date / invoice]
Check before return to use	[Result / responsible person / date]
Future action	[Task / date / person]

Replacement budget reference: [reference]. Warranty or service document: [reference].

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Guest incident cancellation and refund record

Record the agreed terms, event, evidence, response, and payment separately. Record only the personal details necessary for the task.

Property: [reference]. Stay reference: [reference]. Record date: [date]. Responsible person: [name].

Record	Detail
Event and time	[Observed facts / date / time]
Immediate action	[Action / responsible person / time]
Evidence	[Photograph / message / invoice references]
Guest account of the event	[Statement / date]
Operator response	[Response / date]
Unresolved issue	[Issue / next action / date]

Cancellation or refund calculation

Item	Amount or reference
Original guest payment	RM [amount / date / reference]
Applicable agreed term	[Term / version / acceptance record]
Amount already returned	RM [amount / reference]
Proposed refund and calculation	RM [amount] / [calculation]
Disputed amount and response	RM [amount] / [response]
Refund payment	RM [amount / date / reference]

Keep refundable deposits separate from accommodation revenue. Do not deduct the same refund from revenue and cash a second time.

This record does not create a penalty, cancellation charge, or right to retain a deposit.

Guide: propcashflow.my/blog/short-term-rental-house-rules-malaysia/