TURNOVER EXCEPTION HANDOFF / 01

SEPARATE COMPLETION FROM READINESS

Use Turnover A and role labels. A cleaner's update is not a manager decision or permission to admit guests.

A helpful preparation resource from PickYourPro.ai. Fill in digitally or print. Keep your completed copy private.

Turnover label / private cleaning-scope reference / agreed completion-update role

Cleaner-reported completion reference / scope stated / uncertainty to clarify

Receiving role / update receipt confirmed or unknown / acknowledgment reference

Exception label, if reported / broad task category only / private detail reference

Manager-review role / accepted review or still unassigned / question awaiting review

Separate guest-facing communication role / agreed decision-record location

Preparation only. Not an inspection, guest-readiness certification or permission to admit guests. Keep private details out.

TURNOVER EXCEPTION HANDOFF / 02

FOLLOW ONE TURNOVER EXCEPTION

One exception per copy. Keep follow-up acceptance, manager review and communication as separate steps.

Turnover and exception labels / question raised / private source reference

Manager review reference / clarification requested / responding role

Separate follow-up proposed / role that accepted it / scope confirmation reference

Follow-up update reference / answer received or still open / manager question

Manager's next-step decision reference, if any / open item carried forward

Guest-facing communication role / separate confirmation reference / unknowns

Preparation only. Not an inspection, guest-readiness certification or permission to admit guests. Keep private details out.

TURNOVER EXCEPTION HANDOFF / 03

CHECK THE HANDOFF BOUNDARIES

Tick what is organized for discussion, not what is safe, clean, ready or legally authorized.

- [ ] Neutral labels replace property and booking identifiers
- [ ] Cleaning scope and completion message are linked
- [ ] Receiving role and receipt status are visible
- [ ] Every exception has a separate question label
- [ ] Manager review is distinct from a sent message
- [ ] Extra follow-up has its own accepted scope
- [ ] Guest-facing communication has a separate agreed role
- [ ] Open items are not erased by a completion check

Unassigned review or follow-up role / question to take to the manager

Conflict between updates / references involved / clarification still needed

Unresolved item carried forward / receiving role / acknowledgment question

Preparation only. Not an inspection, guest-readiness certification or permission to admit guests. Keep private details out.

TURNOVER EXCEPTION HANDOFF / 04

QUESTIONS FOR THE PROPERTY MANAGER

Discuss a cleaner-complete update with one unresolved item. Leave property operations to the agreed professionals.

Completion: what does the update cover and leave outside the cleaning scope?

Receipt: who receives it and identifies an exception for manager review?

Exception: how does the open question stay connected to this turnover?

Follow-up: who accepts extra work and documents its separate scope?

Decision: where is manager review recorded apart from messages sent?

Communication: who handles guest-facing updates and carries open items forward?

Preparation only. Not an inspection, guest-readiness certification or permission to admit guests. Keep private details out.

TURNOVER EXCEPTION HANDOFF / 05

COMPARE THE SAME TURNOVER SCENARIO

Use Manager A and B. Ask both to explain the same completion-with-exception scenario, without private details.

Manager A / B / proposal references / shared neutral turnover scenario

Completion-update receipt, exception identification and reviewing roles - A / B

Separate follow-up acceptance, manager decisions and guest communication - A / B

Open-item handoff, exclusions, support and written service terms - A / B

READY TO HEAR FROM PROS?

If you choose, create an account on PickYourPro.ai and start a Property Management request. Describe the turnover coordination you need without guest or access details so participating pros can compete with proposals. Compare review roles, follow-up, communication scope, exclusions and written terms.

One request. Every pro's best offer.

Start a request

Participation varies. A private turnover-scope and management-role review may be needed before a final proposal.

Planning guide: https://www.pickyourpro.ai/services/property-management/short-term-rentals

Airbnb: What co-hosts can do (official reference)

Airbnb: Co-hosting tips (official reference)

Preparation only. Not an inspection, guest-readiness certification or permission to admit guests. Keep private details out.