

# islandcolonypartners

445 Seaside Avenue, Mezzanine, Honolulu, HI 96815

## Cleaning & Maintenance Services FAQ

### 1. Who can sign up for Island Colony Partners Cleaning & Maintenance services?

All Owners or Property Managers that are currently in the Short-term rental program or Owners & Property Managers entering the program.

### 2. Do I need to sign up for both services?

No, both services are stand-alone and you may sign-up for just one if you do not want both.

### 3. What is the linen program?

The linen program is mandatory. It includes the following and the linens are provided by the hotel. All of our linens are hotel grade sheets and towels. Initial set up fee for the linens is \$301.52 for 2 Queen or Double beds and \$160.42 for 1 King bed. If you have a unique bedding set up we can accommodate the request.

- 2 sets of bed linens Each set includes - 2 pillowcases, 2 fitted sheets & 2 flat sheets (Queen or Double beds) 1 fitted and 1 flat (King bed)
- 2 sets of bath towels – Each set includes - 4 bath towels, 4 hand towels, 4 washcloths and 1 bath mats.
- 1 set of beach towels: Each set includes 4 beach towels.
- 1 set of kitchen towels

All unit damages will be reported immediately to the owner/agent and Security. Damaged linens will be reported immediately to the owner/agent, and you will be charged accordingly for replacement. These charges can be re-couped to your guest. We will provide pictures for documentation. If an extra set of bed linens is needed and staged in your unit, an additional cost of \$50 for a Queen bed set or \$60 for a King bed set will be added to your account.

All linens are laundered and folded, we do not have an ironer for our linens.

Once guests check out with the Front Desk, Housekeeping Staff will coordinate cleaning of your unit based on our schedule. It is best to have your new guests check in at 3 p.m., with no early check ins. Any late checkouts may damper our schedule and cause your new guests to check in later than 3 p.m. Please ensure your guests check out on time.

### 4. Can I use my own linens & towels if I register for cleaning services?

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White linens and towels (as listed above) are required through our linen program. For laundry cleaning services and procedures to flow cohesively, we need all owners & property managers to have uniform linens and towels.

Owner must provide blankets, comforters, etc. Owners may also have decorated pillows of choice.

## 5. What are the monthly cleaning service fees and how are they calculated? \*

There is a flat service fee for checkout cleaning of \$140 for studio and \$195 for one-bedroom suites plus tax. The monthly charge will be the flat rate X number of check-outs for your unit for that month. This fee includes:

- Full clean of the unit upon check out – sweep, vacuum, clean refrigerator and kitchen, and bath. Dishes should be washed by guest and trash should be dumped in the trash chute. Our staff will use our own cleaning supplies and vacuum.
- Additional charges may be incurred should additional cleaning be needed. Re: Excessively dirty room, dishes not washed by guest.
- Amenities for the guest – shampoo, conditioner, lotions, dishwashing soap, scrubber, toilet paper.
- Laundry of white linens & towels. Our linens are laundered and folded, we do not have an ironer.
- Comforters, duvets and blankets are washed only as needed and not after every check out. \*\*
- Your lanai will be cleaned which includes glass cleaning on the louvers and lanai door glass. Any deep cleaning will not be done.
- Our staff will not wash dishes, if your dishwasher is loaded and dishes are cleaned, we will put them away during our cleaning process.
- If you needed extra linen sets, we will add \$15 per set to the checkout cleaning fee as shown above.

Your initial set up / clean fee will be quoted if the unit if a deep clean is needed. This initial clean will be quoted when your unit is inspected for this service.

- \*Additional fees will apply if there is extensive cleaning. This includes but not limited to – extensive trash in unit, unwashed dishes, extensive sand that requires a deep clean, etc.
- \*\*Comforters/duvets/blankets will be an additional charge

## 6. Will there be daily cleaning for each guest?

Daily cleaning for guests is not included. The fee is only for a check out clean service and replenishing of room amenities.

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## 7. What are the fees associated with Maintenance services and how are the monthly fees calculated?

There is no monthly fee. All services are ala carte as listed below. Your property manager or owner can contact us to provide the below services at the fee listed \*

- Service Call: \$50 – to check on your unit as requested.
- Lockout: \$50
- Fob Replacement: \$25
- Light Bulb replacement: \$25 (standard LED screw in light)
- Toilet clog only: \$35
- Toilet handle/flapper: \$25
- Lanai Door Off track/Lanai Lock out: \$25-\$50 depending on the situation.
  
- Additional cost if the situation is larger than expected.
  
- Other maintenance services available please inquire with the Hotel office for quotes. 808-921-7110 or office@islandcolonypartners.com

Any drain clogging, water leak or floor will be dispatched through the AOA office.

### **Procedures for Housekeeping Services:**

- Sign up with ICP Office and pay initial start up fee through Tenant Cloud
- Confirm start up with ICP who will inform all hotel staff the start date
- Room access information will provided at this time
- First room set up will includes all hotel amenities
- Front Desk will track all check-ins and check-outs to ensure accuracy and log all information on our spreadsheet located in our shared drive that all hotel staff have access to.
- At the end of the month, all documented check-outs will be tabulated and sent to Winnie for invoicing to owner/agent/host through Tenant Cloud

### **Procedures for Maintenance Services:**

- Sign up with ICP Office
- Confirm start up with ICP Office and inform all hotel staff the start date
- All owners/agents/hosts must complete the Maintenance Request form and email to the list provided.
- Our team will be dispatched
- When Maintenance is completed, we will notate maintenance work completed, and notate all charges on our shared drive.

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- All owners/agents/hosts will be notified of completion and charges per maintenance request.**
- At the end of the month, all documented Maintenance Requests will be tabulated and sent to Winnie for invoicing to owner/agent/host through Tenant Cloud.**