



Short-Term Rentals

Airbnb Host Guide: Five-Star Turnover Cleaning

How to clean and stage your Airbnb or VRBO listing to maximize reviews and repeat bookings in Northern Ontario.

5-Star

cleanliness = higher rank

73% North Bay & Sudbur

guests cite cleanliness #1

Binx service area

Table of Contents

- 01 Why Cleanliness Drives Airbnb Rankings

- 02 The Airbnb Cleaning Fee — Setting It Right

- 03 Building Your Turnover Checklist

- 04 Bedroom & Linen Standards

- 05 Kitchen: The Highest-Scrutiny Space

- 06 Bathroom: Where Reviews Are Won or Lost

- 07 Living Areas & Common Spaces

- 08 Exterior & Arrival Experience

- 09 Restocking & Staging for the Next Guest

- 10 Working with a Professional Turnover Cleaner

SECTION 01

Why Cleanliness Drives Airbnb Rankings



A professionally cleaned and staged Airbnb living area signals quality to guests from the first photo.

Airbnb's search algorithm weights guest review scores heavily. Cleanliness is the single most-reviewed category — and a single low cleanliness score can suppress your listing in search results for weeks.

The Numbers Behind Cleanliness

73%

4.8+

22%

3x

Guests say cleanliness is their #1 concern. Cleanliness score needed for 5-star rating. 22% of reviews mention cleanliness. 3x more reviews for cleanliness vs. other factors.

The Photo-Reality Gap

Many hosts invest in professional listing photos but allow cleanliness to slip between guests. When guests arrive and the reality doesn't match the photos — hair in the drain, crumbs on the counter — the damage to your rating is immediate and public.

SECTION 02

The Airbnb Cleaning Fee — Setting It Right



The right cleaning fee covers professional service while remaining competitive in your market.

The cleaning fee is one of the most common guest complaints when it doesn't align with the perceived quality of cleaning received. Setting it correctly is both a pricing and a quality management decision.

Cleaning Fee Principles

- Cover your actual cost: If you hire a professional cleaner, the cleaning fee should cover their rate plus consumables (supplies, linens if laundered off-site).
- Match market expectations: In Northern Ontario markets, cleaning fees for a 2–3 bedroom listing typically range from \$120–\$200. Outliers in either direction draw negative attention.
- Don't use it as a profit centre: Guests who feel the cleaning fee is excessive will judge the cleaning outcome more harshly — and review accordingly.
- Be transparent in your listing: Describe exactly what the cleaning fee covers. Hosts who communicate professionally set better guest expectations.

Consider a Cleaning Subscription

Some professional cleaning services offer monthly retainer pricing for Airbnb hosts — a predictable monthly cost covering all turnovers regardless of booking volume. This model suits hosts with high occupancy rates.

SECTION 03

Building Your Turnover Checklist



A written checklist is the foundation of consistent guest-ready turnovers.

The most reliable way to maintain consistent cleaning quality — whether you clean yourself or hire help — is a written, room-by-room checklist. Verbal instructions and memory are not sufficient.

Turnover Checklist Structure

- 1 Strip All Linens**
Strip all linens — mattress protectors, duvet covers, pillowcases, bath towels, hand towels, face cloths.
- 2 Start Laundry**
Start laundry immediately — turnover time is limited by laundry cycle time.
- 3 Remove Guest Items**
Remove all guest-left items, garbage, and recycling.
- 4 Reset Kitchen**
Reset kitchen — check fridge, wipe all surfaces, restock supplies.

- 5** **Deep Clean Bathrooms**
Deep clean bathrooms first — highest-scrutiny rooms.
- 6** **Clean & Stage Bedrooms**
Clean and stage bedrooms — fresh linens, staged towels.
- 7** **Clean Living Areas**
Clean living areas and vacuum throughout.
- 8** **Mop Hard Floors**
Mop all hard floors.
- 9** **Restock Consumables**
Restock all consumables — toilet paper, soap, coffee, garbage bags.
- 10** **Final Walkthrough**
Final walkthrough using checklist — check from guest perspective.

SECTION 04

Bedroom & Linen Standards



Hotel-style linen presentation sets guest expectations at the highest level.

The bedroom is where guests sleep — and where they form their first impression of your property after arrival. Linen quality and presentation have an outsized impact on the guest experience.

Linen Standards

- ☐ Mattress protector — waterproof, washed between every guest
- ☐ Bottom fitted sheet — crisp, no wrinkles
- ☐ Top sheet — tucked hotel-style or duvet cover, no visible stains or pilling
- ☐ Duvet — shaken and fluffed, cover changed between guests
- ☐ Pillowcases — all changed, no yellowing
- ☐ Decorative pillows — straightened and staged
- ☐ Towel set — minimum 2 bath towels, 2 hand towels, 2 face cloths per guest
- ☐ Towel presentation — folded hotel-style or rolled and staged

Bedroom Reset Checklist

- ☐ Check under bed for left items

- ▣ Wipe nightstands and lamps
- ▣ Vacuum carpet or mop floor
- ▣ Dust ceiling fan blades
- ▣ Check closet for guest-left items and straighten hangers
- ▣ Window glass — fingerprints and smudges removed

SECTION 05

Kitchen: The Highest-Scrutiny Space



The kitchen is where Airbnb cleanliness reviews are most often made or broken.

Airbnb guest surveys consistently identify the kitchen as the most important room for cleanliness judgement. A single unwashed pot, sticky countertop, or smelly fridge is enough to generate a negative review.

Kitchen Turnover Checklist

- Fridge — remove all guest-left food, wipe all shelves and drawers
- Freezer — check for left items, wipe interior
- Microwave — clean interior, turntable, and exterior
- Oven — check interior for spills, clean as needed
- Stovetop — degrease burners, grates, and drip pans
- Range hood — wipe exterior and clean or replace filter if needed
- All cookware and dishes — washed, dried, and returned to cupboards
- Countertops — wiped with food-safe cleaner, dried
- Sink and faucet — scrubbed and dried to prevent water marks
- Coffee maker — descaled and cleaned, basket removed

- ▣ Garbage and recycling — emptied and new bags installed
- ▣ Restock: dish soap, sponge, garbage bags, coffee/tea if provided

SECTION 06

Bathroom: Where Reviews Are Won or Lost



A spotless, staged bathroom is among the most photographed and reviewed spaces in a rental.

Bathrooms receive more scrutiny per square foot than any other room in an Airbnb property. Hair, soap residue, water marks, and mildew are the most commonly cited cleanliness complaints.

Bathroom Turnover Checklist

- Toilet — clean under rim, seat, lid, base, and behind
- Shower — clean walls, door or curtain, tracks, and drain (remove hair)
- Bathtub — scrub interior, overflow plate, and faucet
- Sink — scrub basin, clean drain, polish faucet
- Mirror — streak-free clean
- Countertop — wiped dry and clear of residue
- Exhaust fan — wipe cover grill
- Floor — mopped and dried
- Toilet paper — new roll installed, folded point
- Hand soap — refilled or replaced
- Bath mat — replaced with fresh laundered mat

The Drain Check

Hair in the shower or sink drain is the single most common bathroom complaint in Airbnb reviews. Check every drain during every turnover — it takes 10 seconds and prevents a review that damages your listing for months.

SECTION 07

Living Areas & Common Spaces



Living areas should feel inviting and spotless from the moment guests walk in.

Living areas set the tone for the guest experience. While they receive less scrutiny than kitchens and bathrooms, an unkempt living area — crumbs, fingerprints, dog hair, dusty surfaces — signals that the whole property may not have been properly cleaned.

Living Area Turnover Checklist

- Sofa and chairs — remove all debris, check under and behind cushions
- Cushions — fluffed and staged
- Coffee table and side tables — wiped clean
- TV screen — microfibre wipe, no fingerprints
- Remote controls — wiped with disinfectant wipe
- Fireplace — glass cleaned, ash removed if applicable
- Hard floors — swept and mopped
- Carpet — vacuumed thoroughly
- Windows — spot clean fingerprints
- Throw blankets — folded and staged

 Garbage — emptied and re-lined

SECTION 08

Exterior & Arrival Experience



The arrival experience begins at the property entrance — first impressions are formed before guests enter.

In Northern Ontario, exterior maintenance varies dramatically by season. The arrival experience — the moment guests pull into the driveway — shapes the entire stay. A tidy exterior sets expectations for what's inside.

Exterior Turnover Checklist

- Driveway and walkway — swept, clear of debris
- Winter: driveway plowed and walkway salted
- Front door and entrance — wiped, no cobwebs, doormat shaken
- Porch furniture — wiped and staged
- BBQ — cleaned and propane checked
- Garbage and recycling bins — emptied and returned to storage
- Outdoor lighting — bulbs working
- Firewood — stacked and accessible if applicable

Seasonal Outdoor Preparation

Northern Ontario hosts should perform seasonal exterior resets in May (spring opening) and October (fall winterization). These are distinct from regular turnovers and typically require additional time and budget.

SECTION 09

Restocking & Staging for the Next Guest



Professional restocking and staging elevates the guest experience beyond just clean.

The difference between a clean Airbnb and a five-star Airbnb is often staging. Thoughtful presentation of towels, amenities, and the space signals that guests are valued and that the host pays attention to detail.

Restocking Essentials

- ☐ Toilet paper — minimum 2 rolls per bathroom, plus spare rolls visible
- ☐ Paper towels — new roll or restocked
- ☐ Dish soap and sponge — clean sponge each guest
- ☐ Hand soap — refilled
- ☐ Shampoo, conditioner, body wash if provided
- ☐ Coffee, tea, sugar — restocked
- ☐ Garbage bags — spares accessible
- ☐ Welcome note or card — personalized if possible

Staging Touches That Generate Reviews

- Hotel-style towel fold: Roll bath towels and arrange decoratively, or use a tri-fold presentation on the towel bar.
- Toilet paper fan fold: The folded point signals the bathroom has been cleaned.
- Staged throw blanket: Draped neatly over the sofa arm — not balled up.
- Kitchen readiness: Coffee maker filled with water and ready, clean dish rack empty and away.

SECTION 10

Working with a Professional Turnover Cleaner

For hosts with multiple bookings per week or a portfolio of properties, professional turnover cleaning is not a luxury — it is an operational necessity. The right professional cleaner becomes a critical part of your hosting team.

What to Expect from a Professional Turnover Cleaner

- **Consistent results:** A professional uses the same checklist and the same standards every turnover — not affected by fatigue, time pressure, or distraction.
- **Speed:** An experienced turnover team completes a standard 2-bedroom turnover in 2–3 hours — competitive with the time you'd spend DIY cleaning.
- **Linen service:** Many professional services include linen washing, drying, and folding — eliminating one of the most time-consuming elements of the turnover.
- **Supply restocking:** Your cleaner can manage a supply inventory and notify you when items need to be replenished.
- **Same-day availability:** Experienced Airbnb cleaning services build same-day turnover capacity into their schedule — critical when a checkout-to-checkin window is under 4 hours.

Binx Airbnb Turnover Service

Binx Professional Cleaning provides Airbnb and VRBO turnover cleaning for hosts in North Bay and Sudbury. We work around your booking calendar, maintain your checklist, and deliver guest-ready results on every visit. Call (705) 845-0998 or visit binx.ca.

ABOUT BINX

Why Clients Trust Binx Professional Cleaning

<p>\$</p> <p>\$5M</p> <p>Liability Insurance</p>	<p>W</p> <p>WSIB</p> <p>Full Coverage</p>	<p>Q</p> <p>Quality</p> <p>Audit Verified</p>	<p>G</p> <p>100%</p> <p>Green Certified</p>
---	--	--	--

Binx Professional Cleaning is a locally owned and operated cleaning company serving North Bay, Sudbury, and surrounding communities in Northern Ontario. With 70+ trained cleaning professionals, we deliver consistent, verified, and insured cleaning services to over 200 commercial and residential clients every week.

We are proud partners of Cleaning for a Reason, providing free cleaning services to cancer patients in our community. We use 100% green-certified Green Cleaning Chemical products across every account. Every cleaning visit is verified through our Quality Audit inspection platform – so you never have to wonder whether the work was done.



Binx Airbnb Turnover Cleaning – North Bay & Sudbury

Binx Professional Cleaning provides reliable, guest-ready turnover cleaning for Airbnb and VRBO hosts across Northern Ontario. Same-day turnovers available. Visit binx.ca or call (705) 845-0998.

Get a Free Quote – binx.ca/contact

North Bay
1315 Hammond Street
North Bay, ON P1B 2J2
(705) 845-0998

Sudbury
767 Barrydowne Road
Sudbury, ON P3A 3T6
(249) 239-1225

binx.ca

\$5M Insured • WSIB Covered • Quality Audit Verified • 100% Green Certified • Cleaning for a Reason Partner