hostyco

ESTABLISHED 2026



PROPERTY OWNER INFORMATION PACK

CLEANING AND LAUNDRY SERVICES FOR SHORT-TERM RENTALS

BELLARINE PENINSULA, GEELONG & TORQUAY

HELLO.

WELCOME TO HOSTYCO

Sometimes, it can feel impossible to find reliable and quality cleaners who specialize in Airbnb & holiday homes. If you're an owner who self manages their own Airbnb or has a holiday home and you're looking for an experineced team who provide a 5-star cleaning service, everytime, say hello to HostyCo!

With 14+ years of experience, our team proudly service short-term holiday homes across Geelong, the Bellarine Peninsula and Torquay.

WHAT WE OFFER OUR CLIENTS

- A cleaning and laundry service managed by company directors - Helen & Emily
- A team of experienced staff, who work only in Airbnb - so they do it really well!
- An initial and complimentary **Property Assessment**
- A focus on presentation - beds beautifully presented, cushions and throws styled, towels neatly folded etc.
- Outdoor areas checked and cleaned, including BBQ's
- Property checks and reporting - damages, maintenance issues etc
- Restocking property supplies/consumables - supplied by property owner
- Seamless booking/scheduling system with our booking app - **TURNO**
- Year-round availability - excluding Christmas day and Boxing Day
- Monthly invoicing
- Optional extras - Deep cleans, bin service, callouts

HOLIDAY RENTAL CLEANING IS DIFFERENT.

Its not simply about cleaning a house - its about preparing a property for someone else's arrivaL.

At HostyCo, we undertsnd the little details that make a holiday feel special. From the beautifully made beds and spotless bathrooms to perfectly presented kitchens and those final styling touches, our team prepares each property with the next guest in mind.

PRICING.

Cleaning service:

- Monday to Friday - $65.00 per hour
- Saturday - $80.00 per hour
- Sunday - $95.00 per hour
- Public holiday - $120.00 per hour
- Plus GST
- Cleaning service available year round - excluding Christmas day and boxing day
- Cleaning will always take place on a weekday unless there is back to back bookings
- Invoiced weekly on a Wednesday the following week
- $30 fee applies to last minute bookings - WITHIN 24 HOURS

laundry service:

- $7.50 per kg
- Includes pressing of pillow cases
- Plus GST
- Invoiced weekly

OPTIONAL SERVICES

BIN SERVICE

Normally $50 per month - reduced to $35 per month when added on to a cleaning and laundry service

CALLOUTS

$100 for the first hour - $60 per hour thereafter inclusive of GST.
Higher rates for weekends and after hours

PROPERTY ASSESSMENT.

Before we clean for your first guests, we get to know your property.

During your **Property Assessment** we will:

✓ **Assess the property!**
We'll walk through the home and assess its current condition, cleanliness and presentation.

✓ **Document the property**
We'll photograph the property and record any existing damage, wear and tear or items requiring attention. This provides a useful baseline for both you and HostyCo.

✓ **Create your Property Profile**
We'll document the details our cleaning team needs to know — from linen and bed configurations to particular surfaces, appliances, styling preferences and any special cleaning requirements.

✓ **Identify areas needing attention**
We'll let you know if we notice anything that could affect the guest experience or requires attention before your first stay.

✓ **Get you guest-ready**
We'll include up to 30 minutes of complimentary cleaning and final touches during the initial visit, helping ensure your property is fresh, tidy and ready for its first guests.

It's our way of getting to know your property — before we get to work.

This initial visit means your property isn't just another address on our cleaning schedule. Our team starts with a clear understanding of your home, your expectations and what makes your property unique

TURNO.

Meet Turno — the clever little app behind your HostyCo cleaning service

When you choose HostyCo for your holiday rental cleaning, we use Turno to help keep your property's cleaning schedule organised, your turnovers running smoothly and your home guest-ready every time.
Turno connects your holiday rental calendar with HostyCo, so when a guest checks out, the cleaning job can be automatically scheduled and sent through to our team.

How it works

1. Your bookings are connected
Turno can connect with your Airbnb, Booking.com or other booking calendar, allowing cleaning requirements to flow through automatically.

2. HostyCo receives the cleaning job
Once a clean is scheduled, it appears in our HostyCo cleaning dashboard. Our team can see what needs to be done, when it needs to be completed and any specific requirements for your property.

3. Your property is cleaned to the HostyCo standard
Our cleaners work through a detailed property checklist covering everything from bathrooms and kitchens to beds, floors, bins, consumables and those all-important finishing touches.

4. We keep an eye on the details
Turno allows our team to record photographs, report damage or maintenance issues and keep notes about your property. This gives us a clear record of each turnover and helps us identify anything that needs attention.

5. Your next guests arrive to a fresh, welcoming property
The result is a simple goal: your property is clean, cared for and ready for the next arrival.

Why we use Turno

For our cleaning-only clients, Turno gives HostyCo a central system to manage cleaning across multiple properties while keeping your own booking calendar connected to your cleaning schedule.
It means less back-and-forth, fewer missed cleans and better visibility for everyone.

You book the guests. Turno helps schedule the clean.
HostyCo takes care of the rest.

What does Turno cost?

HostyCo uses Turno as your cleaning provider, so HostyCo does not charge you a separate Turno fee.
Turno currently offers a free host account for owners with one property. Owners with multiple properties may incur a Turno subscription fee, which is charged directly by Turno rather than HostyCo.

DOWNLOAD TURNO HOSTS TODAY!

1. Download Turno Hosts
2. Set up you Host account
3. Add your property
4. Connect your booking calendars
5. You'll recieve an invite from HostyCo via email
6. Accept our invite

We Look forward to working with you to make your Holiday Home a success!
- Emily & Helen HostyCo