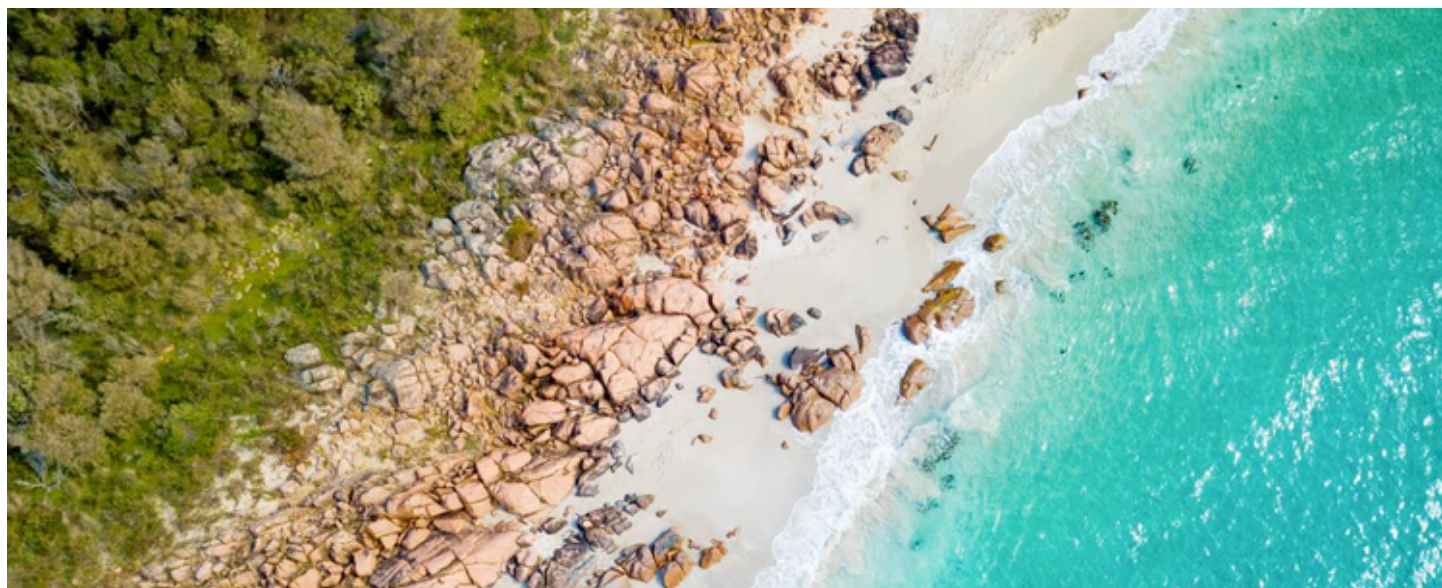


**thynk us**

**STRESS FREE CHANGEOVERS.  
FIVE STAR PRESENTATION.  
ONE TRUSTED BRAND.**

Cleaning • Linen • Reporting • Maintenance • Virtual Support

**HELLO, IT'S NICE TO MEET YOU**



**Everything your Airbnb needs, under one local team.**

At Thynk Us, we specialise in short-stay properties across the South West.

We help Airbnb owners protect their reviews, reduce downtime between bookings and remove the stress of managing multiple suppliers, by bringing cleaning, linen, reporting, maintenance and virtual support together under one brand.

Our systems are built to support short-term accommodation.

| WHY WE EXIST                                                                                           | WHAT WE OFFER                                                                                                                                                                                                                                      | HOW WE DELIVER                                                                                                                                                                                                           |
|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| To make hosting effortless, while protecting your property, your reputation and your guest experience. | <ul style="list-style-type: none"> <li>• Changeover cleaning</li> <li>• Full linen supply</li> <li>• Property reporting</li> <li>• Stock monitoring</li> <li>• Virtual property administration support</li> <li>• In-house maintenance.</li> </ul> | <ul style="list-style-type: none"> <li>• Dedicated in-house teams</li> <li>• Clear property instructions</li> <li>• Consistent reporting after every service</li> <li>• One point of contact for all services</li> </ul> |

## WHY HOSTS CHOOSE THYNK US

### One team. One system. One standard.

- Fewer messages and less coordination
- Faster response to issues and maintenance
  - Consistent presentation for every stay
  - Reduced risk of missed services
- Local South West team with real accountability

## Built for Short-stay owners

### DO'S:

1. **Keep your calendars and bookings accurate**  
Ensure your Airbnb calendar or property management system is kept up to date so all services can be scheduled correctly.
2. **Communicate all requests through THYNK**  
All cleaning, linen, maintenance and virtual requests should be sent through THYNK so tasks are logged, tracked and actioned properly.
3. **Advise of any property changes immediately**  
This includes new furniture, layout changes, additional beds, locked rooms, pets, owner cupboards, storage locations or access changes.
4. **Provide clear and reliable access**  
Lockboxes, smart locks, keys and access instructions must remain accurate for all services attending your property.

5. **Store linen correctly (if using owner-supplied linen)**

Please provide a labelled, preferably lockable cupboard with clear separation between clean and dirty linen.

6. **Notify us of known issues before arrival**

If there is existing damage, maintenance issues, guest incidents or urgent concerns, advise us in advance so the correct team can be scheduled.

7. **Review your property reports**

Our reports apply across cleaning, linen and maintenance and are designed to help you protect your property and guest experience.

**DON'TS:**

1. **Don't contact cleaners, maintenance staff or virtual team members directly**

All communication must go through THYNK to ensure requests are recorded, scheduled correctly and followed up.

2. **Don't change access details without notifying us**

Last-minute changes to codes, lockboxes or keys can delay services and impact guest arrivals.

3. **Don't leave personal or owner items in guest areas**

This affects presentation standards and can delay both cleaning and linen services.

4. **Don't store owner items in unlabelled cupboards**

Clear labelling protects your belongings and avoids mistakes during cleans and maintenance visits.

5. **Don't make property changes without advising THYNK**

New furniture, room changes, added beds, pets or layout updates must be communicated so cleaning, linen and maintenance requirements remain accurate.

6. **Don't rely on platform notes alone**

Messages or comments left only inside Airbnb or property platforms may be missed by service teams. Always notify THYNK directly for operational requests

**One simple rule**

**If it affects access, presentation, guest experience or scheduling — let THYNK know.**

**This allows our Cleaning, Linen, Maintenance and Virtual teams to work seamlessly together and deliver consistent five-star outcomes for every stay.**

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## More than cleaning — complete property care

Every visit includes:

- Guest-ready presentation
- Visual checks for damage or issues
  - Stock monitoring
- Linen and bed configuration checks
- Maintenance concerns flagged early

This allows small issues to be fixed before they become guest complaints or poor reviews.

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## OPTIONAL ADD-ON SERVICES

| THYNK CLEAN       | THYNK MAINTENANCE    | THYNK LINEN    | THYNK VIRTUAL    |
|-------------------|----------------------|----------------|------------------|
| CLEANING SERVICES | MAINTENANCE SERVICES | LINEN SERVICES | VIRTUAL SERVICES |

We work alongside Airbnb hosts and property managers to provide professional operational support services.

Our role is to support your property through:

- Cleaning & presentation
- Linen supply & management
- Property condition reporting
- Virtual administration support
- Maintenance and minor repairs

We do not manage listings, pricing, guest payments or bookings on your behalf.

**You remain in full control of your Airbnb.**

**Thynk simply support the day-to-day operations behind the scenes.**

**Thynk Clean**

Airbnb Changeover Cleaning / Professional short-stay cleaning, built for five-star reviews, below is a brief example of our cleaning our service inclusions.

### **Basic Clean**

For low-soil, short stays where the property is already well presented and only requires a refresh between guests.

### **Standard Clean (Most Popular)**

Our most common Airbnb changeover clean, suitable for the majority of bookings and back-to-back stays.

### **High-Level Detail Clean**

For deep presentation resets, seasonal refreshes, high-traffic periods, owner inspections, or when a property needs extra attention to detail.

### **Deep Cleans (Additional Extra)**

| Service Inclusions                                           | Basic | Standard | High-Level   |
|--------------------------------------------------------------|-------|----------|--------------|
|                                                              | Clean |          | Detail Clean |
| Kitchen benches, sink & splashback                           | ✓     | ✓        | ✓            |
| Cupboard fronts, handles                                     | ✓     | ✓        | ✓            |
| White good appliances inside & out (exc. cooking appliances) | ✓     | ✓        | ✓            |
| Checking of Small Appliances (Air fryers, Toasters etc)      | -     | ✓        | ✓            |
| Checking Crockery, Glassware & Utensils Polishing            | -     | -        | ✓            |
| Restocking of Kitchen Consumables                            | -     | ✓        | ✓            |
| Bathroom Clean                                               | ✓     | ✓        | ✓            |
| Polishing of Tapware                                         | -     | ✓        | ✓            |
| Streak Free Glass/Mirrors                                    | ✓     | ✓        | ✓            |
| Restocking of Bathroom Consumables                           | -     | ✓        | ✓            |
| Toilets, Vanities & Showers Detailed                         | -     | ✓        | ✓            |
| Bedrooms Stripped, Remade & Reset                            | ✓     | ✓        | ✓            |
| Surface Wiping                                               | ✓     | ✓        | ✓            |
| Window Sills                                                 |       |          |              |

|                                                     |   |   |   |
|-----------------------------------------------------|---|---|---|
| Checking of bedside lights & TVs (small appliances) | - | ✓ | ✓ |
| Room Resetting and Presentation                     | ✓ | ✓ | ✓ |
| Bins Emptied (internal)                             | ✓ | ✓ | ✓ |
| Internal mirrors & glass                            | - | ✓ | ✓ |
| Skirting & Wall Marks (visible areas)               | - | - | ✓ |
| High Touch Points                                   | - | ✓ | ✓ |
| Furniture & decors reset, wipe down                 | - | ✓ | ✓ |
| Deep Presentation                                   | - | - | ✓ |
| Outdoor Checks                                      | ✓ | ✓ | ✓ |
| Outdoor Furniture Clean & Reset                     | - | ✓ | ✓ |

In addition, our teams complete a property condition check during every visit and flag:

- damage or missing items
- maintenance concerns
- guest-related issues
- guest star review (scored out of 5)

This ensures problems are identified early and resolved before they impact future guests or reviews.

**Thynk Maintenance**

**Fast response, practical fixes and fewer guest disruptions.**

Our in-house maintenance team allows issues to be addressed quickly without the need to source external trades.

Our services include:

- Minor repairs and handyman works
- Gardening and light external works
- Tap, hinge, door and fixture adjustments
- Wall marks, touch-ups and small repairs
- Furniture assembly and replacements
- Property checks between stays
- Pre-arrival checks and property preparation
- Urgent call-outs during guest stays

Maintenance issues are commonly identified through our cleaning and reporting teams, allowing faster response and consistent communication.

### Thynk Virtual

#### **Behind-the-scenes support for hands-off hosting.**

Our virtual support service is ideal for self-managed Airbnb owners who want operational support without engaging a full property manager.

This service can include:

- Guest messaging support (phone, email and platform messaging)
- Booking and calendar coordination
- Cleaner and linen scheduling oversight
- Issue logging and follow-up
- Liaison with maintenance and trades
- Admin support during peak periods

You remain in full control of your listing and pricing.

We simply support the daily operations behind the scenes.

### Thynk Linen

#### **Hotel-quality presentation without the washing, storage or handling.**

Our linen service ensures consistent, professional presentation for every stay.

Our service includes:

- Hotel-quality white linen supplied
- Triple-sheeting for all beds
- All beds fully made to short-stay presentation standard
- Bath towels, hand towels and bath mats supplied
- Linen removed after checkout and laundered in-house
- Consistent rotation to maintain quality and longevity

Alternatively, owners may supply their own linen.

We can manage and launder owner-supplied linen with:

- property-specific allocation
- clean and dirty linen separation
- bed configuration management

This ensures presentation standards remain consistent across every booking.

## Ready to get started?

### THYNK US

**Cleaning • Linen • Reporting • Maintenance • Virtual Support**

**Stress-free changeovers.**

**Five-star presentation.**

**One trusted local team.**

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We recommend a short onboarding walk-through at your property.

This allows us to:

- take detailed notes and photos
- confirm access and linen setup
- build clear instructions for our teams
- ensure consistency from the very first clean

**Book your onboarding meeting today.**

**0437 237 336**

Email us at **admin@thynkus.com** for any concerns or suggestions.

