



MARGARET RUDD & ASSOCIATES, INC., REALTORS®
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Our Commitment

Margaret Rudd & Associates cares about the safety and well-being of our guests and their families, our team members, our property owners and all of the third party vendors we work with every day.

Cleaning Procedures, Property Preparations & Social Distancing

Housekeeping & Maintenance

Our housekeeping team members clean and disinfect all hard surfaces of our vacation homes, including but not limited to appliances, countertops, sinks, flooring, trash cans, doorknobs, fan pull chains and light switches/plates. In addition, soft surfaces such as cushions and pillows will be sanitized.

MRA will provide housekeepers with CDC- and EPA-approved disinfectants, sanitizing products and microfiber cloths in order to complete cleans.

More specifically, guests will find:

Kitchen

- All hard surfaces (floors, appliances, countertops, sinks, trash cans, doorknobs, etc.) will be disinfected.
- Ice bins and trays will be emptied.
- Potholders and hot pads will be washed each week.
- Unused paper products will be removed.
- The bottles of any liquid soaps or detergents will be disinfected and left on property.

Living Rooms, Sitting & Common Areas

- All hard surfaces (pull cords/wands of blinds, lamp switches/chains, remote controls, doorknobs, floors, tables, etc.) will be disinfected.
- Soft surfaces like throw pillows and cushions will be sanitized with extras being stored away.

Bedrooms

- As listed above, all hard surfaces will be disinfected and all soft surfaces will be sanitized.
- Bedspreads and comforters will be left tri-folded at the end of the bed.
- Additional bedding like blankets will be sanitized, folded and placed in a bedroom closet.

Bathrooms

- All surfaces will be thoroughly cleaned and disinfected.
- Bathroom rugs will be washed each week and draped over the tub to dry.

- Shower curtains and liners will be cleaned and sanitized. Liners will be placed inside the tub, curtain outside with both pulled back halfway to allow for airing out.
- Any toothbrush holders or cups will be disinfected, wrapped in plastic and stored under the sink.
- Trash cans will be cleaned and disinfected.
- Unused paper products will be removed but liquid hand soap bottles will be disinfected and left on property.

Laundry Rooms or Closets

- All hard surfaces will be disinfected including the knobs and controls of appliances.
- Liquid detergent bottles will be disinfected and left on property.

Exterior Areas

- Outdoor furniture will be disinfected and placed neatly for the next guest.
- Decks, balconies and entries will be clean and tidy.
- All toiletries will be removed from any outdoor shower area.

To practice further social distancing, our maintenance team will work closely with housekeeping to avoid any interruptions during guest stays. We will do our best to address maintenance issues between guest departure and the next guest's arrival. We request that guests report items immediately so that we may assess the situation and gauge the comfortability that the guest has with a vendor coming to the property.

Linens

On property bedding will be sanitized during each clean with bedspreads and comforters being tri-folded and placed at the foot of the bed. Any additional blankets or bedding will be sanitized and placed in closets.

Linens, either included with your reservation or rented through Beach Stuff Linens (including pillow cases, bed sheets and towels) will be laundered offsite and shrink-wrapped for peace of mind.

Guest Arrivals & Check-In Procedures

MRA will abide by the suggestions of the CDC and the guidelines of the NC Governor's phased reopening plan with regard to our standard check-in procedures.

- **Guests will be notified by Text and Email when their property is ready for check-in.** Housekeeping staff will need every minute of extra time in order to properly disinfect and sanitize each property between stays. If guests have not heard from us by 3:30pm, they are to call the office. We ask guests not to linger at their rented property prior to picking up their key packet and checking in the office.
- **Check-ins will continue to occur at our Oak Island office.** For the time being, guests will enter the office via the front porch through a designated entrance. Shields will be in place at the counter where an employee will greet them. We request that only one member from each party proceed to complete the check-in process and that he/she maintain the acceptable 6-foot distance at all times.
- **Guests will find all property-specific information on their key packets.** Information will include directions to their rented property, WiFi information, trash pick up information, the express check out procedure and the number for our after-hours emergency line.

MRA Expectations

Vacation Like A Local

MRA requests that you safeguard our area and the residents by vacationing like you were a local. Help us by following the recommended social distancing measures in place and the [guidelines as dictated by the NC Governor](#).