

## Host Guide

# How to Create a Seamless Check-In Experience

*A practical guide for Hosts on MidiStays*

## The Check-In Sets the Tone

For mid-term Guests, the check-in is not a formality. It is the moment the property becomes their home. After weeks of organising a move, a placement, a renovation, or a life change, arriving at a property that is ready, and easy to access is a genuine relief.

Get it right and your Guest settles in quickly, trusts you as a Host, and is far more likely to look after the property. Get it wrong and you start the stay managing anxiety, answering questions you should have answered before they arrived, and recovering from a first impression that is hard to undo.

This guide covers everything you need to create a check-in experience that is smooth, professional, and genuinely welcoming.

## Why This Matters More in Mid-Term Hosting

Mid-term Guests are not tourists passing through for a weekend. They are people who will live in your property for one, two, three months or more. Many of them are arriving during a period of personal or professional transition. They may be tired, stressed, or carrying more logistics than usual.

A seamless check-in tells them three things immediately: the property is what was advertised, you are a trustworthy Host, and they can stop worrying about accommodation and get on with what brought them here.

*A Guest who arrives easily and finds everything in order rarely needs to contact you again about basics. That is good for them and good for you.*

## The Five Components of a Great Check-In

### 1 Secure, Self-Directed Access

The most important thing you can do is ensure your Guest can access the property independently, without needing to coordinate with you in real time. This matters enormously for mid-term Guests who may be arriving after a long flight, a late drive, or an early-morning transfer.

Options to consider:

- A smart lock or keypad with a unique code issued to each Guest — these can be changed remotely between stays
- A lockbox with a key, positioned somewhere discreet with clear instructions on how to locate it
- App-based access systems for properties with building entry as well as unit entry

Whatever system you use, always have a backup. If a smart lock battery dies or a code fails to work, your Guest needs a clear path to get inside without panic. Make sure you can be reached quickly if something goes wrong, and have a contingency documented.

## 2 Pre-Arrival Communication

Send your check-in instructions 24 to 48 hours before your Guest arrives. Do not wait until the morning of check-in. Your Guest will appreciate having time to read through the details at a relaxed pace rather than reading your message from a car park while trying to find the entrance.

Your pre-arrival message should include:

- **Access instructions** step-by-step, with photos or a short video if the property has any quirks
- **Parking details** exactly where to park, visitor space numbers if applicable, any permit requirements
- **Wi-Fi name and password**
- **Your contact number** and the best way to reach you if something is not right on arrival
- **Check-in time** and what to do if they are running early or late
- **Any building entry requirements** intercom codes, gate remotes, stairwell access

Keep the message clear and sequential. A Guest arriving at an unfamiliar property in an unfamiliar area does not want to search through a long paragraph to find the code. Use short numbered steps where it helps.

## 3 A Welcome Pack or Property Guide

A welcome pack does not need to be elaborate. It needs to be useful. Leave it somewhere obvious in the property — the kitchen bench or dining table works well.

Include:

- **House rules** keep them concise and reasonable
- **How the key appliances work** especially anything with a quirk — the hot water system, the air conditioning, the oven
- **Bin collection days** and which bins go out on which days
- **Maintenance contact** who to call if something needs attention
- **Emergency contacts** including a plumber and electrician if you have preferred tradespeople
- **Local essentials** nearest supermarket, pharmacy, GP clinic, and public transport stop

*A digital version sent before arrival is a bonus — it lets the Guest orient themselves before they get there. A printed version left in the property means they have something to refer to without a phone in hand.*

## 4 First-Night Readiness

Your Guest should be able to walk in and immediately feel at home. This means the property is clean, the bed is made, and the basics are there without them needing to go shopping before they have unpacked.

At a minimum, have the following ready on arrival:

- **A made bed** with clean linen
- **At least one set of towels** per Guest, left out and accessible
- **Toilet paper** in every bathroom
- **Hand soap** in the bathroom and kitchen
- **Dish soap and a sponge**
- **Tea, coffee, and sugar** a small welcome gesture that costs very little
- **Bin liners** in every bin

These are small things. But arriving to an unmade bed, no toilet paper, or a kitchen with nothing in it signals to a Guest that the property was not properly prepared for them. That feeling is difficult to recover from, even if everything else is excellent.

## 5 A Warm, Personal Welcome

You do not need to be there in person. But a brief, personal message on arrival goes a long way. This can be as simple as a card on the bench, a short welcome note left with the property guide, or a text message sent once you know they have checked in.

Keep it genuine and brief. Tell them you hope they settle in well, remind them they can reach you if they need anything, and let them know you are glad to have them. That is all it takes.

For Guests arriving during a life transition, a moment of human warmth from a Host they have never met can genuinely matter.

## Common Check-In Mistakes to Avoid

These are the issues that appear most often in negative Guest feedback about check-in experiences:

- Sending check-in details on the day of arrival, or after the Guest has already tried to access the property
- No backup access method when a smart lock fails or a code does not work
- Instructions that assume familiarity with the property — be specific, even about things that seem obvious to you
- A property that has not been cleaned to standard, or where the bed is not made
- No welcome supplies at all — even a roll of toilet paper and a bar of soap signal that you thought about their arrival
- An emergency contact that is unreachable — if you cannot be contacted at check-in time, have someone else available

*Mid-term Guests are not tourists. They are settling in, not just dropping luggage. Everything that makes check-in easier is an investment in a smoother stay from day one.*

## Pre-Check-In Checklist

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Run through this before every new Guest arrives:

### 48 Hours Before Arrival

- Send pre-arrival message with access instructions, parking, Wi-Fi, and your contact details
- Confirm check-in time with the Guest
- Test the access system yourself if you have made any changes since the last stay

### 24 Hours Before Arrival

- Property is clean and inspection is complete
- Bed is made with fresh linen
- Towels are laid out
- Welcome supplies are stocked: toilet paper, soap, dish soap, tea and coffee
- Bins are empty and lined
- Welcome pack or property guide is positioned visibly
- All appliances are tested and working
- Any maintenance issues from the previous stay have been resolved

### Day of Arrival

- Confirm your phone is on and you are reachable
- Send a brief welcome message once you know the Guest has arrived
- Have your backup access solution ready in case it is needed

## Frequently Asked Questions

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### Do I need to be at the property for check-in?

No — in fact, most mid-term Guests prefer self-directed check-in. It gives them flexibility to arrive on their own schedule without coordinating with you. A good access system and clear instructions are far more valuable than a Host waiting at the door.

### What is the best access option for a mid-term rental?

A smart lock or keypad is the most practical solution. It allows you to issue unique codes to each Guest, change them remotely between stays, and eliminate the risk of key loss or copying. A lockbox with a physical key is a reliable and lower-cost alternative if a smart lock is not feasible for your property.

**How detailed should my check-in instructions be?**

As detailed as the property requires. If your property is a straightforward apartment with a single entrance, a few clear steps will do. If there is a building intercom, a separate gate, visitor parking on a nearby street, and a hot water system that needs to be switched on manually, all of that needs to be documented clearly. When in doubt, include more detail rather than less.

**What should I do if a Guest has trouble accessing the property?**

Be reachable. This is the single most important thing. If you cannot be contacted at check-in time, your Guest has no path to resolution. Have a backup access method documented and share it with your Guest in advance so they know what to do if the primary option fails.

**Is a welcome pack really necessary?**

It is not mandatory, but it makes a meaningful difference. A Guest who knows where the bins go out, how the hot water works, and where the nearest supermarket is from day one is a more settled, more comfortable Guest. That translates directly to a smoother stay and better reviews.

**A Good Check-In Is an Investment**

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The time you put into your check-in process pays back across the entire stay. A Guest who arrives easily, finds everything in order, and feels welcomed from the start is a Guest who is more likely to respect the property, communicate well, and leave a review that helps you attract the next one.

You do not need to be extravagant. You need to be prepared, clear, and genuinely thoughtful about what your Guest will need in their first hours. The rest tends to follow from there.

*If you have questions about setting up your property for mid-term Guests or want guidance on any part of the hosting process, we are here to help.  
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