Before the numbers

A 20-minute records hunt for one completed shortlet stay. Leave with a list of missing documents, not a profit calculation. Take longer if records are scattered.

Choose a small, clear scope

Choose one property and one completed stay. Call it Stay A. Keep your original records on your own device. Do not upload guest names, bank details or screenshots to this guide.

Your action: Write the stay reference, the period and the role you are checking from.

Use a three-pass search

First: find the booking and payment records. Next: locate power and laundry records for the period. Last: locate the next major bill and a quote for one item that may need replacing.

Your action: Spend about five minutes on each pass. Stop searching when you need to ask someone else; add the missing record to your tracker.

Use honest status labels

Found = you can point to the actual record. To chase = a document or explanation is missing. Not relevant = outside your role or not used here. Not checked = you have not looked.

Your action: A message saying “I will send it” is still To chase. A record being found does not prove its accuracy.

Preparing to start? Use this as a document-request list for an authorised discussion with an owner or manager. Do not invent business evidence. Mark unavailable records Not checked.

Where the trail often breaks

Three illustrative paperwork problems. Use them to ask a better question, not to accuse a staff member or decide what a business has earned.

Diesel bought for a shared generator

You find a diesel receipt, but the generator serves more than one unit. The record does not say which property or period it relates to.

Your action: Ask the operations lead for the usage record and an explanation of how the property is identified. Mark it To chase until the link is clear. Do not make up a split.

Laundry collected is not the whole trail

A WhatsApp message says “laundry collected”. There is no dated invoice or payment record attached to Stay A.

Your action: Ask for the dated service invoice and the payment reference. Keep only a note of where the records are stored in your tracker.

A remembered rent date

Someone says renewal is “around next month”. You cannot locate the agreement or written renewal document.

Your action: Ask the person responsible for the current agreement and any later written change. Record the document to request; do not calculate savings from an unconfirmed date.

A useful request: “Please share the dated laundry invoice and payment reference for Stay A by Thursday. I need to complete its records check.” Use your secure internal channel, not a public group.

Your evidence tracker

Use a pen or your own notes. Keep sensitive documents in your existing secure records. This tracker needs references and roles, not names or bank information.

Property / Stay A reference:

Period checked / your role:

Record to find	Found / chase / N/A / unchecked
Booking confirmation	
Payment / payout record	
Power receipt and property link	
Laundry invoice / payment proof	
Next major bill document	
Dated replacement quote	

First missing record to request:

Role to ask / question to clarify:

Date to follow up / where proof is kept:

Next: the Shortlet Numbers course teaches calculations, offer comparisons, savings planning and practical scenarios. This records check does not replace those lessons or award completion.