

Short-Term Rental Power Outage & Disaster Preparedness Checklist

A quick-reference guide for Airbnb and STR hosts



BEFORE THE POWER GOES OUT: Prepare ahead when storms or outages are possible.

Home & Property

- Test smoke, CO₂, and natural gas detectors
- Refill propane/fuel for gas stove or grill
- Check pilot lights and gas appliance safety
- Secure outdoor furniture, umbrellas, and bins
- Print out your digital guidebook (Wi-Fi may fail)

Communication

- Notify upcoming guests about possible weather/power issues
- Confirm guests know how to reach you
- Save local emergency and utility phone numbers

Supplies

- Fully charge smart locks, tablets, Wi-Fi routers, and backup batteries
- Charge portable power banks
- Stock bottled water (1 gallon per person per day for 3 days)
- Keep easy, non-perishable foods on hand (granola bars, soups, snacks)
- Fill the bathtub or large containers with water for toilet flushing
- Replace flashlight and lantern batteries

Temperature Prep

- Raise thermostat a few degrees if cold weather is coming
- Lower blinds or close curtains to retain indoor temperature

WHEN THE POWER GOES OUT: Stay calm and help guests feel safe and cared for.

Immediate Steps

- Check breakers to confirm it's not a local issue
- Notify guests immediately, acknowledging the situation
- Contact utility company or check outage map for ETA updates
- Turn off/unplug sensitive electronics (TVs, routers, chargers)

Food & Water

- Keep fridge/freezer doors closed. They stay cold for 24–48 hrs
- Move perishables into a cooler with ice packs if needed
- Use gas stovetop or outdoor grill to heat water and simple meals
- Remind guests not to use grills or fuel heaters indoors

Comfort & Safety

- Provide lanterns or flashlights (no candles)
- Provide extra blankets and encourage guests to gather in one room
- Relight pilot lights if needed — follow instructions carefully
- Check on vulnerable guests (elderly, kids, medical needs)
- Monitor interior temps and offer guidance for keeping warm or cool

COMMUNICATION & REFUNDS: Be proactive, empathetic, and fair.

Guest Communication

- Send a calm message acknowledging the outage
- Update guests periodically (every few hours if long-term)
- Offer tips: nearby cafes, open stores, community centers
- Provide reassurance that safety and comfort are your top priorities

Refunds & Cancellations

- Check Airbnb's "Force Majeure" policy
- Offer partial refund or credit if stay is significantly impacted
- Always respond objectively to negative reviews — future guests are reading

AFTER POWER RETURNS: Wrap up thoughtfully and check for lingering issues.

- Reset clocks, smart locks, and thermostats
- Check freezer and fridge temperatures
- Replace any used supplies (batteries, water, etc.)
- Follow up with guests to thank them for their patience
- Note lessons learned for your host log

PRO TIP FROM A SUPERHOST:

“Your guests don’t expect perfection; they expect to feel cared for. A prepared, calm host earns five stars, even during a blackout.”

EMERGENCY SUPPLY KIT: Keep these stocked and labeled in an easy-to-find spot.

Lighting & Power

LED flashlights (1 per room)
Lanterns or headlamps
Extra batteries
Portable power banks
Solar or car charger adapters

Safety

First aid kit
Fire extinguisher
Surge protectors
Carbon monoxide detector
Battery-powered radio

Comfort & Essentials

Extra blankets and sleeping bags
Thermal curtains or door draft stoppers
Hand warmers
Small camping stove or butane cooker

Extras for Comfort

Board games or card deck
Books and magazines
Printed local emergency contact sheet

Water & Food

Bottled water (3-day supply minimum)
Canned soups, tuna, beans, fruit cups
Shelf-stable milk or milk alternatives
Manual can opener

Find more hosting
tips at kpbnb.com!

