

Covid-19 Risk Assessment for Short-Term and Holiday Rentals and Self-Catering Properties

Property Name: 6 The Maltings, Appledore
 Date of Assessment: 23rd September 2020
 Assessment Carried out by: Diana Maine

Date of Next Review: March 2021 or earlier as necessary
 Notes:

What are the Hazards?	Who Might Be Harmed and How?	What are you already doing to control the Risk?	What further action do you need to take to control the risk?	Risk Factor / Urgency		
				High	Medium	Low
<p>Person to person contact during COVID 19 pandemic (Host and guest)</p>	<p>Becoming infected with COVID19 and further spread the infection</p>	<p>No person-to-person contact with self check-in and check-out using Keysafe</p> <p>3 day gap between lets and check-out 10am, check-in 3pm</p> <p>All information in cottage booklet on site with owner's contact details for emergencies.</p>	<p>Minimise contact between the two parties. YES</p> <p>Consider protective clothing for any welcome staff and ensure guests and welcome staff understand social distancing guidelines. N/A</p> <p>Provide a pre-arrival/ departure pack for guests explaining procedures. DONE VIA EMAIL</p> <p>Use self-check in approaches where appropriate such as lock boxes with Host to video call or phone the guests after guest arrival to ensure customer satisfaction and to answer all queries YES</p> <p>Ensure guests are not present during cleans YES</p> <p>Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency) YES</p> <p>Provide a FAQ document on all aspects of the property for example:</p> <p>When bin day is How the boiler works How to switch the heating on How the cooker works</p> <p>This will minimise any visit to the property DONE</p> <p>Ensure amenities packs are single packaged items YES</p> <p>Have an illness during stay reporting procedure and useful contact numbers in the property YES</p>			X

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Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property	Keyholder inform owners asap	Create an ongoing checking system and document for staff health / wellbeing IN REGULAR CONTACT			
Cleaning regimes not effective / fit for purpose	Contaminated accommodation / spread of COVID 19	<p>Cleaning regime agreed with keyholder who is responsible for cleaning the cottage</p> <p>Equipment and services regularly maintained. In addition guests asked to inform owners of any problems so they can be resolved before the next let or earlier if urgent.</p>	<p>Create a cleaning plan that cleaning staff must adhere to YES</p> <p>Create a maintenance checklist so any issues to be flagged and dealt with before the guests arrival in-depth ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken ALL MAINTENANCE ISSUES DEALT WITH PROFESSIONALLY</p> <p>Cleaning standards checked periodically by supervisors or external 3rd parties (e.g. accreditation) BY OWNERS ON REGULAR VISITS</p> <p>All cleaning team members are given the correct protective clothing and know how to use correctly and instructions on handwashing, protective clothing disposal and their well being YES</p>			X
Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly	<p>Cleaning regime agreed with keyholder in addition to 3 day isolation of cottage between bookings</p> <p>Sufficient appropriate cleaning materials including anti-viral spray available for guests to use during their stay</p>	<p>Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example : touch points, door handles, banisters, surfaces, bathrooms CLEANING REGIME AGREED</p> <p>What should be disinfected AGREED</p> <p>Ensure all cleaning materials are clean and fit for purpose YES</p> <p>Ensure all cleaning equipment is fit for purpose and the being used in the correct way YES</p> <p>Put a health & safety file together with all cleaning products used and for what purpose, COSHH sheets if required, all previous cleaning / maintenance schedules for the accommodation and all risk assessments YES</p>			X

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<p>Dealing with a guest who is unwell or infectious outbreak in your property</p>	<p>The spread of an infection outbreak</p>	<p>COVID 19 Protocol sent to all guests</p> <p>Guests agree to return home immediately if at all possible and to inform owners.</p> <p>Cottage to be left vacant for 3 days before cleaning prior to further bookings</p>	<p>Place a what to do if you suspect you as a guest are ill or have an infectious outbreak document in the property including relevant phone numbers and actions required</p> <p>Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long YES</p> <p>Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness for self-quarantine TO BE DETERMINED ON A CASE BY CASE BASIS</p> <p>Build a relationship with fellow property owners (buddy system) to see if arriving guests can be relocated into one of these properties if original booking cannot be fulfilled due to guest illness N/A</p> <p>Deliver clean linen and linen bag for the guests to place used linen in (leave this in the property) NOT OFFERED. WASHING MACHINE IN THE COTTAGE</p> <p>Deliver, medicines, food supplies and extra cleaning materials to the outside of the property NOT OFFERED</p>			<p>X</p>
<p>Incorrectly laundered bedding</p>	<p>Bacteria not killed off properly</p>	<p>bedding washed ar 60 degrees Pillow protectors and pillows changed between guests</p>	<p>Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash) YES</p>			<p>X</p>
<p>Changeover clean</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Guests required to strip beds and bag own linen</p> <p>Check out time 10am and 3 day gap between bookings</p>	<p>All changeover cleans can only be completed once the guests have left the property YES</p> <p>Cleaner has filled out the fit for work document IN REGULAR CONTACT WITH OWNER</p> <p>All protective clothing is available to cleaner YES</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly YES</p>			<p>X</p>
<p>Legionella</p>	<p>Infection of Legionella from standing water if the property has been lying empty</p>	<p>Owners visit regularly and systems regularly flushed through</p>	<p>Flush the whole water system for two minutes or more. First flush your toilet, then let the kitchen taps and the hand basin taps run for two minutes or more to let both hot and cold water pass through.</p>			<p>X</p>

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			<p>Flush the shower through If your shower has not been used for two weeks or more, disinfect the showerhead. The showerhead should be removed and the shower run for two minutes. The showerhead should be disinfected before being re-fitted by immersing for at least an hour in any solution designed for cleaning baby feeding bottles (e.g. Milton). Showerheads should be regularly disinfected about four times a year.</p> <p>Finally, let any other taps run for two minutes.</p>			
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Notes on completion	<p>We are reducing the risk of CV-19 infection to our guests, our keyholder and ourselves by ensuring that there is a three day gap between lettings or any family occupation of the property. There is no evidence of risk of infection from surfaces after 72 hours. We believe that this, together with rigorous cleaning and other protective measures, will minimise any risk.</p>
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