

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

Property Name Date
of Assessment
Assessment Carried out by

Old Rectory Cottages
25th June 2020
Keith Parker

Date of Next Review:

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
Person to person contact during COVID 19 pandemic	Host, Guests, Cleaners, Contractors, Visitors-Becoming infected with COVID19 and further spread the infection	Minimise contact between the parties	Collect all information into one comprehensive document which can be e-mailed to guests prior to arrival and can be used by guests who have bought laptops etc as a reference document. If they don't have a laptop, then give them a laminated physical copy. Disinfect between lets			X
		Ensure all understand social distancing guidelines.				X
		Provide a pre-arrival/ departure pack for guests explaining procedures.				X
		Introduce self-check in practices as much as possible – eg. Guest's door key is inside the property; door is left unlocked				X
		Telephone the guest after their arrival to ensure customer satisfaction and to answer any queries				X
		Ensure guests are not present during interim cleans				X
		Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency). Advise by telephone. Ask guest to leave windows open when they leave the property			X	
Car parking spaces have been marked out to facilitate social distancing					X	

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<p>Person to person contact during COVID 19 pandemic (Cont)</p>		<p>Provide a FAQ document on all aspects of the property for example: When bin day is How the boiler works How to switch the heating on How the cooker works What the WiFi code is</p> <p>This will minimise any visits to the property</p> <p>Sanitiser dispenser installed by each cottage to allow guests to sanitise their hands prior to entering the property</p> <p>Have an illness during stay report form and list of useful contacts in the property</p>				<p>X</p>
<p>Cleaner / housekeeper not fit for work and infected with COVID 19</p>	<p>Could spread COVID 19 through cleaning within the property</p>	<p>Cleaners issued with written guidance & will provide written confirmation that they are fit for work before starting</p>		<p>X</p>		
<p>Cleaning regimes not effective / fit for purpose</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Have created a cleaning plan that all cleaning staff must adhere to at each clean and sign and leave in the property for transparency</p> <p>A maintenance checklist that all cleaning staff sign for on each clean, any issues to be flagged and dealt with before the guest's arrival (if possible)</p>	<p>We will adopt the The Professional Association of Self-Caterers UK's "Cleaning Protocols for Self-Catering Properties and Short-Term Lets in the Context of Covid-19"</p>	<p>X</p>		<p>X</p>

<p>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</p>	<p>Not cleaning or sanitising the property correctly</p>	<p>Put a cleaning requirement document together, clearly stating what should be sanitised within the property this will include:-</p> <p>Touch points, door handles, tv controls, surfaces, bathrooms</p> <p>That floors & walls should be disinfected,</p> <p>That all cleaning materials that used are clean and fit for purpose</p> <p>We have prepared a Health & Safety file detailing all cleaning products used and for what purpose, COSHH sheets where appropriate, all previous cleaning / maintenance schedules for the accommodation and all risk assessments</p>		<p>x</p>		
<p>Dealing with a guest who is unwell or infectious outbreak in your property</p>	<p>The spread of an infection outbreak</p>	<p>An infectious outbreak document has been placed in the property this includes relevant phone numbers and actions required. Once advised we will call the guests to clearly understand the situation and if the guests need to extend their stay and for how long</p> <p>Guests showing signs of C-19 whilst staying at Old Rectory Cottages are required to make an appointment at a Drive Through Test Centre. The result of this test must be shown to the owner. If positive then the guest must immediately leave if this is reasonably possible. If for any reason that it is not, and self-isolation is required to take place at Old Rectory Cottages, then all fees for all bookings affected by this self-isolation will be borne by the guest.</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</p> <p>Deliver clean linen and linen bag for the guests to place used linen in (leave this in the property)</p>			<p>X</p>	

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Incorrectly laundered bedding	Bacteria not killed off properly	Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash)				X
Changeover clean	Contaminated accommodation / spread of COVID 19	<p>All changeover cleans can only be completed once the guests have left the property</p> <p>Cleaner has filled out the fit for work document</p> <p>All protective clothing is available to cleaner</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p>		X		X X X
Legionella	Infection of Legionella from standing water if the property has been lying empty	<p>The whole water system is flushed for at least two minutes. First the toilet is flushed, the kitchen taps and the hand basin taps are run for at least two minutes to let both hot and cold-water pass through.</p> <p>The shower is flushed through-if it has not been used for two weeks or more, the showerhead is disinfected.</p> <p>The showerhead is removed and the shower is run for two minutes. The showerhead disinfected before being re-fitted by immersing for at least an hour in any solution designed for cleaning baby feeding bottles (e.g. Milton</p> <p>Showerheads for showers that are in regular use, are disinfected on a quarterly basis</p>				X

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<p>Notes on completion</p>	<p>This Assessment will be reviewed monthly</p> <p>Cleaning Products used: Delphis Anti-Bacterial Hand Soap (EN1499)</p> <p>Delphis Natural Disinfectant (EN1276, EN13623, EN13697 and EN13704)</p> <p>Delphis Anti-Bacterial Sanitiser (EN1276, EN13697 and EN1650)</p>
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