

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

Property Name	Swallows at Falkedon
Date of Assessment	30/06/2020
Assessment Carried out by	Helen Ford

Date of Next Review:	When Government guidelines amended
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 physical meet and greet. Guests advised via email prior to arrival that the apartment will be open and the key inside on the table. I have booked the accommodation as unavailable for 24 hrs between guests, therefore not present during interim cleans. The welcome letter explains that the hot water and heating comes on automatically. Information document has doctor surgery and other emergency telephone numbers. Complimentary toiletries are small single packs.</p> <p>If guests feel ill during your stay we ask that you IMMEDIATELY vacate Swallows at Falkedon and return home</p>	<p>Minimise contact between the two parties.</p> <p>Consider protective clothing for any welcome staff and ensure guests and welcome staff understand social distancing guidelines.</p> <p>Provide a pre-arrival/ departure pack for guests explaining procedures.</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</p> <p>Ensure guests are not present during interim cleans</p> <p>Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)</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</p> <p>Ensure all amenities packs are single packaged items</p> <p>Have an illness during stay reporting procedure and useful contact numbers in the property</p>			

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Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property	Owner cleaner	Create an ongoing checking system and document for staff health / wellbeing			
Cleaning regimes not effective / fit for purpose	Contaminated accommodation / spread of COVID 19	<p>I am following the PASC protocols with regards to cleaning and sanitising. I have completed a Covid 19 Holiday Let cleaning course and received a Certificate of Competence</p> <p>I will use gloves for cleaning which will be disposed of after use and clothing immediately washed in the washing machine</p>	<p>Create a cleaning plan that all cleaning staff must adhere to and sign for each clean</p> <p>Create a cleaning checklist that all cleaning staff must fill in and leave in property for transparency</p> <p>Create a maintenance checklist that all cleaning staff have to sign for on each clean, any issues to be flagged and dealt with before the guests arrival</p> <p>in-depth ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken</p> <p>Cleaning standards checked periodically by supervisors or external 3rd parties (e.g. accreditation)</p> <p>All cleaning team members are given the correct protective clothing and training on how to use correctly and instructions on handwashing, protective clothing disposal and their well being</p>			
Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly	Normal cleaning followed by disinfection paying particular attention to touch points, door handles, surfaces and the bathroom	<p>Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example</p> <p>Touch points, door handles, banisters, surfaces, bathrooms</p> <p>What should be disinfected, floors, walls</p> <p>Ensure all cleaning materials are clean and fit for purpose</p> <p>Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way</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</p>			

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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>Notice in welcome letter and accommodation information that guests should return home immediately if they feel ill during their stay.</p> <p>Linen is to be placed in a laundry bag by guests which is cleaned by Johnson Cleaners</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</p> <p>Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness for self-quarantine</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>Deliver, medicines, food supplies and extra cleaning materials to the outside of the property</p>			
<p>Incorrectly laundered bedding</p>	<p>Bacteria not killed off properly</p>	<p>Items not sent to laundry, eg towels will be washed on a cotton wash at 60 degrees</p>	<p>Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash)</p>			
<p>Changeover clean</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>A minimum of 24 hour unavailability between guest bookings. Cleaned by myself following PASC protocols</p>	<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>			
<p>Legionella</p>	<p>Infection of Legionella from standing water if the property has been lying empty</p>	<p>All taps, shower, bath run for 5 minutes, Showerhead disinfected</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>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</p>			

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			<p>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	
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