

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

Property Name	Eastacott Barton	Date of Next Review:	15 th July 2020
Date of Assessment	18 th June 2020	Notes:	Or as Government guidelines change
Assessment Carried out by	Suzanne Brown		

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
Lack of knowledge about the COVID 19 pandemic	Cleaners Guests Owners		Member of PASC and regularly updated through newsletters and other relevant information. Webinars including with local MP Undertaken "Covid 19 - Holiday Let Cleaning Course"			X
Person to person contact during COVID 19 pandemic (Host and guest, cleaners and owners)	Becoming infected with COVID19 and further spread the infection. Cleaners Guests Owners	Minimise contact between all parties – social distancing applied. Provide a pre-arrival/ departure information for guests with detailed information about property, key equipment operation, key collection, rubbish and local tourist attractions electronically. Guests not present during cleaning – asked not to arrive early and to depart promptly, so no chance that guests and cleaners will overlap. Maintenance issues solved with guest agreement. Properties left unlocked and lights on for guest arrival (owners live on site) or will use self-check key lock boxes.	Health question to guests prior to arrival – this will be included in the electronic pre-arrival information, reminding guests that they need to be fit to travel and the process if they become ill. Property owners are the welcome staff – it is in their interests to follow social distancing guidelines. Will phone/text the guests after arrival to ensure customer satisfaction and to answer all queries Maintenance visit to be arranged when guests are out of the property where possible or are asked to isolate in one part of the property – well away from the area that is being mended. Use the Supercontrol guest portal to provide all the information normally held in hard copy folders covering how things work in the property, rubbish and recycling collection, local tourist attractions that are open. All guest Enquire about guest health once they have returned home as part of the standard ‘thank you’ for staying at Eastacott Barton email.			X

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<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>Weekly contact via text prior to cleaning day to confirm availability and 100% healthy.</p> <p>Cleaners will not work if ill and self isolating.</p>	<p>Use this weekly text message to check health of cleaners and their families.</p> <p>Backup plan if any cleaner is unwell.</p> <p>PPE provided</p>			<p>X</p>
<p>Cleaning regimes not effective / fit for purpose</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Cleaning plan in place and training provided on 26th June 2020 for all cleaners in line with PASC cleaning protocols.</p> <p>Approach is to clean, disinfect (cleaners) and the UV light in main rooms (owners).</p> <p>Typically 6 cleaners – who have worked a number of years at EB – provided with disposable gloves, and aprons. Masks also available and cleaners advised to wear when hovering.</p> <p>Once the cleaners leave, the Owners quality checks both properties to ensure they are in good order for arriving guests.</p> <p>Guests asked to strip beds and place in lidded containers along with towels, bath mats, dog throws etc.</p>	<p>Each property reviewed and ‘extras’ removed including cushions, ornaments, throws, kitchen equipment, information leaflets etc</p> <p>Games and DVD’s, condiments, etc available on a rotational basis with at least 72 hours between rotations.</p> <p>Training for all cleaners a week prior to any guest arrival so that they are comfortable with the updated cleaning protocols, the virucidal disinfectant, the dangers of cross contamination.</p> <p>As part of training each cleaner provided with cleaning checklist.</p> <p>Cleaning checklist displayed on website for transparency.</p> <p>Cleaners to flag any concerns to owners, either about themselves or about the property.</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 PPE and training on how to use correctly and instructions on hand washing, PPE disposal and their well being.</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>First action will be to ensure that there is no Legionella risk in the properties. See section below.</p> <p>Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way.</p> <p>Once cleaners completed work – owner’s quality check property.</p> <p>Guests will be provided with cleaning materials – although bleach will be avoided</p>	<p>Cleaning check list in place (copy attached) identifying:</p> <ul style="list-style-type: none"> • Clean as normal ensuring areas e.g. skirting boards, high surfaces, mirrors, windows etc are cleaned • what should be sanitised within the property for example e.g. all touch points, door handles, banisters, surfaces, bathrooms <p>Ensure all cleaning materials are clean and fit for purpose e.g. using Virucidal = Peritabs 1 x 3gm tablet made up to 1 litre as disinfectant.</p> <p>Different coloured cloths for general cleaning and</p>			

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		<p>as we have a septic tank.</p> <p>Remote controls are bagged in disposable covers and changed for each guest.</p> <p>Welcome packs all packaged goods.</p>	<p>sanitising.</p> <p>Using UV lamp to sanitise bedrooms and living space.</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>'What to do' information available in the guest information pack , if they become ill or have been in contact with someone who has become ill (through the Track and Trace system) including relevant phone numbers and actions required in line with the Government guidelines.</p> <p>Call the guests to clearly understand the situation and discuss possible options and put in place an action plan.</p>			X
<p>Incorrectly laundering</p>	<p>Bacteria not killed off properly</p>	<p>Bedding taken to local serviced laundrette</p> <p>All other items e.g. towels, bath mats, tea towels, shower curtains washed by owners at 60 degrees</p>	<p>Guests invited to bring their own pillows and towels.</p> <p>Where possible all laundry to be washed at a minimum of 60 degrees and rotation will be longer than 72 hours before re use.</p> <p>Confirm laundry protocols with laundrette – 60 degree washes.</p>			X
<p>Changeover clean</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>PASC protocols being followed</p>	<p>All changeover cleans can only be completed once the guests have left the property – earlier leave time 9:30am and later check-in time 5pm to ensure adequate change over clean).</p> <p>Departing guests are asked to strip beds – including pillow and mattress protectors and place along with towels etc into separate containers for collection by owners. Items left for 24 hours before processing.</p> <p>Guests are also asked to ensure all items that have been used are put through the dishwasher at 60 degrees, and open windows prior to leaving.</p> <p>All PPE is available to cleaner</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p>			X

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Maintenance	Property wear and tear not dealt with due to lack of change over time.	Cleaners asked to report anything they notice. Guests asked to advise owners as soon as possible	Any maintenance issues actioned if possible prior to guest arrival or by agreement once arrived.			X
Electrical and Fire Safety		Regular fire alarm safety checks, annual PAT test		X		
Legionella	Infection of Legionella from standing water if the property has been lying empty	Legionella Annual Risk Assessment	Whole water system flushed for two minutes or more. Toilet flushed and then kitchen taps and hand basin taps left running for two minutes or more letting both hot and cold water pass through. Showerhead disinfected the in Virucidal for an hour and shower run for 2 minutes. Refit disinfected shower head.	X		