

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

Property Name	Crummockwater Cottages	Date of Next Review:	August 2020
Date of Assessment	24 June 2020	Notes:	I have completed the Risk Assessment using the guidelines in column 4 of the template and have written how I am addressing these issues in column 3. I have left the guidelines in for future reference.
Assessment Carried out by	Joan Warren (Owner)		

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
<b>Person to person contact during COVID 19 pandemic (Host and guest)</b>	Becoming infected with COVID19 and further spread the infection	<p>Guests sent arrival &amp; departure procedures beforehand.</p> <p>Guests are requested to go straight to cottage and then welcomed appropriately by myself ensuring social distancing.</p> <p>There are detailed laminated information sheets and emergency contact info in the cottages which have been amended to take Covid risk issues into account.</p> <p>Welcome letter includes info re any problems arising in cottage: any required work to be done when guests are not there.</p> <p>Specific Covid guest info given with welcome letter which includes how cottages are prepared for Covid situation, social distancing, shared areas, rubbish and procedures if anyone ill.</p> <p>Above to go on website.</p> <p>Interim cleans not included, clean bedding, towels etc to be given to guests.</p> <p>Usual welcome pack no longer appropriate but will give wrapped home made cake.</p> <p>Guests to be informed that they should not have friends/family visiting during their stay.</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>			X

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			Have an illness during stay reporting procedure and useful contact numbers in the property			
<b>Cleaner / housekeeper not fit for work and infected with COVID 19</b>	Could spread COVID 19 through cleaning within the property	Staff contacted the day before coming to work and sign fitness doc on arrival.	Create an ongoing checking system and document for staff health / wellbeing			X
<b>Cleaning regimes not effective / fit for purpose</b>	Contaminated accommodation / spread of COVID 19	<p>Detailed cleaning plan and checklist created which will be signed and left in cottage.</p> <p>Maintenance checklist included on staff work sheet.</p> <p>Staff training in process before cottages open and time given each week to discuss issues.</p> <p>I always check cottages before guests arrive.</p> <p>Staff safety is a top priority and is emphasised weekly. All cleaners have individual sanitiser and packs of PPE which they know how to use and dispose of.</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 3<sup>rd</sup> 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>			X
<b>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</b>	Not cleaning or sanitising the property correctly	<p>What is to be sanitised is clearly detailed in the cleaning plan and each cleaner also has a general overview info sheet.</p> <p>Extra cleaning materials purchased which conform to BS1276 and BS 14476. Each cleaner has their own supply of products and equipment.</p> <p>Electrician booked for up to date PAT test.</p> <p>Health and Safety file updated to include Covid related issues</p>	<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 then being used in the correct way</p> <p>Put a health &amp; 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>			X

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<p><b>Dealing with a guest who is unwell or infectious outbreak in your property</b></p>	<p>The spread of an infection outbreak</p>	<p>Information for guests is in the cottage info and on website.</p> <p>Speak to guests by phone or WhatsApp. Give further info sheet.</p> <p>Ask guests to self isolate, follow government guidelines and request a test. If test is positive then whole party to return home by private transport to continue self isolating. Discuss implications of remaining, including consequences for incoming guests and financial cost.</p> <p>Carefully assist where required and if possible with clean bedding, food supplies, medicines etc.</p> <p>There is already a helpful neighbourhood network.</p> <p>Review booking conditions.</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>X</p>
<p><b>Incorrectly laundered bedding</b></p>	<p>Bacteria not killed off properly</p>	<p>Bedding goes to laundry and is not reused for a week.</p>	<p>Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash)</p>			<p>X</p>
<p><b>Changeover clean</b></p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Make staff aware of situation and respect their wish if they feel unable to work in that cottage immediately.</p> <p>Explain situation to incoming guests if arriving immediately following and try to delay arrival to leave cottage empty for longer time.</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>X</p>
<p><b>Legionella</b></p>	<p>Infection of Legionella from standing water if the property has been lying empty</p>	<p>Treat all cottages as per guidelines in the week before reopening.</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.</p>	<p>X</p>		

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			<p>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>My staff and my own well-being are of primary importance. I have taken no new bookings to end of October in order to try to leave gaps between guests and to put less pressure on staff and myself. I am sure that leaving gaps will also give guests more confidence as will our careful cleaning procedures including rotating bedding, cushions and books on a weekly basis.</p>
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