

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

Property Name **Apt 1 and Apt 2 The Strand, Padstow**  
 Date of Assessment **29.06.20**  
 Assessment Carried out by **Jill Brown**

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
<p><b>Person to person contact during COVID 19 pandemic (Host and guest)</b></p>	<p>Becoming infected with COVID19 and further spread the infection</p>	<p>Pre-payment for self-catering unit is by BACS.                      Email sent prior to arrival with guest information eg.key safe number plus extra precautions taken. Guests reminded not to travel showing signs of infections.                      New guests asked to text before arrival and departure and to use key safe to collect and return the key.                      Sheet wth property information eg bin day, heating etc. supplied beforehand by email with spare laminated copy available if needed.                      Single use sanitiser, soap and anti-bac spray plus cleaning materials to be left in the apartment.                      Information provided for anyone who is ill during their stay plus contact numbers.</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:                      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	Check health of housekeeper before starting.	Create an ongoing checking system and document for staff health / wellbeing			Low
Cleaning regimes not effective / fit for purpose	Contaminated accommodation / spread of COVID 19	<p>Guests asked to open windows and strip beds and bag linen prior to leaving. Linen and rubbish will be removed first. In addition to normal cleaning all high touch surfaces and items cleaned will be sanitised using a check list which will be left in the property.</p> <p>Non essential items eg board games, spare cushions will be removed.</p> <p>Mask and disposable gloves supplied to housekeeper</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>			
Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly	<p>High touch surfaces to be sanitised on each changeover including: surfaces, window handles, door handles, light switches, radiators, banister, taps, remote controls, tops of chairs, kitchen implements etc. Kitchen crockery, cutlery and glassware put through dishwasher or hand washed.</p> <p>Bleach based cleaning of toilet, bath/shower and floors. Debac RTU - EN14476 sanitiser used.</p> <p>All equipment PAT tested February 2020.</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 the 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>			

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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>If showing symptoms contact owner, call NHS 111 to arrange testing. If positive go home if possible. If unable to return home and isolate at property. Arrange to deliver clean linen and any other medicines or food supplies needed to outside of the property. Any extended stay may be charged. Advise follow on guests of the situation and try to re-locate if required using membership of local TIC to help.</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><b>Incorrectly laundered bedding</b></p>	<p>Bacteria not killed off properly</p>	<p>Linen and towels washed by done by commercial laundry as a full 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><b>Changeover clean</b></p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Text before hand from guest to confirm they have left. Checked cleaner is fit for work. PPE available for cleaner. Check cleaning schedule adhered to. Text when they finish.</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><b>Legionella</b></p>	<p>Infection of Legionella from standing water if the property has been lying empty</p>	<p>System flushed regularly and again prior to letting. Showerhead run for 2 mins then 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	<p>We have completed a careful review of our properties in the light of the Covi-19 pandemic and taken guidance from the Government, PASC and Quality in Tourism.</p> <p>The apartments are centrally located but with a private entrance and we have done our utmost to make sure that our cleaning protocols are in the place before we re-open.</p> <p>We have communicated with our visitors and provided them with information and advice.</p>
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