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

Property Name	Cobblestone Cottage	Date of Next Review:	20/9/2020
Date of Assessment	20/6/2020	Notes:	or as per Government guidelines
Assessment Carried out by	Anna Morris		

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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 and guest)	Becoming infected with COVID19 and further spread the infection Host Guests Cleaners Maintenance Contractors Cornish residents and other holiday makers	Use self-check in. Phone the guests after arrival to ensure customer satisfaction and to answer all queries Provide a FAQ document on all aspects of the property. This will minimise any visit to the property Ensure guests are not present during interim cleans – liaise with guests to agree what suits them. Plan to leave spare linen and collect when they are not there if required. Gardener to use petrol mower so no need to enter property	Health questionnaire sent to arriving guests to remind them of the importance of ensuring fitness to travel and the processes if they become sick and must self isolate, including asking them to take out holiday insurance incase they need to extend to isolate. Minimise contact between the two parties. Provide a pre-arrival/ departure pack for guests explaining procedures. Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency) Have an 'illness during stay' reporting and useful contact numbers in the property Have a post stay health questionnaire	AM AM AM AM AM		

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Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property	Good communication with cleaners. Awareness of COVID 19 symptoms and self reporting / Track and Trace via NHS111	Create an ongoing checking system and document for staff health. Ask cleaners to confirm they are 100% healthy before going into clean. Develop a back up plan if cleaners can't attend due to illness.	AM AM		

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Cleaning regimes not effective / fit for purpose	Contaminated accommodation / spread of COVID 19	Health & safety file 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	Create a cleaning checklist that all cleaning staff must fill in and leave in property for transparency	AM		
			Ensure cleaning staff are well trained and understand cross contamination and risk of infection.	AM		
			Ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken		AM	
			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.	AM		
			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.	AM		
			Cleaning standards checked periodically by supervisors or external 3rd parties (e.g. accreditation)		AM	

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Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly		Put a cleaning requirement document together, clearly stating what should be sanitised within the property and what should be disinfected.	AM		
			Ensure all cleaning materials are clean and fit for purpose	AM		
			All changeover cleans can only be completed only once: - the guests have left the property - cleaner has filled out the fit for work document - All PPE is available to cleaner - all cleaning / maintenance procedures are adhered to and documented accordingly	AM		
			Update the Health & Safety File with new risk assessments, protocols and schedules.	AM		

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Dealing with a guest who is unwell or infectious outbreak in your property	The spread of an infection outbreak		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	AM		
			Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long	AM		
			Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness for self-quarantine. Encourage guests to take out insurance for this scenario.	AM		
			Deliver clean linen and linen bag for the guests to place used linen in (leave this in the property)	AM		
			Deliver, medicines, food supplies and extra cleaning materials to the outside of the property	AM		

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Maintenance	Property wear & tear not dealt with quickly due to lack of time between stays.	Cleaners asked to report anything noticed as soon as possible. Guests asked after 24 hours if any problems, and to report any breakages etc	If any faults are reported liaise with Handyman and guests to agree access when guests are out. Ensure handyman follows our protocols with regards to social distancing and PPE.		AM	
Incorrectly laundered bedding	COVID 19 virus not killed off properly	Laundry professionally laundered and ironed Pillows and duvets x 2 sets rotated and quarantined for at least 72h between guests Waterproof mattress protectors and pillow protectors changed and laundered at each changeover.	Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash) .	AM		

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Changeover clean	Contaminated accommodation / spread of COVID 19	PPE available	Guests asked to strip beds and put laundry in bags provided	AM		
			All changeover cleans can only be completed once the guests have left the property	AM		
			Cleaner has filled out the fit for work document	AM		
			All cleaning / maintenance procedures are adhered to and documented accordingly	AM		
Legionella	Infection of Legionella from standing water if the property has been lying empty	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 Flush the shower through If your shower has not been used for two weeks or more, disinfect the shower-head. 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. Finally, let any other taps run for two minutes.	Document and sign in maintenance log.	AM		

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Other items in the property	Possible transmission of COVID-19		Remove items that are not readily able to be disinfected eg games, books, DVDs, extra ornaments. Encourage guests to bring their own.		AM	
			Ensure all food items are pre packaged and single use only.	AM		
			Ensure no food or other items eg cling film are left in the property.		AM	
			Reduce crockery and glassware to a minimum.	AM		
			All crockery and glassware to be put through dishwasher after guests leave.	AM		
			Single pillow for each head space. Other clean pillows in bags in bedrooms for guests to access if needed.	AM		

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Notes on completion	SIGNED Anna Morris Date 20/6/2020