

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

Property Name

Cobblestone Cottage

Date of Next Review:

29/1/2022

Date of Assessment

29/1/2021

Notes:

or as per Government guidelines

Assessment Carried out by

Anna Morris

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

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	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.	AM		
		Provide a FAQ document on all aspects of the property. This will minimise any visit to the property	Provide a pre-arrival/ departure pack for guests explaining procedures.	AM		
		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.	Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)	AM		
		Gardener to use petrol mower so no need to enter property	Have an 'illness during stay' reporting and useful contact numbers in the property	AM		

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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>Good communication with cleaners. Awareness of COVID 19 symptoms and self reporting / Track and Trace via NHS111</p>	<p>Create an ongoing checking system and document for staff health. Ask cleaners to confirm they are 100% healthy before going into clean.</p> <p>Develop a back up plan if cleaners can't attend due to illness.</p>	<p>AM</p> <p>AM</p>		
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<p>Cleaning regimes not effective / fit for purpose</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>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</p>	<p>Create a cleaning checklist that all cleaning staff must fill in and leave in property for transparency</p> <p>Ensure cleaning staff are well trained and understand cross contamination and risk of infection.</p> <p>Ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken</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>Cleaning standards checked periodically by supervisors or external 3rd parties (e.g. accreditation)</p>	<p>AM</p> <p>AM</p> <p>AM</p> <p>AM</p>	<p>AM</p> <p>AM</p>	
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<p>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</p>	<p>Not cleaning or sanitising the property correctly</p>		<p>Put a cleaning requirement document together, clearly stating what should be sanitised within the property and what should be disinfected.</p> <p>Ensure all cleaning materials are clean and fit for purpose</p> <p>All changeover cleans can only be completed only once: - the guests have left the property - cleaner has been deemed 100% fit to work - All PPE is available to cleaner - all cleaning / maintenance procedures are adhered to and documented accordingly</p> <p>Update the Health & Safety File with new risk assessments, protocols and schedules.</p>	<p>AM</p> <p>AM</p> <p>AM</p> <p>AM</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>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. Encourage guests to take out insurance for this scenario.</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>AM</p> <p>AM</p> <p>AM</p> <p>AM</p> <p>AM</p>		
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<p>Maintenance</p>	<p>Property wear & tear not dealt with quickly due to lack of time between stays.</p>	<p>Cleaners asked to report anything noticed as soon as possible.</p> <p>Guests asked after 24 hours if any problems, and to report any breakages etc</p>	<p>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.</p>		<p>AM</p>	
<p>Incorrectly laundered bedding</p>	<p>COVID 19 virus not killed off properly</p>	<p>Laundry professionally laundered and ironed</p> <p>Pillows and duvets x 2 sets rotated and quarantined for at least 72h between guests</p> <p>Waterproof mattress protectors and pillow protectors changed and laundered at each changeover.</p>	<p>Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash) - laundry washed at a professional laundry</p>	<p>AM</p>		

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<p>Changeover clean</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>PPE available</p>	<p>Guests asked to strip beds and put laundry in bags provided</p> <p>All changeover cleans can only be completed once the guests have left the property</p> <p>Cleaner has been deemed 100% fit to work</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p>	<p>AM</p> <p>AM</p> <p>AM</p> <p>AM</p>		
<p>Legionella</p>	<p>Infection of Legionella from standing water if the property has been lying empty</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 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>	<p>Document and sign in maintenance log.</p>	<p>AM</p>		

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<p>Other items in the property</p>	<p>Possible transmission of COVID-19</p>		<p>Remove items that are not readily able to be disinfected eg games, books, DVDs, extra ornaments. Encourage guests to bring their own.</p> <p>Ensure all food items are pre packaged and single use only.</p> <p>Ensure no food or other items eg cling film are left in the property.</p> <p>Reduce crockery and glassware to a minimum.</p> <p>All crockery and glassware to be put through dishwasher after guests leave.</p> <p>Single pillow for each head space. Other clean pillows in bags in bedrooms for guests to access if needed.</p>	<p>AM</p> <p>AM</p> <p>AM</p> <p>AM</p> <p>AM</p>	<p>AM</p> <p>AM</p>	
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<p>Notes on completion</p>	<p>SIGNED</p> <p>Anna Morris</p> <p>Date 20/6/2020</p>
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