

The Coul Hoose

Welcome Pack

Wifi: **BTHub5-MZWH**

Password: **fae3492642**

On arrival please ensure hot water is switched on.

Please refer to Section 3 for more details.



A warm welcome to *The Coul Hoose*, Embo!

Within this pack you should find all the information you need for a relaxing and enjoyable break. We really hope that you enjoy your stay here.

We would love to hear about stay, please feel free to leave feedback via our Facebook page or our website: www.thecoulhoose.co.uk

If you need to get in touch with us for any reason then please contact us using the details below:

Email: info@thecoulhoose.co.uk

Mobile: 07584 048788

Thanks!

Lucy and Andrew



Contents

1. COVID-19 changes
2. Heating
3. Hot Water
4. How things work
 - 4.1 Hob
 - 4.2 Oven
 - 4.3 Microwave
 - 4.4 DAB radio/Bluetooth/aux speaker
 - 4.5 TV and DVD player
 - 4.6 Washing machine and dryer
 - 4.7 Dishwasher
5. Safety
6. Other notes



1. COVID-19 changes

Following review of the Scottish Government and Visit Scotland guidelines for reopening self-catering accommodation, we have had to make a number of small changes in the property for the safety of guests and cleaning staff and to enable the depth of cleaning required in the timeframe we have for a single day changeover. These changes include:

- Updated cleaning protocol and checklist developed, and a risk assessment completed using the guidance provided in the Association of Scottish Self-Caterers cleaning protocols (the official guidance to use as per Visit Scotland instructions, link below). Copies of each of these can be found on our website.
<https://www.assc.co.uk/policy/cleaning-protocols-for-self-catering-properties-in-the-context-of-covid-19/>
- Cleaning staff have undertaken COVID-19 specific training to learn about the hazards to look out for and the specific products to use on different surfaces.
<https://holiday-let-cleaning.teachable.com/p/holiday-let-cleaning-post-covid>
- A number of soft furnishings (in particular all cushions, throws / blankets and decorative curtains) have been removed to reduce risk of virus transmission.
- Kitchen crockery - our kitchen is usually very well stocked with equipment. However, the new regulations for cleaning mean that all kitchen cupboards need emptied, cleaned and disinfected and all kitchen crockery washed during each changeover. To reduce the amount of time this takes we are removing a large amount of the crockery provided and we are asking guests to wash all kitchen crockery prior to departure. More details regarding this can be found from p6 onwards.
 - In addition, oven gloves will not be provided. We recommend bringing your own.



- Bedding / Linen
 - Guests to strip beds and bag linen prior to departure.
 - Duvets, mattress protectors and pillows to be swapped on every changeover (i.e. 2 sets of each in use).
 - A hand towel and bath mat will be provided in the bathroom. Guests are asked to take all other towels (including tea towels) with them.
 - Beds will only be made for the number of guests specified prior to arrival.
- All “communal” items removed. This includes: books, DVDs (but not the DVD player), games, maps, tourist information leaflets, all food / drink items left by previous guests, tea and coffee and the hamper of spare soap, toothbrushes, shower gel and shampoo that is usually left in the bathroom.
 - We ask guests not to leave any food or anything behind for future guests as we are obliged to throw this out. Please take everything away with you.
- Hand sanitiser, disinfectant wipes etc. are provided for your use. We encourage all guests to keep the house clean and to please follow the Scottish Government FACTS campaign advice during your stay:

Face coverings in enclosed spaces.

Avoid crowded places.

Clean your hands and surfaces regularly.

Two-metre social distancing.

Self-isolate and book a test if you develop coronavirus symptoms.



What to do if you develop Covid-19 symptoms during your stay?

The current advice (July 2020) is as follows:

- In the event that someone in your party develops symptoms whilst staying at The Coul Hoose, they should immediately book a test through NHS Inform or by phoning 0800 028 2816.
 - They should also contact Andrew & Lucy using the contact details provided so that additional cleaning measures can be taken prior to the next guests arrival.
- In accordance with Test and Protect, people with symptoms are required to self-isolate for at least 7 days, and everyone in their household should isolate for 14 days.
- If the test is negative, everyone can end isolation.
- If the test is positive, everyone should continue to isolate, and the NHS Test and Protect team will be in touch to start contact tracing.
- **If you can travel home safely to isolate, avoiding the use of public transport, you should do this immediately.**
- In the event that this is not possible, you should discuss this with the NHS Test and Protect team. You may be signposted to the National Assistance Helpline on 0800 111 4000 if you need help to isolate and cannot arrange it yourself or through friends and family. In some circumstances further discussion may be required with the local Health Protection Team and local authority to ensure that you have suitable accommodation to isolate safely and effectively.
 - Note that self-isolating at The Coul Hoose beyond your pre-booked duration will incur fees (£110/night).
- After the required period of self-isolation, you (and anyone else in your party who has been affected) can then return to your main place of residence.



Kitchen Equipment

As stated above, we have had to declutter the kitchen slightly to make it easier to keep clean and speed up changeovers.

Guests are kindly asked to do the following prior to departure:

- Fill the dishwasher and turn it on. Dishwasher tablets will be left for you to use.
 - The cleaner will leave these items in the dishwasher for the next guests to empty.
- For all items that you cannot fit in the dishwasher please wash and leave to dry on the drying rack.

Photos showing one way of fitting everything into the dishwasher and drying rack are provided below. We would really appreciate it if guests could try to leave things in a similar state to this!

Below is a list of the equipment we will be leaving for guests and some guidance on where you might want to leave each item on your departure. If there is anything on this list that you think you will need during your stay then we recommend bringing it with you.

Dishwasher - top shelf

4 x wine glasses

4 x tall glasses

4 x short glasses

4 x mugs

4 x cereal bowls

4 x side plates

3 x kitchen knives

Kitchen utensils - potato masher, spatula, fish slice, tongs, whisk, serving spoon



Dishwasher - bottom shelf

4 x dinner plates

4 x pasta bowls

1 x large serving bowl

3 x chopping boards

1 x grater

1 x small pot

1 x large pot (+ lid)

1 x measuring jug

Kitchen utensils - vegetable peeler, ice cream scoop, garlic mincer.

Cutlery - all knives, forks, spoons and teaspoons.

Draining rack

1 x wok

1 x medium pot (+ lid)

1 x frying pan

1 x colander

1 x sieve

2 x baking trays

Kitchen utensils - salad tongs (x2), wooden spoons (x2), scissors, measuring spoons, tin opener, corkscrew, pizza cutter.





Dishwasher items



Drying rack items





Dishwasher stacked - top shelf (left) and bottom shelf (right)



Drying rack stacked



2. Heating

The heating in the house is all electric. If you are staying during a time of the year that will require the heating to be on for long periods of time, the most efficient way to heat the house is by using the downstairs storage heaters. The storage heaters 'charge up' at night using off-peak electricity and release heat throughout the day which rises through the house. To use these simply turn the heaters on at the wall switch in the following areas: living room, hallway, kitchen (storage heater switch) and utility room.

If additional heating is required, or you would just like more heat in a room for a short amount of time, you have the following options:

- Living room - the electric fire can be turned on at the wall switch.
- Kitchen - the storage heater also has an electric heating switch (on the other side of the heater) which can produce instant heating.
- Bedrooms - the electric heaters can also be switched on for instant heat.

The electric towel rail in the shower room is also there for your convenience.

All these options should not be left turned on for long periods of time unattended and we would really appreciate if you could switch off all heating on your departure.

Also, please do not place wet clothes on the electric heaters to dry and this can cause them to trip. Please use the clothes horse provided.



3. Hot Water

The immersion switch for the hot water is located in the cupboard under the stairs. Similar to the storage heaters, this will heat the water in the tank using off-peak electricity overnight. **This needs to be switched on when you arrive to allow the water to heat up.**

Note that the switch in the cupboard will not light up until the off-peak electricity starts. Please leave it switched on for the duration of your stay and turn it off on departure.

If there is no hot water when you first arrive (e.g. if the house has been empty) or you require extra hot water during your stay then there is a booster switch on the wall by the microwave that will heat a smaller portion of the water tank.



4. How things work

4.1 Hob

- Press and hold down the power button on the hob.
- Press the desired hob ring and press the + and - button to change the temperature of that hob.
- To switch the hob off you must press and hold down the power button.

Note: The hob buttons only require a soft touch

4.2 Oven

- To operate the oven the time must be set:
 - Press the clock button
 - Press the + and - button to change the time
 - After a few seconds the time will be set
- To operate the oven, select the desired function and temperature.

4.3 Microwave

- Press the desired microwave power setting.
- Turn the rotary knob to change the cooking time.
- Press start.



4.4 DAB radio/Bluetooth/aux speaker

- Press and hold the central circular button to turn the speaker on and off.
- Press the MODE button to change between settings.

4.5 TV and DVD player

- Make sure the power is on at the wall (the socket is located on the wall behind the TV).
- Turn the TV on with the remote and use the guide button to view and select channels.
- To use the DVD player, make sure it is switched on and insert a DVD.
 - Press SOURCE on the TV remote and change the source to HDMI 1.



4.6 Washing machine and dryer

- Press the ON/OFF button.
- Load the laundry, add the detergent and close the door.
- Set the WASH CYCLE knob to the desired programme.
- Set the washing temperature.
- If necessary, set the drying cycle.
- Start the wash by pressing START/PAUSE.
 - Note if you just want to wash, make sure the drying cycle is off (knob set to the 12 o'clock position). Or if you just want to dry, turn the WASH CYCLE knob to one of the drying settings (12-14).

4.7 Dishwasher

- Load the dishes and dishwasher tablet.
- Close the door and press the ON/OFF button.
- Rotate the programme selector to the desired setting.
- Press the START button.



5. Safety

A fire risk assessment has been carried out and the following fire safety precautions should be adhered to:

- No smoking inside the building.
- No candles lit inside the building.
- Close all internal doors at night time.
- Do not leave instant electric heaters on unattended for long periods of time. The storage switches are fine to be left on.
- Do not dry any items of clothing on the radiators.
- Be aware of the fire blanket location in the kitchen (above and to the right of the kitchen sink).

6. Other notes

- Well behaved dogs are welcome at The Coul Hoose but we ask that you prevent them from going upstairs or on the sofas in the living room
- Instruction manuals for all electrical appliances can be found in the bottom kitchen drawer.

