

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

Property Name

The Coul Hoose, 10 Terrace St, Embo

Date of Assessment

27/06/20

Assessment Carried out by

Andrew & Lucy Moir

Date of Next Review:

11/07/20

Notes:

To be updated as government advice adapts.

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	<p>All information provided via email prior to arrival.</p> <p>Check-in uses outdoor key safe (which will be cleaned and disinfected prior to guest arrival).</p>	<p>Minimise contact between the two parties. - Use key safe.</p> <p>Consider protective clothing for any welcome staff and ensure guests and welcome staff understand social distancing guidelines. - N/A</p> <p>Provide a pre-arrival/ departure pack for guests explaining procedures. - Yes (and will provide additional information by email rather than welcome packs).</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 - Yes, already do this.</p> <p>Ensure guests are not present during interim cleans - N/A</p> <p>Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency) - Yes, no planned maintenance.</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 etc. This will minimise any visit to the property - Yes will provide as part of "electronic" welcome pack.</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 - Yes will provide as part of "electronic" welcome pack.</p>			Low

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Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property	<p>Cleaner to use appropriate PPE to minimise risk (either provided by her or by us).</p> <p>Cleaner only to attend property if feeling well.</p> <p>If cleaner unwell and unable to attend then next booking to be cancelled.</p>	Create an ongoing checking system and document for staff health / wellbeing - Communicate weekly by email / phone?			Low
Cleaning regimes not effective / fit for purpose	Contaminated accommodation / spread of COVID 19	<p>ASSC cleaning checklist to be used as basis for cleaning protocol.</p> <p>Cleaning protocol to be agreed with cleaners in advance of guest arrival.</p>	<p>Create a cleaning plan that all cleaning staff must adhere to and sign for each clean - Agree cleaning protocol with Angie.</p> <p>Create a cleaning checklist that all cleaning staff must fill in and leave in property for transparency - Yes.</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 in-depth ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken - Cleaners to attend Covid-19 specific cleaning training.</p> <p>Cleaning standards checked periodically by supervisors or external 3rd parties (e.g. accreditation) - N/A.</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 - Yes, source of PPE to be agreed. Cleaners to undertake training.</p>			Low
Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly	<p>Cleaner to attend Covid-19 specific training.</p> <p>Cleaning protocol to be developed in such a way that threat of cross-contamination from materials is mitigated.</p>	<p>Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example: touch points, door handles, banisters, surfaces, bathrooms etc. and what should be disinfected, floors, walls etc. - Cleaning protocol to be agreed in advance of guests arrival.</p> <p>Ensure all cleaning materials are clean and fit for purpose - Protocol to ensure that cleaning materials do not result in cross-contamination (i.e. different cloths for different rooms).</p> <p>Ensure all cleaning equipment is PAT tested and fit for</p>			Low

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			<p>purpose and the being used in the correct way - Hoover is PAT tested. If other electrical equipment (i.e. steamer) is to be used then cleaner's responsibility for PAT testing etc.</p> <p>Put a health & 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 - Cleaner to document.</p>			
Dealing with a guest who is unwell or infectious outbreak in your property	The spread of an infection outbreak	<p>Cleaning house thoroughly.</p> <p>Asking guests to maintain good hygiene practices whilst staying.</p> <p>Make guests aware that full refund if they show symptoms prior to arrival.</p> <p>If guests fall unwell during stay, then recommendation is that they travel home to self-isolate.</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 - Provide details by email prior to arrival.</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 - Yes, although guidance is that guests return home if possible.</p> <p>Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness for self-quarantine - Yes, although guidance is that guests return home if possible.</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 - Make guests aware that booking may have to be cancelled but contact DACIC for last-minute availability.</p> <p>Deliver clean linen and linen bag for the guests to place used linen in (leave this in the property) - Yes, can arrange if / when this situation occurs. Handover to be non-contact.</p> <p>Deliver, medicines, food supplies and extra cleaning materials to the outside of the property - Yes, friends / neighbours to assist with non-contact drop-off of supplies if required.</p>		Medium (no control over guests actions / where they have visited or come from)	
Incorrectly laundered bedding	Bacteria not killed off properly	Bedding to be washed at 60°C.	Use cotton/ linen bedding and wash on a full 60 degree			Low

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			wash cycle (not a quick wash) - linen to be washed at 60°C (and left for 1 week prior to next changeover).			
Changeover clean	Contaminated accommodation / spread of COVID 19	<p>Protocol to be agreed and checklist to be completed for each clean.</p> <p>Cleaner to only work if feeling well.</p> <p>Appropriate PPE to be worn.</p> <p>Photo of completed checklist to be provided by cleaner for sharing with next guests.</p>	<p>All changeover cleans can only be completed once the guests have left the property - Yes, may ask guests to leave night before clean if possible?</p> <p>Cleaner has filled out the fit for work document - No “fit for work document” but Angie / Steph to make us aware if not feeling well.</p> <p>All protective clothing is available to cleaner - Yes, cleaner to arrange for own PPE?</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly - Protocol to be agreed and checklist to be completed for each clean.</p>			Low
Legionella	Infection of Legionella from standing water if the property has been lying empty	Andrew & Lucy to deal with this on first visit to property. House will not be empty for sufficient time on subsequent stays.	<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. - N/A.</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. - N/A.</p> <p>Finally, let any other taps run for two minutes. - N/A.</p>			Low

Notes on completion	<p>Highest perceived risk is from guests coming from other areas / visiting tourist hot spots and then bringing the virus into the property.</p> <p>We are confident that agreed cleaning protocol and checklist will reduce the risk of guests / cleaner contracting virus from within the property as much as we feasibly can.</p>
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