

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

Property Name	Halsbeer Farm	Date of Next Review:	pre opening 2021
Date of Assessment	15.06.20 9 reviewed 24.07.20	Notes:	
Assessment Carried out by	Katie Parsons		

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	Keys left in door for guests to let themselves in. Pre-arrival email sent explaining procedures. If more than a week's stay provide bedding for guests to change themselves. No interim clean.	Pre-arrival email reminding them of importance of being fit to travel and processes if they become sick while on holiday.		KP	
			Pre-arrival/ departure email for guests explaining procedures including link to Touch Stay virtual guidebook/FAQs to give people information we would usually give on welcome tour and in physical welcome pack. This will minimise any visit to the property and minimise contact between the two parties.		KP	
			Single page of A4 in cottage (changed after each guest) directing people to Touch Stay. Welcome information packs and information leaflets removed.		KP	
			Remain socially distanced on arrival. Only enter property if essential. Consider producing videos explaining property features.		KP	
			Use self-check in approaches where appropriate. If guest would prefer no face to face contact, phone the guests after arrival to ensure customer satisfaction and to answer queries.		KP	
			Ensure guests know to report illness during stay and useful contact numbers in the property. NHS information sheet laminated and left in property.		KP KP	

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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>Ask cleaners to confirm they are 100%healthy before going into clean.</p> <p>Back up plan if cleaners can't attend due to illness.</p>	<p>KP</p>		
<p>Cleaning regimes not effective / fit for purpose</p>	<p>Contaminated accommodation / spread of COVID 19</p>		<p>Create a cleaning plan that all cleaning staff must adhere to for each clean.</p> <p>Inform cleaners whether clean is amber (guests showing no symptoms) or red risk (guests showing symptoms/positive test). Different levels of cleaning and PPE for different level clean.</p> <p>Ensure cleaning staff are well trained and understand cross contamination and risk of infection.</p> <p>Cleaning standards checked periodically by supervisors.</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>KP</p> <p>KP</p> <p>KP</p> <p>KP</p>	<p>KP</p>	
<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 for example.</p> <p>What should be disinfected, floors, walls, touch points, door handles, banisters, surfaces, bathrooms</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 & 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>	<p>KP</p> <p>KP</p> <p>KP</p> <p>KP</p> <p>KP</p>	<p>KP</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 guests are ill” document in the property including relevant phone numbers and actions required. Video call/ call the guests to clearly understand the situation and determine a plan of action.</p> <p>Guests to vacate the property and return home to begin self isolation as per government guidelines.</p> <p>Should guests be too ill to travel seek appropriate medical attention and support from local government.</p>	<p>KP</p> <p>KP</p> <p>KP</p>	
<p>Incorrectly laundered bedding</p>	<p>Bacteria not killed off properly</p>		<p>Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash). If some items cannot be washed at 60 degrees then include a virucidal cleaner in the wash.</p> <p>Request guests to strip own bedding at end of stay. Pillow protectors and mattress protectors to be changed out or misted with disinfectant where appropriate at end of each stay too unless gap between guests exceeds 72 hours.</p>	<p>KP</p> <p>KP</p>	
<p>Maintenance</p>	<p>Property year & tear not wealth with quickly due to lack of time between stays</p>	<p>Maintenance book to be filled in by cleaners and issues dealt with before guests arrive</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>Guests asked after 24 hours if any problems and to report any breakages etc.</p>	<p>KP</p> <p>KP</p>	
<p>Electrical, boiler, water, sewerage and fire safety</p>	<p>Fire and breakdown of services</p>	<p>Electrical system checks and PAT tests completed regularly. Annual boiler services completed. Annual water checks completed. Annual service of sewage treatment plant and emptying accordingly. Annual fire risk assessment completed including checking of fire alarms and fire extinguishers.</p>	<p>Signs about what not to flush required</p>	<p>KP</p>	

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<p>Legionella</p>	<p>Infection of Legionella from standing water if the property has been lying empty</p>	<p>Mark/Katie to do this before first clean and then quarterly after. Along side shower traps.</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>MH</p> <p>MH</p> <p>MH</p>		
<p>Communal conservatory</p>	<p>Contamination of items and cross infection between guests</p>		<p>Thorough airing on changeover and cleaning of surfaces, floors, chairs, tables, light switches, handles using disinfectant.</p> <p>Notice staying books have not been disinfected and to use at own risk.</p> <p>Sanitiser station.</p> <p>Clean door handles each morning.</p>		<p>KP</p>	
<p>Communal games room</p>	<p>Contamination of items and cross infection between guests</p>		<p>Leave doors open to air room and avoid use of door handles. Provide sanitiser station and wipes for disinfecting table tennis bats and pool cues before and after use. Notices to that effect.</p> <p>Remove or cover games/toys.</p> <p>Remove table football as higher risk due to handles.</p> <p>Clean door handles each morning.</p>		<p>KP</p>	

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<p>Communal swimming pool</p>	<p>Contamination of items and cross infection between guests</p>		<p>Welcome info to state cottages should not swim together, rota system</p> <p>Sanitiser and wipes for entry keypad. Notices informing of need for hand-washing and showering before and after swimming.</p> <p>Air thoroughly on changeover with doors and windows open.</p> <p>Mark or Katie to clean keypad, taps, toilet flush handle, pool cover handle each morning when checking pool levels.</p>	<p>KP/ MH</p>	
<p>Communal playground</p>	<p>Contamination of items and cross infection between guests</p>		<p>Remove toys. Clean remaining items on changeover. Ask people to use sanitiser station and wash hands regularly.</p>	<p>KP</p>	
<p>Communal laundry room</p>	<p>Contamination of items and cross infection between guests</p>		<p>Highest risk area is washing machines and tumble dryers. Clean surfaces and washing machine door handles and controls on a Friday. Santiiser station outside door.</p>	<p>KP</p>	

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Notes on completion

Communal areas present greater risk of guest to guest contamination than the cottages certainly within stays rather than between stays. High risk areas are identified in the sections above.

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