

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

Property Name	Cossington Park	Date of Next Review:	31 July 2020
Date of Assessment	17 July 2020	Notes:	Most actions already in process
Assessment Carried out by	Graham Wason		

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, guests, others)	Becoming infected with COVID19 and further spread the infection	<p>Limiting contact between guests and CP staff.</p> <p>Halting access to CP to neighbours, Cherrytrees Nursery and others when CP is let.</p> <p>Provide a Guest Information File including property information, equipment instructions, bin changing days etc.</p> <p>Self-check in for guests using key-boxes. Phone guests after arrival to answer queries.</p> <p>Additional requests for guests, such as: strip beds and put used sheets and towels in bag provided; put rubbish out; fill dishwasher; open windows; contact Guest Welcome before departure.</p> <p>Information provided on CP website and in new Covid-19 folders in each house.</p>	<p>Minimise contact between parties.</p> <p>Ensure guests and welcome staff understand social distancing guidelines.</p> <p>Provide information on CP website.</p> <p>Provide pre-arrival information for guests.</p> <p>Ensure guests are not present during interim cleans.</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>Require guests to inform Guest Welcome if they become ill during their stay, then go home and self-isolate.</p>		GW	
Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property	Staff inform SaW and GW if feeling unwell and/or unfit for work.	Create an ongoing checking system and document for staff health / wellbeing.			All
Cleaning regimes not effective / fit for purpose	Contaminated accommodation / spread of COVID 19	<p>All Housekeeping staff have attended online specialist cleaning course for holiday let properties during Covid-19. (Supplied by Landlords' Little Helper)</p> <p>Developed cleaning protocols/plan based on PASC guidelines that all housekeeping staff must adhere to.</p>	<p>Create a cleaning checklist that all cleaning staff must fill in and leave in property for transparency.</p> <p>Create a maintenance checklist for housekeeping staff to complete between lets.</p> <p>Cleaning standards checked periodically.</p> <p>All cleaning team members are given the correct protective clothing and training on how to use correctly</p>		GW, SaW, KC	GW, SaW, CGP

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		<p>Housekeeping staff provided with gloves and tabards. Facemasks are available (for use on voluntary basis).</p> <p>Cleaning checklist to be completed after every double clean.</p>	<p>and instructions on handwashing, protective clothing disposal and their well being.</p>			
<p>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</p>	<p>Not cleaning or sanitising the property correctly</p>	<p>CP's usual extremely high standards of cleanliness now supplemented with sanitisation.</p> <p>Items sanitised prior to each let: touch points, door handles, light switches, banisters, toilets, bathrooms.</p> <p>Using sanitisers that comply with BS EN1276 certification (kills 99.999% of germs).</p> <p>Some non-essential items have been removed but are available on request. These include: surplus kitchen equipment; toys; furniture and objects; cushions and soft furnishings.</p> <p>Laundry carried out by professional contractor (Paragon). Some items, such as towels and cloths, washed in-house at 60%.</p> <p>Only one pillow being provided per bedspace.</p> <p>Guests requested to respect arrival and departure times to allow full time for changeovers and double cleaning.</p> <p>Maintaining a health & safety file.</p>	<p>Ensure all cleaning materials are clean and fit for purpose.</p> <p>Ensure all electrical cleaning equipment is PAT tested and fit for purpose and being used in the correct way.</p> <p>Review health & safety file, add note on cleaning products used and for what purpose, cleaning / maintenance schedules, risk assessments.</p> <p>Review information for guests.</p>		<p>SaW</p> <p>CGP, SaW</p> <p>GW</p>	<p>GW, SaW, CGP, ShW</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>Guests who become unwell requested to return home and self-isolate; daily review of latest guidance from DCMS and others.</p> <p>NHS guidance provided in Covid-19 folder.</p>	<p>Call the guests to clearly understand the situation advise guest of latest recommendations.</p> <p>Deliver clean linen and linen bag for the guests to place used linen in (leave this at the property)</p> <p>Deliver, medicines, food supplies and extra cleaning materials to the outside of the property if required.</p>	<p>ShW</p>	<p>SaW</p> <p>All</p>	
<p>Incorrectly laundered bedding</p>	<p>Bacteria not killed off properly</p>	<p>Bedding, towels and other cloths wash on a full 60 degree wash cycle (not a quick wash).</p>				
<p>Changeover clean</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Changeover double cleaning only commences once the guests have left the property.</p>	<p>Cleaner has filled out the fit for work document</p> <p>All protective clothing is available to cleaner</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p>			
<p>Legionella</p>	<p>Infection of Legionella from standing water if the property has been lying empty</p>	<p>When properties have been unoccupied for a month or more:</p> <ul style="list-style-type: none"> • whole water system is flushed for two minutes or more. • WCs are flushed. • Water is allowed to run through all taps for two minutes or more, both hot and cold water. • showerheads are removed and disinfected. <p>When properties have been unoccupied for 2 weeks:</p> <ul style="list-style-type: none"> • showerheads are removed and disinfected. <p>When properties have been unoccupied for a week:</p> <ul style="list-style-type: none"> • hot and cold water is allowed to run from hot and cold taps for 2 minutes. 				

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<p>Notes on completion</p>	
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