

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

Property Name	Darwin Cottage	Date of Next Review:	04/06/21
Date of Assessment	04/03/21	Notes:	
Assessment Carried out by	Tanya Frisby		

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
<p><b>Person to person contact during COVID 19 pandemic (Host and guest)</b></p>	<p>Becoming infected with COVID19 and further spread the infection</p>	<p>The property will be left unlocked if I am home with the key in the door. If I am out when they arrive, guests can collect the key from the key-safe and they will be provided with the code before they arrive.</p> <p>Guests will be provided with detailed information regarding time of arrival and key collection before they arrive, either by email or verbally by telephone. Wifi details and cottage information will be provided in a welcome folder which has plastic pockets which are easy to clean. There are two folders which will be rotated between guests to further minimise risk. Information is also provided on our website. <a href="https://darwincottage.com/guest-information-1/">https://darwincottage.com/guest-information-1/</a></p> <p>Ensure guests are not present during linen changes or essential maintenance. Spare linen can be provided in advance should guests be able to change their own linen. Towels etc can be left outside the property in the laundry bags provided at the start of their stay.</p> <p>Welcome pack items will be pre-packaged (except from the fresh bread). There have been no cases to date of coronavirus being spread through food. It will be left in a clean basket (rotated so that it is hasn't been</p>	<p>Minimise contact between the two parties. I can show guests to the cottage, but I will not enter it with them to show them in.</p> <p>Provide a pre-arrival/ departure pack for guests explaining procedures.</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>Provide information to guests on what to do if they develop symptoms or illness during their stay (via email where possible).</p> <p>Have a post visit health questionnaire asking guests to report if they develop symptoms in the next 14 days so that we can track back to our guests.</p>		TF	
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		<p>used by the previous guest). Guests are sent a Google form to complete prior to arrival so they can indicate which welcome pack items they require. This will minimise wastage of unwanted items.</p>				
<p><b>Cleaner / housekeeper not fit for work and infected with COVID 19</b></p>	<p>Could spread COVID 19 through cleaning within the property</p>	<p>I undertake most of the changeovers. Should I be unavailable, I use a reliable local company who are able to provide a replacement cleaner should the usual one be unavailable.</p>	<p>Ask Cleaners to confirm they are symptom free before going in to clean.</p>	<p>TF</p>		

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<p><b>Cleaning regimes not effective / fit for purpose</b></p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>I have a 3 tier check-list for cleaning depending on who has stayed and how long it is until the next guests arrive.          Red=confirmed covid case          Amber = healthy guests with same day changeover          Green = healthy guests with 72 hours before next guests arrive.          The Amber checklist will be laminated and displayed for guests to see what has been cleaned before their arrival. This will be completed by the person doing the cleaning.</p>	<p>Carry out separate cleaning risk assessment to confirm how to disinfect each surface type and ensure that there are appropriate cleaning products within the property for guests use.</p> <p>Create a laminated 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</p> <p>Cleaning standards checked periodically by supervisors or external 3<sup>rd</sup> parties (e.g. accreditation)</p> <p>All cleaning team members are given the correct protective clothing and training on how to use correctly and instructions on handwashing, PPE disposal and their well-being.</p> <p>Ensure cleaning staff are up to date with training and understand cross contamination and risk of infection.</p>	<p>TF</p> <p>TF</p> <p>TF</p> <p>TF</p>	<p>TF</p>	
<p><b>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</b></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>Define all high touch points that must be disinfected on every turnaround for example; door handles, banisters, flat surfaces, bathrooms</p> <p>Ensure all cleaning materials are clean and fit for purpose</p> <p>Put a health &amp; safety file together with all cleaning products used and for what purpose, all previous cleaning / maintenance schedules for the accommodation and all risk assessments.</p>	<p>TF</p> <p>TF</p> <p>TF</p> <p>TF</p>		

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<p><b>Dealing with a guest who is unwell or infectious outbreak in your property</b></p>	<p>The spread of an infection outbreak</p>	<p>Guests will be notified via email before arrival of what to do should they have symptoms during their stay and their liability for accommodation costs should they not be able to travel home immediately and have to self-isolate in the cottage.</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>Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness for self-quarantine</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</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>TF</p> <p>TF</p> <p>TF</p>	<p>TF</p> <p>TF</p>	<p>TF</p>
<p><b>Incorrectly laundered bedding</b></p>	<p>Bacteria not killed off properly</p>	<p>Towels are always washed on a 60 degree cycle. Bed linens are washed as hot as is recommended, then tumble dried and/or ironed. There is a minimum 72 hours gap between use of bed linens too.</p>				<p>TF</p>
<p><b>Maintenance</b></p>	<p>Property wear and 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>Procedure for following up with guests after their stay to notify us of any breakages or repairs needed.</p> <p>If any faults arise, liaise with maintenance company and guests to agree access when they are out of the property.</p>		<p>TF</p> <p>TF</p>	
<p><b>Gas, Electrical and Fire Safety</b></p>		<p>Annual Gas safety checks carried out every March. Weekly fire alarm safety checks. EICR and PAT tests completed according to regulations.</p>		<p>TF</p>		

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		Fire risk assessment in place, updated annually.		TF		
<b>Changeover clean</b>	Contaminated accommodation / spread of COVID 19	PPE (gloves, apron, face masks) are available for use by the cleaning staff.	<p>All changeover cleans can only be completed once the guests have left the property</p> <p>Cleaner has confirmed that they are fit for work.</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p>	TF		
<b>Legionella</b>	Infection of Legionella from standing water if the property has been lying empty for a week or more.		<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>	TF		

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Notes on completion	
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