

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

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| Property Name: | Darwin Cottage | Date of Next Review: | 04/02/22 |
| Date of Assessment: | 04/11/21 | 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 | | |
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| | | | | High | Medium | Low |
| <p>Person to person contact during COVID 19 pandemic (Host and guest)</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. https://darwincottage.com/guest-information-1/</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> | <p>TF</p> | <p>TF</p> | <p>TF</p> |

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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>When entering the property whilst guests are staying, masks will continue to be worn.</p> <p>Information on various aspects of the property can be found in obvious places. Wifi code on side of fridge. Information on bin collections and recycling is above the bin. Information regarding the heating is behind the thermostat. Other information is given verbally along with the assurance that they can contact me via telephone/text/email should they have any questions or queries.</p> | | | TF | TF |
| <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>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> | TF | | |

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| <p>Cleaning regimes not effective / fit for purpose</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.</p> <p>The Amber checklist is displayed for guests to see what has been cleaned before their arrival. This will be completed by the person doing the cleaning.</p> <p>Covid Cleaning course completed to ensure understanding and knowledge of tasks undertaken during cleaning process. Cross contamination and risk of infection understood.</p> <p>A cleaning risk assessment has been carried out separately to confirm how to disinfect each surface type and ensure that there are appropriate cleaning products within the property for guests use.</p> <p>PPE worn when appropriate. Correct handwashing procedures in place. Laminated posters within the cottage at all sinks.</p> | <p>Cleaning standards checked periodically by supervisors or external 3rd parties (e.g. accreditation)</p> | <p>TF</p> <p>TF</p> <p>TF</p> <p>TF</p> | <p>TF</p> | |
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| <p>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</p> | <p>Not cleaning or sanitising the property correctly</p> | <p>A checklist has been created according to the PASC UK protocols and is followed on each changeover if the cottage is to be immediately occupied. This includes cleaning and sanitising/disinfecting particularly all high touch points including door handles, banisters, flat surfaces and bathrooms.</p> <p>All cleaning materials are clean and fit for purpose. The sanitising products comply with EN14476 standards. Where appropriate, cleaning cloths are washed on a high temperature and reused. Otherwise disposable paper towel is used and thrown away.</p> | <p>Put a health & 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>Dealing with a guest who is unwell or infectious outbreak in your property</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>Information on “what to do if you suspect you as a guest are ill or have an infectious outbreak” is on a laminated sheet in the property including relevant phone numbers and actions required. To date no guest has needed to use this information. Guests are aware that if they need to extend their stay, they are liable for the cost.</p> | | <p>TF</p> <p>TF</p> | <p>TF</p> | |

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| | | | <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> | TF | TF | TF |
| Incorrectly laundered bedding | Bacteria not killed off properly | 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. This is an incredibly unlikely cause of transmission. | | | | TF |
| Maintenance | Property wear and tear not dealt with quickly due to lack of time between stays. | <p>Cleaners asked to report anything noticed as soon as possible.</p> <p>Guests are asked to notify us of any breakages or repairs before departure. Most things are picked up when cleaning and usually able to be dealt with the same day prior to next guests arriving.</p> <p>If any faults arise that cannot be dealt with immediately, arriving guests will be notified and maintenance will be carried out whilst they are out of the property. PPE will be worn by contractors.</p> | | TF | TF | TF |

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

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| Notes on completion | Although the risk of transmission between guests is incredibly unlikely, Darwin Cottage will continue to follow the Covid cleaning protocols for the foreseeable future, amending as appropriate depending on risk levels and current infection rates. |
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