

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

Property Name	AROSFA	Date of Next Review:	DECEMBER 2020
Date of Assessment	11 TH July, 2020	Notes:	
Assessment Carried out by	MRS L. WHEATLEY/ MR D. WHEATLEY		

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>Person to person contact during COVID 19 pandemic (Host and guest)</p>	<p>Becoming infected with COVID19 and further spread the infection</p>	<p>Self check in on arrival</p> <p>Key posted through letterbox on departure.</p> <p>A laminated copy of full contact details of host are provided in the cottage</p> <p>24 hour gap left between reservations.</p> <p>24 hrs prior to arrival, Guests will email the host with a Self-declaration email. To confirm that they do not have COVID19 Symptoms.</p>	<p>Minimise contact between the two parties.</p> <p>Provide a pre-arrival/ departure pack for guests explaining procedures.</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</p> <p>Cleaning is only carried out after guests have checked out and is carried out by the host.</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>A laminated welcome letter/FAQ document on all aspects of the property for example Car Parking, Opening Windows on check out, bagging up laundry at the end of the stay, how the cooker works.</p> <p>This will minimise any visit to the property</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</p>			Low
<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>Create an ongoing checking system and document for staff health / wellbeing</p>		med	

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<p>Cleaning regimes not effective / fit for purpose</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Cleaning protocol checklist is completed and signed by the host after each clean.</p> <p>Cleaning checklist not left in property but is available for guest to see if required.</p> <p>Maintenance undertaken by host.</p> <p>Cleaner/host will have all suitable protective clothing.</p>	<p>Create a cleaning plan that all cleaning staff must adhere to and sign for each clean</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 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>Cleaner/host has the correct protective clothing and training on how to use correctly and instructions on handwashing, protective clothing disposal and their well being</p>	<p>Med</p>		
<p>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</p>	<p>Not cleaning or sanitising the property correctly</p>	<p>Cleaning protocol list in operation as per the Wales Tourism Alliance guidance.</p>	<p>Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example</p> <p>Touch points, door handles, banisters, surfaces, bathrooms</p> <p>What should be disinfected, floors, walls</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>High</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>Inform the accommodation provider (Lyn Wheatley) and immediately self-isolate. Where they are to minimise any risk of transmission – and request a COVID19 test.</p> <p>If they are confirmed to have COVID19 – They should return home when it is safe to do so , and only drive themselves if they can do so safely.</p> <p>Guests should follow government guidance on dealing with possible or confirmed covid 19 infection.</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>Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long</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>HIGH</p>		
<p>Incorrectly laundered bedding</p>	<p>Bacteria not killed off properly</p>	<p>Guests are to bag up their own laundry at the end of their stay.</p> <p>Laundry will be washed at 60*C with a Dettol Disinfectant added to wash.</p>	<p>Use cotton/ linen bedding and 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>Soft furnishings, mattress, pillows, curtains to be steamed clean.</p>	<p>All changeover cleans can only be completed 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>			

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Legionella	Infection of Legionella from standing water if the property has been lying empty	Host has inspected property on a regular basis during Covid 19 lockdown. I can confirm that all taps and sources of water related to the property have been flushed through for a minimum of two minutes. These include; kitchen taps, washing machine, toilet cistern, bathroom taps (shower, shower head, bath and sink)	<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>			Low
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Notes on completion	<p style="text-align: center;">ALL RISK MANAGERMENTS PROCEDURES ARE BASED ON WELSH GOVERNMENT GUIDELINES ISSUED JUNE 2020</p>
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