

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

Property Name **Tregrill Farm Cottages**
 Date of Assessment
 Assessment Carried out by

Date of Next Review:
 Notes:

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, guest to guest)</p>	<p>Becoming infected with COVID19 and further spread the infection</p>	<p>Close Games Room as equipment cannot be sanitised and social distancing is not possible.</p> <p>Provide a pre-arrival/ departure pack for guests explaining procedures</p> <p>Recommend Masks in areas of less social distancing; for example while using the entrance/exit. If maintenance visits need to be made etc.</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>Use self-check in approaches</p> <p>Provide a FAQ document on all aspects of the property both in cottage and online for example:</p> <p>When bin day is How the boiler works How to switch the heating on How the cooker works</p> <p>Ensure all amenities packs are single packaged items</p> <p>The booking agent will supply Tregrill Farm Cottages with the details of the guests staying on site.</p>	<p>Minimise contact between the parties.</p> <p>Social distancing signage and hand sanitiser at cottage garden entrance/exit.</p> <p>Host to phone the guests after guest arrival to ensure customer satisfaction and to answer all queries</p> <p>Ensure guests are not present during interim cleans – arrange with each guest as required.</p> <p>Have an illness during stay reporting procedure and useful contact numbers in the property</p> <p>Encourage guests to use cottage QR codes to help track and trace.</p>			

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		<p>The booking agent will ensure the guests are informed about current Government guidance on allowable cross-household parties and party size.</p> <p>The Guest will ensure that their party make up complies with Government guidance on household mixing.</p>				
Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property		Keep in regular communication with cleaning company by phone and email.			
Cleaning regimes not effective / fit for purpose	Contaminated accommodation / spread of COVID 19	Employ a cleaning company trained in Covid 19 cleaning to HSE, Visit Britain and WHO Standards.	<p>Create a maintenance checklist that all cleaning staff to check any issues to be flagged and dealt with before the guests arrival</p> <p>Cleaning standards checked periodically – for example after stays where there is not occupation by another party immediately.</p>			
Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly	Employ a cleaning company trained in Covid 19 cleaning to HSE, Visit Britain and WHO Standards.				

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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 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>Call the guests to clearly understand the situation and if the guests need to extend their stay and for how long. Show them the NHS Guidance and poster available from PASC UK. They should go directly home if they can, and if they have to stay, then they pay for the accommodation.</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>Incorrectly laundered bedding</p>	<p>Bacteria not killed off properly</p>	<p>Employ a cleaning company trained in Covid 19 cleaning to HSE, Visit Britain and WHO Standards. 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>Employ a cleaning company trained in Covid 19 cleaning to HSE, Visit Britain and WHO Standards.</p> <p>All changeover cleans can only be completed once the guests have left the property, make sure guests are aware of the importance of the check in and out times.</p> <p>Stop using baskets for our welcome gifts.</p>	<p>Purchase extra vases for flowers so that vases can be used for guests on alternate week.</p>			
<p>Legionella</p>	<p>Infection of Legionella from standing water if the property has been lying empty during Lockdowns and lack of use whilst in High Level Tiers</p>	<p>Employ a cleaning company trained in Covid 19 cleaning to HSE, Visit Britain and WHO Standards.</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</p>			

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			(e.g. Milton). Showerheads should be regularly disinfected about four times a year.			
			Finally, let any other taps run for two minutes.			

Notes on completion	
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