

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

Property Name	Martinhoe Cleave Cottages	Date of Next Review:	December 2020
Date of Assessment	June 2020	Notes:	
Assessment Carried out by	James Ives/Alan Hargreaves		

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 and guest)	Becoming infected with COVID19 and further spread the infection	<p>Guests access the properties independently via key safes so no contact is required.</p> <p>Guest can contact the owners free of charge if they have any queries.</p> <p>Owners should only need to enter the property in emergencies.</p> <p>Provide a guest folder confirming details of all aspects of the property. This includes: How the TV and satellite box work How the cooker works How the heating works Useful contact numbers</p> <p>Collect and retain contact details in order to facilitate track and trace procedures</p>	<p>Pre-arrival instructions to be sent to guests setting out Covid-19 symptoms, warning guests not to travel if they experience any of these. Also, what to do in the event of developing symptoms whilst at the cottages.</p> <p>Guests to receive Covid-19 Cleaning Protocol</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>Distancing to be practiced when owners visit the property and guests present.</p> <p>Owners to wear appropriate PPE when carrying out changeovers.</p> <p>Abandon interim cleans for bookings of more than one week. Take away bagged used linens and provide fresh for guests</p>			
Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property	<p>Owners undertake changeovers themselves. Monitor own health and take all necessary precautions e.g. PPE</p> <p>In the event of illness, emergency cleaning is available through Marsdens.</p>				
Cleaning regimes not effective / fit for purpose	Contaminated accommodation / spread of COVID 19	<p>Cleaning protocol in place. Including a risk assessment and cleaning checklist. Cleaning checklist to be left in the cottages for transparency</p>	<p>Have a change of clothes and shoes available to avoid cross contamination</p> <p>Risk assessment regularly reviewed and updated noting any new or change to risks, plus changes to</p>			

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		<p>Owners trained in the implementation of the cleaning protocols</p> <p>Cleaning to be quality checked by one of the owners at the point of disinfecting the properties</p> <p>Owners trained on the length of time the virus will survive on all surfaces and prioritise cleaning accordingly</p>	actions to minimise risk			
Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly	<p>Undertaken recommended training on which products should be used to eliminate Covid19</p> <p>Log 5 Anti-viral disinfectant (EN 11476/14675 or EN114476:2013 + A2 2019 tested) purchased for sanitising of cottage interiors during changeover.</p> <p>Ensure all cleaning materials are clean and fit for purpose</p> <p>Use separately colour coded cloths to minimise the risk of cross contamination</p>	<p>Put cleaning protocol in place listing products and their use.</p> <p>Introduce a cleaning checklist showing all items to be sanitised and disinfected</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>			
Dealing with a guest who is unwell or infectious outbreak in your property	The spread of an infection outbreak	<p>Guest instructions for what to do in case of symptoms developing during their stay have been drafted.</p> <p>Booking terms and conditions amended to clarify charges for guests needing to quarantine at the cottages.</p> <p>Booking terms and conditions amended to clarify refunds policy for guest bookings affected by cottages becoming unavailable due to a guest/guests needing to quarantine in at the cottages.</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>			

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		<p>Booking terms and conditions amended to clarify policy for guests having to cancel their booking due to the development of symptoms prior to arrival.</p> <p>Established communication in place with fellow accommodation providers.</p> <p>Double bag rubbish and leave for 72 hours before binning. Carry out a RED clean of the property.</p>				
Incorrectly laundered bedding	Bacteria not killed off properly	Most linens are professionally laundered. Only kitchen hand towels and oven gloves are self-laundered. These are washed at 60 degrees.	Purchase new pillow and mattress protectors to ensure all can be changed at each changeover			
Changeover clean	Contaminated accommodation / spread of COVID 19	<p>All changeover cleans can only be completed once the guests have left the property</p> <p>Appropriate PPE is available to cleaner</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p>	<p>Ask guests to air the property and also to strip beds and leave in a supplied bag</p> <p>Remove any non-essential soft furnishings or other non-essential items from the property (e.g. cut down on crockery). To lessen the cleaning time and risk of contamination.</p> <p>Change the time of check in and check out to allow for additional cleaning</p>			
Legionella	Infection of Legionella from standing water if the property has been lying empty	<p>Existing protocol in place to minimise risk from Legionella.</p> <p>Flush the shower through If your shower has not been used for two weeks or more, disinfect the showerhead.</p> <p>Flush the whole water system for two</p>				

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		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.				

Notes on completion	<p>This risk assessment has been undertaken and completed following a study of the Professional Association of Self Caterers (PASC) cleaning protocols and participation in the online training for these protocols.</p> 
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