

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

Property Name

Viney Hill Country House

Date of Next Review:

Date of Assessment

13<sup>th</sup> June 2020

Notes:

Carried out by

Kay Coles

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>Viney Holiday Properties Ltd will update arrival email prompting organiser to confirm guest(s) health OK.</p> <p>Owners will need to advise guests of any changes to arrival instructions to ensure they understand the new arrival and departure times required for cleaning for Covid-19 compliance. We should avoid early arrivals or late departures to minimise contact with cleaners and maintenance.</p> <p>Owners need to make their own arrangements for guest(s) access to property ensuring awareness of social distancing guidelines for guests and staff.</p> <p>Owners should remove: Magazines, DVD's, Books, Information folders, leaflets, and any other items where handling and contamination could be problematical.</p> <p>We will direct guests towards our THINGS TO DO page for up to date information on what might be open etc. This enables owners to remove all information folders and leaflets etc.</p> <p>Urgent access for maintenance will require the use of PPE for the agent. Guests will be required to move away or vacate the property while the agent is on site.</p>	<p>Guest(s) will be asked not to come if they have certain symptoms or have been asked to self-isolate due to contact tracing. They will also be asked to notify us if they develop any symptoms etc within 2 weeks of leaving the property. (This will be the same for staff as well).</p> <p>Provide PPE for any welcome staff and ensure guests and welcome staff understand social distancing guidelines. Minimise contact between the two parties.</p> <p>Provide a pre-arrival/ departure pack for guests explaining procedures. We are going to recommend that owners download an App called Touch Stay. This is £70 per property but they can add information that would normally be found in their information folder.</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. This will minimise any visit to the property</p> <p>Ensure guests are not present during interim cleans</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>The Touch Stay App could help with other information such as: When bin day is, how the boiler works, how to switch the heating on, how the cooker works etc</p> <p>Ensure all amenities packs are single packaged items</p> <p>The lead Booker needs to ensure that any illness during</p>			

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		<p>Guests need to be made aware of any government guidelines relating to Covid19 for Self-catering accommodation, especially where guest numbers are likely to be an issue.</p> <p>The lead booker will be the main point of contact for names and addresses of guests. They will also be responsible for providing this information for contact tracing in case of infection.</p>	<p>their stay is reported to the owner and agent. and useful contact numbers in the property Have a post stay health questionnaire.</p> <p>Viney Holiday Properties Ltd terms &amp; conditions will remain unchanged. However, the Viney Holiday Properties Ltd website, COVID page, will state that guests with symptoms will have to vacate the property immediately along with all other guests. A property being unavailable is already covered by Clause 13 of our T&amp;C's.</p>			
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<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>Create an ongoing checking system and document for staff health / wellbeing</p>			
<p><b>Cleaning regimes not effective / fit for purpose</b></p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Owners need to ensure an adequate supply of Covid19 (compliant) PPE for all cleaning and maintenance personnel. Cleaning and sanitising products should also be Covid19 compliant.</p> <p>Consider asking cleaning and maintenance personnel to sign a 'Fit to Work' declaration and reinforce the need for social distancing when working.</p> <p>Ensure you have sufficient trained personnel to achieve the required cleaning standards and vacating the property prior to guests expected arrival time.</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 must sign for on each clean, any issues to be flagged and dealt with before the guests' arrival.</p> <p>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 PPE and training on how to use correctly and instructions on handwashing, PPE disposal and their well being</p>			
<p><b>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</b></p>	<p>Not cleaning or sanitising the property correctly</p>	<p>Special consideration needs to be made for TV's, remotes, and other items where multiple contact is high risk. Condiment pots, containers, charging points, radio &amp; DVD players, Football table handles, Pool tables, Cues, Heating controls etc.</p> <p>You should also consider washing all Crockery, Cutlery, Pots and pans, as previous guests could have handled them before leaving.</p> <p>Be aware that some cleaning products may cause stains or bleaching on certain surfaces.</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 &amp; 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>			

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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>Owners and their agent need to be aware of Government and chief medical officer guidelines for handling suspected cases of infection when in your holiday property.</p> <p>Until then, our current advice would be that if any guest(s) are displaying symptoms which could be related to Covid19, then all guests are required to vacate the property and return to their primary address immediately.</p> <p>Prior to booking or arrival, guests need to be made aware of their obligation to report any symptoms of illness before/after and during their stay immediately to the owners.</p> <p>Organisers of group bookings need to ensure compliance and cooperation for the group.</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>The lead Booker needs to ensure that any illness during their stay is reported to the owner and agent. and useful contact numbers in the property.</p> <p>Have a post stay health questionnaire?</p> <p>Viney Holiday Properties Ltd terms &amp; conditions will remain unchanged. However, the Viney Holiday Properties Ltd website, COVID page, will state that guests with symptoms will have to vacate the property immediately along with all other guests. A property being unavailable is already covered by Clause 13 of our T&amp;C's.</p> <p>Guest(s) will be asked not to come if they have certain symptoms or have been asked to self-isolate due to contact tracing. They will also be asked to notify us if they develop any symptoms etc within 2 weeks of leaving the property. (This will be the same for staff as well).</p>			
<p><b>Incorrectly laundered bedding</b></p>	<p>Bacteria not killed off properly</p>	<p>Laundry services need to be advised of requirement.</p>	<p>Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash)</p>			
<p><b>Changeover clean</b></p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Owners will need to advise guests of any changes to arrival instructions to ensure they understand the new arrival and departure times required for cleaning for Covid-19 compliance. We should avoid early arrivals or late departures to minimise contact with cleaners and maintenance.</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 PPE is available to cleaner</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p>			

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<p><b>Legionella</b></p>	<p>Infection of Legionella from standing water if the property has been lying empty</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>			

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<p>Notes on completion</p>	
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