

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

Property Name	Llanfendigaid Estate	Date of Next Review:	15 th August 2020
Date of Assessment	4 th July 2020	Notes:	Review after next government guidelines issued, subject to any changes.
Assessment Carried out by	William Garton-Jones		

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>No physical meet and greet. Guests will be contacted prior to arrival and issued with detailed instructions. Keys will be left in a secure lock box outside the property, so that they may let themselves in in the absence of the host. Guest information regarding COVID processes will be emailed in advance, and laminated versions left in the property. Guest information will specify that if they feel unwell they should immediately notify Graham Nock the Manager and return home to self-isolate. Shared facilities (indoor swimming pool and table tennis table) will be out of use. The terms and necessity of this will be explained to guests in the welcome-pack and upon</p>	<p>Minimise contact between the two parties.</p> <p>Consider protective clothing for any welcome staff and ensure guests and welcome staff understand social distancing guidelines.</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>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>Provide a FAQ document on all aspects of the property for example:</p> <p>When bin day is How the boiler works How to switch the heating on 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>	<p style="background-color: #ffcccc; display: inline-block; padding: 2px;">High</p> <p style="background-color: #ccffcc; display: inline-block; padding: 2px; margin-left: 10px;">Medium</p> <p style="background-color: #ccffcc; display: inline-block; padding: 2px; margin-left: 10px;">Low</p>	<p>Y</p>	

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

		<p>booking or as soon after booking as possible</p> <p>Hand sanitiser will be made available at each external door to all properties.</p> <p>Guests will be asked not to arrive early, and to leave promptly on the day of departure, to allow sufficient cleaning time and to minimise chances of the cleaner meeting guests.</p> <p>Welsh Assembly Government guidelines/regulations on self-catering property occupation must be followed and guests will be asked to check that they will comply.</p> <p>Name, address and contact details for the booking person will be used as the contact details for the purposes of track and trace.</p>				
Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property	<p>Cleaner not to work if symptoms develop, and should follow guidance on self-isolation before returning to work.</p> <p>PPE for cleaners provided.</p> <p>Staff to agree that when on site they will wear PPE wherever possible.</p>	Create an ongoing checking system and document for staff health / wellbeing	Y		

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

<p>Cleaning regimes not effective / fit for purpose</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>PASC cleaning protocols for self-catering accommodation will be followed.</p> <p>Double clean (standard clean then disinfection using BS EN1276) will be performed, followed by fogging using a disinfectant to BS EN14476 as an additional step.</p> <p>Training will be given to cleaning staff by Scrubadub the cleaning company. PPE (including gloves and masks) to be provided.</p> <p>Removal of some decorative items (ornaments, soft furnishings etc) will reduce contamination risk. Such soft furnishings will be used on a rotation between changeovers. Items such as games will be removed, but available on request.</p> <p>Used linen will be kept separately to clean linen, and away from frequently-used staff thoroughfares to avoid virus transmission.</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</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 3rd parties (e.g. accreditation)</p> <p>All cleaning team members are given the correct protective clothing and training on how to use correctly and instructions on handwashing, protective clothing disposal and their well being</p>	<p>Y</p>		
<p>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</p>	<p>Not cleaning or sanitising the property correctly</p>	<p>Shower heads to be disinfected (soak for 15 minutes in Milton solution), and all water outlets to be run through for at least 5</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>Y</p>		

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

		<p>minutes prior to cleaning, to minimise the risk of Legionella. For changeovers, a primary deep clean will be performed with normal cleaning materials. Standard deep clean will be followed by disinfection with a Log-7 virucide (peritab solution). Finally, ULV fogging using peracetic acid (a 7-log kill virucide which has achieved WHO approval for Coronavirus). All cleaning chemicals comply to BS EN 1276. Fogging chemical will comply with BS EN 14476 All cleaning systems to be colour coded to avoid cross contamination.</p> <p>For cleaning, the PASC ticklist will be followed, and particular attention will be paid to high-touch areas (e.g. light switches, door handles, bannisters and kitchen handles).</p> <p>Remote controls will be placed in a disposable plastic covering. Since the site utilises a septic tank (and therefore cannot use bleach), guests will be provided with septic tank-compatible cleaning materials. Cleaners will be provided with a PASC tick-list to ensure that cleaning is</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>			
--	--	--	--	--	--	--

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

		thorough and consistent. Cleaners will then be asked to record that all cleaning tasks have been completed.			
Dealing with a guest who is unwell or infectious outbreak in your property	The spread of an infection outbreak	Instructions to guests advise that they should return home if unwell or displaying symptoms.	<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>		Y
Incorrectly laundered bedding	Bacteria not killed off properly	All bed linen and towels are laundered professionally. Any items that are laundered internally (e.g. tea towels) will be correctly laundered at 60 degrees celsius.	Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash)		Y
Changeover clean	Contaminated accommodation / spread of COVID 19	PASC protocols and cleaning checklists are being followed. Guests will be requested to load the dishwasher (but not unload) and open windows prior to departure. This information will	<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>		Y

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

		<p>be provide dby email upon booking and also in a laminated/disposable information pack within the property.</p> <p>Guests asked to remove their own bed linen and place into a bag for collection by cleaners.</p> <p>Cleaning staff will be issued with PPE and a cleaning ticklist.</p>	<p>All cleaning / maintenance procedures are adhered to and documented accordingly</p>			
Legionella	<p>Infection of Legionella from standing water if the property has been lying empty</p>	<p>Shower heads will be disinfected via soaking in Milton solutions prior to the arrival of the first guests. All water outlets will be flushed for at least 5 minutes to minimise risk. Heating/DHW system operating temperature is 65 degrees celcius.</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>			Y

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

Notes on completion	
---------------------	--