

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

Property Name	Millbrook Cottages – Lakeview, Wheel Room, Pulley Mill, Corncott	Date of Next Review:	1 <sup>st</sup> December 2021
Date of Assessment	17 <sup>th</sup> September 2021	Notes:	
Assessment Carried out by	Kate Boothby		

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
<b>Person to person contact during COVID 19 pandemic (Host and guest)</b>	Staff, hosts and guests becoming infected with COVID19 and further spread of the infection	Minimising contact between the parties and asking guests to be aware of personal space				✓
		Provide PPE for any staff who need to help or engaged closely with guests				✓
		Guests will self-check in on arrival with digital locks and information sent out prior to arrival. Communication will be made via phone or video call to welcome guests.				✓
		No interim cleaning in accommodation – guests for a longer stay will have towels left to cover				✓
		Providing in detail guests book and FAQs for guests to access before and during their stay to minimise any visits by hosts and maintenance once occupied.				✓
		Have an illness during stay reporting policy and useful contact numbers in the properties				✓
		Sending out a post stay questionnaire for guests by email				✓
		Ensure any guest amenities left behind are removed and replaced with fresh				✓
		Laundry room will only be accessible when requests – ensuring its cleaned thoroughly before and after				✓
		Hot tub will be booked out privately in advance for the day by one cottage and cleaned between guests.				✓

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Housekeeper not fit for work and infected with COVID 19	Could Spread COVID 19 through cleaning within the property	<p>Create an ongoing checking system and documents for staff health and well being.</p> <p>Staff temperature checked on arrival daily.</p> <p>Twice weekly Covid Lateral Flow Tests by all staff every 3 days. Tests are logged.</p> <p>PCR checks at any symptoms</p>				✓
Cleaning regimes not effective / fit for purpose	Contaminated accommodation / spread of COVID 19	<p>Create a cleaning plan that all cleaning staff adhere to and sign off after each clean.</p> <p>Create a cleaning check list that all cleaning staff must fill in and leave in the 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 and clear understanding, and skill of every task undertaken.</p> <p>Cleaning standards checked periodically by other housekeepers and hosts and accreditation for sale, legal and clean campaign 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>				✓  ✓  ✓  ✓  ✓
<b>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</b>	Not cleaning or sanitising the property correctly	<p>Put a cleaning requirement document together, clearly stating what should be sanitised when and where in the property.</p> <p>Created a list of touch points in the property to ensure all areas are covered</p> <p>List of what areas should be disinfected</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 being used in the correct way.</p>				✓  ✓  ✓  ✓  ✓

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			Put a health and 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.		✓	
<b>Dealing with a guest who is unwell or infectious outbreak in your property</b>	The spread of an infection outbreak	<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>Build into terms and conditions that a guests will be expected to notify us immediately and leave the premises if any symptoms of COVID 19 are experienced</p> <p>Deep clean any accommodation and communal areas with fogger wearing full PPE.</p>			✓	✓
<b>Incorrectly laundered bedding</b>	Bacteria not killed off properly	<p>Bedding and towels laundered by a South West Laundry to hospital standards</p> <p>All other laundry to be washed and tumbled on appropriate high temperature.</p>			✓	✓
<b>Changeover clean</b>	Contaminated accommodation / spread of COVID 19	<p>All changeover cleans will 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>			✓	✓
<b>Legionella</b>	Infection of Legionella from standing water if the property has been lying empty	<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</p>			✓	✓

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		<p>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>			✓
<b>Outside Contractors / Caterers</b>	Staff, Hosts and Guests infected with COVID19 and spreading to others	All outside contractors and caterers will be required to submit their risk assessment to counter the spread of COVID19, 14 days prior to any event. The RA will be held by us			✓

Notes on completion	
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