

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

Property Name	Horseshoe Cottage Farm	Date of Next Review:	17/05/2022
Date of Assessment	17/05/2021	Notes:	Bed and Breakfast Accommodation. 3 en-suite rooms
Assessment Carried out by	Linda Jee		

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 arrival, departure and mealtimes(Owner and guest)	Guests and owner becoming infected with COVID19 and further spread of the infection to future contacts	Maintaining social distancing, No handshake No luggage transfer unless sanitised before and after handling Registration document done by guest by email All concerned to wear mask indoors	Speaking to arriving guests 24 hours before to check well and describe arrival arrangements. Separate entrance for guests Separate sitting rooms for each group All rooms are en-suite Minimise contact distance between the two parties. Minimise contact between other guests by staggering arrival, departure and breakfast times Contactless payment. Invoice to be sent by email Ensure guests are not present during interim cleans Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency) Provide a verbal description on all aspects of the property and ask them to telephone for any other issues Ensure all amenity packs are full and verbally check if replacements are needed. Leave outside the bedroom door	x		

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

			Email room information eg Wifi code on arrival			
			Registration document sent in email prior to arrival with all contact details for Track and Trace in case needed			

Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property to guests and owner	Staff are asked not to come to work if showing signs of any illness	Create an ongoing checking system for staff health / wellbeing	x		
Cleaning regimes	Contaminated accommodation / spread of COVID 19 to owner/cleaner/future guests	Thorough cleaning as usual with special notice taken of hotspots eg door handles, light switches, hard surfaces etc	<p>Create a cleaning plan that all cleaning staff must adhere to for each clean</p> <p>Bedrooms/bathrooms will not be cleaned during the guests stay</p> <p>All pottery and glass items to be cleaned in the dishwasher only and replaced even if not used.</p> <p>Create a maintenance checklist, any issues to be flagged and dealt with before the next guests arrival</p> <p>Ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken</p> <p>Cleaning standards checked periodically by owner</p> <p>All cleaning team members are given the correct training on how to use the sanitiser and on frequent hand washing, not touching their face and their general well being</p> <p>Handcream supplied to help dry hands</p>		x	
Incorrect / ineffective cleaning materials used / Cleaning regimes	Not cleaning or sanitising the rooms correctly leading to risk to owner/cleaner/future guests	Ensure all surfaces are cleaned of all dirt prior to sanitising Sanitiser purchased that is suitable, safe and effective	<p>Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example and with which product</p> <p>Use special sanitising product after cleaning on hotspots</p>		x	

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

			<p>What should be disinfected, floors, tiled walls, bathrooms Touch points, door handles, banisters, surfaces, bathrooms, light switches, door surrounds, toilet seats and lids, entry keypad</p> <p>Ensure all cleaning materials are clean and fit for purpose for each room</p> <p>Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way</p>			
<p>Dealing with a guest who is unwell or infectious outbreak in your property</p>	<p>The spread of an infection outbreak to owners/other guests, current and future and cleaners</p>	<p>Preferably the guest and party should leave and go home immediately</p> <p>The room deep cleaned wearing protective gloves and masks</p> <p>A change of clothes</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. Guest to call 111 or 119 for advise. And to get a test asap</p> <p>The guest will remain in their room at all times and no cleaning will be done</p> <p>Build into terms and conditions the cost and requirements if a guest/party 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 outside the door and quarantine for at least 72 hours)</p> <p>Deliver, medicines, food supplies and extra cleaning materials to the outside of the bedroom</p> <p>Place an emergency body fluid kit in the property for the guest to use in these circumstances</p> <p>Leave the room vacant for 72 hours after departure before cleaning wearing protective gloves and face covering if possible</p>	<p>x</p>		

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

			The person/s cleaning the room should change their clothes prior to leaving the premises, bag the potentially soiled ones and quarantine them for 72 hours prior to laundering them, either on site or at home			
Laundered bedding	Bacteria not killed off properly	Launder on 60 degree wash and air dry then iron	Use cotton bedding and wash on a full 60 degree wash cycle (not a quick wash) air dry and ironed. All unused items to be laundered or quarantined for 72hours			x
Changeover clean	Contaminated accommodation / spread of COVID 19 to owner and cleaner	Usual clean/turn round regime	All changeover cleans can only be completed once the guests have left the property and the room aired with open windows for as long as possible All cleaning / maintenance procedures are adhered to		x	
Breakfast and other meals	Contamination of dishes at the buffet Leading to infection of other guests/owner	Usual Food hygiene rules will apply in the kitchen	Breakfast will be a la carte only with the host serving to the table with clean hands A takeaway breakfast can be arranged Disposable menu in each bedroom for night before order or emailed Separate dining rooms for each party and staggered times to save crossover. Hand sanitiser available.			x
Payment and departure	Contact using card machine Contact with luggage Owner	Card machine currently in owners part of the house not in use	Non contactless payments instigated with email of invoice for guest to print at home and payment by BACS If transferring luggage, owner to sanitise hands before and after.			x
Legionella	Guests/Owner	Use water supply regularly	Flush water system as a precaution			X

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

Notes on completion	<p>All self distancing will be in line with Government guidelines</p> <p>Cleaning protocol will be inline with PHE guidelines</p> <p>Full contact details retained for Track and Trace</p>
---------------------	--