

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

Property Name **ShoeString Cottage & Cabin**
 Date of Assessment **15/02/2021 V2 updated.**
 Assessment Carried out by **M Richards**

Date of Next Review: **16/08/2021**
 Notes: **Six months review.**

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		Minimise contact between the two parties.			X
			Consider protective clothing for any welcome staff and ensure guests and welcome staff understand social distancing guidelines.			X
			Request vaccine status prior to arrival.			X
			Provide a pre-arrival/ departure pack for guests explaining procedures.			X
			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			X
			Ensure guests are not present during interim cleans			X
			Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)			X
			Provide a FAQ document on all aspects of the property for example:			X
			When bin day is How the boiler works How to switch the heating on How the cooker works Log Burner operation & Fire procedure			X
			This will minimise any visit to the property			X
			Ensure all amenities packs are single packaged items			X

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			Have an illness during stay reporting procedure and useful contact numbers in the property			X
Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property		Create an ongoing checking system and document for staff health / wellbeing			X
Cleaning regimes not effective / fit for purpose	Contaminated accommodation / spread of COVID 19		Create a cleaning plan that all cleaning staff must adhere to and sign for each clean			X
			Create a cleaning checklist that all cleaning staff must fill in and leave in property for transparency			X
			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			X
			in-depth ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken			X
			Cleaning standards checked periodically by supervisors or external 3 rd parties (e.g. accreditation)			X
			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			X
Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly		Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example			X
			Touch points, door handles, banisters, surfaces, bathrooms			X
			What should be disinfected, floors, walls			X
			Ensure all cleaning materials are clean and fit for purpose			X
			Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way			X
			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			X

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<p>Dealing with a guest who is unwell or infectious outbreak in your property</p>	<p>The spread of an infection outbreak</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>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>			<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>
<p>Incorrectly laundered bedding</p>	<p>Bacteria not killed off properly</p>		<p>Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash)</p>			<p>X</p>
<p>Changeover clean</p>	<p>Contaminated accommodation / spread of COVID 19</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 protective clothing is available to cleaner</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p>			<p>X</p> <p>X</p> <p>X</p> <p>X</p>
<p>Legionella</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>X</p>

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			<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>			X
						X
Specific Property trip/low ceiling risk details	Low ceilings and Doors – head risk Steep shallow stairs – trip and fall hazard		Ensure all guests are made aware of cottage design and ensure appropriate warnings/signage has been given/provided for all stair locations.			X
	Handrail security		Check all handrails and secure before and after every booking.			X
Step trip hazard and waterfront location	Advise of main shallow building entrance steps and ensure all guests are aware of risk of children or dogs entering the shoreline at periods of high tide		Advise all guests of entrance and ensure outside lights provided are functional and in fully working order.			X
			Ensure all guests are aware to check tide time tables which can be located and are fully displayed on the village sailing club notice board.			X

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Notes on completion	<p>All checks to be made weekly and before and after each booking.</p> <p>All hazards to be identified to all guests and a copy of the RA present in Cottage and on website for review.</p> <p>All extended stays to be notified and all NHS and government guidelines to be followed.</p> <p>Contact details of responsible manger/owner provided for any video conference requirements.</p> <p>Facetime available and WhatsApp.</p>
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