

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

Property Name	So St Ives: all properties	Date of Next Review:	28.07.20
Date of Assessment	28.06.20	Notes:	
Assessment Carried out by	Alan Spencer		

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>Minimise contact between the two parties.</p> <p>Our cleaners will leave a 3 hour window before entering the property following the guest's departure.</p> <p>There will be an extended changeover period of 9am-5pm so there will also be a period of time between the cleaner leaving and the guests arriving.</p> <p>The guests enter the property with a key stored in the key safe, so the guest has no contact with agent or owner.</p> <p>Guests will not be permitted to arrive before the set arrival time of 5pm, including to drop-off luggage or food items.</p> <p>Detailed information will be emailed to guests prior to their holiday.</p> <p>There will be no mid-stay cleaning service offered to guests staying for 2 weeks. Instead we will provide clean bed linen and towels that will be dropped at the property entrance on a day as agreed with the guests. The guests will, in turn, have to strip their beds and bag up the dirty linen ready to be returned to the laundry company.</p> <p>If a maintenance visit is required then this will be arranged for a set time as agreed by So St Ives, the guest and the maintenance company. All guests will be required to leave the property whilst any maintenance is carried out.</p> <p>Guests will be provided with in-depth details about the property and equipment so there should, barring any faults, be little need for property visits.</p> <p>Guests will be asked to strip beds and bag up dirty linen prior to their departure, as well as removing all rubbish from the property and placing in bags in the wheelie bin.</p> <p>All food items and welcome gifts will be sealed in individual packs. For example, there will be no loose tea bags, coffee or sugar in jars.</p>				✓

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		<p>All food items left by previous guests will be removed from the property.</p> <p>If a guest were to fall ill showing Covid symptoms then we request that the whole party returns home immediately and informs So St Ives. In this event the property will be left and aired for a period of time prior to thorough cleaning and sanitizing.</p>				
<b>Cleaner / housekeeper not fit for work and infected with COVID 19</b>	Could spread COVID 19 through cleaning within the property		Create an ongoing checking system and document for staff health / wellbeing			
<b>Changeover clean: Cleaning regimes not effective / fit for purpose</b>	Contaminated accommodation / spread of COVID 19	<p>Any cleaner showing Covid symptoms will be required to inform So St Ives immediately.</p> <p>All cleaners will be issued with a cleaning plan that must be adhered to and documented accordingly.</p> <p>All cleaning team members will be 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>PPE. Cleaners will, as a minimum, wear gloves and mask that will be disposed of at the completion of each property clean.</p> <p>Where gloves are not practical then cleaners should wash their hands frequently with soap and water, or use an alcohol-based hand sanitiser.</p> <p>Gloves should be changed or hands thoroughly washed before handling linens and making up beds.</p> <p>Cleaners will be instructed to inform So St Ives of any maintenance issues at the earliest stage possible so that any maintenance can be carried out during the changeover period and, wherever possible, before the next guests arrive.</p> <p>Cleaning standards will be checked by cleaning company supervisors to ensure that hygiene standards are met.</p> <p>Properties should, weather permitting, be thoroughly ventilated during cleaning process, and some smaller windows left open afterwards (where safe and secure to do so).</p> <p>All changeover cleans can only be completed once the guests have left the property. It is imperative that the guests adhere to the 9am check-out time to enable this to happen.</p>	Create a cleaning checklist that all cleaning staff must fill in and leave in property for transparency.			✓
<b>Incorrect / ineffective cleaning materials used / cleaning regimes not</b>	Not cleaning or sanitising the property correctly	A cleaning document will be available for all cleaners, clearly stating what should be sanitised within the property...				✓

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<p><b>recorded</b></p>		<p>Touch points: Door handles, banisters, surfaces, bathrooms, taps, remote controls, heating controls, kitchen equipment, lamps, light switches, keys, key safes, dining chairs, blinds pull cords, salt &amp; pepper grinders.</p> <p>Disinfected: Floors, kitchen surfaces, bathrooms, bins.</p> <p>Ensure all cleaning materials are clean and fit for purpose.</p> <p>As many kitchen items as possible to be run through a hot dishwasher cycle during the changeover period.</p> <p>Some unnecessary items will be removed from the property entirely to reduce infection risk, to include items such as...</p> <p>Bed throws and cushions, sofa throws, childrens games, DVDs, books, visitor leaflets, some kitchen items, reduced quantity of crockery, cutlery and utensils.</p> <p>Remaining soft furnishings (sofas, cushion etc) to be sprayed with anti-viral spray.</p>				
<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>Document in the property explains what the guests should do if one of their party show Covid symptoms, including relevant phone numbers and actions required.</p> <p>The guest will need to inform So St Ives and will be required to leave the property along with the rest of the party immediately.</p> <p>Under no circumstances can the guest self-quarantine in the property.</p> <p>Fogging device to be used in the property in the case of an infected guest staying, if at all possible.</p>				✓
<p><b>Incorrectly laundered bedding</b></p>	<p>Bacteria not killed off properly</p>	<p>All bed linen, towels, tea towels and oven gloves are hired from a reputable linen hire company.</p> <p>The hire company will ensure that all linens are washed on a long hot cycle to eradicate any bacteria.</p>				✓
<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 toilets, 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 and 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 in sterilising liquid.</p>				✓