

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

Property Name	Thorntree Barn	Date of Next Review:	15 th July or when Guidance changes
Date of Assessment	15 th June 2020	Notes:	
Assessment Carried out by	Mark Seymour		

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	Send advance email and telephone	Health questionnaire sent to arriving guests.	X		
		Greet in Yard on arrival & as required	Minimise contact between the two parties.	X		
		PPE in stock and Guidance sheet	Provide PPE for any welcome staff and ensure guests and welcome staff understand social distancing guidelines.	X		
		Send automated email and telephone	Provide a pre-arrival/ departure pack for guests explaining procedures.		X	
		Procedure outlined in Pre Check in email an phone call. Place Hand sanitiser at each entrance door	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		
		Guest will have checked out before cleaners access. No cleaning for longer stays	Ensure guests are not present during interim cleans			X
		Will be explained in pre check in email	Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)		X	
		Folders removed. Document in Guest App and On line Supercontrol Guest Login	Provide a FAQ document on all aspects of the property for example: When bin day is How the boiler works How to switch the heating on How the cooker works			X
		Folders removed. Document in Guest App and On line Supercontrol Guest Login	This will minimise any visit to the property			X
		We do not provide such packs	Ensure all amenities packs are single packaged items			X
What to do Guidance sheet	Have an illness during stay reporting and useful contact numbers in the property		X			
Send automated email	Have a post stay health questionnaire		X			

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		Highlight in Terms and direct emails to Guests	Guests showing signs of C-19 whilst staying with us are required to go for a test with NHS. The result of this test must be shown to the owner. If positive then the guest must immediately leave if this is reasonably possible. If for any reason that it is not, and self-isolation is required to take place at Thorntree, then all fees for all bookings affected by this self-isolation will be borne by the guest.'		X	
Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property	Protocols agreed with cleaners. Supervise and monitor	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	Protocols agreed with cleaners. Supervise and monitor	Create a cleaning plan that all cleaning staff must adhere to and sign for each clean	X		
		Protocols agreed with cleaners. Supervise and monitor	Create a cleaning checklist that all cleaning staff must fill in and leave in property for transparency	X		
		Protocols agreed with cleaners. Supervise and monitor	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		
		Protocols agreed with cleaners. Supervise and monitor	in-depth ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken	X		
		Protocols agreed with cleaners. Supervise and monitor	Cleaning standards checked periodically by supervisors or external 3 rd parties (e.g. accreditation)	X		
		Protocols agreed with cleaners. Supervise and monitor. PPE provided	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	X		
Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly	Have adopted ASSC/PASC standards and chemicals/agents in stock. Reorder as necessary	Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example	X		
		Cleaning Protocol written and agreed	Touch points, door handles, banisters, surfaces, bathrooms	X		
		Cleaning Protocol written and agreed	What should be disinfected, floors, walls	X		
		Have adopted ASSC/PASC standards and chemicals/agents in stock. Reorder as necessary	Ensure all cleaning materials are clean and fit for purpose		X	
		PAT tests are up to date	Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way			X

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		Cleaning Protocol written and agreed	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>Guidance sheet written . Email to Guest prior to stay</p> <p>Telephone as required</p> <p>T&C's amended</p> <p>In hand. Fordhead. Arnmore. Cardross. Lochend</p> <p>Has been arranged</p> <p>Will comply if necessary</p> <p>Will comply if necessary</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>Place an emergency body fluid kit in the property for the guest to use in these circumstances</p>	<p>X</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>Laundry done in house. So can comply</p>	<p>Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash)</p>	<p>x</p>	<p>x</p>	
<p>Changeover clean</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Cleaning Protocol written and agreed</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 PPE 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>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>Taps and showers to be run off every 10 days if unoccupied. Shower heads to be disinfected</p>	<p>Flush the whole water system for two minutes or more. First flush your toilet, then let the kitchen taps and the</p>	<p>x</p>	<p>x</p>	

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			<p>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>			
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Notes on completion	<p>We have adopted the ASSC Guidance, Protocols and Procedures. They will need to be monitored for compliance</p> <p>We have a separate entrance for the Cottage and a separate Car Park. Face to Face contact with Guest can be kept to an absolute minimum and with Physical Distancing and Face Protection in place</p>
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