

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

Property Name: SHOREBREAK
 Date of Assessment: 18/6/2020
 Assessment Carried out by: G Anderton

Date of Next Review: 18/6/2021
 Notes:

What are the Hazards?	Who Might Be Harmed and How?	What is the specific risk 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 Health Questionnaire to guests prior to arrival.	Ensure Health questionnaire received from guests prior to arriving. Advise not to travel if ill or show symptoms.			LOW
		Minimise contact between the two parties.	Arrange self check in via key safe.			LOW
		Welcome briefing	Conduct welcome briefing outdoors in garden with Max. 6 people all social distancing.			LOW
		Provide house manual, arrival and departure information.	Provide digital pre-arrival/ departure pack for guests explaining procedures.			LOW
		Ensure Guest satisfaction	Use digital means / telephone to communicate with Guests			LOW
		Interim Cleans / bedding change.	There are no 2 week bookings during 2020 season and therefore no requirement for bedding change			LOW
		Requirement for Trades people to enter property to fix / maintain things.	Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency) and Government guidance will be followed.			LOW
		Test Hot Tub Chemical levels on daily basis early each morning (before 8 am), and advise guests to keep away during that time.	Inform Guests during welcome meeting, that testing is done daily at 8am.			LOW
Provide ability to answer FAQ 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	Provide digital House Manual and contact details to allow Guests to communicate other than face to face.			LOW		
Provide Guests with local information should someone in their party become ill.	Provide information digitally or via telephone.			LOW		

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		Ensure health of Guests arriving following week	Consider a post stay health questionnaire			LOW
Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property	Ensure strict cancellation policy, to allow Guests holidays to be cancelled without financial impacts on the business	Create an ongoing checking system and document for staff health / wellbeing Ensure Guests fully appreciate T&C's			LOW
Cleaning regimes not effective / fit for purpose	Contaminated accommodation / spread of COVID 19	Conduct Deep Clean at start of season, and thorough clean during change over.	Pay attention to sanitising all 'Touch Points' and surfaces. Follow Government guidelines. Consider 72 hour quarantine period after Guests leave.	Med		LOW
		Ensure Guests strip all beds and place bedding and towels in laundry bags provided for them to use.	Update Booking T&C's, and House Manual to reflect this procedure.			LOW
		Provide a means of quality assuring cleaning	Create a cleaning checklist that can be given to guests on request, for transparency			LOW
		Fix / Maintain defects as they arise or are reported.	Unless urgent, repair, maintain or replace defective items during change over			LOW
		Ensure adequate materials are available to conduct thorough cleaning.	Order stock and replacements well in advance			LOW
Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly	Ensure efficient procedures are in place	Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example Touch points, door handles, banisters, surfaces, bathrooms What should be disinfected, floors			LOW
		Ensure cleaning caddy's are restocked after each clean	Ensure all cleaning materials are clean and fit for purpose			LOW
		Ensure all cleaning appliances are safe to use	Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way			LOW

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Dealing with a guest who is unwell or infectious outbreak in your property	The spread of an infection outbreak	Set a Policy to inform Guests what they should do. Ensure Guests receive a copy and accept the Policy.	<p>Have a what to do if you suspect you as a guest are ill or have an infectious outbreak document digitally, that you can send to Guests 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>Arrange for clean linen and linen bags to be supplied if stay is extended, and arrange for the guests used linen to be removed from the property in a safe way.</p> <p>Deliver, medicines, food supplies and extra cleaning materials to the outside of the property</p> <p>Ensure sufficient waste sacks available for contaminated waste within the property for the guest to use in these circumstances. Advise to double bag and leave outside for 72 hours before collection.</p>			LOW
				LOW		
				LOW		
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Incorrectly laundered bedding	Stains not removed and Bacteria not killed off properly	Use a reputable laundrette, and have sufficient spares available,	Ensure washed on a full 60 degree wash cycle and tumble dried. Re-cycle pillows and duvets, to be used week and week about.			LOW
Changeover clean	Contaminated accommodation / spread of COVID 19	<p>Ensure a thorough clean is carried out inside the building.</p> <p>Clean BBQ outside with hot water</p>	<p>All changeover cleans can only be completed once the guests have left the property, and the property has been well ventilated Cleaner has filled out the fit for work document All PPE is available Ensure sanitising products are available.</p> <p>Hose down with water in first instance then thoroughly clean with hot soapy water before then sanitising.</p>			LOW
						LOW
						LOW

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		<p>Clean Hot tub filters</p> <p>Toys and some kitchen items not cleaned or sanitised.</p>	<p>Test water quality to ensure high level of bromine is maintained on a daily basis Rinse filters through with hot water and bleach</p> <p>It is impossible to clean and sanitise every item within the home. Ensure guests are made aware what has / hasn't been sanitised to allow them to make an informed decision on what to use or not.</p>		Med	
Legionella	Infection of Legionella from standing water if the property has been lying empty	All water supplies are high pressure, and have been in use throughout lock down.	Ensure all outlets are tested and water is running into drains correctly.			LOW

Notes on completion	
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