

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

Property Name	Tregathenan House & Cottages (TH&C)	Date of Next Review:	4/12/2020 (2 months)
Date of Assessment	04/10/2020 <b>Version 2</b>	Notes:	Risk Ass'ment Format from PASC; adapted for TH&C
Assessment Carried out by	Liz Paterson		

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>Pre-Arrival Guest Welcome Info asks guests not to travel if they have Covid symptoms. Guests are advised to get tested if they are ill during their stay and to return home immediately if positive.</p> <p>To minimise contact between the two parties 'Meet and greet' will be suspended. Keys left in doors. Owner to call guest post arrival to check any 'bedding-in' issues or queries</p> <p>To ensure guests are not present during interim cleans, guests are required to vacate by 9. Arrival time 5pm earliest. No exceptions.</p> <p>To minimise any visits to the property, all issues needing a maintenance visit will be arranged when guests are out of the property where possible. Existing Guest Info covers most guest FAQs</p> <p>New Seymac pack to be provided for every changeover. Our standard Guest Info (sanitised) will be left in cottage. All other amenities info (leaflets, booklets, etc will be removed.</p>	<p>Pre-Arrival Guest Welcome Info is sent to each guest once final balance paid.</p> <p>Social distancing guidelines and our new procedures are also explained in our Covid In-Cottage Guest Info.</p> <p>Site Closed sign is displayed on entrance gates to property on changeover days, and deliveries left at gate.</p> <p>We will provide a laminated (and sanitised) list of useful amenity websites</p> <p>Guests are given Owner mobile numbers for ease of contact.</p> <p>Guests are sent a Departure email reminding them if they are unwell with covid symptoms when they return home they should let us know</p>			

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<p><b>Person to person contact during COVID 19 pandemic (guest and guest)</b></p>	<p>Becoming infected with COVID19 and further spread the infection</p>	<p>To help with social distancing for guests in the cottages, and possible contamination from the handle, the side access gate will remain open at all times.</p> <p>The Playroom (shared facility) will be closed until we can work out how we can keep this clean, except for access to the shared freezer.</p>	<p>Antiviral spray and cloth are provided for guests to wipe down freezer and playroom door handle after use</p>			
<p><b>Cleaner / housekeeper not fit for work and infected with COVID 19</b></p>	<p>Could spread COVID 19 through cleaning within the property</p>	<p>Verbal check with cleaner before starting work</p>				
<p><b>Cleaning regimes not effective / fit for purpose</b></p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Cleaning Protocol developed and provided to each cleaner. Copy available on demand.</p> <p>Cleaning checklist developed – completed and signed by cleaner and left in cottage for each changeover.</p> <p>Maintenance checklist created. Followed by cleaning staff on each clean. Any issues to be flagged and dealt with before the guests arrival</p> <p>Cleaner provided with sample cleaning protocols and checklist prior to first session. On the job training with Owners</p> <p>Disposable gloves and face coverings are provided for all cleaning staff. Cleaners and owners to wash clothes after each cottage clean. PPE is disposed of and double-bagged. Hand gel is provided and hand cleaning reminders</p>	<p>Cleaning standards will be reviewed on-going by the Owners.</p> <p>Any new cleaning staff will undergo the same training before starting.</p>			
<p><b>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</b></p>	<p>Not cleaning or sanitising the property correctly</p>	<p>Cleaning Protocol and Cleaning checklist clearly state what should be cleaned and sanitised within the property.</p> <p>New or clean cloths are used for each cottage changeover. Anti-viral cleaning products are the highest standard available and green where possible. PAT testing carried out throughout May 2019</p>	<p>Investigate availability of green anti-viral products</p>			

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		New manual and electronic Covid files contain cleaning checklists and risk assessment	Completed cleaning checklists are kept on file for 3 weeks; copy left in cottage			
<b>Dealing with a guest who is unwell or infectious outbreak in your property</b>	The spread of an infection outbreak	<p>Guests will be asked to get tested if, and as soon as they develop any Covid symptoms and if positive to go home, if at all possible. This will be in pre-arrival Guest Info and In-cottage Guest Info.</p> <p>Our Covid Cancellation terms are published on our website and clarify that if a guest has to extend their stay through illness for self-quarantine they will be responsible for ALL associated cottage costs (this will include where a follow-on booking cannot be fulfilled due to guest illness, and the situation where the whole site has to be quarantined).</p> <p>Prior to departure, guests are asked to strip beds and a bag is left in cottage for them to place these in. Guests are asked to place all towels in washing machine and to bag and double bag recycling and waste.</p>	<p>If the guest is unable to travel, Owner will call the guests to clearly understand the situation and if the guests need to extend their stay and for how long.</p> <p>Any medicines, food supplies and extra cleaning materials will be delivered to the outside of the property</p>			
<b>Incorrectly laundered bedding</b>	Bacteria not killed off properly	<p>Polycotton bedding and cotton towels used throughout. Penny's Laundry wash all linen and towels at 60 degrees.</p> <p>All other laundry is quarantened for 72 hours, then washed on full wash at highest temp possible without damaging fabric</p>				
<b>Changeover clean</b>	Contaminated accommodation / spread of COVID 19	<p>Changeover cleaning will not start until guests have fully vacated the property. Guests are asked to leave windows open, and to strip beds and bag all bedding, towels, recycling and waste.</p> <p>Cleaner will be verbally health checked. Disposable and washable gloves are provided, and face covering, hand gel and soap.</p> <p>Cleaning Protocols and cleaning checklist in place</p>				

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<b>Legionella</b>	Infection of Legionella from standing water if the property has been lying empty	None of the properties had been empty for any longer than during a normal year. No hot water storage for cottages. Hot water storage for TH is shared by owners and therefore in constant use.  All shower heads were disinfected as a precaution before first let by immersing for at least an hour in Milton.. Showers and taps were run for at least 2 minutes prior to first let.				
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Notes on completion	
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