

## 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:	3/7/2020 (2 weeks)
Date of Assessment	25/6/2020	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 Info will ask guests not to travel if they have Covid symptoms. Guests are advised to go home and get tested if they are ill during their stay and to tell us.</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 will be 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 Info will be sent to each guest once final balance paid.</p> <p>Social distancing guidelines and our new procedures will also be explained in our Covid In-Cottage pack.</p> <p>Pre-arrival Guest Info and In cottage Guest info to be finalised</p> <p>Site Closed sign will be displayed on entrance gates to property, and deliveries to be left at gate.</p> <p>We will provide a laminated (and sanitised) list of useful amenity websites</p> <p>Guests will be given Owner mobile numbers for ease of contact.</p> <p>Guests will be sent a post-stay email checking all OK and that they are well – if not to let us know</p>			
<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</p>				

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		<p>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 will be provided for guests to wipe down freezer and playroom door handle after use</p>			
<b>Cleaner / housekeeper not fit for work and infected with COVID 19</b>	Could spread COVID 19 through cleaning within the property	Verbal check with cleaner before starting work				
<b>Cleaning regimes not effective / fit for purpose</b>	Contaminated accommodation / spread of COVID 19	<p>Cleaning Protocol and cleaning checklist developed – 1 document – copy to be left in cottage signed by cleaner</p> <p>Cleaner provided with sample cleaning protocols and checklist prior to first session. On the job training with Owners</p> <p>Cleaning standards will be reviewed on-going by the Owners.</p> <p>Disposable gloves and face coverings will be provided for all cleaning staff. Cleaners and owners to wash clothes after each cottage clean. PPE to be disposed of and double-bagged. Hand gel will be provided and hand cleaning reminders</p>	<p>Maintenance checklist to be created that all cleaning staff have to sign for on each clean, any issues to be flagged and dealt with before the guests arrival.</p>			
<b>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</b>	Not cleaning or sanitising the property correctly	<p>Cleaning Plan and Cleaning checklist clearly stating what should be cleaned and sanitised within the property.</p> <p>New or clean cloths to be used for each cottage changeover. Cleaning products will be highest standard available and green where possible.</p> <p>PAT testing carried out throughout May 2019</p> <p>New manual and electronic Covid files contain cleaning checklists and risk assessment</p>	<p>Completed cleaning checklists to be kept on file; copy left in cottage</p>			

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<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>Guests will be asked to go home if, and as soon as they develop any Covid symptoms, 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>Guests will be asked to strip beds (including mattress and pillow protectors) and a bag will be left in cottage for them to place these in prior to departure.</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>			
<p><b>Incorrectly laundered bedding</b></p>	<p>Bacteria not killed off properly</p>	<p>Polycotton bedding and cotton towels used throughout. Penny's Laundry wash all linen and towels at 60 degrees.</p> <p>All other laundry to be washed at highest temp possible on full wash without damaging fabric</p>				
<p><b>Changeover clean</b></p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Changeover cleaning will not start until guests have fully vacated the property. Guests will be asked to leave windows open, and to strip beds and bag all bedding and towels.</p> <p>Cleaner will be verbally health checked. Disposable and washable gloves will be provided, and face covering, hand gel and soap.</p> <p>Cleaning Protocols and cleaning checklist in place</p>				
<p><b>Legionella</b></p>	<p>Infection of Legionella from standing water if the property has been lying empty</p>	<p>None of the properties have 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.</p>	<p>All shower heads will be disinfected as a precaution before first let by immersing for at least an hour in Milton.. Showers and taps will be run for at least 2 minutes prior to first let where not used for two weeks or more,</p>			

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Notes on completion	
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