

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

Property Name	Ascrib & Shiant Cottage Apartments	Date of Next Review:	30 Sept 2021
Date of Assessment	26 <sup>th</sup> March 2021	Notes:	Revise Risk assessment sooner if pandemic circumstances change significantly
Assessment Carried out by	Aileen Robertson & Gordon MacKay		

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
<b>Person to person contact during COVID 19 pandemic (Host and guest)</b>	Becoming infected with COVID19 and further spread the infection	<ol style="list-style-type: none"> <li>Email a pdf information file to guests 8 days prior to arrival, containing; <ul style="list-style-type: none"> <li>pre-arrival health declaration forms,</li> <li>information on whats open, where to buy food etc,</li> <li>what to do if they become ill,</li> <li>Covid 19 checkout instructions re laundry, windows open on departure etc.</li> <li>post-departure health declaration forms,</li> </ul> </li> <li>Contactless check in.</li> <li>Hand sanitiser provided at entrance door.</li> <li>Property specific instructions, (bin days), emergency contact phone numbers in cottage laminated on noticeboards</li> <li>Manuals for heaters, appliances etc in property.</li> <li>Laminated posters also in property with <ul style="list-style-type: none"> <li>Covid 19 symptoms guidance and reporting information.</li> <li>Contactless checkout instructions</li> </ul> </li> <li>Share local Community Visitor Charter to enable guests to prepare required PPE for out and about.</li> </ol>	<p>Continue to minimise contact between the two parties.</p> <p>Provide protective clothing for any maintenance staff and ensure guests and welcome staff understand social distancing guidelines.</p> <p>Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)</p>			Yes
<b>Cleaner / housekeeper not fit for work and infected with COVID 19</b>	Could spread COVID 19 through cleaning within the property	<ol style="list-style-type: none"> <li>No staff, owners clean. If owners ill, booking will be cancelled and assistance to find new property given.</li> <li>Terms and conditions amended to cover cancellation and on booking platforms.</li> </ol>				Yes
<b>Cleaning regimes not effective / fit for purpose</b>	Contaminated accommodation / spread of COVID 19	<ol style="list-style-type: none"> <li>Undertaken Landlords Little Helper Cleaning Course.</li> <li>Staff to use full PPE as described in cleaning protocol and checklist</li> <li>Created a flow chart of risk assessment to assess visitor health pre arrival and post departure, and gap between visits to identify which cleaning protocol to utilise.</li> </ol>	<p>3 Specific cleaning protocols in place for visits of;</p> <p>&gt;72hrs + guest gap – no infection or test</p> <p>&lt;72hrs guest gap - no infection or test</p> <p>Any length guest gap - Infection or test on site</p>			Yes

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		<ol style="list-style-type: none"> <li>4. Customer will be emailed with cleaning protocol to be implemented prior to their arrival.</li> <li>5. Signed checklist and declaration of compliance with cleaning protocol to be left at property prior to arrival.</li> <li>6. Ensure cleaning products meet EN14476 standard.</li> </ol>				
<b>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</b>	Not cleaning or sanitising the property correctly	<ol style="list-style-type: none"> <li>1. Fully detailed cleaning protocols exist.</li> <li>2. Check visitor health declaration and guest gap, and utilise correct cleaning and sanitising protocols.</li> <li>3. Ensure all cleaning materials are clean and fit for purpose.</li> <li>4. Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way</li> </ol>	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			Yes
<b>Dealing with a guest who is unwell or infectious outbreak in your property</b>	The spread of an infection outbreak	<ol style="list-style-type: none"> <li>1. Guests emailed prior to arrival with the correct procedures to follow if becoming ill.</li> <li>2. Covid 19 advice posters laminated and prominently displayed in the property.</li> <li>3. Pre-advise guests they MUST report (1) any illness or (2) if they are notified as a Test &amp; Trace contact, to the owner immediately.</li> <li>4. Build into terms and conditions the cost and requirements of a guest requiring to extend their stay through illness for self-quarantine.</li> <li>5. Terms of isolation support should it be required, are included in current Terms and Conditions..</li> <li>6. Deliver, medicines, food supplies and extra cleaning materials to the outside of the property</li> <li>7. Use Local Hospitality and Host support groups to enable relocation of arriving guests unable to arrive due to guest self isolation.</li> <li>8. We use local Host support group for shared experience, problems and advice.</li> </ol>	Video call/phone call the guests to clearly understand the situation and if the guests need to extend their stay and for how long			Yes
<b>Incorrectly laundered bedding</b>	Bacteria not killed off properly	<ol style="list-style-type: none"> <li>1. Guest to strip beds and put linen into Black laundry bags provided, protectors into white laundry bags</li> <li>2. Leave 72 hrs prior to washing.</li> <li>3. Wash at 60 degrees.</li> <li>4. Dry outdoors if possible.</li> <li>5. Iron</li> <li>6. Store in santised laundry bag for transport to cottage.</li> </ol>	Consider a professional laundry contract to reduce potential for cross contamination between properties and home.			Yes
<b>Changeover clean</b>	Contaminated accommodation / spread of COVID 19	<p>Guests advised of checkout arrangements including ;</p> <ol style="list-style-type: none"> <li>1. Illness, symptoms or their contact by test and trace to be reported to owner immediately.</li> <li>2. Departure health declaration to be emailed to owner and returned before 9am on day of departure. Windows to be opened by guests prior to departure.</li> </ol>	<p>If cleaners employed they must complete a fir for work declaration</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly and a file in place for their</p>			

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		<ol style="list-style-type: none"> <li>3. Linen and mattress protectors to be put into allocated laundry bag by guest.</li> <li>4. Rubbish and recycling to be removed, unless symptomatic, then bagged by guests and stored for 72 hrs before disposal to public refuse collection.</li> <li>5. After reviewing guest and health declaration , appropriate cleaning protocol implemented.</li> <li>6. Cleaner follows arrival instructions with time gap appropriate to cleaning prootcvol being implemented.</li> <li>7. Wearing appropriate PPE and document and record cleaning.</li> <li>8. Signed copy of cleaning protocol left for guest arrival.</li> </ol>	retention.			Yes
<b>Legionella</b>	Infection of Legionella from standing water if the property has been lying empty	<p>As property may be empty more than usual, always consider Legionella protocols, as described over.</p> <p>Legionaell pcedures included on all cleaning checklists.</p>	<p>Flush the whole water system for two minutes or more. First flush your toilet, 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 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>			Yes

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Notes on completion

### NOTES TO CONSIDER & REVIEW

1. New cleaning protocols have been implemented, utilising foggers where appropriate, as we now accept back to back bookings.
2. Staff to remove cleaning clothes and PPE before travelling home, bag and fog before putting into vehicle.
3. Duvets and bedding to be bagged in dedicated storage bags before for taking home to rest.
4. Laundry and bedding bags to be fogged BEFORE being put into car for travel to home laundry.
5. If cleaning staff employed, remember to introduce staff fit for work declaration.