

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

Property Name	Otterburn 1a & Otterburn 2b	Date of Next Review:	June 2021
Date of Assessment	25 th June 2020	Notes:	More be reviewed sooner in light of new government guidance
Assessment Carried out by	Mandy Elizabeth Rush		

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	Keys will be left in house or in sanitized key safe. Keys will be sanitized. When in contact/ communication with guests maintain at least a distance of 1 metres or wear a mask. Email guests procedures prior to arrival. FAQs and Manuals already available in property.	Minimise contact between the two parties. Consider protective clothing for any welcome staff and ensure guests and welcome staff understand social distancing guidelines. Provide a pre-arrival/ departure pack for guests explaining procedures. Use self-check and social distancing when welcoming guests Ensure guests are not present during interim cleans Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency) Provide a FAQ document on all aspects of the property for example: Ensure all amenities packs are single packaged items Have an illness during stay reporting procedure and useful contact numbers in the property			LOW

Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property	No one who has or suspects they have COVID should clean or work at the property.				LOW
Cleaning regimes not effective / fit	Contaminated accommodation / spread of COVID 19	Cleaning plan created with checklist. Gloves, mask and apron/ tabard for cleaning, separate items for each house.	Cleaning plan / checklist now created that all cleaning staff must adhere to and sign for each clean			

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for purpose		<p>Wash Hands procedure in each house at sinks.</p> <p>COVID Certification – Prevent Covid 19 certificate awarded to Mandy in May 2020. Good to Go certificate issued by Visit Scotland June 2020;</p>	<p>Cleaning staff must fill in and leave in property for transparency</p> <p>All cleaning team members are given the correct protective clothing and training on how to use correctly and instructions on handwashing, protective clothing care and their well being</p>			
Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly	<p>All cutlery and crockery etc. will be put through the dish washer.</p> <p>Quilts, pillows and cushions will be quarantined for 72 hours. (Duplicates of all have been purchased).</p> <p>All bedding will be removed and bagged by guests to ensure cleaner not exposed to unnecessary particles while cleaning.</p> <p>All Bedding will be washed to recommended washing guidelines of product.</p> <p>All towels will be washed to recommended washing guidelines for product</p> <p>Bleach solution. Hot soapy water and disinfectant. All high touch surfaces.</p> <p>Soft furnishings which cannot be removed e.g. upholstered chairs or sofas will be steam cleaned. Separate mop heads for steam cleaner for each house.</p> <p>Separate mops and buckets for each house which will be quarantined for 72 hours each change over.</p>	<p>Cleaning requirement document created, clearly stating what should be sanitised within the property for example</p> <p>Touch points, door handles, banisters, surfaces, bathrooms etc</p> <p>What should be disinfected, floors, walls</p> <p>Ensure all cleaning materials are clean and fit for purpose</p> <p>Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way</p>			

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Dealing with a guest who is unwell or infectious outbreak in your property	The spread of an infection outbreak	<p>All guest telephoned prior to arrival to ensure no-one in party is unwell or suspected of having COVID.</p> <p>If guest has or suspects they have COVID they will not be permitted to enter property.</p> <p>According to UK Hospitality guidelines in Scotland, if a guest presents themselves with symptoms or Covid-19 or is asymptomatic but declares the need to self-isolate, they should be advised to check out and return home to self-isolate according to current government guidance. If the guest has acute symptoms, has breathing difficulties, or their life is at potential risk, seek medical help immediately.</p> <p>It is understood that if anyone staying in the property contracts the virus they will immediate inform their host/manager who can inform the guests of the next steps to be taken.</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>Call the guests to clearly understand the situation and if the guests need to extend their stay and for how long</p> <p>Built 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>			LOW
Incorrectly laundered bedding	Bacteria not killed off properly	<p>All laundry will be washed at highest temperature according to manufacturers label. All items will be dried on external washing line (virus is killed by UV) or in Tumble Drier (virus is killed high heat).</p> <p>All bedding will be ironed (heat kills viirus).</p>	Use poly cotton/ cotton/ linen bedding and wash on a full wash cycle (not a quick wash)			LOW
Changeover clean	Contaminated accommodation / spread of COVID 19	<p>All changeover cleans can only be completed once the guests have left the property</p> <p>Cleaner is fit for work</p> <p>All protective clothing is available to cleaner</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p>				LOW

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Legionella	Infection of Legionella from standing water if the property has been lying empty	<p>System flushed a minimum of once per week since lockdown. 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>			LOW
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<p>Notes on completion</p>	<p>Garden furniture which can be used for each house will be clearly indicated. No house may use the Garden furniture of the other house.</p>
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