

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

Property Name	Howscapes Cottages
Date of Assessment	12th June 2020 - Updated 6th April 2021
Assessment Carried out by	Liz Cave

Date of Next Review:	Ongoing
Notes:	All identified actions need to be completed by 12th April 2021

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>	Either Host or Guest becoming infected with COVID19 and further spread the infection	<p>Minimise contact between the two parties once the socially distanced 'meet and greet' has been completed. Where contact is required ensure social distancing is observed.</p> <p>Ensure guests and welcome staff understand social distancing guidelines.</p> <p>Provide a pre-arrival/ departure pack for guests explaining procedures.</p> <p>Interim cleans are no longer offered. Fresh linen and towels provided and guests requested to use linen bag to pass back dirty linen and towels.</p> <p>Routine maintenance visits have all been carried out. Any unscheduled maintenance to be arranged when guests are out of the property (unless an emergency). Communicate protocol of what guests should do if they exhibit symptoms of Covid-19 during their stay - include this is the pre-arrival information.</p> <p>Emergency contact details within cottages should include how to request a test:  <a href="https://www.nhs.uk/ask-for-a-coronavirus-test">https://www.nhs.uk/ask-for-a-coronavirus-test</a></p>	Provide 'Quick Guides' for electrical items, heating, etc.			Yes

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<b>Person to person contact during COVID 19 pandemic (Guest and guest)</b>	Any Guest becoming infected with COVID19 and further spread the infection	Within welcome packs guests are reminded to socially distance, adhere to Government guidance at all times and to respect other guests.				Yes
<b>Cleaner becoming unfit for work and infected with COVID 19</b>	Could spread COVID 19 through cleaning within the property	Turn heating thermostat down and open all windows. Remove all dirty linen, towels, empty bins, de-clutter. Flush toilets with lid down. Ensure adequate PPE provided - disposable apron, gloves, face covering. Wash and/or sanitise hands regularly during cleaning if gloves not being worn. Separate toilet facilities provided during clean. Any PPE used within a cottage should be disposed of in the bin provided, prior to moving to the next cottage to avoid cross contamination.				Yes
<b>Cleaner not fit for work and infected with COVID 19</b>	Could spread COVID 19 through cleaning within the property	If symptoms are displayed then should self-isolate at home immediately. Lateral flow test to be performed prior to each changeover day.				Yes
<b>Cleaning regimes not effective / fit for purpose</b>	Contaminated accommodation / spread of COVID 19	Adhere to cleaning checklist and sign for each clean. The checklist follows PASC cleaning protocols.  Any maintenance issues noted whilst cleaning should be reported immediately to the owner so that these can be rectified prior to arrival of the guests.  Guest feedback forms also provide opportunity to report any maintenance/cleaning concerns.  All cleaning team members are given the correct PPE and training on how to use correctly and instructions on hand washing, PPE disposal.				Yes
<b>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</b>	Not cleaning or sanitising the property correctly	Cleaning checklist clearly states: - What should be sanitised within the property for example, touch points, door handles, banisters, surfaces, bathrooms, keys. - What should be disinfected, floors, walls.  Ensure all cleaning materials are clean and fit for purpose. Ensure new cloths are used for each cottage to avoid cross contamination. Dirty cloths should be placed in the bin provided.	Put a health & safety file together with all cleaning products used and for what purpose, all previous cleaning / maintenance schedules for the accommodation and all risk assessments.			Yes
<b>Dealing with a guest who is displaying symptoms or infectious outbreak in your property</b>	The spread of an infection outbreak	"what to guide" and pre arrival email states guests feeling unwell should return home, take a test, and isolate.  The cost implications and requirements if a guest has to extend their stay through illness for self-quarantine (i.e.	Video call/ call the guests to clearly understand the situation and agree next steps (i.e. return home, take test, isolate)			Yes

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		too ill to return home – see below) has been incorporated into our T&C's.				
<b>Dealing with a guest confirmed positive, but unable to safely return home</b>		“what to guide” and pre arrival email states guests feeling unwell should return home, take a test, and isolate	Contact local authority and agree support  If that requires the guests to remain in the property: - Deliver clean linen and linen bag for the guests to place used linen in (leave this in the property)  - Deliver, medicines, food supplies and extra cleaning materials to the outside of the property			Yes
<b>Incorrectly laundered bedding and towels</b>	Bacteria not killed off properly	Washing is completed at 40 degrees, in line with the washing guidance, unless severely stained. Laundered items are not immediately reused.  Relevant to all temperatures: - Tumble dry afterward to eliminate bacteria further through heat. - Iron/Press bedding to further eliminate bacteria through heat				Yes
<b>Shared guest facilities - laundry</b>	Hosts or guests may spread COVID 19 if the area becomes contaminated	Hand sanitizer is readily available in the Guest Area with a sign in the door window requesting that guests use it.  Sanitise high touch areas daily, when facility opens from Monday 17th May.  Ventilation; window to be left open (summer), air vent to be left open (winter) to ensure flow of fresh air Interior door to laundry to be propped open to reduce touch points.				Yes
<b>Shared guest facilities - books, magazines, DVD's, maps, games and children's toys.</b>	Contaminated books, magazines, DVD's, maps, games leading to spread of COVID 19	Hand sanitizer is readily available in the Guest Area with a sign in the door window requesting that guests use it.  Sanitise high touch areas daily, when facility opens from Monday 17th May.  Guests are asked to keep in their cottage items selected so they can be quarantined upon departure. Magazines have been removed due to their glossy nature.				Yes
<b>Shared guest facilities - freezer and jams</b>	Contaminated items leading to spread of COVID 19	Hand sanitizer is readily available in the Guest Area with a sign in the door window requesting that guests use it.  Sanitise high touch areas daily, when facility opens from Monday 17th May.				Yes

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		<p>Allocate a freezer drawer to each cottage to limit mixed use area.</p> <p>Display the jams sparingly and visibly to avoid unnecessary handling. Leave the lid off the honesty jar to eliminate unnecessary handling.</p>				
<b>Shared refuse and recycling facilities</b>	Contaminated bin lids/recycling containers leading to spread of COVID 19	<p>Hand sanitizer has been placed in the open barn.</p> <p>A refuse bin has been allocated to each cottage to eliminate shared use.</p> <p>Recycling containers are open and therefore should not pose a risk.</p>				Yes
<b>Provision of logs and kindling</b>	Contaminated trug handles leading to spread of COVID 19	<p>Hand sanitizer has been placed in the open barn.</p> <p>Located in the open barn so of minimal risk. When refilled handles to be wiped with anti-bacterial wipe, also wipe the honesty jar at the same time.</p>				Yes
<b>Shared bike stores</b>	Contaminated stores/keys leading to spread of COVID 19	<p>Hand sanitizer has been placed in the open barn.</p> <p>Guests are requested to tell us in advance if they require use of a bike store bike so we can allocate a store accordingly. Guests are then given a key for the week rather than keeping the key in the key safe.</p>				Yes
<b>Outdoor seating areas</b>	Contaminated items leading to spread of COVID 19		<p>All cottages have their own outdoor furniture (Wood or Metal), risk is only on changeover of guest</p> <p>Shared outdoor furniture</p> <ul style="list-style-type: none"> <li>- Metal x1 (bacteria can live for 3 days)</li> <li>- Wood x2 (bacteria can live for 2 days)</li> <li>-</li> </ul>		Yes	Yes
<b>Legionella</b>	Infection of Legionella from standing water as the properties have been empty for a long period of time.	<p>Legionella precautions followed prior to reopening as per guidance from PASC:</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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<b>Out and About within the community</b>	Asymptomatic guests unknowingly spreading the virus whilst off site.	100ml hand sanitizer provided to each party upon arrival, refillable from any 500ml pots in the guest area or open barn if required.  Guests asked to respect social distancing and Government guidelines at all times.				Yes

Notes on completion