

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

Property Name **The Quarterdeck**  
 Date of Assessment **23/6/20**  
 Assessment Carried out by **SE Radford**

Date of Next Review: **1/10/20 or sooner as govt advice updates**  
 Notes:

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	<p>Contact minimised between the two parties. Self-check in with key-box and host/housekeeper to video call or phone the guests after guest arrival to ensure customer satisfaction and to answer queries</p> <p>No guests present during between-guest cleans</p> <p>FAQ document on all aspects of the property provided on-line</p> <p>Provide PPE for any ad hoc contact with staff (eg if guests request help that cannot be provided remotely) 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> <p>Any amenities and cleaning equipment provided kept in single use or disinfected containers</p>	<p>Pre-arrival/ departure information for guests explaining procedures, including what to do if there is a suspected outbreak amongst guests during their stay</p> <p>Covid notice in entrance hall (handwashing reminder)</p>		M	

<b>Cleaner / housekeeper not fit for work and infected with COVID 19</b>	Could spread COVID 19 through cleaning within the property	Cleaning company monitors staff health and provides alternative cleaners/housekeeper				
<b>Cleaning regimes not effective / fit for purpose</b>	Contaminated accommodation / spread of COVID 19	All cleaning team members are given the correct PPE and training on how to use	Description of cleaning practices available online for transparency to guests			L

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		<p>correctly and instructions on handwashing, PPE disposal and their well being</p> <p>All decorative soft furnishings (eg cushions, bed throws) removed from the property wherever possible</p> <p>Provide a cleaning plan and maintenance checklist that all cleaning staff must adhere to and sign for each clean</p> <p>Check that cleaning company provides in-depth ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken and that cleaning standards are checked periodically by cleaning company supervisors</p>				
<p><b>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</b></p>	<p>Not cleaning or sanitising the property correctly</p>	<p>All cleaning equipment is PAT tested and fit for purpose and being used in the correct way</p> <p>All cleaning materials are clean and fit for purpose. Sanitising/disinfectant cleaners are BSEN14476 compliant</p> <p>Cleaning requirement document checklist provided, clearly stating what should be sanitised/disinfected within the property. Signed for each clean</p> <p>Health &amp; safety file created with product and safety data sheets for BSEN14476 products used, including covid and fire safety checklists</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>Relationship with fellow property owners (buddy system at premier Cottages) to see if arriving guests can be relocated into one of these properties if original booking cannot be fulfilled due to guest illness</p> <p>Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long</p> <p>Guests must return home immediately if practically possible. Procedure if guests must remain on-site is:</p> <p>Deliver clean linen and linen bag for the guests to place used linen in (leave this in the property)</p> <p>Inform local authority and link guests up with NHS volunteer responder local lock-down service (for essential supplies delivery)</p>	<p>Pre-arrival/ departure pack for guests explaining procedures, including what to do if there is a suspected outbreak amongst guests during their stay</p> <p>Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness for self-quarantine</p>			
<p><b>Incorrectly laundered bedding</b></p>	<p>Bacteria not killed off properly</p>	<p>All linen and towels are professionally laundered off-site to manufacturers' standards, including steam pressing for added reassurance</p>				
<p><b>Changeover clean</b></p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>All changeover cleans can only be completed once the guests have left the property</p> <p>All PPE is available to cleaner</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p>				
<p><b>Legionella</b></p>	<p>Infection of Legionella from standing water if the property has been lying empty</p>	<p>When property is empty and showers/water system unused for more than 2 weeks: Whole water system flushed for two minutes or more (hot and cold taps, showers and toilets)</p> <p>Shower heads removed and disinfected for one hour in appropriate disinfectant solution.</p>				

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		Showerheads regularly disinfected around four times a year.			
<b>Hot Tub</b>	Incorrect/insufficient cleaning and sanitising	Hot tub emptied, cleaned, touchpoints disinfected, and refilled for each stay.  Detailed instructions and all relevant chemicals and testing strips provided so that guests can carry out daily maintenance checks.  Independent checks made by maintenance every 3 days during guest stays to ensure water quality and cleanliness is maintained			

Notes on completion	
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