

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

Property Name	The Lighthouse Keeper's Cottage	Date of Next Review:	18 th May 2021
Date of Assessment	24 th April 2021	Notes:	Items Under Development to be in place before arrival of first guests to Holiday Cottage
Assessment Carried out by	Ben Makin, Joy Jackson		

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?	Done	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	No specific actions taken because cottage was closed during 2020, though some of these were standard procedures before Covid..	Minimise contact between the two parties.	✓	✗		
			Include WhatsApp functionality on the website, and point it out to the guests for easy communication before and during stay.	Planned			✗
			Welcome staff to wear masks if indoors with guests, make sure welcome staff understand social distancing guidelines.	✓	✗		
			Standard procedure does not include showing guests around the cottage.	✓	✗		
			Provide a pre-arrival/ departure pack for guests explaining procedures online and via email one week before arrival. Paper copy to be available by request.	Under development		✗	
			Use self-check in with lock in boxes.	✓		✗	
			Host to meet guests outside after arrival to ensure customer satisfaction and to answer all queries	✓	✗		
			Ensure guests are not present during interim cleans. If guests stay more than 7 days, provide clean bedding, towels and additional laundry bags at the start of their stay. Host to collect filled laundry bags from porch.	✓	✗		
			Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)	✓	✗		
			FAQs provided on all aspects of the property in the online guest book and on the tablet, including instructions for using white goods and electrical equipment. This will minimise any visit to the property	✓		✗	
			Ensure all amenities packs are single packaged items.	✓		✗	
Have an illness during stay reporting procedure and useful contact numbers in the property	✓	✗					
Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property	No specific actions taken because cottage was closed during 2020.	Create an ongoing checking system and document for staff health / wellbeing, including giving them the opportunity to record vaccinations and covid tests if they are willing to share that information.	Under development	✗		
Cleaning regimes not effective / fit for purpose	Contaminated accommodation / spread of COVID 19	In place, but updated to address Covid-19 risks	Create a cleaning plan that all cleaning staff must adhere to and sign for each clean	✓	✗		
			Create a cleaning checklist that all cleaning staff must fill in and leave in property for transparency	✓		✗	
			Create a maintenance checklist that all cleaning staff have to sign for on each clean, any issues to be flagged and dealt with before the guests arrival	Under development			✗

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			In-depth ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken	✓		✗	
			Cleaning standards checked periodically by supervisors or owner	✓		✗	
			All cleaning team members are given the correct protective clothing and training on how to use correctly; also given instructions on handwashing, protective clothing disposal and their well being	Under development	✗		
Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly	In place, but updated to address Covid-19 risks	Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example: Touch points, door handles, banisters, surfaces, bathrooms; What should be disinfected, floors, walls	✓	✗		
			Ensure all cleaning materials are clean and fit for purpose	✓	✗		
			Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way	Bought new 2021		✗	
	No specific actions before Covid 19	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	Under development			✗	
Dealing with a guest who is unwell or infectious outbreak in your property	The spread of an infection outbreak	No specific actions before Covid 19	Place a document in the property for guests saying "What to do if you suspect you as a guest are ill or have an infectious outbreak" including relevant phone numbers and actions required	Under development	✗		
			Ensure guests are aware of the relevant Government guidance or regulations in place before they arrive by including a summary and link in their pre-arrival email. Note that the guidelines may say that the guest should not continue to stay at the property.	Under development		✗	
			Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long	✓	✗		
			Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness for self-quarantine	Under development		✗	
			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	Under development			✗
			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	✓	✗		
			Have a Red cleaning protocol in place for a location with a known infection	Under development	✗		
Incorrectly laundered bedding	Bacteria not killed off properly	In place	Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash)	✓	✗		
Changeover clean	Contaminated accommodation /	In place	All changeover cleans can only be completed once the guests have left the property	✓	✗		
		No specific actions before Covid 19	Cleaner has filled out the fit for work document	✓	✗		

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	spread of COVID 19						
		No specific actions before Covid 19	All protective clothing is available to cleaner	✓	✗		
		In place	All cleaning / maintenance procedures are adhered to and documented accordingly	✓	✗		
Legionella	Infection of Legionella from standing water if the property has been lying empty		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.	To be added to cleaning protocols			
			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.	To be added to cleaning protocols			
			Finally, let any other taps run for two minutes.	To be added to cleaning protocols			

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Notes on completion	
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