

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

West Wight Cottages COVID-19 Risk Assessment

This is a generic risk assessment used for all the cottages within the West Wight Cottages portfolio. The risk assessment will be reviewed and updated as we evolve best practice.

Property Name

Date of Assessment

Assessment Carried out by

Date of Next Review:

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 |
| <p>Person to person contact during COVID 19 pandemic (owner, property manager, housekeeper, guest)</p> | <p>Becoming infected with COVID19 and further spread the infection</p> | <p>Use self-check in approaches where appropriate such as key safes. Phone/text guests after arrival to ensure customer satisfaction and to answer all queries.</p> | <p>Minimise contact between all parties.</p> <p>Provide a pre-arrival pack and departure notes for guests explaining procedures.</p> <p>No meet and greet</p> <p>Ensure guests are not present during changeover cleans</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>Provide a FAQ document on all aspects of the property for example: When bin day is How the boiler works How to switch the heating on How the cooker works This will minimise any visit to the property</p> <p>Ensure all amenities packs are single packaged items or disinfected (welcome pack, soap dispensers etc)</p> <p>Reporting procedure and useful contact numbers in the property for guests who develop an illness during stay</p> | | | |

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| <p>Housekeeper not fit for work and infected with COVID 19</p> | <p>Could spread COVID 19 through cleaning within the property</p> | | <p>Housekeepers to inform business owner and cover provided from within team or property closed and guests refunded.</p> | | | |
| <p>Cleaning regimes not effective / fit for purpose</p> | <p>Contaminated accommodation / spread of COVID 19</p> | | <p>Housekeeping plan and checklist that all housekeeping staff must adhere to. Updated 7th December to include Christmas tree, lights and decorations.</p> <p>All housekeeping team members are given the correct protective clothing and training on how to use correctly and instructions on handwashing, protective clothing disposal and their well being</p> | | | |
| <p>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</p> | <p>Not cleaning or sanitising the property correctly</p> | | <p>Cleaning requirement document, clearly stating what should be sanitised within the property for example</p> <p>Touch points, door handles, banisters, surfaces, bathrooms</p> <p>What should be disinfected, floors, walls</p> <p>Ensure all cleaning materials are clean and fit for purpose</p> | | | |

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| <p>Dealing with a guest who is unwell or infectious outbreak in your property</p> | <p>The spread of an infection outbreak</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> | <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>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>Terms and conditions updated to reflect the cost and requirements if a guest has to extend their stay through illness. Guests to return home for self-isolation.</p> <p>Deliver clean linen and linen bag for the guests to place used linen in (leave this in the property)</p> | | | |
| <p>Incorrectly laundered bedding</p> | <p>Microbes not killed off properly</p> | | <p>Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash)</p> | | | |
| <p>Changeover clean</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 protective clothing is available to housekeeper</p> | | | |
| <p>Legionella</p> | <p>Infection of Legionella from standing water if the property has been lying empty</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 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).</p> <p>Finally, let any other taps run for two minutes.</p> | | | |

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| Notes on completion | All actions completed before re-opening on 12 th April 2021 and will apply to any future lockdowns. Updated 7 th December 2020 to cover Christmas period. |
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