

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



Property Name: The Apartment, Bath
 Date of Assessment: 16 June 2020
 Assessment Carried out by: Adam Powell, Owner

Date of Next Review: 31 July 2020 (after 4 weeks of re-opening)
 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
Person to person contact during COVID 19 pandemic (Owner and guest)	<ul style="list-style-type: none"> Becoming infected with COVID19 and further spread the infection 	<ul style="list-style-type: none"> Offer contactless check-in through use of digital key safe Digital Welcome Guide has replaced printed document with full property information and latest Covid guidelines sent to guests prior to arrival. Providing personal bottles (50ml) of hand sanitizer gel (73% ethanol) 	<ul style="list-style-type: none"> Health questions asked prior to guest arrival Provide PPE for any welcome staff and ensure guests and welcome staff understand social distancing guidelines. Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency) Ensure all amenities packs are single packaged items Have an illness during stay reporting and useful contact numbers in the property Have a post stay health questionnaire 			
Cleaner not fit for work and infected with COVID 19	<ul style="list-style-type: none"> Could spread COVID 19 through cleaning within the property 		<ul style="list-style-type: none"> Health questions to cleaner prior to each clean Confirm role as "standby" cleaner with additional 			
Cleaning regimes not effective / fit for purpose	<ul style="list-style-type: none"> Contaminated accommodation / spread of COVID 19 	<ul style="list-style-type: none"> Support cleaner with online Infection-control training course and regular communication 	<ul style="list-style-type: none"> Create a cleaning plan and checklist that cleaner must adhere to Cleaning standards checked frequently or external 3rd parties (e.g. accreditation) Ensure cleaners have correct PPE, have received training on how to use correctly and instructions on handwashing, PPE disposal and well being Adoption and review of national cleaning protocols (PASC) 			

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<p>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</p>	<ul style="list-style-type: none"> • Not cleaning or sanitising the property correctly 	<ul style="list-style-type: none"> • Create a cleaning plan identifying cleaning, sanitising and disinfecting requirements within the property including touch points, door handles, banisters, surfaces, bathrooms . 	<ul style="list-style-type: none"> • Ensure all cleaning materials are stocked and fit for purpose • Ensure all cleaning equipment is fit for purpose and the being used in the correct way • Include cleaning products used listed and for what purpose, cleaning plan, risk assessments 			
<p>Contaminated items remain in property between guest changeovers</p>	<ul style="list-style-type: none"> • Becoming infected with COVID19 and further spread the infection 		<ul style="list-style-type: none"> • Remove non-essential items from property including DVDs, board games, magazines and leaflets 			
<p>Dealing with a guest who is unwell or infectious outbreak in your property</p>	<ul style="list-style-type: none"> • The spread of an infection outbreak 	<ul style="list-style-type: none"> • Include local emergency contact details in Welcome Guide • Updated terms and conditions to reflect additional Covid terms • Work with local accommodation provider networks (BIGHHA, BASCA and Visit Bath) should relocating future guests be necessary. 	<ul style="list-style-type: none"> • Include guidance in electronic guide on “what to do if you suspect you are ill” or have an infectious outbreak document in the property including relevant phone numbers and actions required • Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long • Deliver clean linen and linen bag for used linen in • Deliver, medicines, food supplies and extra cleaning materials to the outside of the property 			
<p>Incorrectly laundered bedding</p>	<ul style="list-style-type: none"> • Bacteria not killed off properly 	<ul style="list-style-type: none"> • Use high quality cotton bedding and wash on a full 60-90 degree wash cycle 	<ul style="list-style-type: none"> • Create a laundry checklist and agree protocols with guests and laundrette 			
<p>Changeover clean</p>	<ul style="list-style-type: none"> • Contaminated accommodation / spread of COVID 19 	<ul style="list-style-type: none"> • Ensure all changeover cleans continue to be completed once the guests have left the property 	<ul style="list-style-type: none"> • All cleaning procedures are adhered to and documented accordingly 			
<p>Legionella</p>	<ul style="list-style-type: none"> • Infection of Legionella from standing water if the property has been lying empty 	<ul style="list-style-type: none"> • Property in use during closure period with elderly guest unable to stay at main residence, and exempted under government guidelines 	<ul style="list-style-type: none"> • As a precaution, flush all taps and showers through and disinfect showerhead. 			

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Breach of data protection due to handling of sensitive customer data	<ul style="list-style-type: none"> Confidential health and medical customer data accessed by unauthorised users 	<ul style="list-style-type: none"> Implemented ICO guide "Coronavirus recovery - Six data protection steps for organisations" 				
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Notes on completion	<p>The following guidelines and industry standards have used in the preparation and completion of this risk assessment and adoption of cleaning protocols:</p> <p>The Professional Association of Self-Caterers UK (PASC)</p> <ul style="list-style-type: none"> Cleaning Protocols for Self-Catering Properties and Short-Term Lets in the Context of Covid-19 (Version 1, 8 June 2020) Supplementary FAQs (15 June 2020) Covid-19 Cleaning Protocols - Cleaning Products and PPE <p>HIT Training</p> <ul style="list-style-type: none"> Keeping your customers safe throughout COVID-19: Infection control and safe working <p>UK Hospitality</p> <ul style="list-style-type: none"> Updates, webinars and Covid-19 support
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