

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

Property Name	Bakewell Holiday Cottages: Ribblesdale & Hartshill, Yeld Road, Bakewell DE45 1FJ	Date of Next Review:	31/08/2020
Date of Assessment	22/07/2020	Notes:	Changeover & cleaning to be carried out by “The Welcome Team”, hereafter referred to as the “Cleaning Company” www.WelcomeTeam.co.uk ”
Assessment Carried out by	M C Grandy – Bakewell Holiday Cottages, hereafter referred to as “BHC”		This Risk Assessment is to be read in conjunction with the Welcome Team’s own Risk Assessment

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
1. Person to person contact during COVID-19 pandemic (Host and guest)	Becoming infected with COVID-19 and further spread the infection	<p>BHC will minimise physical contact with guests by undertaking the following measures:</p> <p>Welcoming Guests: Guests will be welcomed wherever possible by phone. If this is not possible then any unavoidable face-to-face communication will be undertaken outside whilst maintaining social distancing at all times.</p> <p>Guest Information Pack: A comprehensive Guest Information Pack will be provided pre-arrival. This will include information specifically related to Covid-19 together with general information covering heating, appliances, waste & recycling etc. This information will be emailed in advance to the lead person in each guest party. It will also be posted on the BHC website.</p> <p>Printed guest information in the property will be kept to a minimum. Any printed information will either be:</p> <ul style="list-style-type: none"> • Laminated and will be subject to cleaning and disinfecting during the changeover, or • Printed freshly on paper for each party and treated as waste after departure. <p>Guest Check-in: Guest check-in will be via obtaining the keys to the property from the external key safe.</p> <p>Interim cleaning: Interim cleaning for stays longer than 10 days will not be offered. As an alternative, guests will be provided with a laundry bag containing a change of towels and bedding (but not including mattress or pillow protectors) that they can change themselves. BHC will ask the guests to bag the used towels and</p>	Minimise face-to-face liaison between guests and hosts by making maximum use of phone or messaging to deal with queries or issues.			X

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		<p>bedding and then either to:</p> <ul style="list-style-type: none"> store the bag in the space under the stairs from where it will be collected by the Cleaning Company after guest departure, or: leave the bag outside the property for collection by arrangement with the Cleaning Company. <p>Interim cleaning in an emergency: If there is a requirement for un-scheduled cleaning owing to an extraordinary event, eg guest illness, spillage etc then a special arrangement will be made with the Cleaning Company to visit the property to carry out the necessary cleaning. Wherever possible this will be carried out when the guests are away from the property. Should this not be possible then guests will be asked to vacate the rooms requiring access to allow the cleaners to carry out the necessary cleaning safely.</p> <p>Routine Maintenance: This will be carried out when guests are absent in gaps between bookings.</p> <p>Urgent Maintenance: Arrangements will be put in place to facilitate urgent/emergency maintenance by an appropriate person. In such a case guests will be asked to vacate the property whilst the maintenance is carried out. Should this not be possible then guests will be asked to vacate the rooms requiring access to carry out the necessary maintenance.</p> <p>Illness Reporting Procedure: An illness reporting procedure for guests will be included in the Guest Information Pack. Guests' attention will be drawn to this at the time of booking.</p>	Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)			
2. Cleaner / housekeeper not fit for work and infected with COVID-19	Could spread COVID-19 through cleaning within the property	Cleaning Company: The Cleaning Company will be responsible for ensuring that its staff are fit for work. BHC will check that the Cleaning Company's procedures related to management of cleaning staff are appropriate and fit-for-purpose.	BHC has checked and is satisfied that the Cleaning Company is happy to take on this risk			X
3. Cleaning regimes not effective / fit for purpose	Contaminated accommodation / spread of COVID-19	<p>Cleaning Regime: The Cleaning Company will be responsible for implementing and maintaining a cleaning regime and cleaning protocols that comply with industry guidelines.</p> <p>Cleaning Checklist: A checklist will be drawn up by BHC tailored to the requirements of the properties. This will be communicated to the Cleaning Company to inform their cleaning regime.</p> <p>To provide confidence to guests the Cleaning Company will provide electronic confirmation to BHC that the full changeover clean has been completed. BHC will notify the next guests of this confirmation in advance of their arrival.</p> <p>Maintenance Requirements: The Cleaning Company will note the</p>	The Cleaning Company will be urged to acquire and maintain accreditation to a recognised industry standard.			X

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		<p>requirements for any maintenance as part of each changeover and will ensure that any issues are raised immediately with the BHC. BHC will arrange for the necessary maintenance to be carried out, preferably during a gap between bookings.</p> <p>Cleaning Standards: The standard of cleaning will be checked periodically by BHC during gaps between bookings.</p>				
4. Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly	<p>The Cleaning Company will be responsible for ensuring that cleaning is carried out in accordance with the declared cleaning regime and that cleaning materials used comply with the appropriate enhanced standards related to Covid-19.</p> <p>BHC will check as far as possible with the Cleaning Company that the correct cleaning materials are being used and that comprehensive records are kept by the Cleaning Company related to the cleaning regime.</p>				X
5. Dealing with a guest who is unwell or infectious outbreak in your property	The spread of an infection outbreak	<p>Note: This section is in line with the current requirements imposed by the government regarding dealing with this eventuality and will be kept under review.</p> <p>Guidance for Guests: The <i>Guest Information Pack</i> will include instructions on what guests are expected to do in the case of suspected or confirmed infection with Covid-19.</p> <p>Agreed Actions: On notification by the Guests, BHC will discuss and agree with the guests by phone the necessary actions to be taken. This will include whether it will be necessary to extend the length of the stay and, if so, how this will be charged in line with the BHC Terms & Conditions.</p> <p>If an extension to the stay is necessary then the following will apply:</p> <ul style="list-style-type: none"> ● Deliveries of Essential Food: BHC will provide contact details of local businesses that are able to deliver food. ● Deliveries of Medicines: BHC will provide contact details of local pharmacies if required. ● Clean Linen: BHC will make arrangements for clean bed linen and towels to be provided weekly if necessary. In these circumstances guests will be provided with a laundry bag containing a change of towels and bedding (but not including mattress or pillow protectors) that they can change themselves. They will be asked to bag the used towels and bedding and leave it outside the property for collection by arrangement with the Cleaning Company 				X

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		<ul style="list-style-type: none"> • Interim Cleaning: There will be no interim cleaning by the Cleaning Company under these circumstances. • Cleaning Materials: Guests will be provided with additional cleaning materials and will be expected to keep the property clean during their extended stay. 				
6. Incorrectly laundered bedding	Bacteria not killed off properly	Laundry: The Cleaning Company will launder bedding and towels in line with the prevailing guidelines.	BHC has checked and is satisfied that the Cleaning Company is happy to take on this risk			X
7. Changeover clean	Contaminated accommodation / spread of COVID-19	<p>Timing of Changeovers: Changeovers will be completed as soon as practically possible after the guests have left the property but leaving a gap of at least 30 minutes between departure of guests and entry of cleaners.</p> <p>Gap between Bookings: Initially, and until further notice, BHC will maintain a gap of at least 3 days between bookings. This will minimise the risk of transmission of the virus should there be any contamination remaining after the changeover. Wherever possible a gap of 6 or 7 days will be maintained.</p> <p>Cleaners: The Cleaning Company will be responsible for ensuring that the cleaners are fit for work.</p> <p>Cleaning and Maintenance Procedures: The Cleaning Company and the Cleaners will be expected to abide by the agreed cleaning procedures. BHC will check that sign-offs are completed in line with the Cleaning Company's declared procedure.</p> <p>Mattress & Pillow Protectors: Mattress protectors and pillow protectors will be changed and laundered at each changeover as well as sheets and pillow cases. This will minimise the risk of infection from contamination passing through the upper bedding.</p> <p>Minimising Cleaning Workload: Measures will be taken to reduce the cleaning workload, which in turn will help to minimise the risk of contamination. These include:</p> <ul style="list-style-type: none"> • Removing all non-essential items from guest areas, eg hard copies of Tourist information, maps, books, DVDs, Guest Feedback Books • Removing non-essential loose furnishings, eg scatter cushions that would otherwise require cleaning • Reducing the amount of cutlery, crockery and utensils provided. This will reduce the quantity of items requiring washing at each changeover and thereby will minimise the risk of any item being missed. 				X

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		<p>Vacuuming: The Cleaning Company intends to use the vacuum cleaner provided by BHC in each property during the changeover. BHC will provide spare bags that will be replenished on request. Note also that the vacuum cleaners were PAT Tested in December 2019.</p>			
<p>8. Passing on infection following departure of guests any of whom tested positive for Covid-19 or who were suspected of having the infection</p>	<p>Contaminated accommodation / spread of COVID-19</p>	<p>Two alternatives: BHC, in liaison with the Cleaning Company, will agree to apply one of the following two alternatives. The choice will depend on the time available between departure of infected or potentially infected guests and the arrival of the next guests:</p> <p>Alternative 1 – Preferred: This alternative will require a minimum of 4 days to be available before arrival of the next guests. In this case the process will be as follows:</p> <ul style="list-style-type: none"> • The property will be left locked for a minimum of 3 days (72 hours) after departure of the guests. • The Cleaning Company will then go in and undertake full cleaning and sterilisation. <p>Alternative 2: This alternative will be used if there is insufficient time available to use Alternative 1 before arrival of the next guests. In this case the process will be as follows:</p> <ul style="list-style-type: none"> • The Cleaning Company will call in company with a professional grade fogging machine to carry out full disinfection of the property. • The Cleaning Company will wait for at least 3 hours after completion of fogging before entering the property. • The Cleaning Company will carry out a full clean to ensure that the property is thoroughly clean and sanitised. 			X
<p>9. Infection by Legionella bacteria</p>	<p>Infection by Legionella from contact with standing water if the property has been lying empty</p>	<p>Legionella: The cleaning regime will include measures to comply with the guidelines to minimise the risk of infection by Legionella. BHC will advise the Cleaning Company if the property has been left unoccupied to the extent that special anti-Legionella measures are required. These include:</p> <ul style="list-style-type: none"> • Flushing the whole water system including toilets and taps • Flushing the shower • Cleaning and disinfecting the shower head 	<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>		X

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Notes on completion

This Risk Assessment has been carried out based on the following assumptions:

1. Changeovers including cleaning, disinfection and laundry will be carried out by a 3rd party contracted by BHC to carry out this work, namely The Welcome Team).
2. In the short term and until further notice, bookings will be managed to ensure a minimum of 3 days between consecutive bookings. Wherever possible a gap of 6 or 7 days will be maintained. This is based on bookings usually starting on either a Friday or a Saturday and finishing on a Friday or a Saturday.
3. Short breaks will only be considered if they start on a Friday or a Saturday and in terms of the procedures will be treated as if they lasted for up to 7 days.
4. Bookings for longer than 1 week will be considered as multiple weeks, eg a 10-day booking would be treated as if it were 2 whole weeks for the purposes of the procedures.
5. The requirements for the cleaning regime will be kept under review to ensure compliance with any changes instigated by the government or other recognised bodies, eg Public Health England, Visit England, PASC (the Professional Association of Self Caterers - <https://www.pascuk.co.uk/>). This Risk Assessment will be reviewed as required in line with those changes and in consideration of any other relevant changes or emerging risks that may be recognised.