

Covid -19 Risk assessment for holiday rental / self catering

Company name: Gladden, Cley next the Sea. Assessment carried out by: Julia Hillsdon, Owner

Date of next review: 8 September 2020

Date assessment was carried out: 8 July 2020

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Person to Person contact during Covid 19 Pandemic (Host and Guest)	Becoming infected with COVID 19 and further spread of infection	Provide a pre arrival/ departure pack for guests explaining procedures.		Julia Hillsdon	8 July 2020	
		Use self check in with lock box with host phone call to the guests after arrival to ensure customer				

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		satisfaction and to answer all queries.				
		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 procedure and useful contact numbers in online document.				

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Infection risk on exterior touch surfaces on site	Visitors, cleaner, owner	Remind guests and cleaner of need to wash hands after touching door knobs and other surfaces	Provide hand sanitiser at entrance of cottage. Refill as and when required.	Julia/ cleaner	8 July 2020	
			Clean exterior touch surfaces after each guest. To include handles, key lock box, bbq, exterior tables, chairs	Cleaner	Ongoing	
Infection risk from virus remaining in air after cottage vacated	Cleaner, maintenance staff, owner	Leave cottage empty for at least 3 hours before entering. On entering cottage open all windows and doors fully to generate air flow.		Cleaner	Ongoing	
		Provide cleaning staff with PPE such		Julia/Cleaner	ongoing	

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		as disposable gloves, masks and appropriate cleaning products and instructions on cleaning and well being.				
Infection risk on touch surfaces inside cottage	Visitors, cleaner, owner, maintenance staff	Deep clean cottage between stays paying particular attention to all touch surfaces using soap and water or cleaning products then disinfectant method.		Cleaner	ongoing	
		Provide visitors with a copy of		Julia	ongoing	

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		cleaning protocol / check list.				
Infection risk on toys, board games, books, leaflets	Visitors, cleaner, owner	Remove all items for duration of pandemic risk.		Julia	8 July 2020	
Infection risk in general	Visitors	Ensure 24 hrs between clean/ changeover and guests arrival.		Cleaner	Ongoing	
Infection risk of cleaning equipment		Disinfect all cleaning equipment such as mops, cloths between each clean. Sanitise hoovers – spray and leave to dry.		Cleaner	Ongoing	

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Cross contamination through maintenance contractors	Maintenance contractors, owner, cleaner and visitors	Restrict access to accommodation for routine maintenance to changeover days.	Provide contractors with social distancing guidance and require use of PPE	Julia	Ongoing	
		If emergency maintenance required, ask guest to vacate property whilst maintenance carried out.				
Infection risk on laundry	Cleaner	Request guests to remove all bedding and towels , tea towels, bath mats and oven gloves used whilst staying in the property and place in zip up bags provided.		Guests (requested) Julia requests in communication.	ongoing	

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Incorrectly laundered bedding	Bacteria not killed off properly.	Use cotton bedding / linen and wash on a full 60 degree wash cycle.		Cleaner / launderer	Ongoing	
Visitors to site	Visitors, guests. Owner, cleaner	All visitors who are entering the property during the stay are required to adhere to social distancing guidelines and use hand sanitiser whilst on site.		Visitors / guests	Ongoing	
Dealing with a guest who is unwell or infectious outbreak in cottage	The spread of an infection outbreak.		Provide a what to do if you suspect you as a guest are ill or have an infectious outbreak document online/ emailed to guests prior to arrival including relevant phone numbers and action required.	Julia	Ongoing	

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			Video call / call the guests to clearly understand the situation.			
			<p>Please refer to section</p> <p>People staying in accommodation that have symptoms of coronavirus (COVID-19)</p> <p>https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers</p>			

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/