

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

|                           |                   |                      |  |
|---------------------------|-------------------|----------------------|--|
| Property Name             | Ty Haf St David's | Date of Next Review: |  |
| Date of Assessment        | 10/07/2020        | Notes:               |  |
| Assessment Carried out by | Peter Thomas      |                      |  |

| 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 |
| <b>Person to person contact during COVID 19 pandemic (Host and guest)</b> | Becoming infected with COVID19 and further spread the infection | <ul style="list-style-type: none"> <li>Check in and and check-out times have been adjusted to reflect the additional cleaning time needed to complete the enhanced cleaning protocols.</li> <li>Clear guidance on social distancing provided to those managing and maintaining Ty Haf.</li> <li>There will be no physical meet &amp; greet of guests. Guests will self check-in.</li> <li>Keys will be left in a key safe for collection by guests.</li> <li>The housekeeper will be available on the phone for enquiries, but if they do call at Ty Haf, they will not enter and will maintain social distancing when engaging with guests. .</li> <li>The welcome pack will not include any fresh or unwrapped products.</li> <li>Guest pre-arrival info will be emailed in advance, including guest health guidelines / and a request for all adult contact details.</li> <li>Only essential maintenance will be conducted when TyHaf is occupied. Guests must leave the property and housekeeper/trades people must use PPE, if they have to enter property mid-stay .</li> <li>A departure checklist for guests will be provided asking them to strip beds and place laundry in bags provided, empty bins and place rubbish in wheelie and recycling bins .</li> <li>There will be no interim cleans for bookings of more than a week. Clean bed linen and towels will be dropped off at the property entrance. Guests will be asked to strip their beds and bag up the dirty linen and towels to be collected and laundered.</li> <li>A permanent hand sanitising station and instructions has been provided for use of guests, when entering the premises.</li> <li>Paper hand towels and sanitising handwash have been placed in the kitchen and bathroom.</li> <li>To reduce the need for a housekeeper to attend the premises,a welcome information folder will contain manuals for electrical goods and ihelpful nformation such as: <ul style="list-style-type: none"> <li>When bin day is</li> <li>How to switch the heating on</li> <li>How the cooker works</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Check latest Guidance on Social Distancing</li> <li>Check latest Guidance on Guests developing symptoms whilst on holiday and update the procedure</li> </ul> |                       |        | ✓   |
| <b>Cleaner / housekeeper not fit for work and infected with COVID 19</b>  | Could spread COVID 19 through cleaning within the property      | <ul style="list-style-type: none"> <li>Use a checking system so that housekeeper understands that they must inform owners if any issues with their health / wellbeing prior to cleaning</li> </ul>  |  |                       |        | ✓   |
| <b>Cleaning regimes not effective / fit for purpose</b>                   | Contaminated accommodation / spread of COVID 19                 | <ul style="list-style-type: none"> <li>Ty Haf will follow the current industry and government guidance with regards to cleaning and sanitising.</li> <li>The Housekeeper has completed a ' Covid 19 Holiday Let cleaning course'.</li> <li>A cleaning protocol has been developed, which the housekeeper will follow. A record will be retained following every change over. Additional cleaning tasks have been added to an existing cleaning checklist already in place, ie touch points, door handles, Lamps &amp; light switches</li> </ul>   |  |                       |        | ✓   |

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|--|---|---|---|--|--|---|
|  |   | <ul style="list-style-type: none"> <li>PPE – The housekeeper will, as a minimum, wear a washable apron, disposable gloves and mask. Where gloves are not practical, the housekeeper will thoroughly wash their hands frequently with soap and water, or use an alcohol-based hand sanitiser.</li> <li>Gloves will be changed or hands thoroughly washed before handling freshly laundered towels, linens and making-up beds.</li> <li>Ty Haf, weather permitting, will be thoroughly ventilated during the cleaning process, and some smaller windows left open afterwards (where it is safe and secure to do so). Cleaning can only commence after the guests have left the property. It is imperative that the guests adhere to the adjusted check-out time to enable this to happen.</li> <li>We have successfully applied for the “We’re Good To Go” industry standard mark designed by VisitEngland in partnership with the national tourist organisations Tourism Northern Ireland, VisitScotland and Visit Wales. This provides reassurance to visitors that Ty Haf has clear processes in place and are following industry and Government COVID-19 guidance on cleanliness and social distancing.</li> <li>To assist with further reducing the risk, kitchen crockery, utensils, cutlery and glasses will be cleaned in a hot dishwasher cycle during the changeover period.</li> <li>To reduce the burden on the housekeeper and to also further reduce the risk of infection, some non-essential items will be removed from the property, such as bed throws, scatter cushions, sofa throws, children’s games, DVDs, books, visitor leaflets, and some kitchen items. There will also be a reduced quantity of crockery, cutlery and utensils.</li> <li>As part of the cleaning protocol, all remaining soft furnishings (sofas, cushion etc) will be sprayed with anti-viral spray.</li> </ul> |   |  |  |   |
| <b>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</b> | Not cleaning or sanitising the property correctly | <ul style="list-style-type: none"> <li>A cleaning protocol has been developed, which the housekeeper will follow. A record will be retained following every change over. Additional enhanced cleaning tasks have been added to an already extensive cleaning procedure already in place ie touch points, door handles, lamps &amp; light switches etc. <ul style="list-style-type: none"> <li>All products used will comply with current guidance, especially disinfecting products that will be certified EN 14476, which is effective for dealing with viruses. All cloths, wipes, Disposal/washable cloths</li> <li>Additional time has been factored in to ensure the housekeeper has sufficient time, safely to complete the enhanced cleaning protocol.</li> </ul> </li> </ul>  |   |  |  | ✓ |
| <b>Dealing with a guest who is unwell or infectious outbreak in your property</b>      | The spread of an infection outbreak               | <ul style="list-style-type: none"> <li>A “what to do guide” explaining what guests should do if they exhibit symptoms of Covid-19 during their stay, will be provided in the pre-arrival information. This information will also be available within Ty Haf on arrival.</li> <li>If a guest exhibits Covid symptoms, they should inform the host and immediately return home to take a test and self isolate, along with the rest of their party. Under no circumstances can the guest (and party) self-isolate in Ty Haf, unless too ill to travel or following medical advice. Should travelling home not be possible, and the stay has to be extended, the guest will incur the additional cost.</li> <li>Emergency contact details within cottages will include how to request a test: <a href="https://www.nhs.uk/coronavirus">https://www.nhs.uk/coronavirus</a></li> <li>Guests will be asked to inform the host if they develop symptoms post departure or the outcome of a COVID test if they developed symptoms while staying in Ty Haf.</li> <li>Enhanced cleaning protocols have been introduced, based on industry and government guidance to respond to a person staying at Ty Haf exhibiting symptoms of COVID. The</li> </ul>   | <ul style="list-style-type: none"> <li>Update terms and conditions regarding the cost if a guest has to extend their stay to self-isolate.</li> </ul> |  |  | ✓ |

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|                                      |  |  |  |  |  |   |
|--------------------------------------|--|--|--|--|--|---|
|                                      |  | property will be left and ventilated for a period of time prior to being thoroughly cleaned and sanitised.   |  |  |  |   |
| <b>Incorrectly laundered bedding</b> | Bacteria not killed off properly   | <ul style="list-style-type: none"> <li>Cotton towels, bed-linen and laundry bags will be washed in accordance with manufacturers guidance.</li> <li>Gloves will be worn when handling and placing bedding and towels in the washing machine and dryer.</li> </ul>  |  |  |  | ✓ |
| <b>Changeover clean</b>              | Contaminated accommodation / spread of COVID 19                                  | <ul style="list-style-type: none"> <li>All changeover cleans can only be completed once the guests have left the property.</li> <li>All protective clothing is available to cleaner.</li> <li>All cleaning / maintenance procedures will be adhered to and documented.</li> </ul>  |  |  |  | ✓ |
| <b>Legionella</b>                    | Infection of Legionella from standing water if the property has been lying empty | <ul style="list-style-type: none"> <li>If Ty Haf has been unoccupied for 2 weeks or more, the housekeepr will flush the whole water system for two minutes or more. This will include flushing the toilet, opening the hot and cold kitchen, bath and hand basin taps. They will also flush the shower through and then remove and disinfect the shower head before being re-fitted. Showerheads should be regularly disinfected about four times a year.</li> </ul> |  |  |  | ✓ |
|                                      |  |  |  |  |  |   |