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| Property Name | Hill Top Cottage |  | Date of Next Review: | 15 Aug 2020 |
| Date of Assessment | 23 June 2020 |  | Notes: |  |
| Assessment Carried out by | Jill |  |  |  |

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| 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 |
| **Guests book the accommodation and are unaware of the revised booking conditions due to COVID 19 pandemic.** | Guests – they book without knowing & understanding the T&Cs | When the guests book the accommodation they are sent T&Cs before they pay their final settlement.  | T&Cs amended to include a Covid-19 section and sent to guests before they pay their settlement.  |  |  | Low |
| **Person to person contact during COVID 19 pandemic (Host and guest)****Person to person contact during COVID 19 pandemic (Host and guest) continued** | Host and guest becoming infected with COVID19 and further spread the infection | Send email with arrival and departure information 1 week before arrival.Self-check in procedure – cottage not locked and key left in property.Any issues needing a maintenance visit to be arranged when guests are out of the property (unless an emergency) | Amend the arrival and departure information with updated information relating to Covid-19. This should include updated arrival & departure times, departure procedures, removing linen from beds, removing bins and recycling from the cottage.Ensure guests and welcome staff understand social distancing guidelines. Minimise contact between the two parties.If the guest needs to speak to the host in person a face covering should be worn by both parties and a 2m distance should be maintained at all times.Create an online portal with guest book and general information eg. Useful contact numbers, operating instructions for heating, wifi, cooker, woodburning stove etc and ‘What to do in case of illness during the stay.’ Add a maintenance section to the cleaning checklist to be used between each guest stay so any issues to be flagged and dealt with before the guests’ arrival. Light bulbs, TV, wifi  |  | Med |  |

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| **Cleaners not fit for work and infected with COVID 19** | Could spread COVID 19 through cleaning within the property | If any of the cleaning team feels ill at any time they should not work and therefore clean the cottage.Replacement cleaning staff asked to fill in. | Always maintain ongoing dialogue with cleaning team regarding their health. |  |  | Low |
| **Coronavirus contamination in property as cleaning regimes not effective / fit for purpose** | Contaminated accommodation/ spread of COVID 19 from guests to cleaner or guest to guest. | Cleaning regimes have always been effective and thorough for normal times, amendments to be added for Covid-19 requirements. | Amend the cleaning plan to adhere to extra guidelines resulting from Covid-19 which all cleaning staff must adhere to and sign for each clean.Mattress & pillow protectors changed in each changeover along with bed linen.If less than 72 hours between guests then duvets & pillows changed in each changeover.Create a cleaning checklist that all cleaning staff must follow and complete.Cleaning checklist included on the online portal to detail the cleaning regime. |  |  | Low |
| **Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded**  | Not cleaning or sanitising the property correctly | Sourcing new cleaning chemicals with virucidal and disinfecting qualities. | Put a cleaning requirement document together, clearly stating what should be cleaned and disinfected within the property eg. Touch points, door handles, bannisters, surfaces, bathrooms List of cleaning products displayed with cleaning regime. Include H&S information & COSHH sheets. Ensure all cleaning materials are clean and fit for purpose Ensure any cleaning equipment is PAT tested and fit for purpose and the being used in the correct way.  |  |  | Low |

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| **Dealing with a guest who is unwell or infectious outbreak in your property** | The spread of an infection outbreak | Offer assistance for phone calls for medical assistance. | Place a ‘What to do if you feel unwell guide’ on the online portal eg. Inform the property owner & issue relevant phone numbers for medical assistance.Include in T&Cs the implications if the guest cannot return home & needs to self-isolate in the property & consequences for subsequent guests. |  |  | Low |
| **Incorrectly laundered bedding** | Bacteria not killed off properly | Wash at 60 degree wash cycle at present. | Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash) |  |  | Low |
| **Changeover clean** | Contaminated accommodation / spread of COVID 19 |  | All changeover cleans can only be completed once the guests have left the property.Guest strips the bedding & places all used linen in container provided.All PPE is available to cleaner All cleaning / maintenance procedures are adhered to and documented accordingly  |  |  | Low |
| **Legionella** | Infection of Legionella from standing water if the property has been lying empty | 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.  | 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.Finally, let any other taps run for two minutes. |  |  | Low |

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| Notes on completion | Person to person contact during COVID 19 pandemic (Host and guest) is the hazard which carries the greatest risk. Person to person contact should be avoided or minimised but if necessary then face coverings must be worn and 2 m social distancing should be maintained at all times. This reduces the real risk to a manageable risk.Guests should always be respectful of the shared spaces they cross to access their property for the duration of their stay.  |