

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

Based on PASC template of 01/12/2020

Property Name	Penhein Glamping	Date of Next Review:	01/05/2021
Date of Assessment	01/04/2021	Notes:	
Assessment Carried out by	Helen Hearn		

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
<p>Person to person contact during COVID 19 pandemic (Host and guest)</p>	<p>Becoming infected with COVID19 and further spread the infection</p>	<p>Keys are left in tent ready for guest arrival and guest instructed to leave keys in tent on departure</p> <p>Replaced welcome information folder with Penhein Welcome app (via TouchStay) to minimise need for Host to visit property, includes FAQs and videos with "how to" guides</p> <p>Enabled self-check in via Penhein Welcome app (TouchStay) to allow virtual check in with Host on phone to answer any customer queries and ensure satisfaction.</p> <p>Provide pre-arrival/ departure information for guests explaining procedures in TouchStay app and via email</p> <p>Any issues needing a maintenance visit to be arranged when guests are out of the property where possible. If not possible eg an emergency, guests will be asked to vacate the tent while maintenance is carried out.</p> <p>Ensure all amenity jars are cleaned and disinfected at each changeover (as detailed in Cleaning Plan)</p> <p>Have an illness during stay reporting procedure and useful contact numbers detailed in Penhein Welcome App</p> <p>Minimise contact between the two parties eg: staff are on site during check in times only unless required to perform maintenance during stay. Protective equipment is provided for staff to use if they are unable to maintain 2m social distancing (masks, gloves, protective shoe covers) and ensure guests and staff understand social distancing guidelines.</p> <p>Penhein Welcome app updated to note that cleans will take place in those tents changing over on Monday/Wednesday/Friday so</p>			HH	

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		<p>guests are aware of cleans taking place in other tents during their stay. Tents are not cleaned while guest is staying.</p>				
<p>Cleaner / housekeeper not fit for work and infected with COVID 19</p>	<p>Could spread COVID 19 through cleaning within the property</p>	<p>Cleaners text their temperature on morning of shift to Duty Manager. They understand they cannot attend work if above 37.8 degrees. From April 2021, in line with CIPD guidelines, it is no longer a requirement for staff who have had a vaccination jab(s) to text their temperature given the vaccination will most probably mean they will not display symptoms. All staff reminded of importance of social distancing and use of PPE so that the virus is not spread within the team if someone is symptomless.</p> <p>Recruitment of cleaning team for 2021 has ensured there are sufficient cleaners on books to cover if cleaner(s) can't attend due to illness</p>		<p>HH</p>		
<p>Cleaning regimes not effective / fit for purpose</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Reviewed and updated cleaning plan that all cleaning staff must adhere to.</p> <p>Reviewed and updated cleaning checklist that all cleaning staff complete for each tent. All checklists are filed for future reference</p> <p>Created a maintenance checklist that all cleaning staff have to sign on each clean, any issues to be flagged and dealt with before the guests arrival</p> <p>All cleaning staff are well trained as part of induction and understand cross contamination and risk of infection and are given copy of cleaning plan.</p> <p>All cleaning and maintenance team members are given the correct protective clothing and training on how to use correctly and instructions on handwashing, protective clothing disposal/washing and their well being</p> <p>Employment contracts for all cleaning and maintenance staff to include a clause that confirms they have received and understand the cleaning and maintenance plan.</p>			<p>HH</p>	
<p>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</p>	<p>Not cleaning or sanitising the property correctly</p>	<p>Have Health & Safety file with all updated cleaning and maintenance schedules.</p> <p>In 2020 Helen Hearn completed course on Covid-secure cleaning protocols and received certification. In 2021 Helen reviewed all</p>	<p>Continue to review – on a monthly basis - cleaning plans, checklists and risk assessments and update as appropriate. Ensure copies put onto H&S file</p>	<p>HH</p>		

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		<p>updated industry cleaning protocols etc and updated all procedures and documents as appropriate.</p> <p>Ensured cleaning checklist clearly stated what should be disinfected within the property for example: Touch points, door handles, surfaces, ensuite loos and showers</p> <p>Use recommended products such as viricidal disinfectant EN14476, Washable mop heads Washable, colour coded cleaning cloths Increased number of cleaning kits so each property can be cleaned by one cleaner only</p> <p>Achieved “We’re Good to Go” accreditation on 2nd July 2020.</p> <p>All cleaning materials are checked regularly to ensure they are clean and fit for purpose</p> <p>All changeover cleans are only completed once:</p> <ul style="list-style-type: none"> • The guests have left the property • Cleaner has confirmed they are fit to work • All PPE is available to cleaner • All cleaning/maintenance procedures are adhered to and documented accordingly <p>Updated health & safety file with all cleaning products used and for what purpose, COSHH sheets if required, add new cleaning plans, checklists and risk assessment to H&S file</p>			
Dealing with a guest who is unwell or infectious outbreak in your property	The spread of an infection outbreak	Reviewed Penhein Welcome App to ensure “what to do if you suspect you as a guest are ill or have an infectious outbreak” was uptodate and included relevant phone numbers and actions required		HH	
Incorrectly laundered bedding	Bacteria not killed off properly	<p>Professional linen company used “Snowwhite laundries”</p> <p>Snowwhite emailed details of their protocols which includes 3 processes which eliminate viruses (guidelines only ask for one)</p>			HH
Adventure playground	Becoming infected with COVID19 and further spread the infection	Updated Penhein Welcome App and guest information sheet which is located within the playground regarding protocols for use of playground			HH

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Wheellie bins	Contaminated bin handles / spread of COVID 19	Updated Penhein Welcome App to ask that guests use hand sanitiser or wash their hands before taking bin bags to wheellie bins				HH
Onsite shop/The Pantry	Contaminated shop / spread of Covid-19	Updated Penhein Welcome App with protocols for Pantry Signage on display inside Pantry Hand sanitiser and virucidal spray and disposable wipes provided for guest use				
Petro/communal tent	Contaminated space / spread of COVID 19	Removal of all soft furnishings, books, games, toys, tub chairs, pouffes 3 tables spaced at 2metres apart Updated Penhein Welcome App with protocols for use of Petro Signage on display inside Petro Hand sanitiser and virucidal spray and disposable wipes provided for guest use		HH		
Changeover clean	Contaminated accommodation / spread of COVID 19	Ensure the following cleaning protocols are adhered to: <ul style="list-style-type: none"> • All changeover cleans can only be completed once the guests have left the property • Cleaner texted their temperature by 8am on day of work unless vaccinated • All protective clothing is available to cleaners • All cleaning / maintenance procedures are adhered to and documented accordingly 	Continue to ensure the following cleaning protocols are adhered to: <ul style="list-style-type: none"> • All changeover cleans can only be completed once the guests have left the property • Cleaner texted their temperature by 8am on day of work unless vaccinated • All protective clothing is available to cleaner • All cleaning / maintenance procedures are adhered to and documented accordingly 	HH		
Maintenance	Property issues not dealt with quickly due to lack of time between stays	Handyman on site for main changeover days ie Monday, Wednesday and Friday Cleaners asked to report anything noticed via WhatsApp group immediately			HH	

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		<p>Handyman to ensure cleaners are able to maintain 2m distance or are not in tent when attending to issue.</p> <p>Handyman to wear overshoes and gloves OR Tent to be disinfected after maintenance work carried out</p>			
Legionella	<p>Infection of Legionella from standing water if the property has been lying empty</p>	<p>Water tank for glampsite is always drained at end of season and only refilled at start of season just before cleaners arrive on site to set up</p> <p>Checklists updated to include: If glampsite or tent unoccupied for 1 week or more:</p> <ul style="list-style-type: none"> • Flush the whole water system for two minutes or more. First flush your toilet, then let the kitchen taps and the hand basin taps in showerblock run for two minutes or more to let both hot and cold water pass through. • Flush the showers through. If showers have not been used for two weeks or more, disinfect the showerheads. The showerheads 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 regularly disinfected about four times a year. <p>Finally, let any other taps run for two minutes ie outside taps</p>		HH	

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Notes on completion	
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