



## Coronavirus Covid-19 Risk assessment for 18 in the Corner, Windermere

**Company name: 18 in the Corner**

**Assessment carried out by: Tim Rose**

**Date of next review: October 2021**

**Date assessment was carried out: 15 July 2021**



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
<b>Infection risk from Exterior surfaces at the Cottage</b>	Guests Owners, Cleaners, Visitors	Remind guests and cleaners on entry to the cottage to wash hands after touching front and back door handles, key safe and refuse/recycle bins and other external surfaces to the property	Provide hand sanitiser at points of entrance to cottage and ensure refilled on each changeover	Tim	4 <sup>th</sup> July 2020/Ongoing	



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
			Clean exterior high touch surfaces before and after guests arrive/leave	Tim, Kimberley and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
<b>Infection risk from Visitors to the cottage</b>	Visitors, Guests, Owner, Cleaners	All visitors such as refuse collectors, service/maintenance engineers etc; are required to adhere to social distancing guidelines, use of hand sanitiser frequently and sanitising of touched surfaces whilst at the cottage. Where social distancing is not possible masks must be worn by all	Limit access to site when guests are around. Ensure that they are aware of hand sanitiser are in the cottage and ensure these are filled.	Tim	Ongoing as required	



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
			If emergency maintenance is required ask guest to vacate property whilst maintenance is carried out or remind them that they should perform social distancing measures whilst contractor is in the building. Sanitise all surfaces touched by contractor and update guests on its completion.	Tim	Ongoing as required	
		Display legally required property specific QR codes at both entrances to the cottage and store contact details for a period of 21 days	Advise visitors/cleaners to scan QR code during their time at the cottage prior to their visit (e.g. email/text or verbally) and where they do not have mobile phone or have downloaded the NHS track and trace COVID app to their phones manually obtain contact details from them prior to their visit via same methods as above	Tim	As of 24 <sup>th</sup> September 2020/ Ongoing before start of each visit to the cottage	
<b>Infection risk from virus remaining in air at cottage after cottage vacated by a guest</b>	Owner Cleaners New guests	Leave cottage empty for specified time before entering cottage	Ask leaving guests to ensure all windows and internal doors are left open to generate air flow. Welcome Pack information will inform them of this procedure and we will ensure a reminder is sent on their last night.	Tim	4 <sup>th</sup> July 2020/Ongoing and in advance and at end of their stays	



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
			Advise guests of Check in and Check out times will need to be strictly adhered to, to allow cleaners adequate time to clean the property between stays, disinfectants at least 1hr to dry and the property aired once cleaners have left. Welcome Pack information will inform them of this procedure and we will ensure a reminder is sent on their last night.	Tim	4 <sup>th</sup> July 2020/Ongoing and in advance and at end of their stays	
			Leave windows and doors open while cleaning and at end of clean and before next arrival	Tim, and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
			Remove outside shoes on entering cottage or wear shoe covers	Tim, and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing during cleaning	
		Provide and use disposable PPE for cleaning i.e. disposable apron, gloves, masks and re-usable visors as applicable	Ensure that users are knowledgeable about how they should be used and disposed of i.e. double bagged and left for 72 hrs before disposing in waste bins	Tim, and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing	



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
		Provide and use suitable cleaning products and pre-cleaned equipment as applicable	Ensure that users are knowledgeable about how they should be used	Tim, and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing	
		Provide and use disposable single use cleaning items where possible	Where disposable items not possible ensure items are clean before and after use by laundering in detergent or clean in bleach solution for 2hrs after use Ensure these items are disposed of safely by double bag all disposable cleaning cloths and materials and dispose in waste bins after 72 hours	Tim, and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing	
<b>Infection risk on high touch surfaces /items inside cottage</b>	Guests, Owner, Cleaners	Deep clean cottage at end of each stay and before next guest stay	Pay particular cleaning attention to all high touch surfaces and items ensuring that all surfaces and heavy use items in our property will be sanitised with warm soapy water and anti-viral disinfectant	Tim, and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
			Remove and replace disposable covers provided for high touch items at the end of each stay and sanitise items before new cover added. Dispose of any used items by double bagging and dispose in waste bins after 72 hours	Tim, and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	



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
			Ensure know how to use PPE correctly, approved anti-viral cleaning products and equipment provided for cleaning of these high touch areas as noted above	Tim, and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing	
		Identify High-touch Deep Clean Points in each of the cottage rooms and cleaning of each room will be done in such a way around the room to avoid retouching of any surfaces.	Ensure where owners aren't able to clean, hire only cleaners that are trained in and follow government and NHS advice with respect to cleaning and hygiene in order to prevent the spread of germs and importantly COVID-19 and ensure they know what has been identified as high touch Deep Clean Points	Tim	4 <sup>th</sup> July 2020/Ongoing	
<b>Infection risks in Kitchen</b>	Guests, Owner, Cleaners	Deep clean all surfaces, cupboards, kitchen white goods/appliances and high touch items	Provide correct PPE, cleaning equipment and approved anti-viral cleaning products to ensure that all surfaces and high touch items in our cottage kitchen will be sanitised with warm soapy water and anti-viral disinfectant at the end of each stay	Tim, and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
			Cleaning of the kitchen will be done in such a way around the room to avoid retouching of any surfaces.	Tim, and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	



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
			Ensure where owners aren't able to clean, hire only cleaners that are trained in and follow government and NHS advice with respect to cleaning and hygiene in order to prevent the spread of germs and importantly COVID-19 and ensure they know what has been identified as high touch Deep Clean Points	Tim	4 <sup>th</sup> July 2020/Ongoing	
			Ensure know how to use PPE correctly, approved anti-viral cleaning products and equipment provided for cleaning of these high touch areas as noted above	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing	
		Clean cutlery, glasses, utensils, pans and crockery through dishwasher or by hot soapy water method and dry before replacing in cupboards	Provide and/or use correct cleaning equipment and approved anti-viral cleaning products to ensure that all items in the cottage's kitchen will be sanitised at the end of each stay If possible, have two sets of cutlery, glasses and crockery that can be rotated after each stay.	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
		Where possible check or ensure that kitchen as a whole has been cleaned correctly before next guest stay if cottage is cleaned by a contract cleaner	Hire only cleaners that are trained in and follow government and NHS advice with respect to cleaning and hygiene in order to prevent the spread of germs and importantly COVID-19 and ensure they know what has been identified as high touch Deep Clean Points	Tim	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	





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
		<p>Request guests at the end of their stay and before they leave to: Dispose of disposable cleaning cloths and tea towels and kitchen rubbish safely in the bins outside at the back of the cottage. That they clean and disinfect any high touch items and surfaces to reduce the risk of spreading on of any germs, to other people after they have left and not to leave any dirty crockery, utensils, cutlery, glasses and pans for cleaners.</p>	<p>Provide necessary cleaning equipment at the cottage, disposable cleaning cloths and tea towels, dishwasher, dishwasher tablets, approved anti-viral disinfectant, surface cleaners and washing up liquid for guest use at start of their stay            Information provided to them about what is requested of them at the end of their stay in the form of Welcome information sent electronically to them before their stay that will inform them of this procedure and we will ensure a reminder is sent on their last night.</p>	Tim	4 <sup>th</sup> July 2020/Ongoing and in advance and at end of their stays	



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
		Remove all food or packaging, and rubbish from bins if NOT removed by guest	Provide guests with bin bags at the beginning of their stay for all bins and in addition information also provided to them about what is requested of them at the end of their stay in the form of Welcome Pack information which will inform them of this procedure and we will ensure a reminder is sent on their last night	Tim	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay and guests in advance and at end of their stays	
		Deep Clean kitchen bins and their surfaces and leave to dry thoroughly before new bag is provided for next stay	Provide replacement bin liners, cleaning equipment and cleaning products to ensure bins will be sanitised at the end of each stay.	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
		Dispose of part used kitchen rolls and replace with fresh untouched rolls. Refill and sanitise the hand soap dispenser.	Provide refill products, cleaning equipment and approved anti-viral cleaning products to ensure these are fresh, new clean and sanitised for the next stay	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	



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
		Clean floor with hot soapy water and disinfectant leave to dry thoroughly	Provide and/or use correct pre-cleaned equipment as applicable and approved anti-viral cleaning products to ensure floors will be sanitised at the end of each stay. Ensure equipment is cleaned accordingly at end as detailed below	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
<b>Infection risks in Bathroom</b>	Guests, Owner, Cleaners	Deep clean all surfaces, mirrors, cabinets, basins, showers including screen, bins, toilets and floors and high touch items Add signage to toilet seat to show it is clean/sanitised	Provide correct PPE, cleaning equipment and approved anti-viral cleaning products to ensure that all surfaces and heavy use items in our cottage bathroom will be sanitised with warm soapy water bleach and/or anti-viral disinfectant at the end of each stay.	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
			Cleaning of the bathroom will be done in such a way around the room to avoid retouching of any surfaces.	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	



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
			Ensure where owners aren't able to clean, hire only cleaners that are trained in and follow government and NHS advice with respect to cleaning and hygiene in order to prevent the spread of germs and importantly COVID-19 and ensure they know what has been identified as high touch Deep Clean Points	Tim	4 <sup>th</sup> July 2020/Ongoing	
			Ensure know how to use PPE correctly, approved anti-viral cleaning products and equipment provided for cleaning of these high touch areas as noted above	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing	
		Disinfect toilet brush by immersion in bleach solution for 2hrs before allowing to dry replace. Ensure holder is also cleaned and sanitised	Provide bleach, approved anti-viral cleaning products and cleaning equipment to ensure these are fresh, clean and sanitised for the next guest stay.	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
		Dispose of used toilet rolls and replace with fresh untouched rolls. Refill and sanitise the hand soap dispenser. Refill and sanitise sanitary bag dispenser	Provide refill products, cleaning equipment and approved anti-viral cleaning products to ensure these are fresh, clean and sanitised for the next guest stay. Dispose of used items safely.	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	



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
		Replace, disposable covers on high touch items such as toothbrush holder and soap dish but before this sanitise before new cover added.	Provide refill products, cleaning equipment and approved anti-viral cleaning products to ensure these are fresh, clean and sanitised at the end of each stay. Dispose of any used items by double bagging and dispose in waste bins after 72 hours	Tim, and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
		Where possible check or ensure that bathroom as a whole has been cleaned correctly before next guest stay if cottage is cleaned by a contract cleaner	Hire only cleaners that are trained in and follow government and NHS advice with respect to cleaning and hygiene in order to prevent the spread of germs and importantly COVID-19 and ensure they know what has been identified as high touch Deep Clean Points	Tim	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	



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
		Request guests at the end of their stay and before they leave to: Dispose of disposable cleaning cloths used to clean the bathroom and bathroom rubbish safely in the bins outside at the back of the cottage. That they clean and disinfect any high touch items and surfaces to reduce the risk of spreading on of any germs to other people after they have left	Provide necessary cleaning equipment (mop and disposable cleaning cloths) at the cottage, bleach, approved anti-viral surface cleaner for guest use. Information provided to them about what is requested of them at the end of their stay in the form of Welcome information sent electronically to them before their stay that will inform them of this procedure and we will ensure a reminder is sent on their last night.	Tim	4 <sup>th</sup> July 2020/Ongoing and in advance and at end of their stays	
		Remove all rubbish from bins if NOT removed by guests	Provide guests with bin bags at the beginning of their stay for all bins and in addition information also provided to them about what is requested of them at the end of their stay in the form of Welcome Pack information which will inform them of this procedure and we will ensure a reminder is sent on their last night	Tim and/or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay and guests in advance and at end of their stays	



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
		Deep Clean bathroom bin and its surfaces and leave to dry thoroughly before new bag is provided for next stay	Provide replacement bin liners, cleaning equipment and approved anti-viral cleaning products to ensure bins will be sanitised at the end of each stay.	Tim and/or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
		Clean floor with hot soapy water and disinfectant leave to dry thoroughly	Provide and/or use correct pre-cleaned equipment as applicable and approved anti-viral cleaning products to ensure floors will be sanitised at the end of each stay. Ensure equipment is cleaned accordingly at end as detailed below	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
<b>Infection risks in Bedrooms</b>	Guests, Owner, Cleaners	Ask guests to strip bed linen on beds they have used as well as the mattress/pillow protectors and place in laundry bags provided with the used towels and shower mat	Provide Laundry bags at the beginning of guest stay. Information provide to them about what is requested of them at the end of their stay in the form of Welcome information which will inform them of this procedure and we will ensure a reminder is sent on their last night	Tim	4 <sup>th</sup> July 2020/Ongoing and in advance and at end of guest stay and before start of next guest stay	



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
		Deep clean all surfaces, mirrors, cabinets, bins, floors and high touch items Add signage to doors with fresh laundry bags at the end to show rooms have been clean/sanitised	Provide correct PPE, cleaning equipment and approved anti-viral cleaning products to ensure that all surfaces and heavy use items in our cottage bedrooms will be sanitised with warm soapy water and/or anti-viral disinfectant at the end of each stay.	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
			Cleaning of the bedrooms will be done in such a way around the room to avoid retouching of any surfaces.	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
			Ensure where owners aren't able to clean, hire only cleaners that are trained in and follow government and NHS advice with respect to cleaning and hygiene in order to prevent the spread of germs and importantly COVID-19 and ensure they know what has been identified as high touch Deep Clean Points	Tim	4 <sup>th</sup> July 2020/Ongoing	
			Ensure know how to use PPE correctly, approved anti-viral cleaning products and equipment provided for cleaning of these high touch areas as noted above	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing	





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
		Clean any upholstered items including the curtains and carpets with sanitiser spray and leave to dry for 5 mins before wiping clean and/or hoovering	Provide approved anti-viral cleaning products and cleaning equipment to ensure these items are fresh, clean and sanitised for the next guest stay.	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
		Dispose of part used tissue boxes and replace with fresh untouched boxes Refill and sanitise sanitary bag dispenser	Provide refill products, to ensure these are items are new and clean for the next guest stay. Dispose of used items safely.	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
		Replace all bed linen, pillow and mattress protectors and make up beds as usual, but before this sanitise beds before new linen added.	Ensure clean fresh bed linen is available at the end of each stay so beds are ready for next visit	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
		Replace, disposable covers on high touch items such as remote controls but before this sanitise before new cover added.	Provide refill products, cleaning equipment and approved anti-viral cleaning products to ensure these are fresh, clean and sanitised at the end of each stay. Dispose of any used items by double bagging and dispose in waste bins after 72 hours	Tim, and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	



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
		Where possible check or ensure that bedroom as a whole has been cleaned correctly before next guest stay if cottage is cleaned by a contract cleaner	Hire only cleaners that are trained in and follow government and NHS advice with respect to cleaning and hygiene in order to prevent the spread of germs and importantly COVID-19 and ensure they know what has been identified as high touch Deep Clean Points	Tim	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
		Request guests at the end of their stay and before they leave to: Dispose of any bedroom rubbish safely in the bins outside at the back of the cottage. That they clean and disinfect any high touch items and surfaces to reduce the risk of spreading on of any germs to other people after they have left	Provide necessary cleaning equipment (disposable cleaning cloths) at the cottage, approved anti-viral surface cleaner for guest use. Information provided to them about what is requested of them at the end of their stay in the form of Welcome information sent electronically to them before their stay that will inform them of this procedure and we will ensure a reminder is sent on their last night.	Tim	4 <sup>th</sup> July 2020/Ongoing and in advance and at end of their stays	



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
		Remove all rubbish from bins if NOT removed by guests	Provide guests with bin bags at the beginning of their stay for all bins and in addition information also provided to them about what is requested of them at the end of their stay in the form of Welcome Pack information which will inform them of this procedure and we will ensure a reminder is sent on their last night	Tim and/or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay and guests in advance and at end of their stays	
		Deep Clean bedroom bin and its surfaces and leave to dry thoroughly before new bag is provided for next stay	Provide replacement bin liners, cleaning equipment and cleaning products to ensure bins will be sanitised at the end of each stay.	Tim and/or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
		Clean any wooden floors with hot soapy water and disinfectant leave to dry thoroughly	Provide and/or use correct pre-cleaned equipment as applicable and approved anti-viral cleaning products to ensure floors will be sanitised at the end of each stay. Ensure equipment is cleaned accordingly at end as detailed below	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	



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
<b>Infection risk Living Areas (living room &amp; dining room) and stairs/landings/hall ways</b>	Guests, Owner, Cleaners	Deep clean all surfaces and high touch items	Provide correct PPE, cleaning equipment and approved anti-viral cleaning products to ensure that all surfaces and heavy use items in these areas will be sanitised with warm soapy water and/or anti-viral disinfectant at the end of each stay.	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
			Cleaning of these areas will be done in such a way around the room to avoid retouching of any surfaces.	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
			Ensure where owners aren't able to clean, hire only cleaners that are trained in and follow government and NHS advice with respect to cleaning and hygiene in order to prevent the spread of germs and importantly COVID-19 and ensure they know what has been identified as high touch Deep Clean Points	Tim	4 <sup>th</sup> July 2020/Ongoing	
			Ensure know how to use PPE correctly, approved anti-viral cleaning products and equipment provided for cleaning of these high touch areas as noted above	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing	



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
		Replace, disposable covers on high touch items such as remote controls but before this sanitise before new cover added.	Provide refill products, cleaning equipment and approved anti-viral cleaning products to ensure these are fresh, clean and sanitised at the end of each stay. Dispose of any used items by double bagging and dispose in waste bins after 72 hours	Tim, and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
		Clean any upholstered items including the curtains and carpets with sanitiser spray and leave to dry for 5 mins before wiping clean and/or hoovering	Provide approved anti-viral cleaning products and cleaning equipment to ensure these items are fresh, clean and sanitised for the next guest stay.	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
		Refill and clean wall mounted hand sanitisers in these areas for guests at the end of each stay and before new guests	Provide refill products, cleaning equipment and approved anti-viral cleaning products to ensure these are fresh, new clean and sanitised for the next stay	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
		Where possible check or ensure these areas as a whole have been cleaned correctly before next guest stay if cottage is cleaned by a contract cleaner	Hire only cleaners that are trained in and follow government and NHS advice with respect to cleaning and hygiene in order to prevent the spread of germs and importantly COVID-19 and ensure they know what has been identified as high touch Deep Clean Points	Tim	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	



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
		Request guests at the end of their stay and before they leave to: Dispose of any rubbish safely from these areas in the bins outside at the back of the cottage. That they clean and disinfect any high touch items and surfaces to reduce the risk of spreading on of any germs to other people after they have left	Provide necessary cleaning equipment (disposable cleaning cloths) at the cottage, approved anti-viral surface cleaner for guest use. Information provided to them about what is requested of them at the end of their stay in the form of Welcome information sent electronically to them before their stay that will inform them of this procedure and we will ensure a reminder is sent on their last night.	Tim	4 <sup>th</sup> July 2020/Ongoing and in advance and at end of their stays	
		Remove all rubbish from bins if not removed by guests	Provide guests with bin bags at the beginning of their stay for all bins and in addition information also provided to them about what is requested of them at the end of their stay in the form of Welcome Pack information which will inform them of this procedure and we will ensure a reminder is sent on their last night	Tim and/or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay and guests in advance and at end of their stays	



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
		Deep Clean bins from these areas and their surfaces and leave to dry thoroughly before new bag is provided for next stay	Provide replacement bin liners, cleaning equipment and approved anti-viral cleaning products to ensure bins will be sanitised at the end of each stay.	Tim and/or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
		Clean any wooden floors with hot soapy water and disinfectant leave to dry thoroughly	Provide and/or use correct pre-cleaned equipment as applicable and approved anti-viral cleaning products to ensure floors will be sanitised at the end of each stay. Ensure equipment is cleaned accordingly at end as detailed below	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
<b>Infection risk from board games, CDs, DVDs, their players and books</b>	Guests, Owner, Cleaners	Removed all items for the duration of the pandemic		Tim	4 <sup>th</sup> July 2020	
<b>Infection risk from soft furnishings and throws</b>	Guests, Owner, Cleaners	Ensure any items in the cottage are either removed from the cottage or any that are to remain are cleaned at the end of each stay and put back cleaned before new guests	Ensure approved anti-viral cleaning products used are appropriately approved anti-viral products.	Tim	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	



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
<b>Infection risk from Guest Laundry</b>	Guests, Owner, Cleaners	Request guests at the end of their stay to place used laundry (bed linen, protectors and towels) in bags provided for each room and dispose of disposable cleaning cloths and tea towels safely in bins outside property provided at the cottage	Provide Laundry bags at the beginning of guest stay Information provide to them about what is requested of them at the end of their stay in the form of Welcome Pack information which will inform them of this procedure and we will ensure a reminder is sent on their last night	Tim	4 <sup>th</sup> July 2020/Ongoing and in advance and at end of their stays	
			Obtain exact laundry requirements for the guest stay from information provided by them and the agency	Tim	4 <sup>th</sup> July 2020/Ongoing and before start of any guest stay	
			Provide only disposable cleaning cloths and tea towels for guest use, which can be disposed of safely at the end of their stay. Information provide to them about what is requested of them at the end of their stay in the form of Welcome Pack information which will inform them of this procedure and we will ensure a reminder is sent on their last night	Tim	4 <sup>th</sup> July 2020/Ongoing and before start of any guest stay	





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
		Limit handover of laundry service i.e. Owner in general providing cleaning and laundry service	Bagged used Laundry left for at least 24 hrs before handling or	Tim and/or commercial laundry	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
			Launder all bed linen, protectors, towels and shower mats at 65 degrees in approved anti-viral detergent	Tim and/or commercial laundry	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
		Use commercial Laundry service via agency when Owner not able to do laundry (absent due to own vacation or business reasons)	Hire only commercial laundry service that are trained in and follow government and NHS advice with respect to cleaning and hygiene in order to prevent the spread of germs and importantly COVID-19	Cottages.com	4 <sup>th</sup> July 2020/Ongoing and at end of guest stay and before start of next guest stay	
		Ensure cleaning contractors are aware of the COVID-19 Cleaning process	Hire only cleaners that are trained in and follow government and NHS advice with respect to cleaning and hygiene in order to prevent the spread of germs and importantly COVID-19	Tim	Ongoing and at end of guest stay and before start of next guest stay	



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
<b>Infection Risk in General</b>	Guests, Owner, Cleaners	Ensure 24 hours where possible between each guest arrival	Book an owner day at the beginning and end of a guest stay if possible.	Tim	4 <sup>th</sup> July 2020/Ongoing	
		<p>Ensure guests are aware of /familiar with the Government guidance that documents the steps they should take for situations where a person in accommodation shows possible symptoms of COVID-19.</p> <p>In addition, ask guests to keep ourselves and the agency which they booked their accommodation through informed of a potential situation</p>	<p>Provide guests with information about what is requested of them in this situation. This information to be provided in the form of Welcome information sent electronically to them before their stay.</p> <p>Guests showing Covid-19 symptoms should be encouraged to return home if they reasonably can.</p>	Tim	4 <sup>th</sup> July 2020/Ongoing and in advance of their stays	



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
			<p>Nominate a member of staff as the single point of contact who will contact local public health teams etc.</p> <p>Follow up cleaning action of property to be discussed with local council, agency and specialist cleaning company and actioned ASAP.</p> <p>Steps taken to inform relevant authorities of situation. Cleaning procedure should be in line with current guidance from the government on this:</p> <p><a href="https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings">https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</a></p>	Tim	From 4 <sup>th</sup> July 2020 as required	



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
		<p>Ensure potential guests are aware of /familiar with the Government guidance that documents what people should do that have tested positive for COVID-19, have suspected COVID-19 symptoms and/or feel unwell, when they are expected to stay at the cottage.</p>	<p>Provide guests with information about what is requested of them in this situation, i.e., Get tested if have symptoms, self-isolate and stay home when unwell or have tested positive for COVID-19. Advise also that no member of the party that has been in contact with said person should stay at the cottage. Suggest to contact agent for refund, cancellation or rescheduling.</p> <p>This information to be provided in the form of Welcome information sent electronically to them before their stay.</p> <p>Guests showing Covid-19 symptoms should be encouraged to stay home and not travel to the cottage to stay.</p>	Tim	<p>From 4<sup>th</sup> July 2020 as required/ Ongoing and in advance of their stays</p>	



		<p>Ensure potential guests are aware of /familiar with the Government guidance that documents what people should do that arrived in England from abroad before their stay with us and what the policy is at our cottage where quarantining is required after entry into England.</p>	<p>Provide guests with information about what is requested of them in this situation, i.e., remind them that they will be required to follow specific measures dependent on the country's rating for COVID-19 that they have travelled from or have visited. This may include taking tests and/or quarantining in advance of a stay at our cottage.</p> <p>Advise that the policy at our cottage is not to take guests who as part of their stay with us will mean they are quarantining while staying with us.</p> <p>Provide them with a link to the information in the UK Government's "Guidance on Rules for entering England"</p> <p>Advise what worst case scenario would be before any stay at the cottage wrt quarantining: consider 10 days of self-isolation before a stay at our cottage. In addition, testing on day 2 and day 8 of your quarantine will also need to take place. If they cannot follow these measures then suggest to contact agent for refund, cancellation or rescheduling.</p> <p>This information to be provided in the form of Welcome information sent electronically to them before their stay.</p>	Tim	From 19th July 2021 as required/ Ongoing and in advance of their stays	
		<p>Ensure Staff are aware of /familiar with the</p>	<p>Ensuring that staff do not come to the workplace.</p>	Tim	From 4 <sup>th</sup> July 2020 as	



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
		<p>Government guidance that documents the steps they should take for situations where they shows possible symptoms of COVID-19, feel unwell or have tested positive for COVID-19. In addition, ask guests to keep ourselves and the agency which they booked their accommodation through informed of a potential situation</p>	<p>Immediately identify any close workplace contacts and ask them to self-isolate also. Inform local authority public health team. Follow up cleaning action of property to be discussed with local council, agency and specialist cleaning company and actioned ASAP. Steps taken to inform relevant authorities of situation. Cleaning procedure should be in line with current guidance from the government on this:  <a href="https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings">https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</a></p> <p>Ensure agency which makes bookings for guests are aware and discuss need for cancellation of any booking at the cottage or advising current guests of the outbreak            Advise</p>		<p>required/            Ongoing and in advance of their stays</p>	



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
		Display legally required property specific QR codes at both entrances to the cottage and store contact details for a period of 21 days	Advise guests/visitors/cleaners to scan QR code during their time at the cottage prior to their visit (e.g. email/text or verbally) and where they do not have mobile phone or have downloaded the NHS track and trace COVID app to their phones manually obtain contact details from them prior to their visit via same methods as above	Tim	As of 24 <sup>th</sup> September 2020/ Ongoing before start of each visit to the cottage	
<b>Infection Risk from Cleaning Equipment</b>	Guests, Owner, Cleaners	Disinfect all cleaning equipment such as mops brushes and cloths by immersion in bleach solution for 2 hours after use Cloths can also be washed at 65 degrees in detergent	Provide approved anti-viral cleaning products and cleaning equipment to ensure these items are fresh, clean and sanitised for the next guest stay.	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and before start of next guest stay	
		Sanitise hoovers by emptying and washing dust container and filters in hot soapy water leaving to dry thoroughly. Sanitise Hoover body with spray and leave to dry	Provide correct PPE, cleaning equipment and approved anti-viral cleaning products to ensure that this item will be sanitised properly and safely with warm soapy water and/or anti-viral disinfectant at the end of each stay.	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing and before start of next guest stay	
		Where possible use disposable cleaning equipment/cloths	Dispose of this equipment safely i.e. double bag all disposable cleaning cloths and materials and dispose in waste bins after 72 hours	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing	



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
<b>Infection risk from Disposal of PPE</b>		PPE taken off using correct procedures and disposed of or cleaned/sanitised accordingly	Dispose, disposable PPE safely i.e. double bag all disposable cleaning cloths and materials and dispose in waste bins after 72 hours Ensure items that are reusable are cleaned/sanitised with warm soapy water and/or anti-viral disinfectant at the end of each clean	Tim and /or contracted cleaner	4 <sup>th</sup> July 2020/Ongoing	





**High-touch Deep Clean Points on our property will be as follows but not limited to:**

- a. Door Handles  
All door handles throughout the property are cleaned first and last thing before guests arrive.
- b. Bathroom Surfaces  
All bathroom hard surfaces, taps, controls and toiletries are thoroughly cleaned.
- c. TV and Sound Bar remote controls and the TV's are cleaned
- d. Lamps & Switches  
The lamps, lamp switches, all sockets, light switches and the wall mounted thermostat are cleaned.
- e. Cupboard & Drawer Handles  
All cupboard and drawer handles, doors and shelves are cleaned.
- f. Hard Surfaces  
All hard surfaces are thoroughly cleaned.
- g. All Dining Room/Living Room and Kitchen Items / Appliances  
All Dining Room/Living Room and Kitchen and appliances will be cleaned thoroughly.
- h. Bed Linen & Towels  
All bed linen and towels are washed
- i. Cottage Keys  
The cottage keys and key safe are sanitised