# Risk assessment template

## Company name: Harrison Bristow Lettings Assessment carried out by: AH/TR

## Updated 20th October / 30th Novmeber 2020 Date assessment was carried out: 1st July 2020

1st April 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 |
| --- | --- | --- | --- | --- | --- | --- |
| **Person to person contact during Covid–19 pandemic** | Customers - through booking outside of bubble or guests coming together from multiple areas of the country | Booking information is sent to customers via usual web booking information route and includesinformation that bookings should be for their usual family bubble, not large groups, when not to comeChecklist to be completed by customers prior to travelALL houses to have keyboxes | AH to add to customer booking information on website as requiredIs the checklist being completed? | AH to review |  |  |
| **Spread of Covid-19 via movement between houses** | Cleaners moving between ‘dirty’ houses are exposed to risk of infectionCleaners may spread Covid-19 through poor cleaning practice | Cleaners work in bubbles with a group of houses to cleanGloves are worn for cleaningChecking of standard of cleaning in place Cleanliness of houses is already of high standard. Cleaners are working alone where possible or social distancingAdditional PPE is being used - including aprons, masks, gloves, and overshoesPPE is changed between houses Staff are following checklist for additional requirements and utilising Covid-19 BS EN 13697 equipmentTraining and information has been provided to all staff Additional cleaning process in place for high risk contact areas – i.e. handles.Safety and cleanliness check is place, PPE worn and discarded between housesChangeover timing has been extended  | . |  |  |  |
| **Potential spread of Covid-19 from linen.** | Cleaners handling dirty linenCustomers if linen not managed appropriately | Laundry is kept separate for each houseLaundry is taken away and cleaned appropriatelyClean linen is provided between stays and weekly.New process in place to minimise handling of dirty linen by staff customers to remove own sheets and pillow cases and place in zipped bag for collectionClean lined to be available in zipped bag for cleaners – handling with gloves onlyMattress coves and inner pillow slips to be changed each stay.Fresh linen for stays of over two weeks planned to provide but customers need to changeover themselves |  |  |  |  |
| **Customer may start with symptoms or become infected with Covid-19** | Customers, cleaners, HB lettings and follow on customers | Information provided in houses or website on what to do if they have symptoms of Covid-19 – i.e. refer to government guidanceCustomers must obtain a test if they have symptoms as per government guidance. Advice in place as to what to do if positive | : |  |  |  |
| **Cleaner may start with symptoms or test positive for Covid-19**  | Cleaners and/or customers put at risk | Information/Training to include what to do if feeling unwell or test positive for Covid -19 |  |  |  |  |

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| **Rule of 6/2 households** | GUESTS | We check future and new bookings that they fall in the required regulations. If they don’t – we move the booking to an agreed date or offer full refund.  |  | HB |  | DONE |
|  |       |  | Update information on HB COVID19 guide lines | HB |  | DONE |
|  |       |       | Reduce the amount staying in the house, move the booking forward to when allowed or offer full refund. | HB | Have done for October, waiting to see if any change for Christmas – have done until June 21st 2021 | DONE |
| **Face masks** | Guests and cleaners | Guests are required to wear masks for the ferry journey. | Update website and included in pre arrival to wear masks during ferry travel. | HB      | ASAP      | DONE |
|  |       | Guests are asked to respect the local guidance with regards to wearing. | Update guests and put on On website and pre arrival letter | HB      | ASAP      | DONE |
| **Traveling from different Tiers around the counrty** | GUESTS | Working with continuing changes to make sure guests are aware of what it means to travel to a low risk destination and what tier are they travelling from and how this impacts their holiday. | Update website, cancel with full refund or move bookings if illegal for them to travel to the Island      | HB | Not Applicable Now | Done |

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| **Leaving houses in good order** | Cleaners and next guests | We now have pre departure information left for the guest |       |       |       |       |
| **Tack and Tace** | Others who come in to contact with guests | Collection of guests and their mobile numbers |       |       |       |       |
|  |       | Request guests to send any other peoples mobile numbers they are in contact with during their holiday | Records kept for 14 days | Guests to let HB know | On going | On going |
| **QR Codes** | Guests and anyone going in to our houses | Every house has a QR code on entry where possible and in an obvious place otherwise |       |       |       |       |
|  |       | Guests are given the information for downloading the APP if they don’t already have it installed | Keep these up to date, clean and new APP codes put in houses regularly      | Guest needs to check in and outHB need to supply codes and APP information | On going | On going |
|  | Guests | Update Terms and Conditions and Booking Terms | DONE | AH | DONE | DONE |
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| **Legionaires** | Guests | A week before guests arrive we will be disinfecting shower heads, taps, washing machine, dishwasher; flushing water system, turn water temperature up to 60. |       | Cleaners and AH | 5 days before guests arrival | On going |
|  |       |       |       |       |       |       |
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