# 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 |
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| **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 includes  information that bookings should be for their usual family bubble, not large groups, when not to come  Checklist to be completed by customers prior to travel  ALL houses to have keyboxes | AH to add to customer booking information on website as required  Is 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 infection  Cleaners may spread Covid-19 through poor cleaning practice | Cleaners work in bubbles with a group of houses to clean  Gloves are worn for cleaning  Checking of standard of cleaning in place  Cleanliness of houses is already of high standard.  Cleaners are working alone where possible or social distancing  Additional PPE is being used - including aprons, masks, gloves, and overshoes  PPE is changed between houses  Staff are following checklist for additional requirements and utilising Covid-19  BS EN 13697 equipment  Training 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 houses  Changeover timing has been extended | . |  |  |  |
| **Potential spread of Covid-19 from linen.** | Cleaners handling dirty linen  Customers if linen not managed appropriately | Laundry is kept separate for each house  Laundry is taken away and cleaned appropriately  Clean 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 collection  Clean lined to be available in zipped bag for cleaners – handling with gloves only  Mattress 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 guidance  Customers 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 out  HB 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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