

Cleaning Guidelines - Covid 19

Introduction

In light of the recent COVID-19 pandemic, Character Cottages is providing owners and suppliers with recommendations and guidance for cleaning, disinfecting and sanitation of properties during guest change overs.

Cleanliness is incredibly important and plays a key part in the health and safety, satisfaction and overall experience of a guest's holiday, and now more than ever, it is critical to reduce the risk of spreading infection.

Before commencing a deep clean, it is important to consider the following;

- Protective Personal Equipment for cleaners or changeover staff
- Use of effective and adequate disinfectants
- Extra time should be allocated to allow for additional cleaning
- Ensure all cleaning staff are working to relevant government social distancing guidelines if working as a team.

Protective Personal Equipment (PPE)

We recommend that government guidelines are followed in reference to PPE for cleaners, housekeepers and contractors. However, it is advisory for staff to wear items such as disposable gloves, aprons and masks, which should be changed between cleans. We also recommend that staff are supplied with hand sanitiser and wash hands regularly.

We recommend following guidelines from the health and safety executive (HSE) www.hse.gov.uk.

Cleaning, Disinfecting & Sanitising

Most common household disinfectants, as well as cleaning solutions with diluted household bleach or at least 70% alcohol, are believed to be effective against the coronavirus.

We recommend that all cleaning cloths, mops and towels should be changed, disposed of, or laundered appropriately between each clean.

Bedding & Linen

Taking care to remove dirty linen and ensure all is bagged and removed from the property before cleaning is recommended. Gloves should be worn to remove the linen, once removed, the gloves should be removed, disposed of and fresh clean gloves used before putting on the clean linen to the bed. The same applies to towels, bath mats, tea towels, oven gloves and any other removable linen items. Do not shake dirty laundry, this minimises the possibility of dispersing viruses through the air.

We recommend that pillow and mattress protectors are laundered between changes.

Taking Time

Additional attention should be paid to high usage or frequently used items or areas such as:

- Doorknobs (inside and out) doorframes, light switches (including lamps), stair bannisters, keys, window handles
- Remote controls, thermostats, books and toys, games, high chairs
- Appliances such as ovens, fridge freezers, toasters, kettles, irons, hair dryers and vacuum cleaners
- Toilets, taps, sinks, shower heads, faucet handles, shampoo and soap dispensers.
- Bins should be emptied, cleaned inside, outside and special attention paid to lids. Outdoor bin lids should also be disinfected.
- Umbrellas, mops, dustpan & brush and brooms.
- Outside areas such as garden furniture, barbeques, play areas, sheds, garages, shared entrances and key safes.

Remove all unnecessary items and ornaments that could be regularly touched and declutter where possible.

Communal areas, such as games rooms and gyms should be closed or cleaned appropriately between use.

If you require more time to complete a deeper clean between bookings, you may need to consider amending check in and check out times. These can be amended by calling the office on 01451 600844.

Disposal of Waste

We recommend that waste of any kind should be placed in a plastic bag, tied and removed from the property and disposed of in an external bin. Waste should not be left outside of a bin, and should be disposed of accordingly prior to a new guest arriving.

You should follow government or council guidelines regarding the disposal of hazard waste.

Key Collection

We recommend that keys are collected using a key safes only and not transferred in person to support social distancing.

Reassuring Guests During Their Stay

To ensure guests are able to keep to a high standard of cleanliness and hygiene we recommend that you provide essential items and an adequate supply. Items such as hand soap provided for each sink, disinfectant, tissues, disposable gloves, new cloths should be provided for each guest or disposable wipes, paper towels and hand sanitiser.

We don't advise any cleaning to be conducted during a guests stay.

Property folders and information packs should be stored in wipe able plastic folders or laminated.

Where

possible, consider providing these online or via email in advance of a guests stay. Fire evacuation advice should be laminated and visible on the wall.

Advising guests that you have taken extra steps to protect them and clean the property is important to reassure them during their stay.

Hot Tubs, Pools or Spas

There is currently no evidence that the virus that causes COVID-19 can be spread to people through the water in pools, hot tubs, spas, or water play areas. Proper operation and maintenance (including disinfection with chlorine and bromine) of these facilities should deactivate the virus in the water.

It is recommended that owners and suppliers follow BISHTA Guidelines which can be found at www.bishta.co.uk regarding change over of hot tubs.

It is not recommended for hot tubs, pools or spas to be shared between guests staying in other properties

Emergency Maintenance

To limit contact, we recommend that maintenance during a guests stay is kept to only essential issues.

If a contractor must attend the property, we advise that they wear essential disposable PPE, and dispose of it appropriately.

Following Social Distancing

If it is necessary for you or a contractor to visit the property whilst occupied, please ensure this is arranged in advance with the guest. Please ensure social distancing guidelines are followed at all times.

If you live on site or have multiple properties in the same location, please ensure social distancing guidelines are in place and encouraged.