

# HOLMWOOD COACH HOUSE ENHANCED CLEANING PLAN June 2020

We are following an enhanced cleaning plan paying particular attention to high touch areas.

## *Before starting*

- ventilation – air the property during cleaning
- check all the correct cleaning products are ready to hand and notify if anything is missing or needs replacing
- thoroughly clean hands with handwash, and dry on towels provided
- use disposable cloths or paper towels or wash reusable cloths and mops at 60°C.

## *Cleaning surfaces*

Wash and clean high touch points and hard surfaces twice.

- first use hot water and washing-up liquid (this helps to disrupt the fatty, oily outer layer of the coronavirus structure)
- then use disinfectant (Milton Professional Disinfecting Liquid). This is because viruses persist on hard surfaces like metal, glass or plastic but can be killed within one minute if cleaned and disinfected.

See below for 'high touch points' checklist.



*High touch points checklist*

*Please give special attention to all flat surfaces and places that people touch most frequently.*

General:

door handles  
light switches – wall, table lamps and standing lamp  
stair hand rails  
waste bins  
recycle bin  
tv remote controls  
iron

Bathroom:

tap handles  
bathroom surfaces  
tooth brush holder  
toilet flush  
toilet brush

Kitchen:

appliance handles and dials -  
kettle  
fridge  
oven/hob  
dishwasher  
washing machine  
microwave  
toaster  
food prep areas, worktops and shelves

Bedroom:

hairdryer  
furniture - chest of drawers, wardrobe, bedside tables

Sitting area:

wood-burner, pokers and mits

### *Bedding*

Use cotton bedding and wash on a full 60 C degree full wash cycle.

Two levels of pillow protectors and a mattress protector are provided clean for each stay.

If you have any reason to believe that the guest has coronavirus symptoms, double-bag the linen (do not shake) and leave it for 72 hours before cleaning. See below for Government specific guidance to be followed if suspected case of contamination.

### *Vacuuming*

Vacuum floors and soft furnishings. Steam cleaners are also available for carpeted areas, soft furnishings and curtains.

### *Cleaning products for guests*

Make sure guests have ample supply of disinfectant, cleaning products, hand wash, tissues, kitchen roll and towels.

### *Removal of certain items for time being (will be kept under review)*

Wooden kitchen utensils, throws, cushions, picnic blanket, bath robes, magazines, books, games, maps, visitor information leaflets and tennis rackets/balls. Pre-arrival guests can request us to leave out certain items eg walking books and tennis rackets/balls on a stay by stay basis.

### *Guest information and welcome*

Only sealed items will be provided on the welcome tray.

Pre-arrival it will be suggested to guests that they may like to bring indoor footwear so that outdoor shoes can be removed when inside the coach house.

Guests are asked to air the property as much as possible during their stay.

General and local information will be provided to guests in digitised form or via our website as much as possible.

### *Check-in times*

We have spaced out our bookings so that we have sufficient time to prepare.

### *Housekeeping*

We will discuss our procedures with our housekeeper, listen to feedback so that any issues are quickly flagged up and dealt with promptly, and keep them informed of any changes. We will ensure that they have the appropriate products and they will let us know what they need or are running out of. We will observe social distancing with them. If they or their family has symptoms they will let us know and follow the latest NHS guidance.

*NHS guidance*

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

*Government guidance*

We will monitor government guidelines and update and change our protocols to reflect any changes as knowledge about the coronavirus increases.

*Government specific guidance to be followed if suspected case of contamination*

The government guidance explains what to do if it is suspected that someone with Covid-19 has visited and how to approach extra cleaning after they have gone.

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/>

*Self-catering sector guidance*

<https://www.pascuk.co.uk/standards>

<https://www.sawdays.co.uk/our-clean-and-safe-charter/>

