



POST COVID 19 POLICY

UPDATED 07 OCTOBER 2020

FINAL HOUSEKEEPING DOCUMENT

ESSENTIAL MANAGEMENT LTD

What have we learnt since the first wave

Tenants are worried when arriving at the property and searching through the bedroom to reconfirm it is clean and virus free

Increased tenant complaints on poor hygiene from other guests & tenants. More than previously as looking for it

The hand sanitiser, masks and glove kits have been welcomed and we will continue with that. The same for the hand wash in kitchens and bathrooms as standard

Tenants want to see housekeepers and maintenance staff in PPE. The virus is here to stay for now, and we can't be complacent

That our business is changing and that long staying guests are much more popular with short guests less so.

That life must go on, that business must go on, and we must learn to adapt and grow

A reminder of the measure we put in place

Each HMO property that is managed will have signs reflecting government policy on social distancing and hand washing

Each bathroom and kitchen will have hand wash. Long stay ensembles are the only ones which don't.

The notice board will have COVID awareness and house rules

When a room is vacated there should be a full clean with all the appropriate disinfectant

Short stay houses will have hand sanitizer pumps on arrival for the guests and we starting the roll that now to roll that out now

Tenants & Guests

01

NEW

A document is now signed to say they are free from symptoms before arrival

02

All guests to be familiar with house rules and how to conduct while staying at the property

03

Guests will see covid related signs for hand washing and social distancing

04

Set of gloves and face mask given in pack for short stays

Housekeeping Team Requirements



ID badges on show & PPE at all times. Gloves as standard, masks when in contact with others



Disinfecting required for guest rooms at check out and any mid-stay cleans



Focus on cleaning & disinfecting as 2 separate actions



Standard disinfectant product across all teams



Armed with additional products & sanitiser refills

Recommended Products

- ▶ <https://www.janitorialexpress.london>
- ▶ When buying a large 5L bottle and decanting into bottles, the price is £1.92 a bottle
- ▶ We will be advertising the use of this product on our website as a standard company disinfectant of choice



Antiviral Disinfectant

Super Antiviral Disinfectant's powerful formulation kills a range of pathogenic viruses in under 5 minutes. The safe formula is suitable for use on most non-porous surfaces and when used as directed, leaves treated surfaces safe for human contact.

- Effective against Coronavirus
- Kills 99.99% of germs and viruses
- Cleans and disinfects
- Ready to use



QUALITY ASSURANCE:
This product is manufactured in the UK by MIRIUS, A Coventry Group Company. Produced under ISO 9001 Quality Management System & ISO 14001 Environmental Management System. This ensures our products and services are of the highest possible standard. This product has not been tested on animals.



CONTAINS:
Alkyl (C12-16) dimethylbenzyl ammonium chloride (ADBAC/BKC (C12-16)) 0.125g/100g.

BIODEGRADABILITY:
All surfactants used in Super Professional products comply with the current European regulations concerning biodegradability & protection of the environment.



Scan Me

ORDER CODE(S):
V2 - 5Ltr - 800-122-0018

	
V2 Antiviral Disinfectant 5l#	V1 Antiviral Disinfectant 750ml#
Code: MIR-800-122-0018	Code: MIR-800-277-0029
(490) In Stock	(46) In Stock
£12.80	£3.00

We Love Zoflora Smell

- ▶ Disinfection prevents the spread of COVID-19
- ▶ Disinfect with Zoflora everything you can see and touch including the floors
- ▶ Zoflora in a spray bottle to be used on the carpets
- ▶ The room should smell heavily of Zoflora on exit
- ▶ Areas as a reminder of things not to miss not to miss
 - ▶ Light switches and pulls
 - ▶ Wardrobe & drawer handles
 - ▶ Headboards
 - ▶ TV remotes
 - ▶ Welcome pack front cover
 - ▶ Kettles and irons
 - ▶ Window handles & blind pull cords
 - ▶ Lamps plus on/off buttons
 - ▶ Keypads and handles
 - ▶ Etc



Communal Cleans

01

The full time needs to be allocated without short cuts

02

A standardized specialist disinfectant to be used by all teams at end of clean

03

All touch points need to be disinfected. A reminder of some are;

- The front of washing machine, dryer, fridge, oven
- Inside fridge
- Keyboxes & keypads
- External door handles & window handles
- Kitchen cupboards and door handles
- Stair rails and bannisters
- Light switches
- Tops of chairs & stools

Room Check Out Cleans

Full time to be allocated without short cuts

Provide a pre-packed PPE kit in the room for short stay guests

All surfaces and bathrooms to be disinfected

Bathroom floors and carpet to be disinfected with chemical spray

When a group leave from a whole house booking this applies to the whole house

Areas to remember

- Light switches and pulls
- Wardrobe & drawer handles
- Headboards
- TV remotes
- Welcome packs
- Amenities
- Window handles & blind pull cords
- Lamp on/off buttons

Trello



Trello is now an evidence log for any authority who require proof of our cleaning regime.



Photos of bedrooms and communal cleans at every visit as evidence that it has taken place along with the phrase 'area disinfected' added



Multiple pictures of bedrooms. Would suggest 5

- Bed
- Drawers
- Keys
- Shower tray/trap
- Mirrors



Multipple pictures of communal. Would suggest 5

- Main kitchen
- Kitchen surfaces
- Bathroom
- Appliances
- Kitchen floors

Duty of Care

- ▶ A room that was not cleaned thoroughly was in the past an inconvenience to a guest and made us look bad as a company. Whilst that is still the case, it is also a breeding ground for a virus and exposes us as company for health & safety claims from tenants & guests.
- ▶ We are no longer cleaning rooms, we are disinfecting the rooms and have to ensure that once a thorough disinfecting has taken place that we then add the photos to Trello along with a note to confirm that is the case as 'evidence'. I would suggest 'Area Disinfected'. This makes Trello updates more important than ever.
- ▶ We have a duty of care that we do our very best to ensure the rooms are fully disinfected to protect the guests and protect all of our companies at the same time too.
- ▶ We will be sending our tenants and guests are cleaning policy in advance of their booking and for corporate bookings this will likely be requested as standard and will be checked





Thank You For Your
Cooperation