



## White Feather Management Housekeeping - Extra Precautions

### Coronavirus (COVID-19 or SARS-CoV-2)

White feather Management specialise in cleaning holiday lets and as standard we already complete very thorough cleans on all of our properties in between guests, using a detailed checklist.

Following guidance from WHO & CDC we have further developed our checklists to add extra precautions as we aim to reduce the spread of infection and reassure all of our guests about cleaning & sanitation.

1. **Colour Coded Cleaning Cloths** - A new & stringent colour coded cleaning cloth system will be implemented ensuring no cross contamination from different cleaning zones.
2. **High Touch Areas** - We already clean door handles & light switches as standard, however an additional measure has been put in place which means these 'high touch' areas will now be cleaned with a disposable anti-bacterial wipe. These items have been added to our checklists.
3. **Clean, Then Disinfect** – A two-step approach will be introduced, meaning surfaces must be cleaned first using a detergent or warm soapy water to remove dirt, grease & dust. Then once the surface is clean we will spray with a disinfectant, leave on the surface for 3 minutes & then remove to kill viruses, bacteria & germs.
4. **Linen & Towels** – We respectfully ask you request guests remove bed linen & towels themselves after their stay & place in a bag provided by you.
5. **Bins** – All bins must be lined with an appropriate bin bag to ensure guests are able to dispose of their waste responsibly. We ask that you as the owner of the property ensure there is a generous supply of bags available for our housekeepers & your guests.

White Feather Housekeepers have been informed in detail on essential preparatory and prevention measures –including personal hygiene & increased cleaning and disinfecting of properties.

All of our Housekeepers have been reminded to follow best hygiene practices as recommended by the WHO & CDC, below details the new guidelines we will be following:

1. **Apply a face mask** before entering the property (optional)
2. **Wash your hands** thoroughly when arriving at a new property, using soap & water, wash for at least 20 seconds. Once hands are clean disposable gloves must be worn.
3. **Open windows** to allow ventilation during cleaning.
4. **Avoid touching your face** during the changeover to prevent the spread of germs.
5. **Remove your gloves** on exiting the property once the final clean on door handles & key fobs have been completed. Dispose of gloves responsibly.
6. **Apply hand sanitiser** & wash hands with soap & water at the next available opportunity.

- ◆ White Feather Housekeepers are all provided with hand sanitiser, disposable gloves, face masks & tissues to help prevent the spread of infection.

We are monitoring all our Housekeepers closely & they have been advised to let us know immediately should they develop symptoms in line with Coronavirus. Symptoms include (but are not limited to) fever, cough, sore throat, fatigue and shortness of breath.

### **How you can help your guests;**

Once you start welcoming guests again, it's likely they will be concerned about travelling and will want to know about the extra precautions you've put in place. You want your guests to feel confident that when they stay in your holiday let it has been cleaned thoroughly – so share with them the additional precautions we have taken to protect their health.

To help guests maintain a higher standard of cleanliness and hygiene, make sure your property is well stocked with the following essential items;

1. Antibacterial Hand Soap
2. Tissues - individual packs are recommended rather than a communal box.
3. Bin Bags
4. Antibacterial Cleaner & Cloths

Finally, it's advisable to offer self-check in. The traditional approach of welcoming guests to your property in person, showing them around and handing over the keys may put off some guests who are keen to limit contact with other people during their stay.

***Providing our clients with no more sleepless nights! Your property is in safe hands!***