

# Cleaning Guidelines

This document is designed to provide owners, property management contractors, and cleaning suppliers with guidelines and references on cleaning holiday properties between each guest booking to help deliver high levels of satisfaction and a good guest experience. This document is intended as guidance only and does not reflect a minimum level of requirement.

## Introduction

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

### Summary of key recommendations for making the property guest ready:

- Provide guests with easy to follow instructions in the property on what to do on check out
- Provide extra cleaning products to enable your guests to keep the property clean during their stay
- Create a cleaning checklist for cleaners to follow
- Consider check in/check out times to accommodate additional cleaning and allow for extra time if required

## Step 1 - Preparation

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### For guests

1. Provide details in the property about what you would like the guests to do when they checkout (a laminated document in the bedrooms and kitchen). Specifically detail:
  - a. The laundry - Leave clear advice on what guests should do with the bedding and where they should put it
  - b. The dishwasher - Give instructions on how guests should dispose of rubbish, including any details of recycling
2. If you offer a Meet and Greet service, you may want to install a key safe to limit contact with guests or consider any government guidelines in place at the time when meeting them
3. Consider providing extra supplies for your guests to use, over and above what would normally be expected, to ensure guests are able to keep to a high standard of cleanliness. Items such as disinfectant, disposable gloves, new cloths, disposable wipes, paper towels and hand sanitiser
4. You may want to consider sending your guests property information via email or using an online facility. Or if you want to include a welcome folder, make sure its in a easy wipeable folder and is cleaned on the changeover
5. Advising guests what steps you have taken to clean the property and provide additional cleaning products is important to help them during their stay

### For you or your changeover provider

1. Open all the internal doors at the start of the clean, when you finish sanitising and dressing a room, close the door and disinfect the doorknob
2. We recommend that government guidelines are followed regarding PPE for cleaners, housekeepers and contractors.
3. Anyone cleaning a property should be supplied with hand sanitiser and should wash hands and change gloves before resetting the property

### For the property

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 through the Owner Portal. Please note that from our experience it can cause problems with guests, if the check in time is any later than 5pm (especially for those with young children)

## Step 2 - Cleaning, Disinfecting and Sanitising

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### Cleaning products

Most common household disinfectants, as well as cleaning solutions with diluted household bleach or at least 70% alcohol, are believed to be effective against infectious diseases. Use the appropriate product and ensure it's left on the surface for the required time to kill any virus. Look for products showing EN 14675 or EN 14476 and follow the manufacturer's guidelines.

### Extra time and attention

Additional attention should be given to items and areas which receive high or frequent use, such as:

1. Doorknobs (inside and out), doorframes, light switches (including lamps), blinds, stair bannisters, keys, and window handles
2. Remote controls, thermostats, books & toys, games and highchairs
3. Appliances such as ovens, fridge freezers, toasters, kettles, irons, hair dryers and vacuum cleaners
4. Toilets, taps, sinks, shower heads, faucet handles, shampoo and soap dispensers
5. Bins should be emptied and cleaned inside and out (pay special attention to lids). Outdoor bin lids should also be disinfected
6. Umbrellas, mops, dustpans & brushes and brooms
7. Outside areas such as garden furniture, barbeques, play areas, sheds, garages, shared entrances and key safes

### Bedding, linen and laundry

1. We recommend you bag the linen and remove from the property before cleaning
2. Gloves should be worn to remove the linen
3. Once the dirty linen has been handled, gloves should be removed, disposed of, hands washed and fresh clean gloves used before putting the clean linen on the bed. The same applies to towels, bath mats, tea towels, oven gloves and any other removable linen items
4. All guests should be advised what to do with the linen on checking out (see note in section 1). It is recommended that you ask guests to strip the beds prior to departing the property and place the linen and towels in the laundry bin. However, if you or your cleaning company prefer to do this ensure whoever is stripping the beds wears full PPE and changes this before remaking
5. We recommend leaving a washable or wipeable laundry bin in the property if you advise your guests to strip the beds

## Step 3 - After the changeover

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### Final check and clean

1. We recommend that all cleaning cloths, mops, and towels should be changed, disposed of, or laundered appropriately between each clean
2. Empty and clean the Hoover after every clean, and clean any other tools that have been used
3. 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
4. You should follow government or council guidelines regarding the disposal of hazardous waste
5. All PPE should be appropriately disposed of after leaving the property and should not be reused
6. Wipe down the key safe on departure

## Other recommendations

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### Hot tubs, pools or spas

It is recommended that owners and suppliers follow BISHTA guidelines which can be found at [www.bishta.co.uk](http://www.bishta.co.uk) regarding change over of hot tubs. It is not recommended for hot tubs to be shared between guests staying in other properties.

### Emergency maintenance

To limit contact, we recommend that maintenance during a guest's stay is kept to only essential maintenance.

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

### Legionella

As it is likely that your property has been unoccupied during the coronavirus (Covid-19) outbreak, water system stagnation can occur due to lack of use, increasing the risks of Legionnaires' disease. It is essential that water systems are reused before a guest's arrival. Each tap (including showers) should be opened and left to run through for at least 5 minutes and all toilets flushed.

## Useful references

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Public Health England Coronavirus (Covid-19): <https://www.gov.uk/coronavirus>

A guide to Legionella: <https://www.hse.gov.uk/news/legionella-risks-during-coronavirus-outbreak.htm>

Accreditation, advice, and support: <https://www.qualityintourism.com/>

## Disclaimer

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Sykes Holiday Cottages does not take responsibility for the cleanliness of a property. We encourage all our property owners to review this guidance and consult the references provided to create a cleaning plan which is relevant to their individual property.