

COVID – 19

During this uncertain time, we sincerely ask you to follow the Government's guidelines. We ask those who are displaying Covid-19 symptoms not to travel, which includes any in your party who have been in contact with this person as they may also be carrying the virus.

We take the cleaning of each property very seriously, where possible we allow 3 days between each guests stay. Our cleaning team have prepared a method statement for your perusal and it is detailed below.

Arrival at Your Accommodation

Check-in time is 4pm and we ask you to arrive as near as possible to the check-in time.

During your stay should you display any symptoms please call NHS 111 and follow their instructions. Please also inform us of the situation by calling on 07793 381037.

The guidelines if you become unwell are to self-isolate and request a test. If you require additional accommodation for others staying with you we can help to find this. If your test is positive then, if you can you are to return home, if you cannot get home we will be happy to help in any way we can with accommodation.

Again if you become unwell call 999 for assistance.

Checkout time is 9.30 am. When you check out we politely ask you to:

- Remove all unused foods and any other items which you bought with you.
- Strip the beds and leave in the bags provided
- Empty the bins into the green onsite bins provided
- Leave windows open to allow ventilation
- And lastly, leave the key in the key safe

Should you become unwell within 14 days of your stay please inform us ASAP on 07793 381037.

Cleaning Protocols

FOR INTERIM CLEANS During long term stays

1. Your day and an am/pm slot will be allocated for cleaning when you arrive.
2. On that day and time allocated you must be away from the property.
3. If you cannot or do not wish to have the clean please notify us by 9am on 07722 044175.

4. Please bear in mind that all personal effects must be put away.
5. All laundry to be tidied away.
6. And kitchen's to be tidy with foods put away.
7. Most important if you feel unwell at any time during your stay of while on leave you or your company must contact us immediately on 07722 044175.
8. When you leave for off shifts trips home please empty the fridge and cupboards of all perishable foods and empty the bins.
9. If at any time the cleaners feel it is an unsafe environment to work in they will leave the clean and report back to us.
10. At the end of your stay please take away any items you have brought with you, clear out food cupboards, the fridge and freezer and empty the bins.

Both Cornell lettings and JJ Cleans Thank you for your cooperation.

HOUSEKEEPING PROTOCOL – COVID-19

At JJCleans4U, our number one priority is the well-being of our housekeeping team and the guests who use the holiday homes that we service. We already work to very high standards of cleanliness, and we now, with the advent of COVID-19, we need to implement enhanced cleaning and sanitizing measures, as well as the correct measures to protect both the housekeeping team and guests.

1. Our sub-contractor housekeeping staff will only be able to work with JJCleans4U with the correct PPE equipment and after having received instruction from us in its correct use.
2. If housekeepers are displaying any signs and symptoms of COVID-19 then they should not work at all. JJCleans4U must be notified immediately a housekeeper exhibits any signs or symptoms of COVID-19 including:
 - A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
 - A new, continuous cough, this means coughing a lot for more than an hour or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
 - Loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.
 - Most people with coronavirus have at least one of these symptoms.
3. Sanitiser – Housekeepers will be provided with commercial grade concentrated sanitiser which must be diluted in accordance with the manufacturer's instructions and used as a surface sanitiser in all applicable areas.
4. When housekeeping staff enter the premises, they must immediately open doors and windows to allow fresh air to flow through.

5. Housekeeping staff must properly clean their hands both at the start and at the end of the clean.
6. Staff must ensure that all cleaning equipment is itself cleaned and where possible disinfected – mops, wash cloths, dusters etc. Where practically possible it will be safer to use disposable cleaning tools (cloths etc) and use good quality kitchen roll instead.
7. Housekeepers must adopt a two-cloth policy where one cloth or sponge is used to initially clean a surface, then switch to a clean cloth to sanitise a surface with the commercial grade sanitiser provided.
8. Housekeepers must adopt a double clean strategy, starting with hot water and detergent and then a double clean of the same surfaces with anti-bacterial/sanitising products. The anti- bacterial sanitising products must be left on the cleaned surface for enough time as disinfectants usually need a wet surface and enough time to work so that they can be fully effective.
9. Housekeepers must pay extra attention on all 'high touch' and horizontal areas in the property. High touch areas include:
 - All handles, including window and door latches, wardrobes, chests of drawers
 - Appliances like Fridges, cookers, microwaves, dishwashers, washing machines, toasters, coffee machines, kettles, vacuum cleaners etc.
 - Phones, TV remotes, TV buttons, music systems, games controllers and keyboards
 - Light switches/pull-cords, buttons, controls, banisters and rails
 - Thermostats
 - Taps, shower controls, laundry baskets and flush handles
 - Games, books, DVDs.
 - Key safes
 - Fruit bowls and vases
 - Waste and recycling bins
 - Chairs and stools, bed heads, mirrors and bathroom cabinets.
 - Horizontal surfaces include shelves, (both high and low), fridge shelves and surfaces,
 - Worktops, tables, dressing tables, counters, steps and floors.
10. Kitchen utensils must be checked for cleanliness.
11. Housekeepers must empty their own vacuum cleaner at the end of each clean and disinfect it. Likewise, any vacuum cleaners in the property must be cleaned and sanitised.
12. Housekeepers must take particular care when handling laundry. Do not shake out the dirty laundry. When laundering the highest recommended temperatures will be used and high temperature tumble drying will follow.



13. As well as washing bed linen as you would normally, mattress and pillow protectors will be washed between bookings.

14. Where guests have left condiments or food, where possible they should be sanitised, but if that's not possible then throw it out. Social distancing must be observed at all times during the clean.

15. Any housekeeping team member who is unclear of any of these procedures must immediately alert Jo at JJCleans4U who will provide further instruction.