



COVID-19 SAFE STAY

HOW REALLY LOVELY ROOMS ARE PROVIDING SAFE, SHARED ACCOMODATION DURING A CORONAVIRUS PANDEMIC

Our procedures during a covid pandemic and why our accommodation is safe:

Although hopefully the times of self-isolation and lockdowns are a thing of the past, we all had to deal with this in the past, and we are fully prepared to deal with this again in the future if another pandemic occurs.

Live in House Managers – This allows us to clean the houses on a daily basis, something that most accommodation providers are unable to do in a pandemic. This also means there is not someone going in and out of the house on a regular basis, so risk of transferring germs (such as the Covid-19 virus) is minimized. All our house managers have been trained in how to appropriately deal with the cleanliness of the house, and anyone who is self-isolating.

Increased cleaning regime – Our house managers implement an increased cleaning regime in bedrooms between tenancies as well as the communal areas during a pandemic. This includes disinfecting all light switches, handles, taps, surfaces etc more regularly. We have also supply sanitization facilities in the communal areas.

Cook Stations – In some of our rooms we can supply cook stations on request for an additional charge. These consist of a microwave, kettle, mini fridge, washing up facilities, waste facilities and storage. We also have some en-suite rooms available. This reduces the need to enter communal areas which is particular helpful during self isolation.

Essential house visits only – During the height of the pandemic, We only visited the properties for essential / emergency work. Our handymen only visited the house if urgent works were required to keep our properties to a good standard and our sharers safe. Appropriate PPE and cleaning materials were used during their visit and advance notice of their visits were given so that you are able to remain at least 2m away. Now that the Covid situation has improved, we have returned to our usual procedures, but are always prepared to put this in place again if ever necessary.

Isolation procedures – If someone does need to self-isolate, we have procedures in place to keep the rest of the house safe. Everyone in the house will be informed which will allow them to keep the appropriate distance away and encourage them to increase the level of cleaning. We will give you a dedicated bathroom where possible, so that you are not having to share with others and risk spreading the virus. We can supply additional items for your room if required, so that you are able to stay in your room as much as possible and isolate successfully. We appreciate there are still people who are high risk, or are unable to work if they contract the virus, so we still continue to use these procedures when possible.

Government Guidelines – We check these regularly to ensure that we are always up to date with the latest information and able to adapt when necessary.

Providing information – During a pandemic, We put up signs in all our houses including posters from the World Health Organization on how to appropriately wash your hands, as well as reminders for all sharers to wash their hands regularly and keep surfaces clean. We also supply isolation instructions.

Communication – Communication is key. If we are aware of anyone in our properties that has contracted the virus or are at high risk and need to self-shield, we will communicate this to the rest of the house so that additional precautions can be taken. During the covid-19 pandemic, If a sharer is self-isolating, they were contacted by a dedicated member of staff on a regular basis, so that we can check their health and wellbeing and offer any support needed. We provided some mental health advice on our notice boards within our properties for those that may be affected during such a difficult time. We have also been liaising with Bristol's Environmental Health Officer, who has confirmed that they are happy with all the procedures we have in place.

What your House Manager will do:

All our house managers have been trained on how to deal with the coronavirus situation in shared accommodation. Their duties include:

- Clean the communal areas daily.
- Regular cleaning of all door handles, banisters, taps, toilet flushes and commonly touched areas to reduce the spread of germs.
- Deep cleans twice a week
- Dealing with waste and recycling.
- Stocking up of essential shared items such as cleaning products, toilet rolls, coffee, tea, salt, pepper, oil, washing powder etc.
- Manages the dishwasher system and to explain the procedure to you.
- Provides clean bedding for you once every two weeks. Clean bedding can be left outside your door, and the used bedding, which you leave outside the bedroom door, will be collected and washed by the House Manager.
- Ensures that the properties are kept to a high standard by reporting any damaged items or maintenance issues in the house to the Really Lovely Rooms staff.
- Ensures that bedrooms are thoroughly deep cleaned between tenancies, including bedding, all surfaces, handles, switches, sockets etc.

What we expect of our sharers:

We do everything possible to keep the houses safe, but our sharers will also need to contribute, to keep the risk to a minimum. Here is what you can do to help:

- Practice an increased level of hygiene during these times. Wash your hands regularly throughout the day, especially when entering and leaving the house.
- In communal areas you are expected to tidy up after yourself and clean surfaces after use. Although our House Managers will clean as much as possible, the more it is done, the safer it will be.
- Use your allocated cupboard and fridge space.
- Adhere to the any government guidelines that are in place.
- Keep your own bedroom clean. This is not accessed or cleaned by our house manager during your stay, so this is your responsibility. You will find cleaning materials in the house if you need them.
- If you are made aware of someone in the house that is high risk, or self isolating, please respect their space and their health needs. Thank you.