



The Calf Pen
Dairy Farm Yard
Overbury
Tewkesbury
GL20 7NT

Registered Company Number 09307785
Vat registration Number 201218275

COVID 19 CLEANING PROTOCOLS For SELF CATERING RENTAL PROPERTIES

Dear Guests,

My name is Hristina Anastasova, owner of Bredon Hill Cleaning Services and director of DCBN- Domestic Cleaning Business Network.

Your host, Penelope Bossom of Overbury Enterprises, has asked me to provide you with assurances of our cleaning protocols for Manor Farmhouse and I'd like to outline below how we are working to ensure you have a comfortable and relaxing stay. Myself and my staff have recently gained professional knowledge and taken part in relevant training to ensure that all cleaning carried out at the property covers items such as cross contamination, infection control and bio-hazard cleaning and fogging.

We are adhering to all government advice of social distancing, washing, cleaning and ventilation practices and below is a summary of how we are ensuring your safety:

1. On arrival, cleaners wear appropriate PPE such as: masks, they put on disposable aprons, gloves and shoe covers. Also, all cleaning staff wash their hands and ensure the property is well ventilated.
2. During the cleaning we use a colour coding system. Cleaners use one pair of gloves per room and one cloth per room. All used cloths are put in a bag for washing. Gloves go in a litter bag for disposal. We wash our cloths at 60 degrees after each use and disinfect them. In the bathrooms and toilets we use different coloured cloths for each area and, again after each room is finished, used items are put in a bag for washing.
3. We use "Numatic" vacuum cleaners with three layers HEPA bags and a filter because manufacturers guarantee that what goes in doesn't come out. Our vacuums are washed and disinfected on the outside before we leave a property so we can use them safely in the next one.
4. We use different mop heads for different areas and after each use they are washed and disinfected.
5. After cleaning, we disinfect the property paying close attention to the most touched areas such as door handles, light switches, work tops, tables and chairs, side lamps, toilet seats, taps, remote controls etc.
6. When our cleaners have finished they take off their PPE and put it in a bag for disposal.

You can find a complete list of the specific areas covered in the Covid 19 Cleaning Protocols Check List on the following pages to this letter.

We hope you enjoy your stay.

A handwritten signature in black ink, appearing to read "Hristina", is written over a light blue horizontal line.

Kind Regards

Hristina Anastasova

CEO of Bredon Hill Cleaning Services and DCBN- Domestic Cleaning Business Network

Manor Farmhouse & Bredon Hill Cleaning Services

- Covid 19 Cleaning Protocols Check List

The following cleaning protocols will take place during the Covid 19 Pandemic in 2021

Property Name: Manor Farmhouse, Conderton (Overbury Enterprises)
Cleaned by: Hristina Anastasova, Bredon Hill Cleaning Services

Signed: Overbury Enterprises Penelope Bossor 22/01/21

Signed: Bredon Hill CS [Signature] 21/01/21

All surfaces are to be cleaned first, then disinfected

- Appropriate PPE (gloves, mask apron) should be worn when cleaning, and PPE should be changed between properties
- Consideration should be taken to address the impact of children as well as adults: touching lower wall heights and parts of furniture.
- Ensure property is vacant and well ventilated.

Entrance	
Key lock box cleaned	√
Keys cleaned	√
External handles wiped and disinfected	√
Communal Parts	
Internal doors and door furniture wiped and disinfected	√
Wipe down walls (children's handprints)	√
High level surfaces dusted	√
Light and power switches wiped and disinfected	√
Surfaces, including skirting boards wiped and disinfected	√
Bannisters wiped and disinfected	√
Windows cleaned	√
Floors hoovered and sprayed with virucidal disinfectant mist	√
Wipe down fire extinguishers	√
Living Spaces	
Internal doors and door furniture wiped and disinfected	√
High level surfaces dusted	√
Light and power switches wiped and disinfected	√
All surfaces and furniture, including skirting boards wiped and disinfected	√
Electrical equipment, wifi hub and remote controls wiped down	√
Soft furnishings and curtains steamed	√
Mirrors cleaned	√
Windows cleaned	√
Carpets hoovered and sprayed with virucidal disinfectant mist	√
Hard flooring hoovered and mopped with virucidal disinfectant	√
Empty Bins and disinfect	√
Kitchen	
Internal doors and door furniture wiped and disinfected	√

High level surfaces dusted	√
Light and power switches wiped and disinfected	√
All surfaces and furniture, including skirting boards wiped and disinfected	√
Electrical equipment, wifi hub and remote controls wiped down	√
Soft furnishings and curtains steamed	√
Mirrors cleaned	√
Windows cleaned	√
Hard flooring hoovered and mopped with virucidal disinfectant	√
Empty Bins and disinfect	√
Washing machine / dish washer / microwave / kettle / toaster: clean and sanitise doors, handles and controls	√
Oven and hob: clean and disinfected surfaces, doors, handles and controls	√
Fridge: clean and disinfected inside and out, including handle	√
Pans, crockery, utensils to be washed in the dishwasher	√
Drawers and cupboards wiped and disinfected	√
Floor hoovered and mopped with virucidal disinfectant	√
Clean and disinfect high chair	√
Bedrooms	
Internal doors and door furniture wiped and disinfected	√
High level surfaces dusted	√
Light and power switches wiped and disinfected	√
All surfaces and furniture, including skirting boards wiped and disinfected	√
Electrical equipment, wifi hub and remote controls wiped down	√
Drawers and cupboards wiped and disinfected	√
Soft furnishings and curtains steamed	√
Mirrors cleaned	√
Windows cleaned	√
Carpets hoovered and sprayed with virucidal disinfectant mist	√
Empty Bins and disinfect	√
Bathrooms	
Internal doors and door furniture wiped and disinfected	√
High level surfaces dusted	√
Light and power switches wiped and disinfected	√
Clean tiles	√
Clean shower / bath / sink including pedestals and splashbacks	√
Remove shower head and clean	√
Clean and sanitise taps	√
Clean plugholes and pour disinfectant down	√
Clean and sanitise toilet bowl using a toilet brush to agitate the cleaning process and include under the toilet rim	√
All surfaces and furniture, including skirting boards wiped and disinfected	√
Electrical equipment, wifi hub and remote controls wiped down	√
Soft furnishings and curtains steamed	√
Mirrors cleaned	√
Windows cleaned	√
Carpets hoovered and sprayed with virucidal disinfectant mist	√
Hard flooring hoovered and mopped with virucidal disinfectant	√
Soak toilet brushes in bleach	√
Outside Space	
Ensure bins are labelled (separate bin for used cloths and PPE equipment)	√

Disinfect bin lids	√
Clean outdoor furniture and gates	√
Clean any outdoor play equipment	√
Clean Barbeques	√
Window ledges outside	