

## **Our procedures and why our accommodation is safe:**

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**Live in House Managers** – This allows us to clean the houses on a daily basis, something that most accommodation providers are unable to do at the moment. 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 minimised. All our house managers have been trained in how to appropriately deal with the cleanliness of the house, and anyone who is self-isolating.

**Leaving rooms vacant for 1 week before letting** - This allows 4-5 days for any germs to die, before we send in our House Managers to carry out a deep clean. This ensures that our sharers and our House Managers are not put at risk.

**Cook Stations** – In some of our rooms we can supply cook stations. 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 where the risk is higher.

**Essential house visits only** – All our staff are working from home, and only visiting the properties if essential. Our handymen will only visit the house if urgent works are required to keep our properties to a good standard and our sharers safe. They will all be using the appropriate PPE and cleaning materials during their visit and we will always inform you of when their visit will be so that you are able to remain at least 2m away.

**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.

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

**Providing information** – We have 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.

**Communication** – Communication is key during this time. 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. If a sharer is self-isolating, they will be 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 have provided some mental health advice on our notice boards within our properties for those that may need it during this 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:

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**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.

### What we expect of our sharers:

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**We are doing 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 you have touched such as oven door handles, taps, toilet flushes etc. after use. Although our House Managers will do this as much as possible, the more it is done, the safer it will be.
- Use your allocated cupboard and fridge space.
- Adhere to the social distancing guidelines and stay 2m away from other house mates. We still have sharers that need to go out to work, so it is good practice to keep your distance as a precaution.
- If you are someone who needs to go out to work, please make sure you are adhering to the above advise whilst in your workplace.
- 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.