

CLEANING GUIDELINES TO PREVENT THE SPREAD OF COVID-19 AND INFECTION

Why cleaning is more important than ever !

Cleanliness has always been top of mind for hosts and guests. But it's even more critical as we all aim to reduce the spread of infection. It's possible for someone to contract COVID-19 by touching a contaminated surface—like a doorknob or light switch—and the virus may live on some surfaces for several hours or even days. That's why it's essential to clean and sanitise frequently touched surfaces often, especially between reservations.

Actions for our Guests

- Wash hands regularly for at least 20 seconds using soap, particularly when reentering the property.
- Maintain social distancing of 1meter plus at all times. Do not invite non guests into the property, please meet outdoors in the open.
- If possible strip beds prior to departure. This will help prevent our cleaning staff from possible infection.
- Take away all personal items and dispose of all rubbish in the appropriate bins.
- Run the dishwasher on highest heat possible during your stay and just before departure
- Immediately inform us if any of your party show symptoms of Covid-19.

•The difference between cleaning and sanitising

When it comes to preventing the spread of germs, it helps to understand the difference between cleaning and sanitising. Cleaning is the act of removing germs, dirt, and impurities (like when you use a soapy sponge to wipe off a visibly dirty counter or stovetop). Sanitising is when you use chemicals to reduce the number of germs and bacteria. By cleaning first, then sanitising, you can lower the risk of infection.

1. PPE for the cleaning staff

Wash or sanitise your hands before you start to prepare your PPE

Every cleaner must wear :
Protective gloves
Mouth and nasal masks
Protective apron

To minimise the risk of spreading Coronavirus you should wash your hands or use hand sanitising gel when the daily cleaning is complete to reduce the risk of transmission. Dirty gloves and aprons should be disposed of in a secured plastic bag and left for 72 hours before disposal.

2. Before we enter a property

Clean and sanitise : **The entrance door and handle**
Collect and remove any debris around front door and shake door mats.
Clean and sanitise top surfaces and handles of the waste bins located outside the property.

3. Before we start cleaning

Windows and doors : **Open all windows and doors (wedge door open if necessary) and leave open until the cleaning process is completed.**

Social Distancing : **Wherever possible two or more cleaners should not be less than 2 meters apart. Plan the clean? Position one cleaner in the kitchen and living room, a second in the bedroom and bathroom for example.**

4. Cleaning Checklist and General Guidelines

1. Wear protective gear while you clean. Personal protective items like disposable gloves, aprons or gowns, and facial coverings (like homemade or purchased masks) can provide additional protection. Make sure to wash your hands immediately after removing gloves.

2. Ventilating rooms before you clean. It is recommended we opening outside doors and windows and using ventilating fans to increase air circulation in the space before beginning to clean and sanitise.

3. Washing your hands thoroughly before and after each cleaning. Use soap and water, and wash for at least 20 seconds. If that's not possible, use a hand sanitiser with at least 70% alcohol.

4. Cleaning, then sanitising. Use detergent or soap and water to remove dirt, grease, dust, and germs. Once the surface is clean, spray with a disinfectant. Let it stand for a few minutes, then wipe—and if you're not using paper towels or disposable wipes, it's best to use a new cleaning cloth for each guest.

5. Avoiding touching your face while cleaning. To prevent the spread of the virus it is recommended you do not touch your face, nose, and eyes with unwashed hands—so pay extra attention when cleaning.

6. Using the right disinfectant. Most common household disinfectants as well as cleaning solutions with diluted household bleach or at least 70% alcohol, are believed to be effective against the coronavirus. Pay special attention to frequently touched surfaces, like light switches, doorknobs, remote controls, and tap handles.

7. Don't forget about sofas, rugs, drapes, and other soft, porous surfaces. Carefully remove any visible dirt or grime, then clean with the appropriate cleaners indicated for use on these surfaces. If possible, machine-wash items according to the manufacturer's instructions. All throws and cushions are removed from the apartments.

8. Kitchenware. Plates, bowls, mugs, cups, cutlery (knives, forks, spoons etc) wash in dishwasher at highest setting.

Ashbrook Serviced Apartments

9. Our contractor washes all linens at the highest heat setting possible (170 degrees) and uses veridical washing powder. That includes bed sheets, mattress covers, hand and bath towels, kitchen towels, and blankets.

10. Cleaning and sanitise laundry baskets and hampers. All laundry hampers are washed to the same extent that our linen is washed to.

11. Line rubbish bins. Placing bags into rubbish bins will make it easier to dispose of tissues and other waste.

12. Dispose of or wash cleaning supplies. Our cleaning supplies are disposed of safely (bagged and left for 72 hours before disposal). Any washing is carried out at highest possible heat setting and then left for 72 hours before re-use.

13. Safely remove any cleaning gear. PPE and cleaning items are removed and are disposed of safely (bagged and left for 72 hours before disposal) after each clean.