

FUNCTION: KARBON HOMES AKA YHA	ACTIVITY / TRADE: Inspection and lettings
RA Ref: COV19/YHA/V&L/V03	Date 12 th January 2021
TASK: Covid 19 – Void inspection and Letting Process YHA	Revision 4 Name Sharon Brookes, S Dawson

KEYNOTE: **Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms, canteens and similar settings. These are often the most challenging areas to maintain social distancing.**

HAZARD	Who could be harmed		RISK	Initial Risk Rating (S x L)			CURRENT CONTROLS	WHAT MORE NEEDS TO BE DONE?	Residual Risk (S x L)		
	Employee	Public		Severity	Likelihood	Total			Severity	Likelihood	Total
New Variant Covid- 19 (Dec 2020 onwards)	Y	Y	The new variant is not thought to be any more threatening to health but is known to be more transmissible	5	5	25	<p>Key controls, Hands – Face – Space – Ventilate.</p> <p>The latest gov.uk guidance allows for work in other people's homes.</p> <p>Work scheduling will ask tenants if they or anyone else in the household have a diagnosis or symptoms of the virus or have been instructed to self-isolate by NHS test and trace. If the answer is yes to any of these questions, then the job should be deferred until it is safer to attend.</p> <p>Any Karbon employee showing symptoms of COVID-19 shall not attend work, should obtain an NHS test and follow NHS instructions</p> <p>When attending an appointment and before entering the property, the Karbon employee shall repeat the Covid questions to confirm that the previous answers are still valid.</p> <p>Wash / Sanitise hands on arrival and departure and each time you exit and enter the home.</p> <p>Wear a face covering when in doors and when near others and request that anyone in the same room also wears a face covering.</p> <p>Social distancing must be always maintained, request tenants isolate in another room or outside whilst you work.</p> <p>Maintaining good ventilation for example open windows and doors to encourage air flow / change.</p>	Where vulnerable or flagged tenants are an additional risk it may be beneficial to involve Housing Officers in the planning and organisation of the work.	5	2	10
Covid-19 Pre-termination visits for lettings.	y		<p>A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.</p> <p>Catching the virus and becoming ill</p> <p>Spreading the virus to colleagues, family and or wider community</p>	5	4	20	<p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days.</p> <p>currently on hold.</p> <p>Karbon Home Standards - Face coverings are required in all indoor</p> <p>Discuss with tenant to undertake a facetime call with an outgoing tenant</p> <p>Discuss with existing tenant to take photos of existing property with guidance from housing officer.</p>		5	1	5

Covid 19 Outgoing tenant key handling.			A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities. Catching the virus and becoming ill Spreading the virus to colleagues, family and or wider community	5	4	20	<p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days.</p> <p>2M social distancing must be followed at all times</p> <p>Karbon Home Standards - Face coverings are required in all indoor</p> <p>Prior conversation with tenant to ensure no one has been showing signs of covid or confirmed cases, fogging of property maybe required.</p> <p>Outgoing tenant to provide notice to quit to Housing Officer with leaving date to enable PMW to be provided with an instruction to fit a keysafe external to the property wall.</p> <p>Tenant to place front door key in key safe when leaving and leave all other keys inside property.</p> <p>Gas Capping to be arranged as normal as contractors have PPE and risk assessments.</p> <p>Housing Officer or surveyor does not visit the property for 48 hours after the resident has left.</p> <p>In the case of homeless accommodation it is possible for the PMW, wearing full PPE, to visit the property to clean and undertake minor repairs. Inspection Schedule can be provided to the Housing Officer in this instance.</p>		5	1	5
Covid 19 Arriving to a home for empty home inspection and letting process.	Y	Y	A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities. Catching the virus and becoming ill Spreading the virus to colleagues, family and or wider community	5	4	20	<p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days.</p> <p>2M social distancing must be followed at all times.</p> <p>Staff to use own vehicles to travel independently to each property.</p> <p>On arriving at property hands must be sanitised before entering.</p> <p>All staff issued with hand sanitiser, face masks, gloves and overshoes.</p> <p>Gloves and overshoes to be used to access property if preferred.</p> <p>Karbon Home Standards - Face coverings are required in all indoor</p> <p>Hand sanitiser can be used after gloves removed and disposed of at end of visit. Gloves to be carefully removed and placed into a waste bag safely at the end of the visit. Waste bag to be tied. All waste to be double-bagged at the end of each day.</p> <p>Tenancy Agreement being sent by email for resident to read and sign. Tenant can then sign in property and leave in an envelope for Housing Officer.</p> <p>All rent to be paid online and not cash.</p> <p>Digital sign ups being progressed.</p>	Follow the HM Government document Working safely in other peoples homes on GOV.UK website.	5	1	5

Covid 19 – Moving around when inside the home – YHA staff member	Y	Y	A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities. Catching the virus and becoming ill Spreading the virus to colleagues, family and or wider community	5	4	20	Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days. 2M social distancing must be followed at all times. Karbon Home Standards - Face coverings are required in all indoor Wearing gloves and overshoes, use cleaning wipes to wipe down the keysafe prior to accessing it, access keysafe and unlock front door. Open all internal doors and windows, run taps to ensure legionella minimised. Walk around property check finish, take photos and undertake thorough inspection. Close off taps, close windows leave internal doors open and leave property so that prospective residents can view property on their own. Remove gloves at end of visit, place in plastic bag and then place all bags in 2nd bag at the end of the day for disposal in Karbon's general waste. Use hand sanitiser after removing gloves. Wait in car outside the property.	Booklet to give tenant which tells them not to touch doors, windows, taps, lights etc.	5	1	5
Covid 19 – Prospective Resident visiting the property. (Letting process). Reduce Transmission due to face to face meetings to maintain social distancing in meetings	Y	Y	A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities. Catching the virus and becoming ill Spreading the virus to colleagues, family and or wider community	5	4	20	Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days. 2M social distancing must be followed at all times. Karbon Home Standards - Face coverings are required in all indoor Prospective tenant goes in property on their own and then if they have questions they telephone housing officer who is parked outside the house, to ask their questions. If the property is rejected by that resident then 48 hours should be left between viewings by different resident groups. Using remote working tools to avoid in-person appointments Only if absolutely necessary staff should go inside the property while prospective tenants are in there and if so they should maintain 2m separation where possible whilst wearing a face mask, overshoes and a pair of gloves. Avoiding transmission during appointments from sharing pens and other objects It is preferable to hold meetings outdoors or in the largest room and open windows to ensure well ventilated rooms wherever possible.		5	2	10
Covid-19 Providing and explaining available guidance Ensuring people understand what they need to do			People unaware of what they need to do to maintain safety in the workplace. A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities. Catching the virus and becoming ill Spreading the virus to colleagues, family and or wider community	5	4	20	Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days. 2M social distancing must be followed at all times. Provide employees with information on how to operate safely in empty homes Communicating with prospective residents prior to arrival to ensure they understand the social distancing and hygiene measures that should be followed during the visit. Booklet to be prepared by Housing Team.		5	1	5

Covid-19 Closing the property at the end of the visit		<p>People unaware of what they need to do to maintain safety in the workplace.</p> <p>A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.</p> <p>Catching the virus and becoming ill</p> <p>Spreading the virus to colleagues, family and or wider community</p>	5	4	20	<p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10days.</p> <p>2M social distancing must be followed at all times</p> <p>Karbon Home Standards - Face coverings are required in all indoor</p> <p>Staff member to put on a clean pair of gloves and lock the door and put keys back in key safe. Gloves to be removed and put in a disposal bag as above. Hand Sanitiser to be used at end of visit.</p> <p>Ensure prospective resident has left the property prior to the staff member locking up the property.</p>		5	1	5
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Managers Risk Assessment Checklist

No	Action	Check frequency	Manager name	Manager signed
1	Are hand washing / sanitising facilities available?	Once		
2	Does the layout allow social distancing?	Once		
3	Does the work allow social distancing?	Once		
4	Is a new site induction required? (i.e. when different people go into the site or property)	Once		
5	Are SSOW in place for Medium to High risk activities?	Once		
6	Are contractors RAMS suitable and sufficient?	As required		
7	Have all individuals received, read, understood and confirmed their acceptance of the RA and any associated SSOW?	Once		
8	Have Trade Unions received and confirmed their acceptance of the RA and any associated SSOW?	Once		To be confirmed by H&S Mgr.
9	Is PPE required (ppe matrix)? Gloves, Coverall, Apron, Face covering Filtering respirator. Face shield / eye protection.	Once		
10	Any other equipment required? E.g. Additional Pens	Once		
10	Has any additional training and or instruction related to PPE been provided and recorded?	Once		
11	Has any additional training and or instruction related to new process been provided and recorded?	Once		
12	Have we responded to concerns raised by colleagues?	As required		

Risk Ratings

The risk rating is calculated as the product (multiplication) of the likelihood and severity of harm. The numbers for likelihood and severity are defined in the following table:

Number	Likelihood	Severity
1	remote	delay only
2	unlikely	minor injury
3	may occur	lost time injury
4	likely	major injury
5	very likely	fatality

		5 fatality	4 major injury	3 lost time injury	2 minor injury	1 delay only
5	very likely	25	20	15	10	5
4	likely	20	16	12	8	4
3	may occur	15	12	9	6	3
2	unlikely	10	8	6	4	2
1	remote	5	4	3	2	1

The calculated risk rating gives you a number with which to decide upon the outcome.

Activities with an outcome of 1-4 are considered **low** risk because controls are good (shown in green) and may be carried out using current good practice. Outcomes of 5 -14 are considered **medium** risk (shown in yellow) and may be carried out using specific identified control measures outlined in this document. Outcomes of 15+ are considered **high** risk (shown in red) and may only be carried out by trained personnel.

Revision History		
Date	Summary of revision	Revised by
29 TH May 2020	Covid-19 Void Inspections and Letting process YHA	SB/SD
August 2020	Insert - Face coverings are required in all indoor situations 'where people may come into contact with others they don't usually meet' to comply with latest gov.uk guidance.	K Forman
12/01/2021	Updated to consider the new variant and update isolation days from 14 to 10 as per Gov Guidance	S Dawson
July 21	Reviewed in line with the lifting of restrictions on the 19 th July – Karbon hno changes to wearing of masks	S Dawson

Has the Service Manager been provided with and completed the Manager's RA Checklist?

Approved by Patricia Carr (Group H&S Manager)

Has the Team read and understood the SSOW?

Date: