

**ASH**

**COTTAGE**

**MERTHYR**

**CLEANING PROCESS**

**Updated : June 2020**

**Understanding the 5-step cleaning process**

Five steps: prepare, clean, sanitize, check, and reset.

# Step 1: Prepare for safer cleaning

* **Gather the right** [**cleaning supplies**](https://www.airbnb.co.uk/resources/hosting-homes/a/stock-up-on-these-cleaning-supplies-189)**.** We only use disinfectant and sanitizer solutions that are registered with our relevant governmental agency.
* **Review the safety guidelines for our chemicals.** We always read the labels on our products to understand their active ingredients and how to use them properly.
* **Wash your hands for at least 20 seconds with soap and water.** If that’s not possible, we use a hand sanitizer containing 60% alcohol at a minimum, and we refer to our local governmental agency for the latest guidelines.
* **Wear protective equipment at all times.** Before we enter the space, we put on protective equipment such as disposable gloves, aprons or gowns, and masks or cloth facial coverings.
* **Ventilate rooms before you clean.** It is recommended that opening outside doors and windows and using ventilating fans to increase air circulation in the space before beginning to clean and sanitize is a good idea.
* **Unplug before cleaning.** For our safety and to protect fixtures, we must remember to unplug appliances before cleaning. Plugged appliances that are turned "off" are still connected to electricity until unplugged.

# Step 2: Clean dust and debris

Cleaning is when you remove germs and dirt from surfaces. For example, using a soapy cloth to wipe off a kitchen counter or stovetop. It’s important to complete this step before sanitizing your space.

* **Take out all the rubbish.** Starting with this step helps prevent rubbish from contaminating the space once it has been cleaned. We make sure to line all the waste disposal bins, which will make it easier to dispose of tissues and other waste.
* **Wash all linens at the highest heat setting recommended by the manufacturer.** We avoid shaking dirty linens, which could increase the spread of germs. We change our disposable gloves before we handle any clean linens.
* **Wash all dishes, and empty the dishwasher.** It’s important to wash all the dishes—even ones in the cabinet—to help ensure hygienic standards. To help avoid cross-contamination, we start by walking through the space and collecting dishes from every room.
* **Dust the space, and sweep or vacuum the floor.** When dusting, we start from the top down to ensure there are no visible signs left over. We sweep all hard surface floors, and vacuum carpeting.
* **Clean all hard surfaces with soap and water.** We wipe each surface down to remove dirt, grease, dust, and germs. Hard surfaces include things like countertops, tables, sinks, cabinets, and floors. When mopping, we work from the back corner of the room to the front, and dispose of the water outside.
* **Clean all soft surfaces based on the manufacturer’s instructions.** Soft surfaces include things like carpet, bedding, curtains, and upholstery. We carefully remove any visible dirt or grime, then clean with the appropriate cleaners indicated for use on these surfaces**.**

**Safety reminder:** To help prevent the spread of germs, we don’t touch our face whilst cleaning.

# Step 3: Sanitize with disinfectant

Sanitizing is when you use chemicals to reduce the number of germs and bacteria. During this step, we sanitize all high-touch areas. For example, spraying chemical disinfectant on doorknobs, light switches, and cabinets.

* **Once a hard surface is clean, spray it with disinfectant.** We focus on sanitizing all frequently touched surfaces in the space (such as doorknobs and light switches), as well as surfaces that may have touched soiled linens (such as flooring). We make sure to sanitize electronics based on the manufacturer’s cleaning directions.
* **Let the disinfectant stay wet for the specified length of time.** The product label will specify the wet contact time needed for the chemicals to effectively sanitize a surface. This allows the chemicals time to kill as many germs as possible.
* **Allow to air-dry.** If the surface dries before the wet contact time, there’s no guarantee that the product has killed the pathogens claimed on the label. Where possible, we allow the surface to air-dry.

**Safety reminder:** Be sure to read all safety labels to ensure you're using cleaning chemicals properly.

# Step 4: Check your room-by-room checklists

After cleaning and sanitizing, we review the room-by-room checklists to ensure that all appropriate areas have been cleaned and sanitized.

* **Double-check that all high-touch surfaces were sanitized. We a**ddress anything that might’ve been missed.
* **Note any maintenance issues or missing items.** As we pass through to check for completion, we note any items that need to be replaced, refilled, or restocked.

# Step 5: Reset the room

To help avoid cross-contamination, it's important to finish cleaning and sanitizing a room before resetting it for the next guest.

* Dispose of and wash your cleaning supplies.We throw away disposable products such as disinfectant wipes. We wash any cleaning cloths at the highest heat setting appropriate for the material.
* Empty and sanitize the vacuum cleaner after every cleaning.We make sure to sanitize any other cleaning tools that were used.
* Safely remove any cleaning gear once you’re done cleaning. We dispose of or wash any protective gear according to their usage guidelines. To help prevent cross-contamination, we make sure to put on a new pair of gloves after cleaning each room.
* Wash your hands for at least 20 seconds with soap and water.If that’s not possible, we use a hand sanitizer containing 60% alcohol at a minimum, and refer to our local governmental agency for the latest guidelines.
* Visually assess each room to ensure the stage is set for the next guest.We imagine ourselves as a guest entering the space for the first time.
* Set out cleaning supplies for your guests.We want to give guests the ability to clean on their own if required. For this reason we provide cleaning supplies they can use, such as hand sanitizer, disposable paper towels, disposable gloves, disinfectant spray or wipes, and extra hand soap.
* Restock your cleaning supplies.We check expiration dates and refill any supplies that we’ve used so we’re ready for the next turnover.

Safety reminder: **Always keep chemical products out of reach of children.**

**What we need for the 5-step cleaning process**

# Protective gear

We can help reduce our exposure to germs and chemicals by using the following equipment while cleaning:

* Disposable gloves (one pair for every room in the house)
* Mask or cloth facial covering
* Safety glasses (for cleaning the bathroom)
* Apron or gown
* Shoe coverings (recommended)

# Equipment

With some basic supplies, we’ll be able to efficiently make our way through the cleaning process. Here’s what we need:

* Broom
* Bucket
* Duster
* Dustpan
* Garbage bags
* Microfiber cloths
* Mop
* Paper towels
* Scrub brush
* Scrub pads
* Toilet brush
* Vacuum cleaner

## Products

We recommend only using disinfectant and sanitizer solutions that are registered with relevant governmental agencies. We need to stock up on:

* Multi-surface cleaner
* Multi-surface disinfectant
* Glass cleaner
* Bleach
* Laundry detergent
* Laundry stain remover
* Dishwashing detergent
* Carpet cleaner
* Floor cleaner
* Furniture/wood polish
* Oven cleaner
* Oven degreaser
* Mold cleaner (if necessary)

## Cleaning supplies for guests

We’ve heard from guests that they want the ability to clean on their own while staying in our space. We do this by stocking up on supplies they can use. These are what we supply:

* Disposable paper towels
* Disposable gloves
* Multi-surface cleaner
* Disinfectant wipes or spray
* Antibacterial hand sanitizer
* Extra hand soap

When we’ve done cleaning, we take stock of what supplies are running low or getting close to their expiration date—that way, we can replace and replenish before the next cleaning comes around.