



# SAFE SUMMER 2020

## Guidance for Short-Term Rental Owners and Real Estate Brokerages

The vacation rental industry on Cape Cod, Martha's Vineyard and Nantucket is committed to providing a safe and health summer.

Learn more at [SafeSummer2020.com](http://SafeSummer2020.com)

An initiative of the Cape Cod and Islands Association of REALTORS®

## Creating Safe Interactions With Guests



Allow at least 6 hours between a check out of a stay and a check-in of the next stay to allow for the proper time for an enhanced cleaning, while coordinating times with your professional cleaning service. Following each departure, the State of Massachusetts requires short-term rental operators to consider leaving guest rooms vacant for 24 hours as part of cleaning protocol to allow for deep cleaning, disinfectant and cleaners to dry, and reasonable air exchange.



Create a contactless or curbside check-in and check-out process to minimize guest interaction. Only allow 1 person on behalf of the operator to interact with guests at a time.



All guest-facing interactions by operators or intermediaries should be done with disposable gloves and face coverings.

## Provide Guests With Access to Cleaning Products



Outfit each short-term rental with cleaning supplies, including disinfectant, micro-fiber rags, and soap.



Post visible signage throughout the site (front and back of the house) to remind workers and guests of the hygiene and safety protocols.

## Use Cleaning Vendors With a Thorough Process



Require cleaners to not enter a home while the guest is physically present within the room except at the guest's specific request; Cleaning crews must otherwise only service homes when guests are not present; Cleaning crews should open the doors and windows when possible to increase air circulation



Create a cleaning plan in concert with your professional cleaners



Require cleaners to wear disposable gloves and gowns for all tasks in the cleaning process, including trash removal and shall maintain social distancing guidelines



Require cleaners to keep logs that include date, time, and scope of cleaning

# Model Cleaning Plan for a Short Term Rental Unit



To ensure a safe summer for the residents, owners, guests, and members, the Cape Cod, Martha's Vineyard, and Nantucket communities, the Cape Cod & Islands Association of REALTORS® has developed guidelines and procedures with a model cleaning plan for its members to adopt into their business in consultation with their professional cleaning service provider.

The way you have always operated a vacation rental needs to be modified in light of COVID-19. You need to be more cautious of your interaction with guests, more cognizant of cleaning protocols, and provide your guests the ability to have a safe experience.

To assist you with this, we have accumulated a list of best practices and industry protocols produced by the state of Massachusetts for you to use in cultivating the safest guest experience possible.

*This is not medical or legal advice, but rather a collection of the best available guidance from the Center for Disease Control (CDC) and other available public health agencies.*

***All short-term rentals in Massachusetts are at a minimum to adopt the Massachusetts Safety Standards and Checklist: Operators of Lodgings.***

## Required for Cleaning



Anyone cleaning a short-term rental is required to use the latest CDC guidance for best practices for cleaning facilities.



All those associated with the cleaning process are required to wear personal protective equipment (PPE) and gloves while cleaning and shall maintain social distancing guidelines.



Hands must be washed when disposing of gloves for at least 20 seconds and the gloves must be removed and disposed of prior to leaving the property. At a minimum, a new set of disposable gloves is used for each property; however, we recommend changing gloves between tasks within the same property with a hand washing when changing the gloves.

If you wear a mask that can be cleaned, it should be cleaned between uses of each property.

# Cleaning Steps

All following steps must be done in-between to be in accordance with these guidelines

## For Hard Surfaces



### **Clean all surfaces with soap and water first**

Cleaning with soap reduces the number of germs, dirt, and impurities.



### **Disinfect all surfaces**

All surfaces should then be disinfected with an EPA-approved disinfectant that is on the CDC's List N. Do not mix products or create your own as they could cause harm. Lysol and rubbing alcohol are among the top disinfecting cleaners.



### **Provide extra care with disinfectant to high touch, high use areas: light switches, remote controls, thermostats, door and cabinet knobs, toilet handles, etc.**

## For Soft Surfaces



### **Disinfect with an EPA-registered household disinfectant**

OR



### **Launder items (if possible) according to the manufacturer's instructions**

Use the warmest appropriate setting and dry items completely.

## For Electronics



### **Place a wipeable cover on any “touch electronics” if possible, such as remote controls, thermostats, keyboards and touch screens.**

## Laundry



**For clothing, towels, linens and other launderable items, all items must be laundered between stays in accordance with the following directives:**

- Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Wear disposable gloves when handling dirty laundry.
- Do not shake dirty laundry.
- Clean and disinfect clothes hampers according to guidance above for surfaces.
- Remove gloves, and wash hands right away.

## Trash Removal



At least once during each stay, trash should be removed and disposed of from the property. All trash should be removed from inside of the unit prior to each stay.

There shall be a trash container stored outside and all guests should be told to dispose of their trash into that trash container at the end of their stay. When disposing of the trash from the property, gloves and masks shall be used.

# Cleaning Checklist

*This list is meant to be helpful but may not be comprehensive for all properties.*

## General

- Doorknobs
- Fans and lamp chains
- Garbage and recycling bins
- Hairdryers
- Ironing boards and irons
- Keys
- Light switches
- Railings
- Remote controls
- Tabletops
- Thermostats
- Window sills and window locks

## Bathrooms

- Faucet handles
- Shower curtains and doors
- Showers and tubs
- Sinks
- Toilets
- Items included in “General” category: doorknobs, garbage bins, lamps, light switches, remote controls, thermostats, windows, etc.

## Kitchen

- Appliances: coffee maker, dishwasher, oven, toaster, etc.
- Cabinet handles and pulls
- Condiments: oil, salt, pepper shakers, spices and containers
- Hard-backed chairs
- Kitchenware that is not dishwasher safe: ceramic bowls, kids’ plasticware, etc.
- Sinks

# Cleaning Checklist

*This list is meant to be helpful but may not be comprehensive for all properties.*

## Bedrooms

- Hangers and luggage racks
- Nightstands
- Items included in “General” category: doorknobs, garbage bins, lamps, light switches, remote controls, thermostats, windows, etc.

## Laundry Room and Cleaning Appliances

- Brooms, mops and other frequently touched items
- Vacuum cleaners
- Washer and Dryer
- Items included in “General” category: doorknobs, garbage bins, lamps, light switches, remote controls, thermostats, windows, etc.

## Children’s Items

- High chairs
- Portable cribs
- Toys

## Other Amenities

- Beach equipment
- Board games
- Books, DVDs, etc.
- Grill/BBQ and utensils