



## COVID-19 PROTOCOL

As a company we take our clients health seriously and pride ourselves in the cleanliness of our apartments.

- Our cleaning products are of high quality and our staff is trained in how to use the products to its full potential.
- We use the appropriate cleaning product for the surface / material it is intended to be used on.
- We pay special attention to areas that we highlight as high touch points such as door handles, light switches, remotes.
- These areas get cleaned with cleaning alcohol (Surgical swipes. ) The same product they use in hospitals.
- Our linen gets cleaned by professional launderers.
- Our linen does not get mixed with other companies' linen and washed well above 24 degrees. (The stipulated temperature the virus can survive in)
- We use hotel linen that is bleach resistant and bleach are added to each wash.
- Towels get done on site at 40-degree water and dried in a dryer.
- Air conditioners are individual units per apartment. (Not a shared system)
- We had them serviced / cleaned in Feb and because of the virus scare doing this monthly.
- In the building our apartments are situated in the common areas are cleaned regularly and cleaning staff are on hand to see to spills and dirt promptly.