

Association of Serviced Apartment Providers (ASAP)

Stay with Confidence Promise

Nothing is more important to ASAP* and its Accredited members than the safety, security and care of guests staying in their properties and apartments. To that end, the **ASAP Stay with Confidence Promise** sets out the very minimum standards that each member has to adhere to as part of being a professional, caring, Accredited member of the organisation.

The promise consists of nine areas, each one having standards set, validated and checked by the International Serviced Accommodation Accreditation Process ISAAP**, the independent not-for-profit Accreditation arm of ASAP.

Why?

This enhanced process has been put in place and is undertaken by each member so that anybody booking serviced accommodation through an ASAP member or at an Accredited property within this scheme can be fully confident that their safety and duty of care is assured.

The ASAP 9 standards

1. Health and Safety Management

The member must operate in a manner which is compliant with required local health and safety standards.

2. Fire Risk Management

All properties under management or ownership by a member must be fully risk assessed, meet all fire safety requirements - including correct signage.

3. Insurance

Full public and employer liability cover must be current, in place and correctly displayed.

4. Security

All accommodation provided by a member must be in properties that are secure and safe. Members must also be operating and managing data in accordance with GDPR regulations.

5. Migrant Workers

Appropriate, correct and humane recruitment and vetting procedures must be in place.

6. Illegal and Anti-Social Behaviour

Every effort must be made to minimise the occurrence of anti-social behaviour and potential breaches of the peace within the environs of the member's property and apartments.

7. Discrimination

There must be a process in place that can demonstrate compliance with relevant legislation and protection against unfounded allegations.

8. Quality Check

Upon analysis of online review data, there will need to be evidence that the member is consistently meeting or exceeding guest expectations.

9. Hygiene and cleaning standards

This standard has been updated as of May 2020 to comply with enhanced standards of hygiene required to operate in pandemic circumstances/times.

The member must have a straightforward, current and robust cleaning schedule process in place, that is compliant with COVID-19 standards.

This process must, as a minimum, detail:

Pre Stay

- The communication and training process for all relevant staff, to ensure they fully understand the importance of and know the process, for looking after themselves and guests to significantly reduce the risk of infection.
- The specified PPE to be worn by housekeeping, front desk staff and other relevant team members.
- The specified COVID precautions and procedures to be adopted by staff when admitting access to external contractors or suppliers.
- That apartment pre-arrival cleaning is completed using approved disinfectant as part of the sanitisation protocol for all surfaces and high “touch-points”, with clear signage of completed preparation on external “front door” face for guest arrival/entry.
- That apartment Air Conditioning units are sanitised between guests’ stays.
- The duration that an apartment is kept empty between stays in order to allow for appropriate deep cleaning.
- Clear, concise communication to the guest, outlining precautions being taken by the company to ensure guest safety against the effects of a pandemic, together with the provision of a clear outline of the safety protocol expected of the guest upon arrival and during the stay.
- There must be a regulation and review process in operation to keep the policy current, correct and fully understood and delivered by all relevant members of staff.

Arrival

- Provide the details of what happens during the arrival procedure, giving the guest safe access to the property and allowing for “hands-free” entry wherever possible. Approved hand sanitising gel will be provided where appropriate, together with the provision of sanitised keys and key cards where relevant.

During Stay

- The procedure for “Guest in Isolation”, in the event that a guest announces self-isolation or is suspected of being unwell by team members.
- The policy implemented on the guests’ use of approved food delivery companies and a delivery protocol to maintain their safety, and in so doing, ensuring that as many “home comforts” as possible can be retained.
- A process agreed and communicated to the guest, for keeping the apartments clean and fresh linen provided during the stay. This must align with pandemic protocol precautions.
- A process for carrying out any essential maintenance to the apartment during a guest’s stay.
- A communication process that can be swiftly enabled in the event of an emergency within the property or apartment.
- That responsibility is taken to ensure that communal areas, lifts and entrances to stairwells are always furnished with approved hand sanitiser gel, and that frequent sanitisation of high touchpoints, such as switches and handles, is completed according to the cleaning schedule.

Post Stay

- An effective “how was your stay?” process, updated to capture any specific feedback around pandemic standards and measures.
- A system to capture feedback and suggestions for change which are fed back into the regular review process as outlined in the pre-stay section.



*ASAP is the not for profit trade body representing only Quality Accredited Provider and Agent members, who collectively operate over 100,000 apartments in 21 countries and offer 3 million bed nights per year.



** ISAAP is the leading global provider of quality assessment, reporting and recognition awards for the serviced accommodation, corporate housing and executive suites sector of the hospitality industry. ISAAP provides recognition and Accreditation awards to members of the Association of Serviced Apartment Providers (ASAP), the Corporate Housing Providers Association (CHPA) and the Global Alliance of Serviced Accommodation (GASA) and currently has accredited companies in 21 countries.