



Quality in Tourism

Visit Report

Self-Catering Standard

Lavender Cottage

Tideswell



Self Catering

Assessor: Jan Ecob

Visit date: 03 Nov 2009

Visit type: Day

QiT No: 559646

Executive Summary

Summary

Under the British Common Standard for Self Catering Lavender Cottage achieves a FOUR Star rating. Part of the Standard is that all critical areas of the property; cleanliness, living areas, bedrooms, bathrooms and kitchen must each achieve a grade commensurate with the overall rating. Following this assessment the establishment meets these requirements, enabling the rating indicated above to be confirmed.

A Gold Accolade was discussed but the size of the twin bedroom room plus the lack of furniture in here could disappoint guests expectations at this level

Physical areas

All the carpets have been cleaned since our last assessment

Ongoing decoration and maintenance are helping to achieve a consistent level of quality throughout all areas

Management efficiency and cleanliness

The cottage is let with an agent and also via the owner - the web site has been updated since our last assessment - booking and arrival procedure are well practiced

Cleanliness is again of a very high quality

Minimum Entry Requirements

Unit: Lavender Cottage
Standard: Self-Catering
Designator: Self Catering
Rating: Four Star

To be recognised within the VisitEngland Quality Assessment Scheme a property must meet all "Minimum Entry Requirements". Also any "Additional Requirements" or "Key Requirements" needed at the designated level must be provided. Quality standards also need to meet the minimum level in all areas of the operation.

At the time of the visit, this property did not meet all of the 'Minimum Entry Requirements' and/or 'Additional Requirements/Key Requirements'. The items/services listed below are those required in order to participate within the scheme at the designated level. The rating level may be revised if all of the listed items/services are not provided by the time of the next visit. Reference numbers below refer to the section within the Quality Advisory Report to which the missing item/service is relevant.

The term 'Progressing' is used to indicate that the establishment is working towards providing the missing items, facilities or services listed.

General Requirements (A - Common Standards Reference)

Access statement	Progressing	As a result of this assessment visit carried out by Quality in Tourism, it has been noted that no Access Statement was available. Please ensure this is in place by the next assessment. This is a requirement of continued participation in the VisitBritain quality assessment scheme. For more information please see www.visitbritain.com/accessstatements
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Bedrooms (5 - Common Standards Reference)

All beds to be full size - Single 6ft x 3ft - double 6ft x 4ft 6in	Progressing	Please ensure 5ft zip and link is only used as a double or advertised as children's 2ft 6in beds
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Quality Scores

This section of the report contains information with regard to the quality grading awarded to the property. The quality indicator terms used are to express the different levels of quality.

Your assessor might also have added observations, suggestions or advice. These are suggestions only and can be acted upon or disregarded.

It is hoped that the information contained within this report will provide a valuable management tool and assist in the maintaining, developing or improving of quality standards in the future.

Unit / Group: Lavender Cottage

	Score (%)	Level
Overall	80	4
Cleanliness	90	5
Public Areas	84	4
Bedrooms	77	4
Bathrooms	92	5
Kitchen	75	4

Visit Report

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Unit / Group: Lavender Cottage

Exterior (1 - Common Standards Reference)	Good (60%)
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Appearance of buildings	Good
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Appearance of buildings and signage	Good	An interesting terraced cottage with clear signage
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Grounds, gardens, roadways and car parking	Good
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Grounds, gardens and garden furniture	Good	A small pleasant garden at the rear and a new seat has been added since last year
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Environment and Setting	Good
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First impression on arrival	Good	A positive first impression
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Environment	Good	
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Management Efficiency (3 - Common Standards Reference)	Very Good (86%)
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Pre-arrival information including brochure	Very Good
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Pre-arrival information including brochure	Very Good	
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Welcome and arrival procedure	Excellent
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Welcome and arrival procedure	Excellent	A personal welcome with the ingredients for a hot drink plus wine, small loaf, butter, jam, fruit and scones
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In-unit guest information and personal touches	Very Good
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In-unit guest information and personal touches	Very Good	Plenty of personal touches in situ and well presented tourist information - need to remove the disposable razors however could use the individually wrapped ones
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Bathrooms and WCs (6 - Common Standards Reference)**Excellent (92%)****Decoration****Excellent**

Decoration	Excellent	Since our last assessment this room has been decorated - some chips showing on the bathroom door at the base
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Flooring**Excellent**

Flooring	Excellent	Tiled floor in excellent order
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Fixtures, fittings and sanitary ware**Very Good**

Fixtures, fittings and sanitary ware (lights, taps, shelving etc)	Very Good	Very well fitted with bath and separate shower cubicle - the blind has now been fitted to the window as requested last year
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Lighting, heating and ventilation**Excellent**

Position and controllability of lighting	Excellent	Ceiling spots which illuminate the mirror
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Provision and controllability of heating	Excellent	Large heated towel rail
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Ventilation	Excellent	
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Space, comfort and ease of use**Very Good**

Space, comfort and ease of use	Very Good	
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Kitchen (7 - Common Standards Reference)**Very Good (75%)****Decoration****Very Good**

Decoration	Very Good	
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Flooring**Very Good**

Flooring	Very Good	Solid practical floor covering
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Furniture, fixtures and fittings**Very Good**

Furniture and fitted units including handles and light fittings	Very Good	The blind is now at the door as requested last year
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Lighting, heating and ventilation**Very Good**

Position and controllability of lighting	Excellent	Ceiling spots offering excellent illumination
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Provision and controllability of heating and ventilation	Very Good	No cooker hood - window only
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Electrical and gas equipment**Very Good**

Kitchen equipment, cookers, fridges etc	Very Good	Well equipped with additional appliances in an outside shed
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Crockery, cutlery and glassware**Very Good**

Crockery, cutlery and glassware	Very Good	
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Kitchenware, pans and utensils**Very Good**

Kitchenware, pots, pans and utensils	Very Good	
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Space, comfort and ease of use**Quite Good**

Space, comfort and ease of use	Quite Good	Small kitchen with limited space but adequate storage for four guests
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Cleanliness (2 - Common Standards Reference)**Excellent (90%)****Living and dining areas****Very Good**

Living and dining areas

Very Good

A large dining table and padded pews creating plenty of dining space for four guests

Bedroom**Excellent**

Bedrooms

Excellent

Bathroom**Excellent**

Bath and shower rooms

Excellent

Kitchen**Very Good**

Kitchen areas

Very Good

Notes for Proprietors / Managers

The copy of our Visit Report provides information on our assessment of your accommodation and services. The form may be amended from time to time if we discover that this information can be presented in ways that are more helpful. When making quality assessments the assessor is assessing each aspect against the standards of excellence established by VisitEngland. Assessors are trained to ignore their own personal preferences and prejudices when making these assessments. This report is provided in confidence and its contents may not be displayed in any printed material or via electronic media, or indeed quoted verbally. This restriction also applies to any verbal comment made by the assessor at the time of the visit.

PLEASE NOTE

The observations in the Visit Report are intended to be helpful by drawing particular points to your attention. There is no implication that it was these aspects alone that influenced the overall assessment, or that, if they are acted upon, a higher overall grade would be necessarily achieved. Should a proprietor/manager disagree with the grade given, there is an Appeal Procedure, details of which are available from Quality in Tourism (QualityInTourism@uk.g4s.com, Tel 0845 300 6996). A separate charge is made for an appeal assessment.