



Quality in Tourism

## Quality Report Self-Catering Standard

Huddleston Cottage and The Hayloft  
Redmain, Cockermouth



**Self Catering**

**Assessor:** Pamela Stephenson

**Visit date:** 25 Apr 2007

**QiT No:** 503461

## **Executive Summary**

Under the British Common Standard for Self Catering Huddlestone Cottage and The Hayloft achieves a [Four] Star rating.

Part of the Standard is that all critical areas of the property (living areas, bedrooms, bathrooms and kitchen) must each achieve a grade commensurate with the overall rating. Currently all areas of the property meet this requirement, enabling the rating to be confirmed.

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/accesstatements](http://www.visitbritain.com/accesstatements)

As a result of this assessment visit carried out by Quality in Tourism, it has been noted that current fire safety legislation is not being fully complied with, as no evidence of a Fire Risk Assessment having been carried out is available. The criteria contained within all VisitBritain's quality schemes require compliance with all relevant statutory obligations. A rating will be confirmed on this occasion but only on the understanding that a Fire Risk Assessment is carried out as soon as possible and that evidence of this will be available at the time of the next assessment.

Huddlestone Cottage and the Hayloft continue to provide very clean, comfortable accommodation which is maintained to high standards. The marketing of the cottages is a high priority with very good occupancy rates being achieved.

Best wishes are extended for the continued success of the business.

## **Deficiency Report**

**Unit / Group:** Huddlestone Cottage and the Hayloft.  
**Standard:** Self-Catering  
**Designator:** Self Catering  
**Rating:** Four Star

<b><u>Percentages</u></b>			
<b>Overall</b>	<b>79</b>	Bedroom(s)	80
Cleanliness	80	Bathroom(s)	80
Public Areas	80	Kitchen(s)	77

To be recognised within the VisitBritain Quality Assessment Scheme a group / unit must meet all the minimum entry requirements and must also provide sufficient quality to meet the minimum requirements for One Star, in all areas of the Operation.

At the time of the visit this group / unit did not meet all of the minimum entry requirements and / or qualifiers needed for the rating advised. The rating may be revised if all the areas identified are not addressed by the time of the next visit.

---

### **A] General Requirements**

Does the property have a fire risk assessment?:- Information was given.

Does the property have an Access Statement?:- The website address was given.

---

### **Development Advice**

Some improvements that are required to achieve the next level are identified below. Receipt of the higher level requires quality to be delivered at a commensurate level and is conditional upon a full assessment.

## Quality Report

---

**Unit / Group:** Huddlestone Cottage and the Hayloft.

---

### **1 Exterior**

---

#### **Appearance of Buildings**

**Very Good**

Overall quality and appearance of buildings and signage

Very Good

The properties are well maintained externally with all paint work and masonry being in good repair.

#### **Grounds, Gardens, Roadways & Car Parking**

**Very Good**

Quality of gardens and/or open areas

Excellent

The extensive gardens have areas of different interest with seating areas and barbecues.

Quality of garden furniture

Very Good

Quality of ancillary areas

Good

Car parking signage and illumination

Very Good

A designated parking space is provided for each unit.

Car parking surface and marking of bays

Very Good

#### **Environment & Setting**

**Very Good**

First impression on arrival

Very Good

Environment

Very Good

The cottages are in a quiet village within easy travelling distance to many local attractions.

### **2 Cleanliness**

---

#### **Living & Dining Areas - Cleanliness**

**Very Good**

Cleanliness to lounge and communal areas

Very Good

High standards of cleanliness are noted throughout the properties.

#### **Bedroom - Cleanliness**

**Very Good**

Cleanliness of bedrooms

Very Good

#### **Bathroom - Cleanliness**

**Very Good**

Cleanliness of bath and shower rooms

Very Good

Attention to detail ensures the high standards are maintained throughout.

#### **Kitchen - Cleanliness**

**Very Good**

Cleanliness of kitchen areas

Very Good

### 3 Management Efficiency

---

#### **Pre-arrival information including brochure** **Very Good**

Pre-arrival information including brochure      Very Good      All information is available either on the website or by brochure.

#### **Welcome and arrival procedures** **Very Good**

Welcome and arrival procedures      Very Good      The properties benefit from having the proprietor living in the adjacent property. She welcomes her guests personally and provides a welcome tea tray for their arrival.

#### **In-unit guest information and personal touches** **Very Good**

In-unit guest information and personal touches      Very Good

### 4 Public Areas

---

#### **Decoration** **Very Good**

Decoration in lounge/dining areas      Very Good      The natural stone finish is well incorporated into the decor. The feature fireplace in Huddelstone Cottage being of note.

Decoration in other areas, e.g. corridors, stairs      Very Good

#### **Flooring** **Very Good**

Flooring      Very Good      The wooden flooring is of very good quality with rugs added for comfort under foot.

#### **Furniture / Furnishings / Fittings** **Very Good**

Dining area furniture      Very Good      The dining chairs benefit from having padded seat covers to add to guests comfort.

Easy seating area furniture      Very Good      Comfortable easy seating is well provided.

Easy seating area furnishings & fittings      Very Good

#### **Lighting / Heating / Ventilation** **Very Good**

Quality and controllability of heating & ventilation      Very Good      Huddelstone Cottage has a solid fuel fire to enhance the central heating provision.

Quality and positioning of lighting      Very Good      The spot lights provide a very good level of illumination.

#### **Space / Comfort / Ease of use** **Very Good**

Ease of movement around the room      Very Good      The open plan rooms are spacious for the number of guests accommodated.

Ease access to and use of furniture      Very Good

Ease of use of equipment, windows and power points      Very Good

## 5 Bedrooms

---

### Decoration

**Very Good**

Decoration Very Good The easily maintained decor has pictures added to dress the walls.

### Flooring

**Very Good**

Flooring Very Good Again the high quality wooden flooring is well maintained.

### Furniture / Furnishings / Fittings

**Very Good**

Quality & condition of furniture Very Good The solid wood furniture offers ample hanging and storage space. Glass tops are fitted on the surfaces to avoid damage.

Quality & condition of furnishings & fittings Very Good The lined curtains aid light exclusion especially for the light sleepers.

### Lighting / Heating / Ventilation

**Very Good**

Quality and positioning of lighting Very Good

Quality and controllability of heating & ventilation Very Good

### Beds

**Very Good**

Quality and condition of mattress, bed base & headboard Very Good The bed in the Hayloft is being replaced in the very near future. Firm mattresses are fitted throughout.

### Bedding / Linen

**Very Good**

Quality, condition and presentation of bed linen Very Good Attractive bed linen is presented well with a quality country feel about the cottages.

Quality, condition and presentation of bedding (Duvets, pillows, blankets & bed covers) Very Good

### Space / Comfort / Ease of use

**Very Good**

Ease of movement around the room Very Good

Ease of access to and use of furniture Very Good

Ease of use of equipment, windows and power points Very Good

## 6 Bathrooms and WCs

---

<b>Decoration</b>			<b>Very Good</b>
Decoration	Very Good	The paint and tiles are used to good effect. The bathroom in Huddlestone Cottage has some water damage evident but this is to be redecorated as discussed.	
<b>Flooring</b>			<b>Very Good</b>
Flooring	Very Good	The varnished cork tiles provide a hygienic surface in these important areas.	
<b>Fixtures, fittings &amp; sanitary ware</b>			<b>Very Good</b>
Quality & condition of sanitary ware & fittings (lights, taps, shelving etc)	Very Good	All the sanitary ware is in very good condition with shelving being thoughtfully provided.	
<b>Light / Heat / Ventilation</b>			<b>Very Good</b>
Quality and positioning of lighting	Very Good		
Quality and controllability of heating & ventilation	Good		
<b>Space / Comfort / Ease of use</b>			<b>Very Good</b>
Layout of and space within the room	Very Good	The rooms are spacious with the fittings being well positioned.	
Size and usability of fixtures and fittings	Very Good		

## 7 Kitchen

---

<b>Decoration</b>			<b>Very Good</b>
Decoration	Very Good	The tiling is well used as a splashback behind the work surfaces.	
<b>Flooring</b>			<b>Very Good</b>
Flooring	Very Good		
<b>Furniture, fixtures and fittings</b>			<b>Very Good</b>
Furniture and fitted units including handles and light fittings	Very Good	The solid wood units and quality work surfaces are presented to high standards.	
<b>Light / Heat / Ventilation</b>			<b>Very Good</b>
Quality and positioning of lighting	Very Good	The lighting appears to be effective and efficient.	
Quality and controllability of heating & ventilation	Very Good	Forced extraction units are fitted.	
<b>Electrical &amp; Gas equipment</b>			<b>Very Good</b>
Kitchen equipment, cookers, fridges etc	Very Good		
<b>Crockery / Cutlery / Glassware</b>			<b>Very Good</b>
Range and quality of crockery	Very Good	The well matched crockery is supplied in very good quality and quantity.	
Range and quality of cutlery	Good		
Range and quality of glassware	Very Good		
<b>Kitchenware / Pans / Utensils</b>			<b>Very Good</b>
Range and presentation of kitchenware	Very Good		
Quality and condition of pans	Very Good	The pans are of appropriate weight and are provided in good numbers.	
Quality and condition of utensils	Very Good		
<b>Space / Comfort / Ease of use</b>			<b>Good</b>
Ease of movement around the room	Good	Space is a little more restricted in the kitchen areas.	
Ease of use of equipment, windows and power points	Good		

### Notes for Proprietors / Managers

The copy of our Quality Assessment 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 VisitBritain. 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 Quality Assessment 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@GSLGlobal.com, Tel 0845 300 6996). A separate charge is made for an appeal assessment.