



# Quality Advisory Report Self-Catering Standard

Huddlestone Cottage and The Hayloft  
Redmain, Cockermouth



**Self Catering**

**Assessor:** Linda Richardson

**Visit date:** 20 Jun 2006

**QiT No:** 503461

## **Executive Summary**

Under the new British Common Standards for Self Catering HUDDLESTONE COTTAGE and THE HAYLOFT achieve FOUR Star ratings.

Part of the new Standard is that all critical areas of the property (public areas, bedrooms, bathrooms and kitchen) must each achieve a grade commensurate with the overall rating. Currently all areas of the properties meet these requirements, enabling the ratings to be confirmed.

Noted extensive refurbishment to Huddlestone Cottage with new flooring, lighting and easy seating in place

The Hayloft continues to present very well also, although suggest higher intensity lighting and quality light fittings could be considered

Bathroom floors in both cottages now looking quite dated, styles and qualities of floor coverings were discussed. Improvement would further consolidate the ratings awarded

Two very well presented cottages benefiting from the personal attention of the owners. A very good and comfortable standard of holiday accommodation continues to be offered

## Deficiency Report

**Unit / Group:** The Hayloft  
**Standard:** Self-Catering  
**Designator:** Self Catering  
**Rating:** Four Star

<u>Percentages</u>			
<b>Overall</b>	<b>78</b>	Bedroom(s)	79
Cleanliness	80	Bathroom(s)	74
Public Areas	78	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 met all of the minimum entry requirements and / or qualifiers needed for the advised rating.

---

**Unit / Group:** Huddlestone Cottage  
**Standard:** Self-Catering  
**Designator:** Self Catering  
**Rating:** Four Star

<u>Percentages</u>			
<b>Overall</b>	<b>79</b>	Bedroom(s)	79
Cleanliness	80	Bathroom(s)	76
Public Areas	85	Kitchen(s)	78

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.

---

### **5 Bedrooms**

6 coat hangers per person to be provided (Wire hangers are not acceptable):- Ensure the odd wire hanger left by guests are discarded

---

# Quality Report

---

**Unit / Group:** The Hayloft

---

## **1 Exterior**

---

### **Appearance of Buildings**

**Very Good**

Overall quality and appearance of buildings and signage      Very Good      Very well maintained and presented

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

**Very Good**

Quality of gardens and/or open areas      Very Good      Gardens are mature, very well planted and tended

Quality of garden furniture      Very Good

Quality of ancillary areas      Very Good      Shared access area are very well presented

Car parking signage and illumination      Very Good

Car parking surface and marking of bays      Very Good      Ample provision of well lit and evenly surfaced parking space

### **Environment & Setting**

**Very Good**

First impression on arrival      Very Good

Environment      Very Good      Very well located within a peaceful rural village, adjacent the owners home

## **2 Cleanliness**

---

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

**Very Good**

Cleanliness to lounge and communal areas      Very Good      Care and attention to detail ensuring very good levels of cleanliness throughout

### **Bedroom - Cleanliness**

**Very Good**

Cleanliness of bedrooms      Very Good

### **Bathroom - Cleanliness**

**Very Good**

Cleanliness of bath and shower rooms      Very Good

### **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      For details regarding these aspects please see notes in 'Huddlestone Cottage' report

### **Welcome and arrival procedures**

**Very Good**

Welcome and arrival procedures      Very Good

### **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	As with all other areas, decor in very good condition. Exposed beams to vaulted ceiling greatly enhances here
Decoration in other areas, e.g. corridors, stairs	Very Good	First floor apartment with staircase very well decorated. No other corridors

### Flooring

**Very Good**

Flooring	Very Good	Stripped wooden flooring in very good order
----------	-----------	---

### Furniture / Furnishings / Fittings

**Very Good**

Dining area furniture	Very Good	
Easy seating area furniture	Very Good	Comfortable, very good quality easy seating
Easy seating area furnishings & fittings	Good	Light fittings might be of higher quality

### Lighting / Heating / Ventilation

**Very Good**

Quality and controllability of heating & ventilation	Very Good	Fully controllable throughout
Quality and positioning of lighting	Very Good	Very good choice of lighting levels

### Space / Comfort / Ease of use

**Very Good**

Ease of movement around the room	Very Good	Accommodating a couple, the open plan lounge is spacious
Ease access to and use of furniture	Very Good	
Ease of use of equipment, windows and power points	Very Good	

## 5 Bedrooms

---

<b>Decoration</b>			<b>Very Good</b>
Decoration	Very Good	As with all other areas, redecoration complete. A very good clean finish achieved	
<b>Flooring</b>			<b>Very Good</b>
Flooring	Very Good	Wooden flooring in very good condition	
<b>Furniture / Furnishings / Fittings</b>			<b>Very Good</b>
Quality & condition of furniture	Very Good	Furniture of very good quality	
Quality & condition of furnishings & fittings	Very Good		
<b>Lighting / Heating / Ventilation</b>			<b>Very Good</b>
Quality and positioning of lighting	Very Good	Very well lit	
Quality and controllability of heating & ventilation	Very Good		
<b>Beds</b>			<b>Very Good</b>
Quality and condition of mattress, bed base & headboard	Very Good	Although the bed remains in very good condition, noted plans are to replace with a king size bed. This will further add to guests comfort	
<b>Bedding / Linen</b>			<b>Very Good</b>
Quality, condition and presentation of bed linen	Very Good	Co-ordinated linen of very good standard	
Quality, condition and presentation of bedding (Duvets, pillows, blankets & bed covers)	Very Good	Very well dressed bed with quilted cover	
<b>Space / Comfort / Ease of use</b>			<b>Very Good</b>
Ease of movement around the room	Good	Ample space for movement	
Ease of access to and use of furniture	Very Good	Placement of furniture ensuring ease of use and access	
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	Redecorated, part tiled and presenting very well	
<b>Flooring</b>			<b>Good</b>
Flooring	Good	Cork flooring as the Cottage	
<b>Fixtures, fittings &amp; sanitary ware</b>			<b>Very Good</b>
Quality & condition of sanitary ware & fittings (lights, taps, shelving etc)	Very Good	Very well maintained	
<b>Light / Heat / Ventilation</b>			<b>Very Good</b>
Quality and positioning of lighting	Very Good	Very well lit	
Quality and controllability of heating & ventilation	Very Good		
<b>Space / Comfort / Ease of use</b>			<b>Very Good</b>
Layout of and space within the room	Very Good	Space in the bathroom is very good	
Size and usability of fixtures and fittings	Good	Standard fittings	

## 7 Kitchen

---

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

Decoration Very Good Very well finished with tiled splashbacks completing

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

Flooring Very Good Wooden flooring in very good condition

### **Furniture, fixtures and fittings** **Very Good**

Furniture and fitted units including handles and light fittings Very Good Very well fitted, fitted units of very good standard

### **Light / Heat / Ventilation** **Very Good**

Quality and positioning of lighting Good Lighting could of higher intensity over the work area as mentioned

Quality and controllability of heating & ventilation Very Good Open plan, heating not required. Efficient ventilation in place

### **Electrical & Gas equipment** **Very Good**

Kitchen equipment, cookers, fridges etc Very Good Very well provided

### **Crockery / Cutlery / Glassware** **Good**

Range and quality of crockery Very Good

Range and quality of cutlery Good

Range and quality of glassware Good

### **Kitchenware / Pans / Utensils** **Very Good**

Range and presentation of kitchenware Very Good

Quality and condition of pans Very Good

Quality and condition of utensils Very Good

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

Ease of movement around the room Very Good Open plan to living areas, well planned and fitted

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

---

**Unit / Group:** Huddlestone Cottage

---

## 1 Exterior

---

### Appearance of Buildings

**Very Good**

Overall quality and appearance of buildings and signage Very Good Very well maintained and presented

### Grounds, Gardens, Roadways & Car Parking

**Very Good**

Quality of gardens and/or open areas Very Good Extensive, mature and very well tended gardens

Quality of garden furniture Very Good

Quality of ancillary areas Very Good Shared access areas, courtyard style, very well presented

Car parking signage and illumination Very Good

Car parking surface and marking of bays Very Good Ample provision of well lit and evenly surfaced car parking space

### Environment & Setting

**Very Good**

First impression on arrival Very Good

Environment Very Good Very well located adjacent the owners property within a rural village

## 2 Cleanliness

---

### Living & Dining Areas - Cleanliness

**Very Good**

Cleanliness to lounge and communal areas Very Good Care and attention to detail ensuring very good levels of cleanliness throughout

### Bedroom - Cleanliness

**Very Good**

Cleanliness of bedrooms Very Good

### Bathroom - Cleanliness

**Very Good**

Cleanliness of bath and shower rooms Very Good

### 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 Pre-arrival, brochure information very well provided. Easily accessed and used web site. All management procedures handled in a professional manner by the owners

### Welcome and arrival procedures

**Very Good**

Welcome and arrival procedures Very Good Personal welcome procedures in place with a prepared tea tray included

### In-unit guest information and personal touches

**Very Good**

In-unit guest information and personal touches Very Good Information very well compiled and presented. Personal touches very well provided. Noted also the inclusion of towels in the letting price

## 4 Public Areas

---

### Decoration

**Very Good**

Decoration in lounge/dining areas                      Very Good      Recently redecorated and very well finished throughout

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

### Flooring

**Excellent**

Flooring    Excellent      Newly laid wooden flooring in excellent condition

### Furniture / Furnishings / Fittings

**Very Good**

Dining area furniture    Very Good

Easy seating area furniture                                      Excellent      New easy seating of excellent standard

Easy seating area furnishings & fittings                      Very Good

### Lighting / Heating / Ventilation

**Very Good**

Quality and controllability of heating & ventilation      Very Good      Fully controllable heating throughout and an open fire in the lounge

Quality and positioning of lighting                              Very Good      Light fittings recently replaced. Directional halogen lighting noted

### Space / Comfort / Ease of use

**Very Good**

Ease of movement around the room                              Very Good      Dining lounge with very good spatial aspects 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

---

<b>Decoration</b>			<b>Very Good</b>
Decoration	Very Good	Again redecorated and very well finished	
<b>Flooring</b>			<b>Very Good</b>
Flooring	Very Good	Wooden flooring has been re-sanded and treated	
<b>Furniture / Furnishings / Fittings</b>			<b>Very Good</b>
Quality & condition of furniture	Very Good	Matched and very good quality standard	
Quality & condition of furnishings & fittings	Very Good		
<b>Lighting / Heating / Ventilation</b>			<b>Very Good</b>
Quality and positioning of lighting	Very Good	Noted new taller and higher intensity lamps recently provided	
Quality and controllability of heating & ventilation	Very Good		
<b>Beds</b>			<b>Very Good</b>
Quality and condition of mattress, bed base & headboard	Very Good	Beds of very good quality. The larger king size bed being very popular with guests	
<b>Bedding / Linen</b>			<b>Very Good</b>
Quality, condition and presentation of bed linen	Very Good	Co-ordinated and very good quality	
Quality, condition and presentation of bedding (Duvets, pillows, blankets & bed covers)	Very Good	All beds very well presented with quilted throws	
<b>Space / Comfort / Ease of use</b>			<b>Very Good</b>
Ease of movement around the room	Good	Ample space for movement	
Ease of access to and use of furniture	Very Good	Furniture placed to add to ease of use	
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	Part tiled and recently repainted. Very good use of fresh colour	
<b>Flooring</b>			<b>Good</b>
Flooring	Good	Cork tiled flooring now looking a little dated. High quality flooring styles discussed	
<b>Fixtures, fittings &amp; sanitary ware</b>			<b>Very Good</b>
Quality & condition of sanitary ware & fittings (lights, taps, shelving etc)	Very Good	Very well maintained	
<b>Light / Heat / Ventilation</b>			<b>Very Good</b>
Quality and positioning of lighting	Very Good	Very well lit	
Quality and controllability of heating & ventilation	Very Good		
<b>Space / Comfort / Ease of use</b>			<b>Very Good</b>
Layout of and space within the room	Very Good	Space in the bathroom and the ground floor shower room is very good	
Size and usability of fixtures and fittings	Very Good	The large 'walk in' shower most useful	

## 7 Kitchen

---

<b>Decoration</b>			<b>Very Good</b>
Decoration	Very Good	Very well finished, part tiled to splashbacks	
<b>Flooring</b>			<b>Excellent</b>
Flooring	Excellent	New wooden flooring continued from living area	
<b>Furniture, fixtures and fittings</b>			<b>Good</b>
Furniture and fitted units including handles and light fittings	Good	Very well fitted, fitted units of very good standard. Noted the recent installation of new worktops	
<b>Light / Heat / Ventilation</b>			<b>Very Good</b>
Quality and positioning of lighting	Very Good	New directional halogen lighting	
Quality and controllability of heating & ventilation	Very Good	Heating not required in this open plan area, efficient and specific ventilation noted	
<b>Electrical &amp; Gas equipment</b>			<b>Very Good</b>
Kitchen equipment, cookers, fridges etc	Very Good	Very well provided and maintained	
<b>Crockery / Cutlery / Glassware</b>			<b>Good</b>
Range and quality of crockery	Very Good	Very well provided, very good quality	
Range and quality of cutlery	Good	Good quality	
Range and quality of glassware	Good		
<b>Kitchenware / Pans / Utensils</b>			<b>Very Good</b>
Range and presentation of kitchenware	Very Good		
Quality and condition of pans	Very Good		
Quality and condition of utensils	Very Good		
<b>Space / Comfort / Ease of use</b>			<b>Very Good</b>
Ease of movement around the room	Very Good	Ample space for movement around the work area	
Ease of use of equipment, windows and power points	Very Good	Very good provision of work top and storage space adds to ease of use	

### 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 implies 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 or implied 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.