



Quality in Tourism

Visit Report
Self-Catering Standard

Huddleston Cottage and The Hayloft

Redmain, Cockermouth



Self Catering

Assessor: Linda Richardson

Visit date: 06 Mar 2008

Visit type: Day

QiT No: 503461

Executive Summary

Summary

Under the British Common Standard for Self Catering HUDDLESTON COTTAGE AND THE HAYLOFT achieve 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.

Physical areas

Both properties continue to be very well maintained with ongoing attention to maintenance. Redecoration and replacement as necessary ensuring standards remain consistent throughout

The new easy seating in Huddlestone is very good indeed, definitely adding comfort for the guests. Also in this property a new washer/dryer and freezer have been installed. A smaller freezer is housed in the cupboard in The Hayloft, accommodating two guests this will offer ample storage. New curtains, possibly in a neutral shade, are planned for the lounge in the Hayloft this year

New beds installed, in both properties, are of high standard and use of pure cotton bedding will add to guest comfort

Further work has also been completed to the gardens with new flower beds and walls having been created. Plans to further improve at the "top of the hill" are also underway

The properties benefit greatly from the personal attention of the owners, enabling a personal welcome to be offered. Noted many repeat and recommended guests and a very busy diary for each property

A very good and most comfortable standard of holiday accommodation continues to be offered

Management efficiency and cleanliness

Pre-arrival, brochure and web-site information is detailed and very well presented. Noted plans are to further improve the web-site this year

All management procedures are conducted in a very professional manner by the experienced owners

Care and attention to detail ensuring the previously recorded very good levels of cleanliness are consistent throughout both properties. Noted the extra care taken with stone walls and exposed beams

Fire risk assessment

In line with the Regulatory Reform (Fire Safety) Order 2005, which came into force in October 2006, a copy of the Fire Risk Assessment for the premises was seen by the assessor. The assessor is not able to comment on the content of the assessment.

Minimum Entry Requirements

Group: Huddlestone Cottage and The Hayloft
(Huddlestone Cottage, The Hayloft)

Standard: Self-Catering

Designator: Self Catering

Rating: Four Star

To be recognised within the VisitBritain 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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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: Huddlestone Cottage and The Hayloft

	Score (%)	Level
Overall	81	4
Cleanliness	80	4
Bedroom	85	4
Bathroom	80	4
Kitchen	80	4
Public Areas	84	4

Visit Report

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Unit / Group: Huddlestone Cottage and The Hayloft

Exterior (1 - Common Standards Reference)

Appearance of buildings Very Good

Appearance of buildings and signage	Very Good	Adjacent the owners property and continuing to present very well indeed. Clear signage at the driveway and nameplates to each cottage
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Grounds, gardens, roadways and car parking Very Good

Grounds, gardens and garden furniture	Excellent	Extensive grounds and gardens, mature, very well planted and tended. The gardens are arranged in areas with flower beds and seating which guests are invited to use. Noted also plans to further improve the areas further away from the house in the future
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Car parking surface, signage and illumination	Very Good	Evenly surfaced and very well lit. More than ample parking space available
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Environment and Setting Very Good

First impression on arrival	Excellent	The gardens certainly add to first impressions, as does the owners new conservatory which is seen on entry into the car park
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Environment	Very Good	Peaceful rural location along with ease of access from major routes and attractions
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Management Efficiency (3 - Common Standards Reference)

Pre-arrival information including brochure Very Good

Pre-arrival information including brochure	Very Good	
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Welcome and arrival procedure Very Good

Welcome and arrival procedure	Very Good	A personal welcome extended to all arriving guests, time taken to show around the properties with facilities explained. The provision of a well stocked tea tray adds to the arrival procedures
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In-unit guest information and personal touches Very Good

In-unit guest information and personal touches	Very Good	Information and personal touches very well provided. Noted new digital television receivers now provided in each property
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Public Areas (4 - Common Standards Reference)

Decoration

Very Good

Decoration in lounge and dining areas	Very Good	Open plan lounges in both cottages very well decorated. Feature stone walls and exposed beams enhance greatly
Decoration in other areas e.g. corridors, stairs	Very Good	

Flooring

Excellent

Flooring	Excellent	Oak flooring in excellent condition
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Furniture, furnishings and fittings

Very Good

Furniture, furnishings and fittings	Very Good	Very comfortable easy seating in both lounges. The new suite in Huddlestone is very good. Good sized wooden dining tables with comfort noted to seating. Noted new curtains are planned for the Hayloft this year
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Lighting, heating and ventilation

Very Good

Provision and controllability of heating and ventilation	Very Good	Fully controllable heating, Huddlestone also benefits from an open fire
Position and controllability of lighting	Very Good	Lighting offering very good choice of levels

Space, comfort and ease of use

Very Good

Space, comfort and ease of use	Very Good	Both living areas are open plan and offer very good spatial aspects for the number of guests accommodated
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Bedrooms (5 - Common Standards Reference)

Decoration			Very Good
Decoration	Very Good	Practically painted for ease of maintenance, well enhanced and in very clean condition	
Flooring			Excellent
Flooring	Excellent	As living areas. Rugs add warmth at bedsides	
Furniture, furnishings and fittings			Very Good
Furniture	Very Good	Wooden furniture of very good quality. Hanging and free surface space very well provided	
Furnishings and fittings	Very Good		
Lighting, heating and ventilation			Very Good
Position and controllability of lighting	Very Good	Very well placed for use. Noted the addition of very good reading lamps	
Provision and controllability of heating and ventilation	Very Good		
Beds			Very Good
Mattress, bed bases and headboards	Very Good	New king size bed provided in the Hayloft with new beds also noted in the twin room in Huddlestone, all of very good quality standard	
Bedding and bed linen			Excellent
Bedding and bed linen	Excellent	Cotton linens with high thread cotton, excellent presentation of beds	
Space, comfort and ease of use			Very Good
Space, comfort and ease of use	Very Good	All bedrooms offering more than ample space for placement of furniture and ease of use	

Bathrooms and WCs (6 - Common Standards Reference)

Decoration			Very Good
Decoration	Very Good	Partially tiled and painted, very well maintained	
Flooring			Very Good
Flooring	Very Good	Durable flooring in very good order	
Fixtures, fittings and sanitary ware			Very Good
Fixtures, fittings and sanitary ware (lights, taps, shelving etc)	Very Good	Matched sanitary ware and fixtures all remaining in very good order	
Lighting, heating and ventilation			Very Good
Position and controllability of lighting	Very Good		
Provision and controllability of heating	Very Good		
Ventilation	Good		
Space, comfort and ease of use			Very Good
Space, comfort and ease of use	Very Good	All facilities well laid out for use. Huddlestone benefits from a second facility, ground floor and with walk in shower	

Kitchen (7 - Common Standards Reference)

Decoration			Very Good
Decoration	Very Good	Decor continued from living areas with the addition of very well finished tiling	
Flooring			Excellent
Flooring	Very Good	As living areas	
Furniture, fixtures and fittings			Very Good
Furniture and fitted units including handles and light fittings	Very Good	Wooden units remain very well maintained	
Lighting, heating and ventilation			Very Good
Position and controllability of lighting	Very Good	Very well lit to worktops	
Provision and controllability of heating and ventilation	Very Good	Efficient forced extraction. Further heating is not required in these open plan kitchens	
Electrical and gas equipment			Very Good
Kitchen equipment, cookers, fridges etc	Very Good	New washer/dryer and freezer provided in Huddlestone and a new small freezer has been added in the Hayloft	
Crockery, cutlery and glassware			Very Good
Crockery, cutlery and glassware	Very Good	A comprehensive range provided. Noted new crockery is in the planning stages	
Kitchenware, pans and utensils			Very Good
Kitchenware, pots, pans and utensils	Very Good	Provision exceeds requirements, both kitchens very well equipped	
Space, comfort and ease of use			Good
Space, comfort and ease of use	Good	Kitchens offering good space for movement with more than ample storage and worktop space	

Cleanliness (2 - Common Standards Reference)

Living and dining areas			Very Good
Living and dining areas	Very Good	Very good levels of cleanliness throughout these areas	
Bedroom			Very Good
Bedrooms	Very Good	Bedrooms offering a very fresh and clean appearance	
Bathroom			Very Good
Bath and shower rooms	Very Good	Attention to detail evident in all facilities	
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 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 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@GSLGlobal.com, Tel 0845 300 6996). A separate charge is made for an appeal assessment.