



Quality in Tourism

## Visit Report

### Self-Catering Standard

## **Huddleston Cottage and The Hayloft**

Redmain, Cockermouth



### **Self Catering**

**Assessor:** Linda Richardson

**Visit date:** 17 Mar 2009

**Visit type:** Day

**QiT No:** 503461

## Executive Summary

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### Summary

Under the British Common Standard for Self Catering HUDDLESTONE COTTAGE and THE HAYLOFT both achieve 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.

### Physical areas

Both cottages continue to present very well indeed. A rolling programme of redecoration and improvement followed which ensures consistency in the standards offered

Open plan with spacious, comfortable living areas ensuring ample space for the advertised number of guests to relax comfortably. Light fittings, as discussed, in the living area in Hayloft are not of the same very good quality as offered in Huddlestone Cottage. It is noted that new fittings of a suitable style are being sourced

Bedrooms are well furnished, offering very good space for movement. Power points well sited and easily accessed will add to ease of use. Noted provision of excellent quality cotton bedding which will certainly add to comfort

New flooring has been recently laid to the first floor bathroom in Huddlestone Cottage, with plans in hand to lay a similar quality flooring in the Hayloft bathroom. Huddlestone Cottage also benefits from a ground floor "wet room" style shower room

Kitchens are very well fitted, wooden units are very well maintained. Although space does vary, both offer good space for storage of provisions and utensils. Also noted both kitchens are very well equipped, exceeding the current inventory requirements

Huddlestone Cottage and the Hayloft both continue to achieve four star ratings, sitting comfortably within the rating banding which meets the owners expectations.

A very good and comfortable standard of holiday accommodation continues to be offered, the cottages meet their chosen market very well and enjoy many repeat visitors

### Management efficiency and cleanliness

All management procedures are handled in a professional manner by the owners. A very well presented web-site available offering clear detail and excellent photographs. The gardens in the snow are particularly effective. Noted although a small freezer is provided in the Hayloft this has not yet been included on the web-site information for this cottage

With care and attention to detail and the owners own high standards, levels of cleanliness throughout both cottages are very good indeed

## Minimum Entry Requirements

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**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 all 'Minimum Entry Requirements' and 'Additional Requirements/Key Requirements' were provided.

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

## Quality Scores

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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
<b>Overall</b>	<b>81</b>	<b>4</b>
Cleanliness	80	4
Bedroom	85	4
Bathroom	80	4
Kitchen	77	4
Public Areas	84	4

## Visit Report

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**Unit / Group:** Huddlestone Cottage and The Hayloft

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### Exterior (1 - Common Standards Reference)

**Very Good (80%)**

#### Appearance of buildings

**Very Good**

Appearance of buildings and signage

Very Good

Stone properties adjacent the owners home, continuing to offer a very good external appearance. The site well signed at the gate and each property has a clear name plate

#### Grounds, gardens, roadways and car parking

**Very Good**

Grounds, gardens and garden furniture

Excellent

Gardens are extensive and excellently presented. Careful tending along with replanting and constant attention noted. A number of outdoor seating areas available, with the elevated areas on the hill allowing panoramic views

Car parking surface, signage and illumination

Very Good

Evenly surfaced gravel parking area, well lit at night

#### Environment and Setting

**Very Good**

First impression on arrival

Excellent

Most favourable first impressions

Environment

Very Good

Rural location within a peaceful hamlet enjoyed

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### Management Efficiency (3 - Common Standards Reference)

**Very Good (80%)**

#### Pre-arrival information including brochure

**Very Good**

Pre-arrival information including brochure

Very Good

#### Welcome and arrival procedure

**Very Good**

Welcome and arrival procedure

Very Good

A well practiced personal welcome procedure in place, the provision of a well stocked tea tray adds to guest arrival and time is taken to show guests around the property

#### In-unit guest information and personal touches

**Very Good**

In-unit guest information and personal touches

Very Good

Very well provided

**Public Areas (4 - Common Standards Reference)****Very Good (84%)****Decoration****Very Good**

Decoration in lounge and dining areas                      Very Good                      With stone walls and exposed beams both lounge areas create interest. Decor remains in a very clean condition

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

**Flooring****Excellent**

Flooring                      Excellent                      Stripped Oak flooring in excellent condition, with quality rugs in place

**Furniture, furnishings and fittings****Very Good**

Furniture, furnishings and fittings                      Very Good                      Both lounges very comfortably furnished

**Lighting, heating and ventilation****Very Good**

Provision and controllability of heating and ventilation                      Very Good                      The open fire adds to heating in Huddlestone. Fully controllable central heating throughout

Position and controllability of lighting                      Very Good                      Lighting is very well provided

**Space, comfort and ease of use****Very Good**

Space, comfort and ease of use                      Very Good                      Both cottages are open plan and spacious

**Bedrooms (5 - Common Standards Reference)****Very Good (85%)****Decoration****Very Good**

Decoration                      Very Good                      Presenting as living areas, again with beams and stone walls

**Flooring****Excellent**

Flooring                      Excellent                      Oak flooring as living areas

**Furniture, furnishings and fittings****Very Good**

Furniture                      Very Good                      Wooden furniture of very good standard

Furnishings and fittings                      Very Good                      Co-ordinated fabrics add to presentation

**Lighting, heating and ventilation****Very Good**

Position and controllability of lighting                      Very Good

Provision and controllability of heating and ventilation                      Very Good

**Beds****Very Good**

Mattress, bed bases and headboards                      Very Good                      Beds of very good quality with firm, comfortable mattresses in place

**Bedding and bed linen****Excellent**

Bedding and bed linen                      Excellent                      Presented to a high standard with excellent quality cotton linens and quilted covers

**Space, comfort and ease of use****Very Good**

Space, comfort and ease of use                      Very Good                      Bedrooms offering very good space for placement of furniture and access

**Bathrooms and WCs (6 - Common Standards Reference)****Very Good (80%)****Decoration****Very Good**

Decoration	Very Good	Partially tiled with well maintained decor. Although as mentioned some slight flaking of paint to the ceiling in the wet room shower in Huddlestone noted this visit
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**Flooring****Very Good**

Flooring	Very Good	Flooring varies with Oak to the wet room, and new durable flooring to the bathroom in Huddlestone. Plans are to also replacing the flooring in Hayloft bathroom
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**Fixtures, fittings and sanitary ware****Very Good**

Fixtures, fittings and sanitary ware (lights, taps, shelving etc)	Very Good	Very good quality in very good condition
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**Lighting, heating and ventilation****Very Good**

Position and controllability of lighting	Very Good	Very well lit to all facilities
Provision and controllability of heating	Very Good	Heating very well provided
Ventilation	Good	

**Space, comfort and ease of use****Very Good**

Space, comfort and ease of use	Very Good	All facilities offer very good spatial aspects
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**Kitchen (7 - Common Standards Reference)****Very Good (77%)****Decoration****Very Good**

Decoration	Very Good	Continued from living areas with tiling very well finished
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**Flooring****Very Good**

Flooring	Very Good	Oak flooring as living areas
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**Furniture, fixtures and fittings****Very Good**

Furniture and fitted units including handles and light fittings	Very Good	Wooden units remain in very good condition
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**Lighting, heating and ventilation****Very Good**

Position and controllability of lighting	Very Good	Lighting very well placed for use
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Provision and controllability of heating and ventilation	Very Good	Forced extraction in place
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**Electrical and gas equipment****Very Good**

Kitchen equipment, cookers, fridges etc	Very Good	Appliances are very well provided, all appearing to be very good working order
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**Crockery, cutlery and glassware****Very Good**

Crockery, cutlery and glassware	Very Good	Both kitchens are very well equipped with comprehensive ranges
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**Kitchenware, pans and utensils****Very Good**

Kitchenware, pots, pans and utensils	Very Good	As noted at the time of the last visit, provision exceeds requirements
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**Space, comfort and ease of use****Good**

Space, comfort and ease of use	Good	Both kitchens are open plan to living areas and ample space for movement and use
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**Cleanliness (2 - Common Standards Reference)****Very Good (80%)****Living and dining areas****Very Good**

Living and dining areas	Very Good	
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**Bedroom****Very Good**

Bedrooms	Very Good	
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**Bathroom****Very Good**

Bath and shower rooms	Very Good	
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**Kitchen****Very Good**

Kitchen areas	Very Good	
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*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.*