



Quality in Tourism

Visit Report

Self-Catering Standard

Huddlestone Cottage and The Hayloft

Redmain, Cockermouth

★★★★ Self Catering 80%

Assessor: Linda Richardson

Visit date: 04 Mar 2010

Visit type: Day

QiT No: 503461

Group/Unit Name: The Hayloft

	Score
Exterior (1 - Common Standards Reference)	
Appearance of buildings	4
Grounds, gardens, roadways and car parking	5
Environment and Setting	4
	86%
Cleanliness (2 - Common Standards Reference)	
Cleanliness - Living and dining area	4
Cleanliness - Bedroom	4
Cleanliness - Bathroom	4
Cleanliness - Kitchen	4
	80%
Management Efficiency (3 - Common Standards Reference)	
Pre-arrival information including brochure	4
Welcome and arrival procedure	4
In-unit guest information and personal touches	4
	80%
Public Areas (4 - Common Standards Reference)	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	84%
Bedrooms (5 - Common Standards Reference)	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Beds	4
Bedding and bed linen	4
Space, comfort and ease of use	4
	82%
Bathrooms and WCs (6 - Common Standards Reference)	
Decoration	4
Flooring	3
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	76%
Kitchen (7 - Common Standards Reference)	
Decoration	4
Flooring	4
Furniture, fixtures and fittings	4
Lighting, heating and ventilation	4
Electrical and gas equipment	4
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	4
Space, comfort and ease of use	3
	77%
	80%

Key Scores and Sectional Consistencies

Overall

80% = 4 star; safe (75% to 86%)

Cleanliness

80% = 4 star; safe (75% to 89%)

Public Areas

84% = 4 star; high (75% to 86%)

Bedrooms

82% = 4 star; safe (75% to 86%)

Bathrooms

76% = 4 star; low (75% to 86%)

Kitchen

77% = 4 star; low (75% to 86%)

In order to achieve a star rating the following elements of the assessment need to be satisfied.

1 All Minimum Entry Requirements must be met. (see Minimum Entry Requirement page in this report for detail)

2 The Star rating awarded will be no higher than the rating achieved in the Overall assessment.

3 Key Area Scores:

All Key Area sections must achieve or exceed the Star rating awarded.

4 The Star rating will be capped if Key Requirements are not met at each rating level.

Where the Overall score or a Key Area is marked as 'High' this indicates that the score for this area is close to achieving a higher level. Where the Overall score or a Key Area is marked as 'Safe' this indicates that the score for this area sits comfortably within this level. Where the Overall score or a Key Area is marked as 'Low' this indicates that the score in this area is in danger of being reduced to a lower level at the next assessment visit and as a result the Star rating might need to be reduced.

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Exterior (1 - Common Standards Reference)	
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Environment and Setting	4
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Cleanliness - Bathroom	4
Cleanliness - Kitchen	4
	80%
Management Efficiency (3 - Common Standards Reference)	
Pre-arrival information including brochure	4
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In-unit guest information and personal touches	4
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Public Areas (4 - Common Standards Reference)	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	80%
Bedrooms (5 - Common Standards Reference)	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Beds	4
Bedding and bed linen	4
Space, comfort and ease of use	4
	82%
Bathrooms and WCs (6 - Common Standards Reference)	
Decoration	4
Flooring	4
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	80%
Kitchen (7 - Common Standards Reference)	
Decoration	4
Flooring	4
Furniture, fixtures and fittings	4
Lighting, heating and ventilation	4
Electrical and gas equipment	4
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	4
Space, comfort and ease of use	3
	77%
	80%

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Overall

Huddlestone Cottage and The Hayloft continue to offer a very good and comfortable standard of holiday accommodation. The Four Star rating is again achieved by both cottages, sitting very comfortably within the rating banding which is as expected by the owners

Cleanliness

Living on site the owners undertake all housekeeping procedures. Care and attention to detail resulting in very good levels of cleanliness in both cottages. As mentioned on the day, just one small area which would benefit from attention which is the very high, small window recess in the twin bedded room in Huddlestone. It is understood that this is not the easiest area to reach, needing the owners tall son and a long ladder, plans are to attend to this on his next visit

Public Areas

Both cottages offer open plan living, dining and kitchen areas, offering very good space for all uses and placement of furniture. Decor in very good order, greatly enhanced with feature stone walls and exposed beams. Very comfortably furnished. Noted recent heat marks to the dining table in Huddlestone this visit. Wooden flooring to both living areas. The flooring in Huddlestone was discussed, relaid following flooding two years ago, it is felt by the owner that this flooring has not proved to be as durable as expected with some wear becoming evident. Future plans may include carpeting the living area. Lighting choices are very good, plans are still to change the light fittings in The Hayloft and it is good to noted a suitable style has been sourced

Bedrooms

Bedrooms also offer feature stone walls and exposed beams. Oak flooring in the bedrooms remains in excellent order. Wooden furniture very much suiting the style of the properties, very well maintained. More than ample storage and dressing table space noted. Task lighting is very well placed with thermostatic controls to all radiators adding to ease of use. Beds are very good, mattresses appearing firm and very supportive. Crisp linens and quilted covers very much in keeping with the "rustic" style

Bathrooms

Partially tiled to all facilities and very well maintained. Noted plans are still to replace the flooring in Hayloft bathroom, it is hoped that this will be completed this year. Well matched sanitary ware and fittings in very good condition. Lighting, heating and ventilation very well provided. All facilities offering very good space for use, noted also ample storage for guest toiletries

Kitchen

Open plan kitchens are very well fitted. Wooden wall and floor units providing ample worktop and storage space. Very well maintained in all respects. Directional halogen spot lights provide very good lighting to worktops with forced extraction to hobs being very useful in these open plan areas. Appliances are very well provided. The fridge has been replaced in Huddlestone this year. Comprehensive ranges of crockery and also very good china seen on the day. Kitchenware and cookware is also very well provided in both kitchens

Highlights

Two stone cottages, externally very well maintained with clear signage adding to ease at time of arrival. Evenly surfaced off road parking space is available. Very clear detail and information is provided prior to arrival, followed by a very good and personal welcome on arrival. Tea trays are very well stocked and time is taken to show guests around

Extensive gardens to the rear of the properties have been carefully planted and are excellently tended. A number of seating areas are available, and guests are welcome to use the gardens

A very peaceful village location is enjoyed with some clear views to the fells. Being in easy reach of the Northern and Western Lakes, the cottages are a popular choice, and continue to meet their market very well

Minimum Entry Requirements

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

For a rating to be awarded by VisitEngland a property must meet all Minimum Entry Requirements
Key Requirements, as appropriate to the Star level
Any Additional Requirements

At the time of our visit all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

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

For a rating to be awarded by VisitEngland a property must meet all Minimum Entry Requirements
Key Requirements, as appropriate to the Star level
Any Additional Requirements

At the time of our visit all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

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.