



Quality in Tourism

Visit Report

Self-Catering Standard

Huddlestone Cottage and The Hayloft

Redmain, Cockermouth

★★★★ Self Catering 78 - 80%

Assessor: Linda Richardson

Visit date: 02 Mar 2011

Visit type: Day

QiT No: 503461

Group/Unit Name: Huddlestone Cottage

Key Scores and Sectional Consistencies

	Score
Exterior (1 - Common Standards Reference)	
Appearance of buildings	4
Grounds, gardens, roadways and car parking	5
Environment and Setting	4
	86%
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%
Cleanliness (2 - Common Standards Reference)	
Cleanliness - Living and dining area	4
Cleanliness - Bedroom	4
Cleanliness - Bathroom	4
Cleanliness - Kitchen	4
	80%
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
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%

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%
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%
Cleanliness (2 - Common Standards Reference)	
Cleanliness - Living and dining area	4
Cleanliness - Bedroom	4
Cleanliness - Bathroom	4
Cleanliness - Kitchen	4
	80%
Public Areas (4 - Common Standards Reference)	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	3
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	3
	80%
Bathrooms and WCs (6 - Common Standards Reference)	
Decoration	4
Flooring	3
Fixtures, fittings and sanitary ware	4
Space, comfort and ease of use	4
	75%
Kitchen (7 - Common Standards Reference)	
Decoration	4
Flooring	4
Furniture, fixtures and fittings	4
Lighting, heating and ventilation	3
Electrical and gas equipment	4
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	4
Space, comfort and ease of use	3
	75%
	78%

Executive Summary

Overall

Huddlestone Cottage and The Hayloft both continue to achieve Four Star ratings, sitting comfortably within the rating banding

Cleanliness

It is very good to note that a great deal of care and attention is given to housekeeping throughout both properties. Cleanliness is evident throughout to very good standards

Public Areas

Stone walls and exposed beams add to both character and the decorative finish in both cottages. Wooden flooring remains in very good condition the Hayloft living and dining area. Wear is becoming evident to the wooden staircase in Huddlestone as mentioned. Noted some considerable wear to the wall in the corner immediately behind the entrance door in the Hayloft. It is noted that plans are to repair and repaint. In Huddlestone the wooden flooring remains in the dining area with very good carpet to the living area. Both lounges are very comfortably furnished with easy seating of a very good standard, wooden dining furniture is of equal quality. Task lighting is very well provided in Huddlestone with spot lights and lamps available, Hayloft lighting is also very well provided. Fully controllable heating throughout. Huddlestone also offers an open fire. Both lounges are spacious

Bedrooms

Bedroom are similar, again with stone walls and exposed beams. Wooden flooring remains very well maintained. Noted new rugs are being sought for Hayloft bedroom. Bedroom furniture is very well presented, the older wooden furniture suiting the style of the property. Good dressing table and hanging space is provided. Fittings are very good and fabrics co-ordinate very well. Heating provision is very good with bedside lighting well placed. Wooden framed beds of solid construction, all offering very good quality mattresses. Thick duvets and plump pillows add further to comfort levels. Fresh linens and co-ordinated covers adding to presentation. Good sized bedrooms allowing for placement of all required furniture and access

Bathrooms

Facilities are very well provided in Huddlestone with a ground floor shower room with walk in shower and a first floor bathroom. Tiling and decor is very well finished in all facilities. Flooring quality varies with wooden flooring in Huddlestone and durable cork flooring in Hayloft. Modern, white sanitary ware is presented in a very good condition, and ample storage space is available. The wooden fittings in the Hayloft bathroom, toothbrush holder, toilet roll holder and towel rails, show wear, it was learned that replacement fittings are planned. Lighting is very well placed for use, consider adding a wooden "end" to the light pull cord in the shower room in Huddlestone which would be easier to keep clean and also to use. Forced extraction appears efficient, as mentioned in this shower room the extraction unit is a little noisy. Heating is very well provided. The bathroom layout provides a good ease of use of the facilities.

Kitchen

Both kitchens are open plan to living areas and are very well fitted. Wooden units remain in very good condition. Decor as living areas with tiled splash backs being very practical. Wooden flooring to both kitchens. Appliances are very well provided and presented in a sound working order. Forced extraction is well positioned over cooker hobs with lighting giving very good illumination to worktops. Very well with matched, very good crockery, heavy cutlery and range of glassware. Cookware and kitchenware also very well provided. Both kitchens offering good space for movement and use

Highlights

Two very characterful properties, both furnished and fitted to a good standard. Enjoying a very peaceful location, with external areas very well maintained. Evenly surfaced car parking space available. Grounds and gardens are extensive, mature and very well tended, a number of seating areas are available which will be appreciated by guests during the warmer months

The owners undertake all pre-arrival and booking procedures, clear property detail is available on the easily accessed web-site

Living on site the owners are available to greet guests, the provision of a well stocked tea tray and time taken to show guests around adding to arrival procedures. Accessories have been provided with thought given to guests needs with very good ranges of books, maps and games provided. Towels are also included in the

letting price. In house and emergency information has been carefully collated and is well presented within folders

A very good and comfortable standard of holiday accommodation continues to be offered. Whilst realising the property is on the market, it was good to learn that forward bookings are encouraging. Best wishes are extended for the future

Minimum Entry Requirements

Group: Huddlestone Cottage

Standard: Self-Catering

Designator: Self Catering

Rating: Four Star

(Huddlestone Cottage)

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.

Group: The Hayloft

Standard: Self-Catering

Designator: Self Catering

Rating: Four Star

(The Hayloft)

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.