



Quality in Tourism

Visit Report

Self-Catering Standard

Wood Advent Granary

Roadwater

★★★★★ Self Catering 92%

Gold Award

Cyclists Welcome, Walkers Welcome

Assessor: Jeremy Spong

Visit date: 13 May 2010

Visit type: Day

QiT No: 601711

Group/Unit Name: The Granary

| | Score |
|---|------------|
| Exterior (1 - Common Standards Reference) | |
| Appearance of buildings | 5 |
| Grounds, gardens, roadways and car parking | 3 |
| Environment and Setting | 5 |
| | 86% |
| Cleanliness (2 - Common Standards Reference) | |
| Cleanliness - Living and dining area | 5 |
| Cleanliness - Bedroom | 5 |
| Cleanliness - Bathroom | 5 |
| Cleanliness - Kitchen | 5 |
| | 100% |
| Management Efficiency (3 - Common Standards Reference) | |
| Pre-arrival information including brochure | 5 |
| Welcome and arrival procedure | 5 |
| In-unit guest information and personal touches | 4 |
| | 93% |
| Public Areas (4 - Common Standards Reference) | |
| Decoration | 5 |
| Flooring | 5 |
| Furniture, furnishings and fittings | 5 |
| Lighting, heating and ventilation | 4 |
| Space, comfort and ease of use | 4 |
| | 92% |
| Bedrooms (5 - Common Standards Reference) | |
| Decoration | 4 |
| Flooring | 5 |
| Furniture, furnishings and fittings | 4 |
| Lighting, heating and ventilation | 4 |
| Beds | 5 |
| Bedding and bed linen | 5 |
| Space, comfort and ease of use | 4 |
| | 88% |
| Bathrooms and WCs (6 - Common Standards Reference) | |
| Decoration | 5 |
| Flooring | 5 |
| Fixtures, fittings and sanitary ware | 4 |
| Lighting, heating and ventilation | 4 |
| Space, comfort and ease of use | 5 |
| | 92% |
| Kitchen (7 - Common Standards Reference) | |
| Decoration | 5 |
| Flooring | 5 |
| Furniture, fixtures and fittings | 5 |
| Lighting, heating and ventilation | 5 |
| Electrical and gas equipment | 5 |
| Crockery, cutlery and glassware | 4 |
| Kitchenware, pans and utensils | 4 |
| Space, comfort and ease of use | 4 |
| | 92% |
| Additional Facilities (8 - Common Standards Reference) | |
| Recreation | 5 |
| | 100% |
| | 92% |

Key Scores and Sectional Consistencies

Overall

92% = 5 star; safe (87% to 100%)

Cleanliness

100% = 5 star; high (90% to 100%)

Public Areas

92% = 5 star; safe (87% to 100%)

Bedrooms

88% = 5 star; low (87% to 100%)

Bathrooms

92% = 5 star; safe (87% to 100%)

Kitchen

92% = 5 star; safe (87% to 100%)

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.

Executive Summary

Overall - Safe 5★

This is a new property to the scheme this year, comfortably achieving the Five Star rating; individual Five Star sectional consistency scores have also been achieved, although bedrooms are borderline as discussed.

Cleanliness - High 5★

Housekeeping exemplary.

Public Areas - Safe 5★

High quality painted finishes applied to a professional standard and in excellent condition throughout, architectural features adding character. Lounge/dining suites very good indeed, well suited to the style of accommodation and enhancing the luxury perception; curtains full and sumptuous, lighting/heating fittings presenting very well. Plentiful well placed lighting in a mix of styles, good to note dimmer controls; thermostatically controlled central heating appears very effective, ample natural ventilation. A well sized open plan lounge/dining room/kitchen for the numbers accommodated, the galleried TV area and additional break-out space on the ground floor enhancing the perception of space; suggest the latter might be more comfortably appointed/configured at this quality level however, as discussed.

Bedrooms - Low 5★

High quality decorative finishes in pristine condition; if sectional consistency to be consolidated finest quality materials/finishes and standards of interior design might be anticipated however, as discussed, applied to a professional standard and in excellent condition throughout. New carpets deep and comfortable underfoot, again in pristine condition; care may be required to monitor wear/flattening of pile in gangways/areas of heavy traffic in the longer term if sectional consistency to be maintained, as discussed. When replacement becomes due suggest high quality hard flooring might be more durable, perhaps with excellent quality anti-slip rugs at bedsides. High quality well built furniture, ample drawer/hanging provision; window coverings and lighting/heating fittings presenting very well. Plentiful well placed lighting, again dimmer controls enhancing the quality perception; efficient heating provision and sufficient ventilation in general, although ground floor rooms require access to fresh air as discussed under the minimum entry requirements. Excellent contract quality beds and mattresses, bed linen immaculately laundered and presented. Bedrooms vary in size, the majority very comfortably appointed and with ample room to manoeuvre.

Bathrooms - Safe 5★

An excellent standard of tiled finishes and flooring throughout, consolidating the luxury perception. Contemporary sanitary ware/fittings presenting very well in general, although care required to check hand basins meet minimum size requirements as discussed. Plentiful well placed illumination in general, some of the en suites would benefit from dedicated task lighting above the mirror/basin however, as discussed; efficient heating and extraction. Bathrooms vary in size, although each bedroom benefits from the luxury of an en suite provision.

Kitchen - Safe 5★

Excellent quality decorative finishes and tiled flooring, fine quality units consolidating the perception of luxury with soft close fittings and granite work tops. High quality white goods appear well maintained and in good working order, good to note additional electrical sundries also provided. Plentiful well placed task lighting, efficient heating/extraction. Tableware/cookware at a very good standard in general, Sabatier knives and Le Creuset cookware further enhancing the quality perception. The kitchen efficiently equipped and configured to enhance ease of use, the additional utility room also efficiently appointed.

Highlights

A striking granary conversion providing an excellent standard of comfortably appointed self catering accommodation for larger groups, the generous provision of leisure activities provided by the proprietors further enhancing the luxury perception.

Potential for Improvement

As discussed at the debrief, care is required to ensure the current excellent standard is consistently maintained in the bedrooms if the current classification and accolade are to be comfortably retained for the

longer term

Minimum Entry Requirements

| | |
|----------------------|-----------------------------------|
| Unit: | The Granary |
| Standard: | Self-Catering |
| Designator: | Self Catering |
| Rating: | Five Star Gold |
| Specialities: | Cyclists Welcome, Walkers Welcome |

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, the 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 need to be revised if these are not provided by the time of the next assessment visit.

Public Areas (4 - Common Standards Reference)

| | |
|---|---|
| Open fire to have fireguard, poker, brush, tongs, fuel and ash containers | To be provided. |
| Non flammable waste paper bin to be provided | Not located at time of visit, to be provided if not currently so. |
| All windows to have curtains or blinds fitted (including glazed doors if a sleeping area) | Required for arched windows on the lower floor. |

Bedrooms (5 - Common Standards Reference)

| | |
|---|---|
| 6 clothes hangers per person to be provided (wire clothes hangers are not acceptable) | Please ensure at least six hangers per guest. |
| At least one opening window to exterior | French windows in ground floor rooms require a means of securing when open, suggest a door chain/bar or similar as discussed. |
| Windows to be fitted with curtains or blinds | Blinds required for Velux windows. |

Bathrooms and WCs (6 - Common Standards Reference)

| | |
|---|---|
| Washbasin with mirror above or adjacent min 36cm x 24cm internal (14in x 9in) | Please ensure minimum interior dimensions for basins. |
| Windows to be fitted with opaque curtains or blinds | Required for ground floor rooms. |

Kitchen (7 - Common Standards Reference)

| | |
|---|---|
| Fire blanket to be provided, wall-mounted between the cooker and door | Not located at time of visit, to be provided if not currently so. |
| Emergency lighting to be provided e.g. torch | Not located at time of visit, to be provided if not currently so. |

Walkers Welcome

| | |
|------------------------------------|---|
| Nearest bank/cashpoint/post office | Details to be provided. |
| Local rescue services details | Details of 999/112 procedures to be clarified, notably for overseas guests; also details of specialist services, i.e. coastguard, moorland rescue, etc. |

Cyclists Welcome

| | |
|------------------------------------|-------------------------|
| Nearest bank/cashpoint/post office | Details to be provided. |
|------------------------------------|-------------------------|

Local rescue services details

Details of 999/112 procedures, notably for overseas visitors; also details of specialist service, e.g. coastguard and moorland rescue.

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.