



Quality in Tourism

Visit Report

Self-Catering Standard

Glen Valley Cottage

St Minver

★★★ Self Catering 73%

Assessor: Bridget Kerby

Visit date: 08 Aug 2011

Visit type: Day

QiT No: 532241

	Score
Exterior (1 - Common Standards Reference)	
Appearance of buildings	4
Grounds, gardens, roadways and car parking	3
Environment and Setting	4
	73%
Management Efficiency (3 - Common Standards Reference)	
Pre-arrival information including brochure	4
Welcome and arrival procedure	2
In-unit guest information and personal touches	4
	66%
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	3
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	3
	72%
Bedrooms (5 - Common Standards Reference)	
Decoration	4
Flooring	3
Furniture, furnishings and fittings	3
Lighting, heating and ventilation	4
Beds	4
Bedding and bed linen	3
Space, comfort and ease of use	3
	68%
Bathrooms and WCs (6 - Common Standards Reference)	
Decoration	4
Flooring	4
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	3
Space, comfort and ease of use	3
	72%
Kitchen (7 - Common Standards Reference)	
Decoration	4
Flooring	5
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
	80%
	73%

Key Scores and Sectional Consistencies

Overall

73% = 3 star; high (60% to 74%)

Cleanliness

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

Public Areas

72% = 3 star; high (60% to 74%)

Bedrooms

68% = 3 star; safe (60% to 74%)

Bathrooms

72% = 3 star; high (60% to 74%)

Kitchen

80% = 4 star; safe (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.

Overall - High 3★

Providing a very comfortable standard of accommodation, Glen Valley Cottage sits at the higher end of the Three Star rating.

Cleanliness - Safe 4★

The property occupied by the owners and family at the time of the assessment however the underlying standard of housekeeping and cleanliness appears to be most thorough with attention to detail observed at both high and low levels.

Public Areas - High 3★

Painted decoration throughout the open plan ground floor living area continues with a good level of presentation, some scuffing evident. Practical laminate flooring continues to present very well with a rug for added comfort to lounge. Comfortable easy seating with added scatter cushions. Matched dining set as discussed thought could be given to adding seat cushions for greater guest comfort. Well placed fixed heating provision, and area well illuminated with lamp in addition to the wall lights.

Bedrooms - Safe 3★

Both rooms with very good levels of decorative finish. Stripped pine furniture in master bedroom with its 'King size' bed. New Silentnight, Memory breathe mattresses on the twin beds this year, room also has provision for an extra 2 guests with fold up beds provided. Furniture although well matched and providing good levels of hanging and storage is more modest in this room. Controllable fixed heating provision provided.

Bathrooms - High 3★

Family bathroom with a good level of presentation with tiling to wet areas and a tiled floor. Matched range of sanitary ware with a shower over the bath. Modern overhead spotlight fitting and above mirror lighting, wall mounted heater for warmth, also heat from the airing cupboard. The room has been well planned to make the best use of the available space.

Kitchen - Safe 4★

The kitchen was refurbished in 2010 and continues to be very well presented. Range of modern units with tiling to working areas, providing good levels of set down and storage. High quality floor tiling is practical in this area. Modern light fitting offers very good levels of illumination with over cooker extraction and natural ventilation. Appliances all in very good order, large fridge / freezer very useful for larger groups and the family market that the property attracts. Kitchen well provided with matched crockery, stainless steel pans etc.

Highlights

Well presented property on a small development in a rural location close to the North Coast, only a short distance from popular destinations. Generous communal parking area, property has own patio and outdoor seating with guests having access to large lawned areas.

Potential for Improvement

As discussed it is recommended that the shower curtain is replaced as it is discoloured. Consideration could be given to adding seat pads to dining room chairs, however it is appreciated that the property is regularly let to families and this may not be practical. Thought could be given to matching the cutlery. One double glazed panel in the front door has failed and this detracts from first impressions. Since the previous visit some very good mattresses have been put onto the twin beds and the bathroom re-painted. Understand that after previous major investment the owners now only plan to maintain and refresh the property to remain at this standard.

Minimum Entry Requirements

Unit: Glen Valley Cottage
Standard: Self-Catering
Designator: Self Catering
Rating: Three 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.