Quality in Tourism

Visit Report

Self-Catering Standard

Old Rectory Cottages

Flixton, Nr Bungay

★★★★ **Self Catering** **86%**

Gold Award

Welcome Pets!

Visit date: **08 Feb 2017**

Visit type: **Day**

QiT No: **525295**

Group/Unit Name: Butler's Pantry

	Score
Exterior	
Appearance of buildings	4
Grounds, gardens and parking	4
Environment and setting	4
	80%
Management Efficiency	
Pre arrival info including brochure	5
Welcome and arrival procedure	5
In unit guest info and personal touches	5
	100%
Public Areas	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	84%
Bedrooms	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	4
	85%
Bathrooms and WCs	
Decoration	4
Flooring	5
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	84%
Kitchen	
Decoration	4
Flooring	5
Furniture and fittings	4
Lighting, heating and ventilation	4
Kitchen equipment	4
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	4
Space, comfort and ease of use	4
	82%
Additional Facilities	
Laundry	4
	80%
Cleanliness	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	86%

Key Scores and Sectional Consistencies

Overall

86% = Level 4; (75% to 86%)

Cleanliness

100% = Level 5; (90% to 100%)

Public Areas

84% = Level 4; (75% to 86%)

Bedrooms

85% = Level 4; (75% to 86%)

Bathrooms

84% = Level 4; (75% to 86%)

Kitchen

82% = Level 4; (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 will be no higher than the level achieved by the overall percentage. 3. Key Area Scores: All sectional consistency areas must be equal to or higher than the overall rating (No areas to be below the overall) 4. The Star rating will be capped if Key Requirements are not met at each rating level.

Group/Unit Name: Old Pump House

	Score
Exterior	
Appearance of buildings	4
Grounds, gardens and parking	4
Environment and setting	4
	80%
Management Efficiency	
Pre arrival info including brochure	5
Welcome and arrival procedure	5
In unit guest info and personal touches	5
	100%
Public Areas	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	84%
Bedrooms	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	4
	85%
Bathrooms and WCs	
Decoration	4
Flooring	5
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
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Kitchen	
Decoration	4
Flooring	5
Furniture and fittings	4
Lighting, heating and ventilation	4
Kitchen equipment	4
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	4
Space, comfort and ease of use	4
	82%
Additional Facilities	
Laundry	4
	80%
Cleanliness	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	86%

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Group/Unit Name: Sam's Stable

	Score
Exterior	
Appearance of buildings	4
Grounds, gardens and parking	4
Environment and setting	4
	80%
Management Efficiency	
Pre arrival info including brochure	5
Welcome and arrival procedure	5
In unit guest info and personal touches	5
	100%
Public Areas	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
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Bedrooms	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	5
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Space, comfort and ease of use	4
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Crockery, cutlery and glassware	4
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Space, comfort and ease of use	4
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Additional Facilities	
Laundry	4
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Bedroom	5
Bathroom	5
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Group/Unit Name: Old Coachhouse

	Score
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Appearance of buildings	4
Grounds, gardens and parking	4
Environment and setting	4
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Management Efficiency	
Pre arrival info including brochure	5
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Additional Facilities	
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Cleanliness	
Living and dining area	5
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Overview

Old Rectory Cottages continue to retain the Four Star gradings following the recent assessment under the Self Catering criteria.
All of the properties sit very securely within the Four Star banding with all key areas meeting the required markings. This has again allowed the coveted Gold Award to be confirmed showing the high quality provided at this level. Markings for the accolade are again secure for all key areas.
The owners are very happy with the present grading feeling that this reflects the properties extremely well. They do not have a desire to achieve a higher grading.
Excellent housekeeping standards noted throughout all of the properties.
All aspects in place allowing for the Pets Welcome accolade to be confirmed.

Units Seen

Old Rectory Cottages consist of 4 individual properties.
All 4 properties were seen upon this occasion with the walk around seeing Butler's Pantry. Old Pump House,Sam's Stable and Old Coachhouse with Mr Parker(Owner) Debrief following.

Website Feedback

A search was made upon the Google search engine utilising a laptop computer with a search being made for Self Catering accommodation in near Bungay.
This brought the properties website(www. oldrectorycottagesflixton.co.uk) upon the 1st page.
A google page was noted and appeared to be claimed.
Good use of photographs noted. Some updating of photographs has occurred and text provided portrays the property well and accurately with some recent amendments having been made and with further planned.
The tariff is clearly shown with an availability chart being provided. An on line booking facility is noted.
The grading of the property is clearly seen.
It is pleasing to see the properties accessibility statement upon line to assist guests with mobility needs.
Guest comments are noted.
Trip Advisor is showing 22 reviews with all of these being excellent.
Map of the area provided. Local places of interest are noted with hyper links also provided.
The telephone number for booking is provided.
Good promotion of the Dogs Dinner Breaks.

Cleanliness/Housekeeping

Excellent housekeeping standards are noted throughout all of the properties.
Lounge and dining areas show attention to all furnishings with areas to the side of the lounge seating having received attention.
Bedrooms, show a similar attention to detail with attention to all furniture tops and to areas underneath and behind beds.
Fixtures and fittings to the bathrooms present extremely well with items polished and mirrors gleaming.
The kitchens benefit from attention to detail with the difficult to reach areas, such as the roof of the microwave, fridge and freezer seals and dishwasher ledges having received attention.
Compliments upon the excellent standards being achieved.

Public Areas

Decoration to the lounge areas continues to present very well with paintwork being crisp in appearance and artwork and in some cases equipment adding to the presentation. Tiled flooring presents extremely well with rugs also provided for further guest comfort.
Most comfortable lounge seating provided and appropriate to the style of the properties and dining furniture is likewise appropriate to the properties. Central heating provided with a burner also noted. Lighting is well placed covering all locations.
All of the properties whilst varying in shape offer very good space and ease of use for the 2 guests accommodated.

Bedrooms

Decoration to the bedrooms continues to present very well with the paintwork crisp and woodwork (including the new panelling) creating a very good impression. Interesting relief to the walls and by the bed heads.
Quality flooring noted throughout being well fitted and maintained.
Furniture presenting very well and again appropriate to the style of the properties. Ample clothes storage with

uniformity of hangers noted. Coasters also noted to surfaces to save any potential markings.
Windows are very well dressed with the use of lined curtains and blinds seen.
Central heating continuing and well placed lighting provided with central and bedside fittings.
Excellent quality beds with deep and supportive mattresses and plump pillows noted.
Beds are extremely well dressed with quality linen and creating an excellent impression for the arriving guests.
Well planned bedrooms allowing ample movement for the guests.

Bathrooms

Decoration to the bathrooms continues to present very well being of a plain and tiled finish. An on going programme of maintenance to the grouting ensures that presentation is achieved.
Excellent safety flooring provided and also allowing easy cleaning to the areas.
Fixtures and fittings presenting very well with wet room facilities having been provided. As discussed, the provision of lower placed shower holders could benefit for some of the guests.
Illumination well placed with central and mirror illumination. Central heating continues whilst an opportunity exists in the future for the provision of heated towel rails. Forced ventilation noted.
Spacious well planned bathrooms.

Kitchen

Decoration to the kitchen areas presenting very well. Some plain finish areas with tiling provided which has been extending in some areas to offer further splash back areas. Grouting and mastic crisp in appearance.
Tiled flooring continues to present extremely well and allowing easy cleaning.
Fitted units of a very good quality and offering ample working space and storage area for both kitchen items and guests food.
Lighting well provided to the kitchen areas with ample heating noted and forced ventilation to ensure that any cooking odours are quickly removed.
Ample provision of matching crockery, cutlery and glassware noted with no chipping to the former items noted.
Kitchen equipment presenting well with some slight wear noted to some of the microwaves and to the base of one of the dishwashers.
Well planned kitchen areas.

Management Efficiency

All bookings are dealt with by the owners with the properties benefiting from a number of returning guests whilst the owners website together with the on line bookings facility is well utilised. Strong marketing is also noted with cross selling of other business aspects whilst such aspects as the Dogs Dinner Breaks are also appearing very popular.
A personal welcome is provided with a guided tour being given and extensive pack of welcome items is provided and utilising local produce.
A broad range of accessories is provided for the guests use and entertainment and very pleasing to note that plug points with USB slots have also been fitted.
Information about the properties are very well provided whilst some extensive information about the local area and including some laminated local walks also noted.

Potential for Improvement

As discussed, some attention to some slight wear to some of the microwaves will benefit. Some slight wear is noted to the base of one of the dishwashers and the use of a metallic paint to this area would enhance this aspect.
The provision of a plug in torch should also be considered which would be useful in case of a power failure.
As discussed, the use of a video (which could be placed upon You Tube) utilising a drone could be a further marketing opportunity.

Highlights

It is most encouraging to see the continued work that is taking place at the properties. The development is visible as seen with Butlers Pantry with new panelling noted whilst some further relief with church orientated items adding to the rooms presentation. Similarly development within the kitchen with extending tiling also noted.
Excellent housekeeping standards also noted.
Further work is in hand to develop the gardens and grounds.
It is most encouraging to see how the owners have enhanced their marketing. The local area and local businesses are very well promoted and local produce is well utilised.
The owners also promote green issues and this is well passed onto guests to help follow this line whilst also utilising eco products for any cleaning items.

All of the properties are set in a most peaceful and tranquil location allowing guests to totally relax.

Minimum Entry Requirements

Unit: Butler's Pantry

Standard: Self-Catering

Designator: Self Catering

Rating: Four Star Gold

Specialities: Welcome Pets!

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.

General Requirements

Fixtures, fittings and furnishings must meet statutory obligations

Restraining clip to be provided to window blind as discussed.

Unit: Old Pump House

Standard: Self-Catering

Designator: Self Catering

Rating: Four Star Gold

Specialities: Welcome Pets!

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: Sam's Stable

Standard: Self-Catering

Designator: Self Catering

Rating: Four Star Gold

Specialities: Welcome Pets!

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: Old Coachhouse

Standard: Self-Catering

Designator: Self Catering

Rating: Four Star Gold

Specialities: Welcome Pets!

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.

Visit Report
Your VisitEngland quality assessment report, comprising scores, star rating and commentary reflects the experience of the Quality in Tourism assessor on the day of the visit.

Appeals procedure
If for any reason you wish to appeal against the rating awarded, VisitEngland has an established appeals procedure, which Quality in Tourism operates on its behalf. A fee is payable, which is refunded if the appeal is upheld. Applications should be made within 14 days of receipt of the report. For details please contact Quality in Tourism at qualityintourism@uk.g4s.com or telephone 0845 300 6996. Details can also be found at www.qualityintourism.com.

Additional visits
Visits are generally carried out annually, but if you are aiming for a higher rating or accolade and prefer an earlier visit during the same participation year, this can be arranged for an additional fee. Contact Quality in Tourism for details.

Publishing of reports
This report may, at your discretion, be displayed in its entirety in any printed material or via electronic media.