

Old Rectory Cottages

The Old Rectory, Abbey Road, Flixton, Nr Bungay, Suffolk, NR35 1NL

Farmstay UK

Summary

STAR RATING

★★★★

Gold Award

Welcome Pets

DESIGNATOR

Self-Catering

QUALITY SCORE

85%

VISIT DATE

06 March 2018

VISIT TYPE

Day Assessment

CONTACT

Keith and Jeannie Parker Owners

Following this year's assessment, Old Rectory Cottages (Old Coach House, Sam's Stable, The Butler's Pantry and The Old Pump House) retain a very comfortable Four Star Self Catering rating. The Gold award is also retained for all four properties. All requirements are in place for Welcome Pets.

The visit and debrief was carried out with Keith Parker, co-owner who is happy to retain the current ratings feeling that they suit his market well.

Since the last assessment, general maintenance has been carried out, new microwave ovens purchased and a new fridge freezer for the Old Coach House.

Quality Rating

How the Overall Quality Rating is Achieved

When VisitEngland assessors visit your property, they will evaluate and give a quality score to all aspects of the accommodation and service.

The total of all these scores establishes an overall percentage score for quality.

Based on this score, establishments will be given an overall quality rating on a scale of One to Five Stars, based on the chart below, as long as all minimum entry requirements for the star rating are met.

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

There are five levels of quality ranging from One to Five Stars. To obtain a higher star rating a progressively higher quality and range of services and physical facilities should be provided across all areas with particular emphasis in the following five key areas:

BEDROOMS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

BATHROOMS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

CLEANLINESS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
40% - 49%	50% - 64%	65% - 79%	80% - 89%	90%-100%

PUBLIC AREAS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

KITCHENS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

Unit: Butler's Pantry

85%

4 Star

	SCORE	PERCENTAGE	RATING
Exterior	12	80%	
Building Appearance	4		
Grounds/Gardens/Roadways/Parking	4		
Environment & Setting	4		
Cleanliness	19	95%	5 Star
Bedrooms	5		
Bathrooms	4		
Living/Dining Area	5		
Kitchen	5		
Management & Efficiency	15	100%	
Pre-arrival Information Inc. Brochure	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
Public Areas	21	84%	4 Star
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Bedrooms	30	85%	4 Star
Decoration	4		
Flooring	4		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	4		
Bathrooms	21	84%	4 Star
Decoration	4		
Flooring	5		
Fixtures/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Kitchen	32	80%	4 Star
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Electrical/Gas Equipment	4		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	3		
Space/Comfort/Ease of use	4		
Additional Facilities	4	80%	
Laundry	4		

Unit: Old Pump House

85%

4 Star

	SCORE	PERCENTAGE	RATING
Exterior	12	80%	
Building Appearance	4		
Grounds/Gardens/Roadways/Parking	4		
Environment & Setting	4		
Cleanliness	19	95%	5 Star
Bedrooms	5		
Bathrooms	4		
Living/Dining Area	5		
Kitchen	5		
Management & Efficiency	15	100%	
Pre-arrival Information Inc. Brochure	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
Public Areas	21	84%	4 Star
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Bedrooms	29	82%	4 Star
Decoration	4		
Flooring	4		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Beds	4		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	4		
Bathrooms	21	84%	4 Star
Decoration	4		
Flooring	5		
Fixtures/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Kitchen	32	80%	4 Star
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Electrical/Gas Equipment	4		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	3		
Space/Comfort/Ease of use	4		
Additional Facilities	4	80%	
Laundry	4		

	SCORE	PERCENTAGE	RATING
Exterior	12	80%	
Building Appearance	4		
Grounds/Gardens/Roadways/Parking	4		
Environment & Setting	4		
Cleanliness	20	100%	5 Star
Bedrooms	5		
Bathrooms	5		
Living/Dining Area	5		
Kitchen	5		
Management & Efficiency	15	100%	
Pre-arrival Information Inc. Brochure	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
Public Areas	21	84%	4 Star
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Bedrooms	29	82%	4 Star
Decoration	4		
Flooring	4		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Beds	4		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	4		
Bathrooms	21	84%	4 Star
Decoration	4		
Flooring	5		
Fixtures/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Kitchen	32	80%	4 Star
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Electrical/Gas Equipment	4		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	3		
Space/Comfort/Ease of use	4		
Additional Facilities	4	80%	
Laundry	4		

Unit: Old Coachhouse

85%

4 Star

	SCORE	PERCENTAGE	RATING
Exterior	12	80%	
Building Appearance	4		
Grounds/Gardens/Roadways/Parking	4		
Environment & Setting	4		
Cleanliness	20	100%	5 Star
Bedrooms	5		
Bathrooms	5		
Living/Dining Area	5		
Kitchen	5		
Management & Efficiency	15	100%	
Pre-arrival Information Inc. Brochure	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
Public Areas	21	84%	4 Star
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Bedrooms	29	82%	4 Star
Decoration	4		
Flooring	4		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Beds	4		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	4		
Bathrooms	21	84%	4 Star
Decoration	4		
Flooring	5		
Fixtures/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Kitchen	32	80%	4 Star
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Electrical/Gas Equipment	4		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	3		
Space/Comfort/Ease of use	4		
Additional Facilities	4	80%	
Laundry	4		

Exterior

Butler's Pantry

The properties present very well externally with clear signage both from the road and on each property.

Grounds are very well maintained and each property has it's own private space.

Very good off road parking provision.

Situated in a quiet, peaceful environment adjacent to the owners' residence.

Cleanliness

Butler's Pantry

High housekeeping standards throughout noted.

Lounge/dining room floorings thoroughly cleaned. Attention is given to high and low areas.

Furniture well polished.

Bedroom flooring is thoroughly cleaned. Furniture is well polished and due attention is given to drawer and wardrobe interiors. Bed linen is very well laundered.

Bathroom flooring is cleaned to corners. Sanitary ware, chrome and glass finishes sparkle.

Extractors are dust free. Just a few dead insects noted in the light fittings of The Old Pump House and The Butler's Pantry.

Kitchen flooring is thoroughly cleaned. Drawers and cupboards are tidily presented and debris free. Appliances are extremely well serviced.

Management & Efficiency

Butler's Pantry

The owners manage the booking procedure professionally communicating with guests at each stage. A quarterly newsletter is sent to past guests.

Guests receive a personal welcome and orientation. Local/home made produce is provided on arrival including 2 bottles of beer, home baking and preserves, apples, eggs, sweets and biscuits for canine guests.

Guest information is comprehensive and very well presented. Modern entertainment systems including wi fi. A wide variety of accessories and personal touches noted.

Public Areas

Butler's Pantry

Very good spatial aspects to accommodate two guests in each property. Decoration is fresh and in very good order. Ecclesiastical objects add interest. Tiled flooring is of high quality with rugs to add comfort under foot. Comfortable seating, dining and occasional furniture are of very good quality. Furnishings coordinate very well. Controllable central heating with a log burner in two properties. Lighting is very well considered.

Bedrooms

Butler's Pantry

Very comfortable in size and having very good decorative standards. Flooring is of very good quality. An eclectic mix of furniture with some very interesting items. Well matched quality hangers. A free standing mirror on the dressing table in Sam's Stable may be appreciated by guests. Furnishings coordinate very well. Lighting and heating levels are very comfortable.

Mattresses are firm, supportive and well protected with excellent bedsteads. Beds are attractively dressed in high quality linens, plump pillows and duvets.

Bathrooms

Butler's Pantry

Very comfortable in size. Tiled and painted decor presents in very good order with immaculate sealant and grouting. Practical, hygienic flooring is of high quality. Sanitary ware is very well maintained. Heating and extraction are efficient and lighting is very well positioned.

Kitchen

Butler's Pantry

Kitchens have been well designed to maximise available space. High quality flooring presents very well. Decoration is clean and fresh. Heating and ventilation are efficient and lighting is very well considered for task areas. Appliances are very well maintained and new microwave ovens have been purchased; also a new fridge/freezer for The Old Coach House. Tableware is of very good quality and in ample supply. Pans and utensils are well provided however higher quality pans such as Stellar or Meyer are encouraged and scratched frying pans should be replaced.

Additional Facilities

Butler's Pantry

Guests have access to a spacious laundry with modern appliances.

Units Seen

The Old Coach House, Sam's Stable, The Butler's Pantry and The Old Pump House were viewed kindly accompanied by Mr Parker.

Website Feedback

When carrying out a general Google search on a lap top for holiday cottages near Bungay, www.oldrectorycottagesflixton.co.uk appeared on page one. There is also a Google business listing. The web site is not mobile compatible. This is encouraged as 65% of potential guests search for accommodation using a hand held device. The test revealed that the clickable elements are too close and the content is wider than the screen.

A descriptive site with very good imagery and links. The VisitEngland logos are displayed and the Access Statement is available. Availability calendar and on line booking facility is a good feature. The calendar of events is current. The last assessment report is also published.

VisitEngland strongly recommend updating the Access Statement to the new Accessibility Guides format. There is no strict timetable for moving over, allowing you to make the switch within a convenient timeframe. For more information and template see:

<https://www.visitbritain.org/writing-accessibility-guide>

Correctly represented by TripAdvisor ranking 1/1 Speciality lodgings in Flixton. 23 reviews all of which are excellent.

Potential for Improvement

Suggestions for consideration include:

A free standing mirror for the dressing table in Sam's Stable

Higher quality pans

Replace frying pans which are scratched

Highlights

Four very well presented properties offering accommodation with character.

Peaceful location.

High standards of housekeeping.

Minimum Entry Requirements

For a rating to be awarded by VisitEngland, a property must meet all Minimum Entry Requirements and any additional requirements appropriate for the star rating level.

Unit Butler's Pantry

Standard Self-Catering
Designator Cottage
Rating 4 Star Gold Award

Observations and Requirements

General

Health, Safety, Security Below

Please provide CO detectors in the lounges of The Old Coach House and Sam's Stable

Bathrooms

General Below

Please provide soap dishes in showers where missing

Unit Old Pump House

Standard Self-Catering
Designator Cottage
Rating 4 Star Gold Award

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 Cottage
Rating 4 Star Gold Award

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 Cottage
Rating 4 Star Gold Award

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

Specialities (optional)

The following specialities have been awarded:



Welcome Pets!

Deficiencies: None

Useful Numbers

Customer Services 01256 491111 VisitEnglandAssessmentServices@theAA.com

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VisitEngland Inspection Appeals Procedure

Proprietors who wish to appeal against the results of a VisitEngland assessment carried out at their establishment must follow the procedure outlined below:

1. Any appeal must be made in writing to VisitEngland Assessment Services within 21 days of the original report being received.
2. The Appeal should detail the main reason for the appeal.
3. Should the appeal be about the level of star rating proprietors should ensure that their establishment meets all the necessary minimum requirements outlined in the Quality Standards booklet (a PDF or hard copy may be requested from Customer Services).
4. Appeals will be formally acknowledged within 7 working days of receipt of the appeal together with a form to organise an appeal visit on a day basis.
5. The appeal visit will be subject to a non-refundable fee which will not be organised until full payment had been received.
6. Once the application and fee is received, an appeal visit from a member of the senior assessor team will take place within 4-6 weeks of receipt (Subject to the establishment's availability).
7. The findings of the appeal visit will be fed back in the normal way of both discussions and a report following the visit.
8. The outcome of this report will supersede the previous visit and will be final.

Appeal Visit Fees (non-refundable) are available on request from Customer Services.