

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% - 86%

VISIT DATE

06 February 2019

VISIT TYPE

Day Assessment

CONTACT

Mr & Mrs K Parker Owner

Following this year's assessment, Old Rectory Cottages (Butlers Pantry, Old Pump House, Sam's Stable and The Old Coach House) all retain a Four Star Self Catering rating with Gold Award. Pets Welcome Schemes also retained.

This extremely well presented accommodation is maintained to a high standard and the owners should be commended. They are clearly passionate about the properties and their continual hard work and investment maintains high standards and ensure guests have an amazing experience.

The visit and debrief was carried out with Keith Parker, the owner, who is very happy to retain these ratings.

Since the last visit new outdoor furniture has been purchased and the exterior of the properties will be painted when the weather improves. The driveway entrance is currently being widened also.

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 |
| 60% - 64% | 65% - 69% | 70% - 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

86%

4 Star

| | SCORE | PERCENTAGE | RATING |
|---------------------------------------|-----------|-------------|---------------|
| Exterior | 12 | 80% | |
| Appearance of Buildings/Kerb Appeal | 4 | | |
| Grounds/Gardens/Parking | 4 | | |
| Privacy/Peace & Quiet | 4 | | |
| Cleanliness | 20 | 100% | 5 Star |
| Bedrooms | 5 | | |
| Bathrooms | 5 | | |
| Living/Dining Areas | 5 | | |
| Kitchen | 5 | | |
| Management & Efficiency | 15 | 100% | |
| Pre-arrival Information | 5 | | |
| Welcome & Arrival Procedure | 5 | | |
| In-unit Guest Info & Personal Touches | 5 | | |
| Public Areas | 21 | 84% | 4 Star |
| Decoration | 4 | | |
| Flooring | 5 | | |
| Furniture/Furnishings/Fittings | 4 | | |
| Lighting/Heating/Ventilation | 4 | | |
| Space/Comfort/Ease of use | 4 | | |
| Bedrooms | 30 | 85% | 4 Star |
| Decoration | 4 | | |
| Flooring | 4 | | |
| Furniture/Furnishings/Fittings | 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 | | |
| Furniture/Fittings/Sanitaryware | 4 | | |
| Lighting/Heating/Ventilation | 4 | | |
| Space/Comfort/Ease of use | 4 | | |
| Kitchen | 32 | 80% | 4 Star |
| Decoration | 4 | | |
| Flooring | 5 | | |
| Furniture/Furnishings/Fittings | 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% | |
| Appearance of Buildings/Kerb Appeal | 4 | | |
| Grounds/Gardens/Parking | 4 | | |
| Privacy/Peace & Quiet | 4 | | |
| Cleanliness | 20 | 100% | 5 Star |
| Bedrooms | 5 | | |
| Bathrooms | 5 | | |
| Living/Dining Areas | 5 | | |
| Kitchen | 5 | | |
| Management & Efficiency | 15 | 100% | |
| Pre-arrival Information | 5 | | |
| Welcome & Arrival Procedure | 5 | | |
| In-unit Guest Info & Personal Touches | 5 | | |
| Public Areas | 21 | 84% | 4 Star |
| Decoration | 4 | | |
| Flooring | 5 | | |
| Furniture/Furnishings/Fittings | 4 | | |
| Lighting/Heating/Ventilation | 4 | | |
| Space/Comfort/Ease of use | 4 | | |
| Bedrooms | 29 | 82% | 4 Star |
| Decoration | 4 | | |
| Flooring | 4 | | |
| Furniture/Furnishings/Fittings | 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 | | |
| Furniture/Fittings/Sanitaryware | 4 | | |
| Lighting/Heating/Ventilation | 4 | | |
| Space/Comfort/Ease of use | 4 | | |
| Kitchen | 32 | 80% | 4 Star |
| Decoration | 4 | | |
| Flooring | 5 | | |
| Furniture/Furnishings/Fittings | 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% | |
| Appearance of Buildings/Kerb Appeal | 4 | | |
| Grounds/Gardens/Parking | 4 | | |
| Privacy/Peace & Quiet | 4 | | |
| Cleanliness | 20 | 100% | 5 Star |
| Bedrooms | 5 | | |
| Bathrooms | 5 | | |
| Living/Dining Areas | 5 | | |
| Kitchen | 5 | | |
| Management & Efficiency | 15 | 100% | |
| Pre-arrival Information | 5 | | |
| Welcome & Arrival Procedure | 5 | | |
| In-unit Guest Info & Personal Touches | 5 | | |
| Public Areas | 21 | 84% | 4 Star |
| Decoration | 4 | | |
| Flooring | 5 | | |
| Furniture/Furnishings/Fittings | 4 | | |
| Lighting/Heating/Ventilation | 4 | | |
| Space/Comfort/Ease of use | 4 | | |
| Bedrooms | 29 | 82% | 4 Star |
| Decoration | 4 | | |
| Flooring | 4 | | |
| Furniture/Furnishings/Fittings | 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 | | |
| Furniture/Fittings/Sanitaryware | 4 | | |
| Lighting/Heating/Ventilation | 4 | | |
| Space/Comfort/Ease of use | 4 | | |
| Kitchen | 32 | 80% | 4 Star |
| Decoration | 4 | | |
| Flooring | 5 | | |
| Furniture/Furnishings/Fittings | 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% | |
| Appearance of Buildings/Kerb Appeal | 4 | | |
| Grounds/Gardens/Parking | 4 | | |
| Privacy/Peace & Quiet | 4 | | |
| Cleanliness | 20 | 100% | 5 Star |
| Bedrooms | 5 | | |
| Bathrooms | 5 | | |
| Living/Dining Areas | 5 | | |
| Kitchen | 5 | | |
| Management & Efficiency | 15 | 100% | |
| Pre-arrival Information | 5 | | |
| Welcome & Arrival Procedure | 5 | | |
| In-unit Guest Info & Personal Touches | 5 | | |
| Public Areas | 21 | 84% | 4 Star |
| Decoration | 4 | | |
| Flooring | 5 | | |
| Furniture/Furnishings/Fittings | 4 | | |
| Lighting/Heating/Ventilation | 4 | | |
| Space/Comfort/Ease of use | 4 | | |
| Bedrooms | 29 | 82% | 4 Star |
| Decoration | 4 | | |
| Flooring | 4 | | |
| Furniture/Furnishings/Fittings | 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 | | |
| Furniture/Fittings/Sanitaryware | 4 | | |
| Lighting/Heating/Ventilation | 4 | | |
| Space/Comfort/Ease of use | 4 | | |
| Kitchen | 32 | 80% | 4 Star |
| Decoration | 4 | | |
| Flooring | 5 | | |
| Furniture/Furnishings/Fittings | 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

All properties present very well externally in a peaceful area of the countryside. Clear signage from the road and a well maintained driveway leads you to the properties. Parking is available outside each property. Well maintained private courtyards and enclosed gardens. Ample outdoor seating is available at each property.

A truly tranquil location ideal for relaxing or exploring the local area.

Cleanliness

Butler's Pantry

High standards of cleanliness creating a positive impression for arriving guests and a credit to all involved. High and low level ledges and fittings dust and cobweb free throughout with comparable attention to detail also evident to furniture, soft furnishings and lighting/heating fittings. Mixed flooring thoroughly vacuumed to skirtings and in to corners, care also taken around bases of bathroom fittings and kitchen units. Sanitary ware clean and bright, glazed surfaces and chrome fittings polished to a shine; grouting and silicon sealant also presenting to a high standard. Kitchen units clean and attention evident to drawer and cupboard interiors. White goods, tableware and cookware also demonstrating attention to detail.

Management & Efficiency

Butler's Pantry

The owners manage all bookings. Thorough property details and terms and conditions are sent to guests prior to arrival.

Guests are personally greeted on arrival and a tour of the accommodation is given. Fresh flowers, homemade cake, sweets, eggs, fresh milk and hot beverage making items are left for arriving guests. The owners live close by so are easily contactable should guests require assistance.

Many books, accessories and personnel touches noted including WiFi and modern entertainment systems. Many maps and local information are also noted.

Public Areas

Butler's Pantry

Lounge and dining areas present to a very high standard and are an open plan design. Painted decor continues to present very well. Some original features add to the character and lifts presentation. Space is utilised well to maximise comfort. Tiled flooring continues to be in excellent order throughout and all rugs and furnishings are well coordinated and of an extremely high quality. The dining sets and sofas and chairs continue to present very well. Very good natural and well positioned lighting. Controllable central heating is effective with attractive log burners in Sam's Stable and The Old Coach House.

Bedrooms

Butler's Pantry

Bedrooms are very well maintained with painted decor presenting in very good order. Carpet and attractive rugs continue to present very well. A selection of individual and unique furniture adds character with wardrobes and drawers providing ample storage space. Very good natural and artificial lighting, central heating is effective. The beds have very good mattresses, which are well maintained and plump pillows that are both well protected. Well laundered quality linen and attractive throws and cushions dress the beds. Ample space is provided for two guests.

Bathrooms

Butler's Pantry

All en-suites present as wet rooms and are in very good order, with tiled and painted decor continuing to present very well. Altro flooring is in excellent condition. Modern sanitary ware all presents very well with tiled surrounds, sealant and grouting neat.

Central heated towel rails are efficient and extraction seems in very good working order. Very good task and ceiling lighting. A very good amount of space and a choice of towels are available for guest use.

Kitchen

Butler's Pantry

Kitchen space has been very well designed to provide a very good amount of usable surface and floor space and creating an open plan style. Painted decor and tiled splash backs continues to present very well. Tiled flooring continues to be in excellent order. Storage units and drawers provide guests with ample storage space. Stainless steels pans and utensils are of a good quality and range. Very good central heating, lighting and extractor fans are noted. Crockery, tableware and glassware is of very good quantity and quality. All white goods and appliances are very well maintained. Consider adding espresso 'pod' style coffee machines.

Additional Facilities

Butler's Pantry

The spacious laundry continues to present very well with appliances in very good working order.

Units Seen

Butlers Pantry, Old Pump House, Sam's Stable and The Old Coach House were all kindly shown by Keith.

Website Feedback

When carrying out a general Google search on a laptop for self catering holiday cottages near Bungay, Old Rectory Cottages appears on page two.

Website reviewed www.oldrectorycottagesflixton.co.uk

The website is mobile compatible. The attractive website is easy to navigate with very good use of photos and clear cottage descriptions that reflect the style of accommodation. Consider floor plans, 360 degree tours or videos of the cottages. Up to date calendar of events and lots of local information is present.

The 'VisitEngland' logos are well positioned as are availability guide and booking information. 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 time frame. For more information and template see:

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

Excellent reviews from guests on the website and TripAdvisor.

Facebook page is active, however consider adding more posts.

Potential for Improvement

No improvement is currently recommended as the properties are very well maintained, however consider adding espresso 'pod' style coffee machines.

Highlights

All properties present to a high standard internally and externally.

Excellent housekeeping standards throughout.

Peaceful countryside location ideal for exploring or relaxing.

Caring owners.

Continual investment ensures quality standards are maintained.

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

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

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



eviivo

GILCHRIST & SOAMES
EST. 1789

james hallam
HOTELS & RESTAURANTS



sky

smarter@business

Our Quality Assessors are industry professionals and will assess your business against an agreed set of quality standards for your sector.

Your VisitEngland accreditation will tell your visitors that your business has been independently verified by the National Tourist Board. Our focus is on helping tourism businesses across England to maximise their potential, stand out amongst the competition, and champion the accreditations we award.

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Useful Numbers

Customer Services 01256 491111 VisitEnglandAssessmentServices@theAA.com

All establishment enquiries, including assessments, reports, ratings, credit control, signage and logo requests.



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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.