



Quality in Tourism

Visit Report

Self-Catering Standard

The Old Barn

Tregonetha

★★★★★ Self Catering 96%

Gold Award

Visit date: 11 Jan 2017

Visit type: Day

QiT No: 637126

Group/Unit Name: The Old Barn

	Score
Exterior	
Appearance of buildings	5
Grounds, gardens and parking	5
Environment and setting	5
	100%
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	5
Flooring	5
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	4
	96%
Bedrooms	
Decoration	5
Flooring	5
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	3
	91%
Bathrooms and WCs	
Decoration	5
Flooring	5
Fixtures, fittings and sanitary ware	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	4
	96%
Kitchen	
Decoration	5
Flooring	5
Furniture and fittings	5
Lighting, heating and ventilation	5
Kitchen equipment	5
Crockery, cutlery and glassware	5
Kitchenware, pans and utensils	5
Space, comfort and ease of use	4
	97%
Cleanliness	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	96%

Key Scores and Sectional Consistencies

Overall

96% = Level 5; (87% to 100%)

Cleanliness

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

Public Areas

96% = Level 5; (87% to 100%)

Bedrooms

91% = Level 5; (87% to 100%)

Bathrooms

96% = Level 5; (87% to 100%)

Kitchen

97% = Level 5; (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 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.

Overview

The Old Barn has been assessed under the Self Catering Scheme and it is recommended that a well deserved Five Star rating with the Gold Award is retained for a further twelve months. All sectional consistency scores are sitting comfortably within the banding.

Kindly shown around the property by the owner Stephen Chidgey who feels that the rating meets his target market and is delighted with the continued scores and rating.

Units Seen

The Old Barn is a single unit viewed in the presence of the owner, Stephen Chidgey.

Website Feedback

An internet search for The Old Barn, St Columb displayed the unique home stays website.

Website reviewed: www.uniquehomestays.co.uk

The website listing accurately describes the accommodation and facilities, including maximum occupancy numbers. The VisitEngland star rating logo is not displayed, however it is understood that the owners are currently changing the agency and the property will benefit from its own website in the near future. Pricing is current and professional images used, accurately reflecting the accommodation provided. Policies and property features clearly listed.

A professionally presented and managed company web site, the agency is not seeking any further information at this time.

Cleanliness/Housekeeping

Cleanliness throughout the house was found to be to an excellent standard with attention to detail paid at both high and low levels, ensuring a most positive first impression for guests on arrival. Bathrooms were noted to be clean and fresh with all chrome sparkling and sanitary ware gleaming. Beds were very well presented with freshly laundered linen. Surfaces and ledges in the dining area, kitchen and bedrooms were found to be spotless. Rugs were thoroughly vacuumed and tiled flooring polished. The owner and housekeeping staff are to be congratulated on the high standards they have maintained.

Public Areas

Neatly painted walls continue to present to an excellent standard with original features maintained and artwork by artist Jane Dark adding interest and additional colour. Engineered oak flooring is in excellent condition, well fitted with no marking or wear noted. Superior quality furniture is well placed allowing for ease of use by guests. Seating appears comfortable with very good arrangements in place. Large solid wooden dining table and matching chairs all in superb condition and well placed. Central lighting and lamps ensure ample room illumination with good sized windows allowing natural light into the room. Underfloor heating provides warmth with a wood burning stove for extra warmth and ambiance in the lounge area.

Bedrooms

Bedroom decoration continues to present well with painted walls having been refreshed and well maintained. Excellent quality tiled flooring is well fitted and showing no signs of wear. Excellent quality furniture is well placed within the bedrooms and provides ample drawers and hanging space for guest belongings. Lined curtains and blinds coordinate well with other soft furnishings whilst ensuring very good levels of blackout. Lighting is well placed with centre lights and bedside lamps giving ample illumination to all areas. Controllable underfloor heating adds warmth and there is natural ventilation. Sturdy beds with deep supportive Hipnos mattresses suitably protected. Bedding is of an excellent quality and all beds are dressed with superb quality Egyptian cotton linen. The rooms are very well arranged for ease of use and movement.

Bathrooms

Decoration within the bathroom and ensuite continues to present to an excellent standard ensuring a positive impression on entry. Excellent quality tiled flooring is practical for the areas and continues to present well whilst being hygienic. Sealant and grout noted to be in pristine condition in both facilities. Sanitary ware, fixtures and fittings continue to present well. LED lighting ensures very good levels of illumination over all task areas with underfloor heating and ventilation effective at this high level. The bathrooms are a very good size and are well planned to allow ease of movement and storage of guest own toiletries in the built in units under

the basins.

Kitchen

Painted walls and clean tiled splash back with glass panel behind the cooker ensure a positive impression on entry. Tiled flooring is well presented and adds to the overall presentation of the kitchen area. The modern style kitchen units add quality and offer ample storage space for guest provisions and kitchen equipment. Worktops co-ordinate well, providing ample work space, however the microwave could be moved from the worktop freeing up a little more space as discussed. LED lighting is well placed giving excellent illumination to all task areas including mood lighting and floor level lighting with underfloor heating and ventilation effective at this high level. All equipment within the kitchen area is to an excellent standard and suitably maintained. High quality supplies of crockery, cutlery, glassware, saucepans and utensils provided adding to the guest expectations. The kitchen has been well configured for ease of use and movement with the separate laundry area being an added bonus.

Management Efficiency

Well established market and booking procedures are in place, handled by the owners with all incoming guests fully conversant with the arrival, accessibility and departure process. Guests are personally greeted by the owner on arrival and a show around conducted if they have not been before. The owner lives nearby and is on hand should any problems arise during the stay. Comprehensive in house information is provided in the guest folder with all the relevant and required information in place as well as all the required legislation. An extensive range of in house audio and visual equipment is provided including supafast Broadband, Smart TV, Blue Ray player, DVD and a range of new games and dog friendly information. A generous welcome hamper is provided which includes locally produced items with additional items provided throughout the stay.

Potential for Improvement

The microwave could be moved from the worktop freeing up a little more space as discussed. The owner continues to invest and up grade the property with on going maintenance and decoration to a very high standard ensuring the scores remain in the high bracket.

Highlights

The Old Barn is ideally situated within a small rural village yet within easy distance of the popular destinations of Padstow and the North and South Coasts of Cornwall. Offering comfortable, well appointed accommodation to a very high standard for guests. Excellent standards of housekeeping and cleanliness noted throughout the property. New hedging in the garden area was being done during the assessment and will add to the privacy for guests in the garden during the warmer months.

Minimum Entry Requirements

Unit: The Old Barn
Standard: Self-Catering
Designator: Self Catering
Rating: Five Star Gold

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.

Dispensations

5.3.2	Bedside table or shelf and light for each occupant (twins may share) - top bunks, where safe	Agreed
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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.