

Old Barn Tregonetha

The Old Barn, St Column, TREGONETHA, Cornwall, TR9 6EL

Summary

STAR RATING

★★★★★

Gold Award

DESIGNATOR

Self-Catering

QUALITY SCORE

96%

VISIT DATE

20 April 2018

VISIT TYPE

Day Assessment

CONTACT

Stephen Chidgey Owner

The Old Barn easily retains the very well deserved Five Star Self Catering rating. The high scoring Gold Award also achieved on this visit.

Overall scoring remains at 96%.

Property owner Stephen Chidgey is constantly thinking of the next upgrade or addition which could be made to enhance the guest experience; this clearly reflects in the many awards achieved and glowing guest feedback.

It is certainly felt the The Old Barn experience is achieving the incredible feat of exceeding guest expectation!

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%

The Old Barn

96%

5 Star

	SCORE	PERCENTAGE	RATING
Exterior	15	100%	
Building Appearance	5		
Grounds/Gardens/Roadways/Parking	5		
Environment & Setting	5		
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	24	96%	5 Star
Decoration	5		
Flooring	5		
Furniture/Fittings/Furnishings	5		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	4		
Bedrooms	32	91%	5 Star
Decoration	5		
Flooring	5		
Furniture/Fittings/Furnishings	5		
Lighting/Heating/Ventilation	4		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	3		
Bathrooms	24	96%	5 Star
Decoration	5		
Flooring	5		
Fixtures/Fittings/Sanitaryware	5		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	4		
Kitchen	39	97%	5 Star
Decoration	5		
Flooring	5		
Furniture/Fittings/Furnishings	5		
Lighting/Heating/Ventilation	5		
Electrical/Gas Equipment	5		
Crockery/Cutlery/Glassware	5		
Kitchenware/Pans/Utensils	5		
Space/Comfort/Ease of use	4		

Cleanliness

The property was exceptionally clean and tidy throughout; certainly a credit to Stephen. The public areas were clearly routinely dusted with all skirting boards and under furniture items pristine, all soft furnishings mark free and flooring well vacuumed. Within the kitchen, no crumbs found in drawers or the toaster, all appliances kept grease free and spotless, cutlery/glassware sparkling and again routine dusting/vacuuming noted. Bedrooms all kept fresh smelling, no dust found under/behind beds or furniture items and bedding/linen immaculate. All bathroom fittings neatly polished, taps spotless, sanitary ware sparkling and no build-up found in any area.

Management & Efficiency

The property is marketed by Stephen and also Cornish Traditional Cottages agency. A very consistent level of business is enjoyed and many loyal guests return each year.

Stephen works very hard to ensure all guests receive comprehensive pre-arrival information, so they can make the most of their holiday.

An outstanding range of personal touches provided in the property including a very generous hamper, cream tea for arrival, water in all rooms, fresh herbs, garlic, chillies and fresh fruit. Now providing tomato and brown sauce, which has been very well received! Herbs, spice and stock cubes also provided.

Guests can also enjoy the piano, the cocktail making kit with Stephen's own recipes and the range of cookery books.

The day after arrival, Stephen makes a courtesy check and also delivers fresh local pasties, a fabulous treat for lucky guests!

Public Areas

The public areas are thoughtfully co-ordinated and immaculate in presentation. Owners work very hard on regularly redecorating and keeping all items pristine.

The sofa has been Scotch Guard treated and looks like new.

Wood flooring is a super feature in the upstairs lounge. Oak stair case has been fitted with a very attractive new runner carpet, helping with maintenance and also providing a non-slip covering.

A beautiful new painting has been added to the stairs.

Bedrooms

The bedrooms remain very comfortable and well appointed with outstanding quality flooring, pristine decoration and deep pocket sprung Hypnos beds.

All linen, bedding and throws are top quality.

A beautiful new painting has been added to the ground floor double room.

Bathrooms

The bathrooms display an outstanding level of quality and maintenance, all tiling, sealant and grouting is kept pristine.

Flooring is a feature to the rooms and also kept immaculate.

Both areas are very well designed for the space, offering a very clever wet room shower and separate bath in the top floor ensuite.

Kitchen

The kitchen is a beautiful area and thoughtfully designed to offer plenty of storage and working space. The additional utility area has an extra drinks fridge, sink and further storage.

Splashbacks, paint sections, flooring, beautiful units and worktops all present as new- a fantastic achievement and Stephen clearly takes great pride in this super area.

New Kitchen Aid food processor has been added.

Units Seen

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

Website Feedback

A Google search using a laptop for "The Old Barn, Tregonetha" displayed the dedicated property website listing on the first, followed by Cornish Traditional Cottages Agency listing, Premier Cottages and specialist listing sites including Aga Cottages.

Dedicated website reviewed: <https://www.oldbarncornwall.co.uk/>

Stephen has produced a very impressive shop window website for The Old Barn, creating a very welcoming feeling of the property.

Agency website reviewed: <https://www.corncott.com/cottages/old-barn-tregonetha-wadebridge-643.html>

The agency website is modern, professional and very easy to use.

Both websites are mobile optimised and checked using Google Mobile-Friendly Test.

Guests can check availability, prices and easily make a booking using the online service.

The websites accurately describe the accommodation and facilities, including maximum occupancy numbers.

All images used are clear, professional and accurately reflect the accommodation.

Correct VisitEngland star rating logos displayed on both websites.

Potential for Improvement

An impressive standard of quality and maintenance noted in all areas- no issues found at all on this visit.

Owners are looking to change the toiletries for a more eco friendly alternative with larger refillable dispenser.

Highlights

An incredible number of highlights and features make this property very special indeed.

The Old Barn has won the South West Tourism Gold Award in the Self Catering Holiday Property of the Year for the second year running and also a Bronze Award in the Sustainable Tourism category.

New electric car charging points have been installed and already proving popular.

The garden is immaculate and bright new planting has been added.

New recycled decking has been fitted to the top floor balcony.

A mention must be given to the outstanding cleaning standards, generous welcome package, beautiful artwork, incredibly well supplied kitchen inventory, super comfy beds and of course, the owners warm hospitality.

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.

Name The Old Barn

Standard Self-Catering

Designator Converted Barn

Rating 5 Star Gold Award

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

Specialities (optional)

These have not been awarded or assessed.

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.