

Old Barn Tregonetha

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

Premier Cottages

Summary

STAR RATING



Gold Award

DESIGNATOR

Self-Catering

QUALITY SCORE

97%

VISIT DATE

23 April 2019

VISIT TYPE

Day Assessment

CONTACT

Mr Stephen Chidgey Owner / manager

Old Barn Tregonetha safely retains the very well deserved Five Star Self Catering rating. The Gold Award also easily held on this visit.

Overall scoring has increased by 1% to 97%, a very high score indeed!

Old Barn is a lovely property which owners Stephen and Alan take great pride in maintaining to an exceptional standard.

Debrief with owner, Stephen Chidgey.

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%

The Old Barn

97%

5 Star

	SCORE	PERCENTAGE	RATING
Exterior	15	100%	
Appearance of Buildings/Kerb Appeal	5		
Grounds/Gardens/Parking	5		
Privacy/Peace & Quiet	5		
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	24	96%	5 Star
Decoration	5		
Flooring	5		
Furniture/Furnishings/Fittings	5		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	4		
Bedrooms	33	94%	5 Star
Decoration	5		
Flooring	5		
Furniture/Furnishings/Fittings	5		
Lighting/Heating/Ventilation	5		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	3		
Bathrooms	24	96%	5 Star
Decoration	5		
Flooring	5		
Furniture/Fittings/Sanitaryware	5		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	4		
Kitchen	39	97%	5 Star
Decoration	5		
Flooring	5		
Furniture/Furnishings/Fittings	5		
Lighting/Heating/Ventilation	5		
Electrical & Gas Equipment	5		
Crockery/Cutlery/Glassware	5		
Kitchenware/Pans/Utensils	5		
Space/Comfort/Ease of use	4		

Exterior

The exterior is beautifully maintained with a lovely spacious lawn area for guests to enjoy. Guests are encouraged to make use of the herb planters which are provided.

Cleanliness

The Old Barn was immaculate throughout and a credit to Stephen and Alan, both clearly working hard to keep all areas spotless.

No dust was found behind furniture, on skirting boards or high level surfaces. Flooring all very well vacuumed/mopped and kept pristine.

Bathroom chrome and glass finishes all buffed to a high shine.

Bedrooms with crisp linens, interior of all furniture dust free.

All kitchen cupboards kept crumb free, appliances spotless, glassware and cutlery sparkling.

Management & Efficiency

The Old Barn is marketed by owner Stephen using a variety of carefully selected platforms including Premier Cottages and local agency Cornish Traditional Cottages. The property enjoys a very impressive level of business with many return guests.

Stephen lives beside the property and provides an exceptional level of guest service from booking through to departure.

Guests enjoy a very generous welcome pack which has been further increased since the last visit and now guests can select a tailored breakfast pack.

A thoughtful selection of entertainment equipment and personal touches provided which includes a new Bluetooth speaker in the kitchen, BT cloud phone for guest use, USB sockets, piano, AGA, electric car charging point and the log burner,

Now providing cotton pads and wipes for guests.

Public Areas

The public areas are beautifully presented with excellent quality oak flooring, immaculate Farrow and Ball paint finishes, comfortable easy seating and thoughtfully selected soft furnishings. Local artwork is striking and adds to the ambience of the rooms.

Bedrooms

The bedrooms are also kept in pristine condition with beautifully presented flooring, neat paint finishes and superb quality mattresses.

A new blind has been fitted in the ground floor double bedroom.

Underfloor heating and easily controlled lighting is provided in all the rooms.

Lovely new local artwork added in the ground floor double.

Bathrooms

The bathrooms feature excellent quality floor and wall tiling- sealant and grouting is kept fresh in all areas.

A superior range of sanitary ware, fixtures and fittings provided in both facilities which present like new.

Lighting levels thoughtfully placed and easily controlled. Underfloor heating adds comfort to the rooms and additional heated towel rails provided.

Kitchen

The kitchen is a fabulous area which is incredibly well supplied for even the most avid cook. Bespoke wood units, quartz worktops, high end appliances and thoughtfully placed lighting all kept in excellent condition.

The utility area offers plenty of storage space and extra useful items such as the drinks fridge.

Units Seen

Old Barn Tregonetha is a single unit and viewed with property 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/>

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

It is always a delight to visit Old Barn and certainly a challenge to find anything to suggest for improvement! Stephen and Alan have an outstanding eye for detail, certainly always striving to stay ahead of the competition- I can only recommend ongoing maintenance as required and the continued enthusiasm for providing a memorable experience.

Highlights

Stephen and Alan continue to work very hard on this lovely property, always thinking of new ways to add to the guest experience.

Many upgrades are noted including new bedroom artwork, kitchen Bluetooth speaker, additional items added to the welcome pack and a new BT Cloud phone provided for guest use.

Highlights are in abundance in this property but a few include the exceptional level of maintenance and quality in all areas, sun trap conservatory area, sheltered garden space, piano, log burner, AGA, beautiful artwork, comfortable beds, modern and easy to use bathrooms.

Immaculate cleaning standards noted in all areas.

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.



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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.