

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

10 December 2021

VISIT TYPE

Day Assessment

CONTACT

Stephen Chidgey Owner

Old Barn Tregonetha retains the Five Star Self Catering rating with the very well deserved Gold Award also retained on this visit.

A delightful barn which continues to display an outstanding level of quality and maintenance in all areas. Stephen and Alan work very hard to ensure the accommodation presents at it's very best and all guests have a memorable experience- nothing is too much trouble at Old Barn. Accompanied visit and debrief with Stephen Chidgey, owner.

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

Old Barn offers guests a beautiful garden space to enjoy with many new plants and features added. Parking is well allocated and an electric car charging point provided.

Cleanliness

Housekeeping standards were excellent throughout the property- a credit to Alan and Stephen. The dining and living areas were spotlessly clean with surfaces free from dust and notable attention paid to high and low levels. Bathroom sanitary ware and fittings were exceptionally clean, mirrors and chrome fittings well polished. Hard floors were thoroughly cleaned. Kitchen units, equipment and appliances were extremely well presented. The bedrooms spotlessly clean, surfaces well polished and attention to dusting at high and low levels.

Management & Efficiency

Stephen manages all marketing and bookings, utilising a wide variety of online platforms including the very impressive dedicated website.

A very well managed property with owners living next door and able to assist with any guest queries.

Owners clean and manage all the day to day aspects of the property- this certainly shows with the incredible level of quality and detail noted throughout.

Guests enjoy an amazing welcome hamper filled with local produce. Many other thoughtful touches include the breakfast pack, sauces, herbs, spices, lemon, limes and garlic provided in the kitchen.

The entertainment package is very impressive with a Loewe smart television, super fast Wi-Fi and musicians can use the piano.

Public Areas

Decorated to a high standard with neatly painted walls, exposed features, artworks and a range of thoughtfully selected items adding character. Wood flooring continues to present in excellent condition. Comfortable easy seating is well placed for ease of guest movement and plenty of well maintained occasional furniture is provided. Guests can enjoy the balcony from the lounge which overlooks the beautifully tended garden. Well placed lighting throughout. Underfloor heating is enhanced by a feature log burner in the lounge space.

Bedrooms

Paint finishes and decoration kept in excellent condition and enhanced by the retained original features and beautiful artwork. Wood flooring and furniture pieces remaining excellent throughout. Outstanding quality bed linen is in pristine condition and all beds supportive.

Bathrooms

Tiled walls are immaculate with all sealant and grouting kept pristine. The bathrooms are fitted with top quality sanitary ware, flooring and well placed lighting. Underfloor heating complimented by heated towel rails ensuring high levels of comfort.

Kitchen

An outstanding kitchen featuring bespoke units, granite worktops, an electric Aga and thoughtfully placed lighting. All appliances are superb in quality and condition. The inventory is very impressive and well stocked for even the most avid cook! Plentiful space provided for storage and the property offers a very handy utility room with further storage, fridge and useful additions.

Units Seen

Old Barn is a single unit and viewed entirely on the day.

Website Feedback

Property listing viewed: <https://www.oldbarncornwall.co.uk/>

An outstanding website which is very detailed and gives guests plentiful information. The website offers a true and accurate description of the property with clear property images included. Policies, floor plans and detailed property descriptions provided. New walk through videos have been added for this year. Coronavirus guidance is clearly displayed and updated as the situation changes. The correct VisitEngland star rating logos displayed. A professional and easily negotiated website.

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Potential for Improvement

A beautifully presented and thoughtfully furnished property- no issues found on this visit.

Highlights

Peaceful countryside location.
Garden space.
Immaculate interior.
Incredibly well supplied kitchen inventory.
Excellent cleaning standards.
Dog friendly.
Many lovely features including the piano, log burner and welcome pack.
New walk through videos.

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 Self-Catering Unit

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 Support

All property enquiries, including assessments, reports, ratings, signage, training, and logo requests

01256 338350

VisitEnglandAssessmentServices@aamediagroup.co.uk

Assessment Services Accounts

All financial and payment enquiries

01733 207324

VECreditControl@aamediagroup.co.uk

Useful Links

Online Details Portal

Change your online information on RatedTrips.com; add up to 20 photographs. [Need help? Check out our frequently asked questions](#)

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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.