

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

21 September 2020

VISIT TYPE

Day Assessment

CONTACT

Mr Stephen Chidgey Owner/Manager

Old Barn Tregonetha offers an excellent standard of accommodation and continues to achieve a high scoring Five Star Self Catering Rating following this year's assessment visit. The property sits towards the top of the Rating and easily maintains its Gold Award.

The owners, Stephen and Allen, provide regular maintenance and upgrade the property to ensure that the Rating and Award are retained.

Visit and debrief conducted with Stephen.

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		
Additional Facilities			

Exterior

Situated in a peaceful hamlet with far reaching countryside views, the property presents to a high standard and appears to be very well maintained with paintwork refreshed as required. Ample off road parking is available to the front of the property and the added convenience of electric car charging points. The rear garden looked stunning, tended to a very high standard with patio and seating for guest use.

Cleanliness

Housekeeping standards were excellent throughout the property and are a real credit to Stephen and Allen. The ground floor dining and first floor 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. Rugs well vacuumed. Kitchen units, equipment and appliances were extremely well presented. The bedrooms were spotlessly clean, surfaces well polished and attention to dusting at high and low levels.

Management & Efficiency

Marketing and booking enquiries are managed by the owner with the property listed on a careful selection of platforms. The property enjoys a very high level of occupancy and a number of repeat guests. An extremely generous welcome pack is provided including a first morning breakfast pack. Plenty of guest information available and regularly updated. A very good range of audio visual equipment and accessories provided as well as a selection of books and board games. The owners live next door to the property and are available should the need arise.

Public Areas

Decorated to a high standard with neatly painted walls in traditional Farrow and Ball colours, original features and artworks adding interest. Excellent quality oak and tile flooring continues to present in excellent condition. It is suggested that the recently cracked tile at the step into the dining area be replaced. Comfortable easy seating is well placed for ease of guest movement and plenty of well maintained occasional furniture is provided. The baby grand piano is an attractive feature. A sturdy dining table and matching chairs are similarly cared for. Well placed lighting throughout. Underfloor heating is enhanced by a log burner in a feature setting, ventilation appears to be effective. A selection of USB chargers has been added throughout the property. Living and dining space are of a very good size and well configured for ease of use and guest comfort.

Bedrooms

Bedroom decor is in excellent condition and very well presented with plain walls enhanced by original artworks. Minor paint touch up required under the window in the first floor bedroom. Hard flooring maintained to an excellent standard with underfloor heating providing further comfort underfoot. Matching range of wood furniture and fittings present to a high standard, are well maintained and placed to make maximum use of available space. It is understood that the surface of the chest of drawers in the first floor bedroom is due to be re-stained. Ample storage available for guest clothing items. Lighting is well placed for mood and task, heat and ventilation appear to be effective. Hypnos beds are sturdy with firm, comfortable mattresses that are well protected. Excellent quality bed linen is presented in pristine condition.

Bathrooms

Bathroom areas present to an excellent standard with well maintained wall and floor tiling. Modern, well matched, sanitary ware and fittings appear to be in sound working condition and very well maintained. The free standing bath an attractive feature. Lighting is well placed, bright with plenty of task lighting. Underfloor heating provides comfort underfoot with additional warmth provided by heated towel rails, ventilation appears to be effective. A range of good quality Cole and Lewis toiletries are provided for the convenience of guests, as discussed, the quality of toiletries could be enhanced and some suggestions are included at the end of this report. New waffle robes have been added for the summer months as an alternative to the heavier robes provided during the winter months. A very good provision of facilities for the number of guests accommodated.

Kitchen

Well presented open plan kitchen with bespoke units and work surface providing ample space for appliances and guest items. The excellent quality tiled flooring continues throughout the ground floor. Light, heating and ventilation appear to be effective. A wide range of high quality integrated appliances are provided, all well maintained and in sound working order. Ample crockery, good weight cutlery, glassware and an exceptional range of kitchen utensils are available. The kitchen area is of a very good size and well laid out to ensure the comfort of guests and ease of use. The separate utility room provides additional space for laundry equipment and storage.

Units Seen

Old Barn Tregonetha viewed (1/1) kindly accompanied by the owner Stephen.

Website Feedback

A Google search was carried out on a laptop for Old Barn Tregonetha. The property appeared at the top of the first page listed under its own web address. The property is also listed under Premier Cottages, Visit Cornwall, Cool Stays, Elite Cottages and others. The website is mobile friendly. WWW.oldbarncornwall.co.uk is a professionally designed website, quick to download and straightforward to navigate. An excellent selection of photos, video and supporting text which accurately reflect the property. VisitEngland logos are clearly displayed alongside contact details on the home page. Excellent links through to local attractions and activities. Good to note the inclusion of guest reviews. Very good links through to social media.

Potential for Improvement

Minor paint touch up required under the window in the first floor bedroom.

It is suggested that the recently cracked tile at the step into the dining area be replaced.

As discussed the quality of toiletries could be enhanced, perhaps consider: Temple Spa (discount for VisitEngland members) Noble Isle, Scottish Soap Company, Bramley (Somerset) St Kitts Herbery (Cornish)

Highlights

Situated in a quiet hamlet yet within easy reach of main routes, local attractions and beaches.

Comfortable, well appointed accommodation of a high standard.

Excellent standards of housekeeping throughout.

Large private gardens for guest use.

Impressive welcome hamper and provisions set out for guests.

Off road parking.

Very well maintained property.

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.



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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.