



Quality in Tourism

Visit Report

Self-Catering Standard

Pear Tree Farm Barn

Rowthorne Village



Self Catering

Assessor: Jan Ecob

Visit date: 19 Nov 2009

Visit type: Day

QiT No: 526028

Executive Summary

Summary

Under the British Common Standard for Self Catering Pear Tree Farm Barn achieves a FIVE Star rating. Part of the Standard is that all critical areas of the property; cleanliness, living areas, bedrooms, bathrooms and kitchen must each achieve a grade commensurate with the overall rating. Following this assessment the establishment meets these requirements, enabling the rating indicated above to be confirmed.

Physical areas

An attractive property that is being very well maintained

Management efficiency and cleanliness

The property continues to be personally managed by the owner and the booking plus arrival procedures are well established

Minimum Entry Requirements

Unit: Pear Tree Farm Barn
Standard: Self-Catering
Designator: Self Catering
Rating: Five Star

To be recognised within the VisitEngland Quality Assessment Scheme a property must meet all "Minimum Entry Requirements". Also any "Additional Requirements" or "Key Requirements" needed at the designated level must be provided. Quality standards also need to meet the minimum level in all areas of the operation.

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

The term 'Progressing' is used to indicate that the establishment is working towards providing the missing items, facilities or services listed.

Quality Scores

This section of the report contains information with regard to the quality grading awarded to the property. The quality indicator terms used are to express the different levels of quality.

Your assessor might also have added observations, suggestions or advice. These are suggestions only and can be acted upon or disregarded.

It is hoped that the information contained within this report will provide a valuable management tool and assist in the maintaining, developing or improving of quality standards in the future.

Unit / Group: Pear Tree Farm Barn

	Score (%)	Level
Overall	88	5
Cleanliness	90	5
Public Areas	92	5
Bedrooms	88	5
Bathrooms	88	5
Kitchen	87	5

Visit Report

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Unit / Group: Pear Tree Farm Barn

Exterior (1 - Common Standards Reference)

Very Good (80%)

Appearance of buildings

Very Good

Appearance of buildings and signage	Very Good	A converted barn that is in very good external repair
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Grounds, gardens, roadways and car parking

Very Good

Grounds, gardens and garden furniture	Very Good	A courtyard is for guests use outside the barn and a table and chairs has been added since our last visit
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Car parking surface, signage and illumination	Very Good	Off road parking available
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Environment and Setting

Very Good

First impression on arrival	Very Good	A positive first impression
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Environment	Very Good	The barn is situated adjacent to the owner's home in a pleasant rural location
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Management Efficiency (3 - Common Standards Reference)

Very Good (86%)

Pre-arrival information including brochure

Very Good

Pre-arrival information including brochure	Very Good	A colourful brochure and some minor adjustments have been made since our last assessment
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Welcome and arrival procedure

Excellent

Welcome and arrival procedure	Excellent	A personal welcome with the ingredients for a hot drink plus cappuccinos, chocolate drinks, biscuits, wine, cereals, jams, marmalade, eggs, bread and fresh flowers all in situ
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In-unit guest information and personal touches

Very Good

In-unit guest information and personal touches	Very Good	Well presented tourist information and the guests now have Internet access - the location of the telephone has been added to the emergency numbers, as requested last year
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Public Areas (4 - Common Standards Reference)**Excellent (92%)****Decoration****Excellent**

Decoration in lounge and dining areas	Excellent	Attractive decoration with full floor to ceiling windows plus beamed ceiling and interesting fireplace
Decoration in other areas e.g. corridors, stairs	Excellent	

Flooring**Excellent**

Flooring	Excellent	Wooden floor with large rug in the sitting area
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Furniture, furnishings and fittings**Very Good**

Furniture, furnishings and fittings	Very Good	The sofa in the lounge has been replaced since our last assessment with a new leather one - cushions and curtains have also been replaced along with a nest of tables - well dressed windows
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Lighting, heating and ventilation**Excellent**

Provision and controllability of heating and ventilation	Excellent	A full central heating system plus a log fire in the lounge
Position and controllability of lighting	Excellent	

Space, comfort and ease of use**Very Good**

Space, comfort and ease of use	Very Good	Plenty of space for four people
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Bedrooms (5 - Common Standards Reference)**Excellent (88%)****Decoration****Very Good**

Decoration	Very Good	Fresh decoration and both bedrooms have beams to add interest
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Flooring**Very Good**

Flooring	Very Good	Laminated floor with rugs upstairs and a wooden floor downstairs
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Furniture, furnishings and fittings**Excellent**

Furniture	Excellent	
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Furnishings and fittings	Excellent	
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Lighting, heating and ventilation**Excellent**

Position and controllability of lighting	Excellent	
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Provision and controllability of heating and ventilation	Excellent	Full central heating system with the addition of a portable heater
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Beds**Excellent**

Mattress, bed bases and headboards	Excellent	Thick mattress for extra comfort and the twin beds have one firm and one soft mattress to given guests the choice, these are indicated on the headboards
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Bedding and bed linen**Very Good**

Bedding and bed linen	Very Good	The bedroom downstairs has had new linen since our last assessment - long term plans could be to put double duvets on the twin beds
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Space, comfort and ease of use**Very Good**

Space, comfort and ease of use	Very Good	A large double room and a compact twin bedroom but the latter has the addition of a small sitting area outside the bedroom door - plenty of hanging and drawer space in the double but limited hanging in the twin
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Bathrooms and WCs (6 - Common Standards Reference)**Excellent (88%)****Decoration****Very Good**

Decoration	Very Good	The top bathroom has had new tiles since our last visit
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Flooring**Excellent**

Flooring	Excellent	Practical floor covering in both
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Fixtures, fittings and sanitary ware**Very Good**

Fixtures, fittings and sanitary ware (lights, taps, shelving etc)	Very Good	Well fitted but the taps are starting to lose their colour in the downstairs shower room - a full length mirror has been added to the upstairs bathroom since our last visit
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Lighting, heating and ventilation**Excellent**

Position and controllability of lighting	Excellent	Ceiling spots in both rooms plus sensor lighting in the twin en-suite
Provision and controllability of heating	Excellent	
Ventilation	Excellent	

Space, comfort and ease of use**Very Good**

Space, comfort and ease of use	Very Good	
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Kitchen (7 - Common Standards Reference)**Excellent (87%)****Decoration****Very Good**

Decoration	Very Good	Tiled over the cooker for ease of cleaning
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Flooring**Excellent**

Flooring	Excellent	
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Furniture, fixtures and fittings**Very Good**

Furniture and fitted units including handles and light fittings	Very Good	Well fitted with ample storage for four
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Lighting, heating and ventilation**Excellent**

Position and controllability of lighting	Excellent	Centre ceiling spots, wall lights, under unit lights and cooker hood
Provision and controllability of heating and ventilation	Excellent	

Electrical and gas equipment**Excellent**

Kitchen equipment, cookers, fridges etc	Excellent	A new freezer has been added as requested last year
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Crockery, cutlery and glassware**Very Good**

Crockery, cutlery and glassware	Very Good	New crockery has been added with additional Denby and Portmerian purchased along with the serving spoons
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Kitchenware, pans and utensils**Very Good**

Kitchenware, pots, pans and utensils	Very Good	
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Space, comfort and ease of use**Very Good**

Space, comfort and ease of use	Very Good	
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Cleanliness (2 - Common Standards Reference)**Excellent (90%)****Living and dining areas****Excellent**

Living and dining areas Excellent

Bedroom**Very Good**

Bedrooms Very Good

Bathroom**Excellent**

Bath and shower rooms Excellent

Kitchen**Very Good**

Kitchen areas Very Good

Notes for Proprietors / Managers

The copy of our Visit Report provides information on our assessment of your accommodation and services. The form may be amended from time to time if we discover that this information can be presented in ways that are more helpful. When making quality assessments the assessor is assessing each aspect against the standards of excellence established by VisitEngland. Assessors are trained to ignore their own personal preferences and prejudices when making these assessments. This report is provided in confidence and its contents may not be displayed in any printed material or via electronic media, or indeed quoted verbally. This restriction also applies to any verbal comment made by the assessor at the time of the visit.

PLEASE NOTE

The observations in the Visit Report are intended to be helpful by drawing particular points to your attention. There is no implication that it was these aspects alone that influenced the overall assessment, or that, if they are acted upon, a higher overall grade would be necessarily achieved. Should a proprietor/manager disagree with the grade given, there is an Appeal Procedure, details of which are available from Quality in Tourism (QualityInTourism@uk.g4s.com, Tel 0845 300 6996). A separate charge is made for an appeal assessment.