

Pebbles Cottage

Padstow

Padstow Cottage Company

Summary

Star Rating	★★★★ Gold 93%
Designator	Self Catering
Date of Assessment	08/05/2017
Type of Assessment	Day Visit
Discussion with	Mr & Mrs Quinn
Position	Owners

Your Star Rating

How the Star Rating is Achieved

Your star rating is reached by assessment of three elements: (1) Overall Quality (2) Sectional Consistency (the Five Areas of Quality, which are of particular importance - Cleanliness, Public Areas, Bedrooms, Bathrooms and Kitchen) (3) your Provision of Services & Facilities. You must provide all the services and facilities for Self Catering minimum entry (All Star Ratings) these are all listed in the Quality Standards booklet. All three elements must be met to achieve a rating.

Overall Quality

How the Overall Quality Rating is Achieved

The minimum overall quality score for your target star rating must be met. We assess 46 aspects of your property (under nine area headings) and score each aspect from 1 to 5 (1 being acceptable; 5 being excellent).

Bands				
1*	2*	3*	4*	5*
34%	48%	60%	75%	87%

Additionally, five of the "Assessment Areas" must meet Sectional Consistency, as these are the most significant in terms of guest expectation. These are Cleanliness, Public Areas, Bedrooms, Bathrooms and Kitchen. Each of the five Sectional Consistency Areas must reach the standard required for your Star rating and must fall into the relevant band for your target star rating.

Exterior	80%		Appearance of the Building	4
			Grounds, Garden & Parking	4
			Environment, First Impression	4
Cleanliness	100%	5	Public Areas	5
			Bedrooms	5
			Bathrooms	5
			Kitchen	5
Management & Efficiency	93%		Guest Info Including Brochure	5
			Welcome and Arrival Procedure	4
			In Unit Guest Information & Personal Touches	5
Public Areas	92%	5	Décor	5
			Flooring	5
			Fixtures, Fittings, Furnishings and Furniture	4
			Lighting, Heating	5
			Space, comfort, ease of use.	4
Bedrooms	91%	5	Décor	5
			Flooring	5
			Fixtures, Fittings, Furnishings and Furniture	5
			Lighting/heating/ventilation	4
			Beds	5
			Bedding/Linen	5
			Space, Comfort ease of use	3
Bathrooms	92%	5	Décor	5
			Flooring	5
			Fixtures, Fittings and Sanitary Ware	5
			Lighting, Heating and Ventilation	4
			Space, Comfort & Ease of Use	4
Kitchen	95%	5	Décor'	5
			Flooring	5
			Fittings and Furniture	5
			Lighting, Heating and Ventilation	4
			Electrical Equipment	5
			Crockery, Cutlery and Glassware	5
			Kitchenware & Utensils	5
			Space, Comfort and Ease of Use	4
Additional Facilities	N/A		Reception, Shop, Bar and Restaurant	N/A
			Laundry	N/A
			Recreation	N/A

Assessment Summary

Overview	Pebbles Cottage has been assessed under the Self Catering Scheme and achieves a Five Star with Gold Award recommended. Due to the new furniture and beds added to the twin bedroom this year, however after discussions with the owners Mr and Mrs Quinn, it has been decided to remain at the Four Star rating with the Gold Award also retained for a further twelve months. The owners are happy with the current rating.
Units Seen	Pebbles Cottage is a single unit viewed in the presence of the owners Mr & Mrs Quinn.
Cleanliness	Excellent standards of housekeeping and cleanliness noted throughout the property with close attention having been paid at both high and low levels. Bathroom fittings were highly polished and an overall sparkling finish noted. Surfaces throughout were noted to be well polished and all kitchen appliances presented in spotless condition. Soft furnishings found to be immaculate. Beds beautifully presented with freshly laundered linen. Hard flooring found to be well polished and rugs thoroughly vacuumed.
Living Areas	Neatly painted walls using Farrow and Ball quality paint all being suitably refreshed again this year. Excellent quality engineered oak flooring throughout showing no signs of wear. New oak furniture and dining room suite with leather suite all added this year and the scores reflect this. Central heating adds warmth with a feature fire in the lounge area adding extra warmth. Excellent levels of lighting and ample ventilation provided. The open planned area is well arranged and configured for ease of use and movement.
Bedrooms	Bedroom decoration continues to be present well with the paintwork being suitably refreshed again this year. The engineered oak flooring continues into the bedrooms and is well fitted and showing no signs of wear. New bedroom furniture added to the twin room this year which has helped the scores in this area. Lighting is well placed with centre lights and bedside lamps, controllable central heating provides warmth. New excellent quality twin beds added this year with microfibre bedding and Egyptian cotton linen, cushions and throws complete the overall presentation. Both bedrooms have been well configured for ease of use and movement.
Bathrooms	Decoration within the bathroom area continues to present to an excellent standard ensuring a positive impression on entry. Excellent quality tiled flooring is well fitted and continues to present well whilst being hygienic. Sealant and grout in pristine condition. Sanitary ware, fixtures and fittings all appeared to be in excellent order. Lighting ensures very good levels of illumination over all task areas, heating and ventilation effective at this level.
Kitchen	Painted walls and clean tiled splash back ensure a positive impression on entry, the kitchen was completely refurbished last year and continues to remain in excellent condition. The engineered oak flooring continues to remain in excellent order. The kitchen units add quality and offer ample storage space for guests provisions and kitchen equipment. Work surfaces coordinate well and provide ample preparation area. Lighting is well placed with ample ventilation provided. Kitchen equipment is to an excellent standard and well maintained. Excellent supplies of quality crockery, cutlery, saucepans, glassware and utensils provided.
Management Efficiency	Well established marketing and booking procedures are in place handled by Padstow Cottage Company with all incoming guests fully conversant with the arrival, accessibility and departure process. Comprehensive in house information is provided with all the relevant and required information in place as well as all the required legislation.
Website Feedback & Business Advice	An internet search for Pebbles Cottage in Padstow displayed the Padstow Cottage Company website. Website reviewed: www.padstowcottagecompany.co.uk The website accurately describes the accommodation and facilities, including maximum occupancy numbers. The correct VisitEngland logo is displayed. Pricing is current and professional images used, accurately reflecting the accommodation provided. Policies and property features clearly listed.

<p>Potential For Improvement</p>	<p>The owners continue to upgrade and maintain the property to a very high standard. Scores are very comfortably placed so as long as standards continue to be maintained there is only one suggestion following this years assessment. The exterior electricity box on next doors wall is unsightly at the front of the house and as discussed this is to be repainted by Mr Quinn within the next day or two.</p>
<p>Highlights</p>	<p>Pebbles Cottage is an exceptionally well presented property and is maintained to a very high standard offering comfortable well appointed accommodation for guests. The new furniture added to the lounge, bedroom and dining area this year. Off road parking is provided. Exceptional standards of housekeeping and cleanliness. Very well tended gardens for guests to enjoy sitting outside. The owners are to be commended on the high standards that they maintain throughout the property resulting in this high rating.</p>

Provision of Minimum Entry Requirements

To be recognised within the Self Catering scheme the minimum requirements listed in the Standard need to be met. Sufficient quality should be provided to meet the minimum requirements for One Star, in all areas of the operation covered by the quality indicators in the Standard.

The key minimum entry requirements for achieving a Self Catering One Star rating are:

A cooked breakfast, or substantial continental available. Proprietor and/or staff available for guests' arrival, departure and at all meal times. Once registered, resident guests have access to the establishment at all times unless previously notified. All areas of operation meet the minimum quality requirements for cleanliness, maintenance and hospitality as well as facilities and the delivery of services. A dining room or similar eating area available unless meals are only served in bedrooms. All the current statutory obligations must be met. Public Liability insurance cover must be provided.

For Provision of Minimum Entry Requirements your rating is:	Meets
Areas requiring action before next assessment	
All areas meet the requirements of your star rating. No remedial action has been identified at this time.	

Visit Report

Your VisitEngland quality assessment report, comprising scores, star rating and commentary reflects the experience of the assessor on the day of the visit.

Appeals procedure

If for any reason you wish to appeal against the rating awarded, VisitEngland has an established appeals procedure, please contact the helpdesk for information. A fee is payable, which is refunded if the appeal is upheld. Applications should be made within 14 days of receipt of the report. For details please contact the VisitEngland helpdesk at visitenglandassessmentservices@theaa.com or telephone 01256 491111.

Additional visits

Visits are generally carried out annually, but if you are aiming for a higher rating or accolade and prefer an earlier visit during the same participation year, this can be arranged for an additional fee. Contact the helpdesk for details.

Publishing of reports

This report may, at your discretion, be displayed in its entirety in any printed material or via electronic media.