

Aish Cross Holiday Cottages

Totnes

Summary

Star Ratings			
The Coach House	★★★★★	Gold	94%
The Stable	★★★★★	Gold	94%
The Hayloft	★★★★★	Gold	94%
Designator	Self Catering		
Date of Assessment	08/05/2017		
Type of Assessment	Day Visit		
Welcome Schemes	Cyclists Welcome, Walkers Welcome		
Discussion with	Mr and Mrs Pavey and Dawn Toms		
Position	Owners and House Manager.		
National Accessibility Scheme Older & less agile guests			

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.

The Coach House

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

The Stable

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

The Hayloft

Exterior	100%		Appearance of the Building	5
			Grounds, Garden & Parking	5
			Environment, First Impression	5
Cleanliness	100%	5	Public Areas	5
			Bedrooms	5
			Bathrooms	5
			Kitchen	5
Management & Efficiency	100%		Guest Info Including Brochure	5
			Welcome and Arrival Procedure	5
			In Unit Guest Information & Personal Touches	5
Public Areas	88%	5	Décor	4
			Flooring	5
			Fixtures, Fittings, Furnishings and Furniture	5
			Lighting, Heating	5
			Space, comfort, ease of use.	3
Bedrooms	91%	5	Décor	4
			Flooring	5
			Fixtures, Fittings, Furnishings and Furniture	5
			Lighting/heating/ventilation	4
			Beds	5
			Bedding/Linen	5
			Space, Comfort ease of use	4
Bathrooms	96%	5	Décor	5
			Flooring	5
			Fixtures, Fittings and Sanitary Ware	5
			Lighting, Heating and Ventilation	5
			Space, Comfort & Ease of Use	4
Kitchen	90%	5	Décor'	5
			Flooring	5
			Fittings and Furniture	4
			Lighting, Heating and Ventilation	5
			Electrical Equipment	5
			Crockery, Cutlery and Glassware	5
			Kitchenware & Utensils	4
			Space, Comfort and Ease of Use	3
Additional Facilities	80%		Reception, Shop, Bar and Restaurant	N/A
			Laundry	4
			Recreation	N/A

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Assessment Summary

<p style="text-align: center;">Overview</p>	<p>As a result of the recent visit, National Accessible Scheme assessment ratings of Mobility One (older and less agile guests), has been awarded for The Coach House.</p> <p>As discussed at the time of the visit, not all requirements were in place, but commitment was given to put all of the requirements in place.</p> <p>Recommendations are also included within this report, but are not essential.</p> <p>Aish Holiday Cottages continue to be presented and maintained to a superior standard and all three units have retained their Five Star Self-catering rating as well as the Gold Awards.</p> <p>The scores for the Public areas in The Hayloft are slightly more marginal due to the spatial perceptions, although the quality and standards remain to a superior level.</p> <p>Walkers and Cyclists Welcome Schemes also remain in place.</p> <p>Mr and Mrs Pavey reconfirmed that they are happy with the grading and associated award as being a true and fair representation of the overall quality, standards and guest experience.</p>
<p style="text-align: center;">Units Seen</p>	<p>All 3 units were seen(Coach House, Hayloft and Stable) were seen , with the show round and resulting summation being conducted with Mr and Mrs Pavey (Owners) and Dawn Toms(Manager).</p>
<p style="text-align: center;">Cleanliness</p>	<p>All units were pristine with Hayloft having been finalised ready for the guests arrival later in the day.</p> <p>Great care having been taken in the final detailing throughout. No signs of dust or cobwebs noted in all properties with high and low areas along with all surfaces being dust settlement free.</p> <p>Both the hard wearing and carpeted areas being thoroughly cleaned.</p> <p>Bathrooms sparkled with all the grouted and sealed areas being immaculate, sanitary ware and all glassed and chromed areas being highly polished.</p> <p>Bedrooms were well aired and again attention to all surfaces noted, linen was freshly laundered.</p> <p>Kitchens were hygienically finished with obvious attention to the seals of the fridges and freezers, interiors of the ovens as well as to the hood extractors. Dawn implements and maintains a superior standard of housekeeping which certainly adds to the overall guest experience as well a giving the impression that the properties have not had previous guests.</p>
<p style="text-align: center;">Living Areas</p>	<p>Unpretentious painted finishes throughout the properties which remain to a high standard and suitably maintained, exposed beams and the inset fire places along with various artworks; new pictures added to The Coach and Hayloft adding to the visual perceptions.</p> <p>Stylish Karndean wood effect flooring remains in superior condition as well as enhancing the presentation. Comfortable seating and ample occasional furniture provided are of a superior quality and vary much in keeping with the design elements of each unit. Period style items in the Stable being of note.</p> <p>There continues to be an excellent level of well placed lighting, controllable heating; supplemented by the log burner as and when required, as well as ample natural light and ventilation.</p> <p>A comparable standard encountered in all properties with the configuration making the best use of the available spacing; slightly more limited in The Hayloft; however this does not detract from the quality and comfort perceptions.</p>

<p>Bedrooms</p>	<p>Painted finishes remain freshly presented and to a high standard throughout, again beams and artworks enhancing. Comfortable carpeted flooring in place across all bedrooms which continue to offer a superior level of warmth and comfort underfoot. The scores for all 3 properties now reflecting the standards encountered throughout all bedrooms.</p> <p>All bedrooms provide very good levels of lighting, controllable heating as well as natural light and ventilation. Drapery is well fitted and the newly fitted blackout blinds and curtains enhancing the light exclusion perceptions. Ample hanging and storage in place with all the free standing pieces being of a superior quality and very well maintained.</p> <p>Solid superior bed and bases in place which are supplemented with top quality pocket sprung mattress; these ensure an excellent level of support and comfort ; all being attired in smart excellent quality 100% cotton bedding, plump pillows and suitably weighted quilts; it was noted that a choice is given to the guest to suit their preferred preferences for both the pillows and quilts. Each bedroom has been thoughtfully configured and furnished with the Hayloft smaller double being more restrictive.</p>
<p>Bathrooms</p>	<p>Stylish and well appointed bathrooms, fully tiled and painted finishes remain in excellent order and are of a superior standard. Tiled flooring enhances the quality as well as the presentation and remains well suited to this environment in regards to the hygiene and cleanliness perceptions. Wet room style being accessible for the less abled in The Coach House and some additional items are being implemented to ensure that all the required elements are in place for the newly acquired M1 rating.</p> <p>Full size sanitary ware along with the fixtures and fittings all appeared to be in excellent order.</p> <p>Underfloor heating is provided along with wall mounted heated towels rails, effective extraction and well placed LED lighting.</p> <p>Storage and shelving has been thoughtfully considered and implemented.</p> <p>Ratio of facilities to accommodated guests meets with the required criteria for this grading level.</p>
<p>Kitchen</p>	<p>Smart fitted kitchens with the quality of the units and work tops remaining to a superior standard; ample storage and work space provided across all three units.</p> <p>The flooring remains unblemished and is very well maintained and is of an excellent quality.</p> <p>Tiled splash backs adding to the presentation whilst ensuring a high level of protection where required.</p> <p>Integrated appliances are of a superior quality and all appeared to be suitably maintained along with all the ancillary items including new electric whisks and thermos flask being added and a new coffee making machine is being trailed and will be added to the remaining 2 units.</p> <p>All kitchens are fully stocked with all the relevant and required items these being of a superior quality and range; items being replaced as and when required to maintain the current stock levels and quality.</p> <p>High quality kitchenware, pans and utensils also provided; the open plan arrangements allow for a greater sense of interaction to the adjacent areas.</p>
<p>Management Efficiency</p>	<p>Management procedures are very well implemented with the owners and Dawn continuing to very much hands on with all the bookings, arrivals and day to day management of the business.</p> <p>An informative orientation takes place and the safety criteria as well as use of the appliances being suitably explained; this has ensured a high level of returning and satisfied guests.</p> <p>Well presented and comprehensive information folders are in place along with the owners and Dawn local knowledge being available. All the required criteria is in place for both the Cyclist and Walkers Welcome schemes with a wealth of information available.</p> <p>Guest are welcomed with a well stocked hamper with an abundance of superior quality local and homemade items, including apple juice pressed from the owners orchard.</p> <p>The range of thoughtful in-house accessories continues to be well received with Wi-Fi as standard.</p> <p>The owners and Dawn are also available to assist in matters that may arise during the guest experience.</p>

Website Feedback & Business Advice	<p>A Google laptop search was made inputting self-catering Totnes- this was too generalised; therefore an additional search was made utilising the name and area specific. This resulted in www.aishcross.co.uk then being placed 2nd on the landing page behind the inevitable booking.com.</p> <p>The website is very well presented and easy to navigate, quality and facilities offered in each separate unit.</p> <p>Descriptive text and images are well defined for each property; this gives a true indication to the style and facilities provided in each separate unit.</p> <p>Availability, tariffs and any special offers are also suitably defined.</p> <p>Upfront Reviews are provided although currently TripAdvisor does list a very positive single review.</p> <p>Premier Cottages also listing and promoting the properties.</p> <p>Very good use of YouTube to give an insight to the properties, owners and all the surrounding areas as well as being an up-to-date tool to promote the business.</p> <p>Mobile compatible.</p> <p>The correct grading and associated logos are suitably promoted and the Mobility Logo will now be added for The Coach House.</p> <p>Could look to have the Welcome Schemes restored to colour from the current greyscale format.</p>
Potential For Improvement	<p>All concerned are to be commended on ensuring that the quality and standards are consistently maintained and presented to the required levels for both the Five Star self-catering and Gold Award grading's to be retained.</p> <p>They continue to ensure that ongoing enhancements take place and the new alternative hot water system now implemented bearing testament to their endeavours. Therefore no significant issues or concerns were needed to be raised or indeed discussed at this latest visit.</p> <p>The owners and Dawn have made a commitment to ensure all the relevant additions to the Coach House will be added to allow the M1 rating to take effect.</p> <p>They have also added various additional items as part of enhancing the overall guest experience with new signage now in place, fire pit, 2 hammocks, sun loungers and a Fire Pit to name a few.</p>
Highlights	<p>Aish Cross Holiday Cottage continue to provide superior quality self-catering properties; effortlessly combining modern day expectations whilst remaining sympathetic to the original nuances of this buildings.</p> <p>New stylish signage has been added this year, the mature gardens with various seating areas as well as the pristine painted exteriors making for a most positive impression on arrival.</p> <p>Exemplary standards of housekeeping remains a key element.</p> <p>Hospitable and customer focused owners and manager ensure that all their guest have a comfortable and memorable stay.</p> <p>The continuing commitment to investing in their business.</p> <p>A peaceful countryside location yet very access able to a multitude of beaches, attractions, towns and amenities of this ever popular part of Devon.</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
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Areas requiring action before next assessment	
All areas meet the requirements of your star rating. No remedial action has been identified at this time.	
CYCLISTS WELCOME	All the required criteria is provided to meet with requirements of this scheme.
WALKERS WELCOME	All the required criteria is provided to meet with requirements of this scheme.

National Accessibility Scheme

Mobility	<p>As a result of the recent visit, National Accessible Scheme assessment ratings of Mobility One (older and less agile guests), has been awarded for The Coach House.</p> <p>As discussed at the time of the visit, not all requirements were in place, but commitment was given to put all of the requirements in place. Recommendations are also included within this report, but are not essential.</p> <p>Requirements at the Mobility One (older and less agile guests) rating:</p> <p>21.2 A dining chair with arms to be available. 14.16 Wardrobe door or drawer handles- Easy grip and minimal twist. 8.1 Bathroom door handles, locks and key holes-Easy grip and minimal twist. 15.5 Wash basin lever taps or attachments- Lever taps. 15,6 Vertical rail- 1 side of washbasin 600 long, midpoint 1100 high 15.11 Swing top bin- not impeding access. 16.2 Bath with overhead shower- Lever taps. 18.4 A toilet seat riser to be available on request. 18,5 Flushing handles- Spatula shaped. 18.7 Horizontal support rail, opposite transfer space- beside WC and fixed to the wall. 19.5 Sink with lever taps or lever attachments- Lever taps.</p>
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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.