

## Aish Cross Holiday Cottages

Aish Cross House, Aish, Stoke Gabriel, TOTNES, DEVON, TQ9 6PT

### Premier Cottages

## Summary

STAR RATING

★★★★★

DESIGNATOR

Self-Catering

QUALITY SCORE

91%

*Gold Award*

Walkers Welcome, Cyclists Welcome

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VISIT DATE

23 July 2018

VISIT TYPE

Day Assessment

CONTACT

Mr and Mrs Pavey The Owners

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Aish Cross Holiday Cottages provides an excellent standard of accommodation. On this visit, they achieved a Five Star Self Catering Rating and Gold Awards. Due to size some areas sit in the lower end of the rating, but the quality is very well maintained so it is of no concern.

One of the requirements for Five Stars is full size beds ( 2ft 6 beds are not acceptable ). After a discussion, with the area operations manager, a two year period of grace has been awarded to allow the full size beds to be put into place.

The visit was carried out with Dawn, the housekeeper and Mr Pavey, the owner, who are very happy with the rating.

# 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
40% - 49%	50% - 64%	65% - 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%

Group: Coach House and Stable

91%

5 Star

	SCORE	PERCENTAGE	RATING
<b>Exterior</b>	<b>13</b>	<b>86%</b>	
Building Appearance	4		
Grounds/Gardens/Roadways/Parking	4		
Environment & Setting	5		
<b>Cleanliness</b>	<b>20</b>	<b>100%</b>	<b>5 Star</b>
Bedrooms	5		
Bathrooms	5		
Living/Dining Area	5		
Kitchen	5		
<b>Management &amp; Efficiency</b>	<b>14</b>	<b>93%</b>	
Pre-arrival Information Inc. Brochure	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	4		
<b>Public Areas</b>	<b>23</b>	<b>92%</b>	<b>5 Star</b>
Decoration	5		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	4		
<b>Bedrooms</b>	<b>31</b>	<b>88%</b>	<b>5 Star</b>
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	4		
<b>Bathrooms</b>	<b>23</b>	<b>92%</b>	<b>5 Star</b>
Decoration	5		
Flooring	5		
Fixtures/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	4		
<b>Kitchen</b>	<b>36</b>	<b>90%</b>	<b>5 Star</b>
Decoration	5		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	5		
Electrical/Gas Equipment	5		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	4		
Space/Comfort/Ease of use	4		
<b>Additional Facilities</b>	<b>5</b>	<b>100%</b>	
Laundry	5		

Group: The Hayloft

91%

5 Star

	SCORE	PERCENTAGE	RATING
<b>Exterior</b>	<b>14</b>	<b>93%</b>	
Building Appearance	4		
Grounds/Gardens/Roadways/Parking	5		
Environment & Setting	5		
<b>Cleanliness</b>	<b>20</b>	<b>100%</b>	<b>5 Star</b>
Bedrooms	5		
Bathrooms	5		
Living/Dining Area	5		
Kitchen	5		
<b>Management &amp; Efficiency</b>	<b>14</b>	<b>93%</b>	
Pre-arrival Information Inc. Brochure	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	4		
<b>Public Areas</b>	<b>23</b>	<b>92%</b>	<b>5 Star</b>
Decoration	5		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	4		
<b>Bedrooms</b>	<b>32</b>	<b>91%</b>	<b>5 Star</b>
Decoration	5		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	4		
<b>Bathrooms</b>	<b>22</b>	<b>88%</b>	<b>5 Star</b>
Decoration	5		
Flooring	5		
Fixtures/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
<b>Kitchen</b>	<b>35</b>	<b>87%</b>	<b>5 Star</b>
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	5		
Lighting/Heating/Ventilation	4		
Electrical/Gas Equipment	5		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	4		
Space/Comfort/Ease of use	4		
<b>Additional Facilities</b>	<b>5</b>	<b>100%</b>	
Laundry	5		

# Exterior

## The Hayloft

The appearance of the cottages are very well maintained, although there is painting in the planning for the fascia boards. It is suggested that when you drive through the entrance, the first building visible is the garage and it is suggested that the doors are painted. The glass could be covered over so guests cannot view what is inside.

Stunning communal garden provided with excellent outside seating areas and orchards to enjoy.

Clear signage noted at the exterior

# Cleanliness

## The Hayloft

All the cottages were occupied at the time of the visit, however excellent levels of cleanliness were noted throughout.

Surfaces were dust free and flooring was immaculate. Bathroom sanitary ware was gleaming and inside kitchen cupboards were free from any debris.

It is very evident that a very thorough cleaning schedule is completed throughout.

# Management & Efficiency

## The Hayloft

All the bookings are completed by the owners and are confirmed in writing.

An excellent welcome and arrival procedure is in place, where all the guests are met on arrival. Welcome pack provided with bread, cheeses etc or a Cream Tea.

A wide selection of accessories however it is suggested that the lounge televisions are upgraded to a larger size and with Smart Capabilities. The older style docking stations are no longer compliant and they could be fitted with adapters or replaced with Bluetooth speakers.

# Public Areas

## The Hayloft

All the cottages are decorated with Farrow and Ball paints. Excellent Karndean floor fitted in Hayloft and The Stable . High quality furniture with comfortable seating. The lounges are warmed by an efficient heating system and superb wood burners. very spacious properties.

# Bedrooms

## The Hayloft

Very spacious bedrooms and decoration is in a pristine condition. It is suggested that in The Stable, the double room is re-painted. Excellent carpeting which is very comfortable under foot. Period style furniture with an array of hangers. Firm and supportive mattresses, which were dressed in modern linen. In the Coach House, the double room duvet could be upgraded to being feather or microfibre. Warmth is provided by an efficient heating system and the lighting is well placed.

# Bathrooms

## The Hayloft

Fully tiled walls and excellent tiled floors. Cracked floor tiled noted in The Coach House. High quality sanitary ware. In Hayloft a separate jacuzzi bath and shower. Bathrooms are effectively illuminated with spotlighting. Warmth by an effective underfloor heating system. Very good provision of bathrooms are provided.

# Kitchen

## The Hayloft

Open plan kitchens with high quality cupboards and work surfaces. It is suggested that when the laminated work surfaces start to show wear and tear they are upgraded to the same quality or granite work surfaces as in Hayloft. The veneer was starting to lift on Stable cupboard edge. A wide range of appliances which include dishwashers. It is suggested that when toasters require replacing that four slice toasters could be considered. Modern crockery and the pans are very well maintained. Pizza trays could be added to the kitchen inventory

# Additional Facilities

## The Hayloft

A fully equipped laundry room is provided.

# Units Seen

Aish Cross Holiday Cottages has 3 units.

Hayloft, The Stable , The Coach House were viewed with Dawn, the housekeeper.

# Website Feedback

A Google search was completed and the properties appeared on the first page. The properties are marketed on Premier Cottages and information appears correct.

The website was clicked to view. Guests can view the tariff, check availability and book online. It is good to see the correct VisitEngland star rating logos are displayed. The access statement could be re-named as the Accessibility guide and the VisitEngland star rating logos updated from the Enjoy England logos.

It is good to see use of social media links. VisitEngland provide a free internet tool kit for help in this area and the link is added below

<https://www.visitbritain.org/digital-marketing-toolkit>

## Potential for Improvement

Painting is in the planning for the fascia boards. It is suggested that when you drive through the entrance, the first building visible is the garage and it is suggested that the doors are painted. The glass could be covered over so guests cannot view what is inside.

Upgrading the televisions to Smart televisions. Removal of older style docking stations and replaced with Docking stations.

Full size beds for five stars - 2 year grace period awarded.

Monitor laminated kitchen work surfaces for replacement in the future.

The Stable double room requires painting

Upgrade the double room duvet in The Coach House to feather or microfibre.  
Cracked bathroom floor tiled noted in the Coach House

Pizza trays could be added.

## Highlights

Aish Cross Holiday Cottages provide an excellent standard of accommodation.

Superb quality improvements completed since the last visit with the new outdoor furniture, larger fire pit and Gazebo.

Excellent welcome and arrival procedure, where the guests are met on arrival and a cream tea is provided.

# 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.

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## **Group** Coach House and Stable

**Standard** Self-Catering  
**Designator** Cottage  
**Rating** 5 Star Gold Award

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

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## **Group** The Hayloft

**Standard** Self-Catering  
**Designator** Cottage  
**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)

The following specialities have been awarded:



**Walkers Welcome**

Deficiencies: None



**Cyclists Welcome**

Deficiencies: None

# Useful Numbers

Customer Services 01256 491111 VisitEnglandAssessmentServices@theAA.com

All establishment enquiries, including assessments, reports, ratings, credit control, signage and logo requests.

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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.