

## Aish Cross Holiday Cottages

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

### Premier Cottages

## Summary

STAR RATING



*Gold Award*

DESIGNATOR

Self-Catering

QUALITY SCORE

91% - 92%

---

VISIT DATE

09 October 2019

VISIT TYPE

Day Assessment

CONTACT

Mrs Angela Pavey Joint Owner

---

Aish House Holiday Cottages retain the Five Star grading . The well deserved Gold Award has also been retained on all three cottages which Mr and Mrs Pavey and Dawn the house-manager are delighted with.

Cyclists and Walkers Welcome Schemes also achieved.

# 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%

Group: Coach House and Stable

92%

5 Star

	SCORE	PERCENTAGE	RATING
<b>Exterior</b>	<b>14</b>	<b>93%</b>	
Appearance of Buildings/Kerb Appeal	4		
Grounds/Gardens/Parking	5		
Privacy/Peace & Quiet	5		
<b>Cleanliness</b>	<b>20</b>	<b>100%</b>	<b>5 Star</b>
Bedrooms	5		
Bathrooms	5		
Living/Dining Areas	5		
Kitchen	5		
<b>Management &amp; Efficiency</b>	<b>14</b>	<b>93%</b>	
Pre-arrival Information	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/Furnishings/Fittings	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/Furnishings/Fittings	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		
Furniture/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/Furnishings/Fittings	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>	
Appearance of Buildings/Kerb Appeal	4		
Grounds/Gardens/Parking	5		
Privacy/Peace & Quiet	5		
<b>Cleanliness</b>	<b>20</b>	<b>100%</b>	<b>5 Star</b>
Bedrooms	5		
Bathrooms	5		
Living/Dining Areas	5		
Kitchen	5		
<b>Management &amp; Efficiency</b>	<b>14</b>	<b>93%</b>	
Pre-arrival Information	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/Furnishings/Fittings	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/Furnishings/Fittings	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		
Furniture/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/Furnishings/Fittings	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

### Coach House and Stable

Well maintained exteriors recently repainted and all clearly signed and well lit. Extensive grounds and gardens with well tended mature trees and plantings. Plenty of safe off road parking and a new Electric charging point. The newly created Island Garden with its innovative BBQ hut is an excellent asset.

## Cleanliness

### Coach House and Stable

Superior standards of cleanliness and housekeeping noted in all cottages. Spotless kitchens and bathrooms with gleaming surfaces and fresh smelling. Flooring well vacuumed throughout. Close attention paid to high and low levels. Despite Hayloft being occupied by guests and a dog underlying cleanliness was noted to be very high. A huge credit to the teams involved.

## Management & Efficiency

### Coach House and Stable

Personal meet and greet. A substantial welcome hamper is in place and a wider choice is now provided including locally sourced products. New personalised welcome letters also noted.

## Public Areas

### Coach House and Stable

Recently redecorated to very good effect. Exposed beams and wood work adds character and interest. High quality flooring in excellent order showing no signs of wear. Comfortable easy seating and well matched solid dining and occasional furniture. New Smart Screen TV's and Bluetooth speakers in all cottages. Effective and well balanced lights and comfortably warmed including wood burning stoves. Open plan arrangements well planned and free flowing.

## Bedrooms

### Coach House and Stable

Refreshing of decoration has taken place where needed. Carpets well fitted and showing no signs of wear. Supportive mattresses and suitably weighted bedding with select new microfiber duvets and all new Mitre linen noted. Most attractive French beds noted in Hayloft and Stable master bedrooms. It was suggested that the untidy valances are replaced as mentioned. Well matched glass topped bedroom furniture offering ample storage and hanging space. New blackout blinds in Hayloft and new soft furnishings second bedroom The Stable. Well lit and centrally heated. Spatial aspects vary between rooms.

## Bathrooms

### Coach House and Stable

Bathrooms, en-suites and cloakrooms with tiling and flooring all in excellent order and very practical for ease of cleaning. Well matched white sanitary ware with both baths and showers offering alternative bathing options. Ample storage and shelving provided. Well lit and ventilated and the Underfloor heating is supplemented with heated towel rails .

# Kitchen

## Coach House and Stable

Shaker style fitted kitchens remain in very sound order offering ample set down and storage space. Integrated large appliances continue to present in sound order. Tiled splash backs and high quality well laid flooring for ease of cleaning.

All kitchens are very well equipped with a wide range of matching sets of cook, bake ware and crockery items along with additional small appliances and gadgets commensurate with grading awarded. A selection of new additions including 4 slice toasters.

# Additional Facilities

## Coach House and Stable

Communal laundry room well located for easy access from all cottages.

# Units Seen

All 3 units seen in the company of house-manager Dawn.

# Website Feedback

Newly upgraded website with 3D Images.

Professionally produced with clear imagery and contact details.

Language translation tabs.

On line booking and availability.

Good use of social media and good exposure of VisitEngland logos.

Correctly listed on Premier Cottages website.

# Potential for Improvement

It is recommended that the current valances are replaced with a coloured box pleat design for best presentation.

The blown windows in twin room Stables are to be replaced.

No other issues highlighted on this visit.

# Highlights

Lots of improvements this year include:

A very smart and most interesting BBQ Lodge in the newly created secret Island garden along with a gazebo and seating area. Newly created lawned areas and seating outside the cottages.

Electric charging point.

Screening and frosted glass to the garage doors.

Internal and external redecoration and painting.

Major expense of a new website and a more efficient boiler.

New Smart screen TV's and Bluetooth speakers. Room stats fitted in Coach House and The Stable.

Lots of new children's cutlery and sundry items. New Pizza trays.

Bed linen has been upgraded and majority of bedding replaced with microfiber.

# 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.

---

## **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.

---

## **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)

These have not been awarded or assessed.





Our Quality Assessors are industry professionals and will assess your business against an agreed set of quality standards for your sector.

Your VisitEngland accreditation will tell your visitors that your business has been independently verified by the National Tourist Board. Our focus is on helping tourism businesses across England to maximise their potential, stand out amongst the competition, and champion the accreditations we award.

In addition to our expert industry support and guidance, we are proud to be able to offer you a range of exclusive scheme and partner benefits.

## Useful Numbers

Customer Services      01256 338350

[VisitEnglandAssessmentServices@aamediaigroup.co.uk](mailto:VisitEnglandAssessmentServices@aamediaigroup.co.uk)

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

 Twitter      @VisitEngland

## 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.