

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% - 92%

Gold Award

Walkers Welcome, Cyclists Welcome

VISIT DATE

12 April 2021

VISIT TYPE

Day Assessment

CONTACT

Mr and Mrs Pavey The Owners

Aish Cross Holiday Cottages provide an excellent standard of accommodation and meets it market demand very well.

On this visit, all cottages achieved a Five Star Self Catering Rating and Gold Award. It is good to see the quality improvements completed to maintain the rating.

Walkers and Cyclist Awards were achieved.

The visit was completed with Mr and Mrs Pavey, the owners, who are very happy with the rating and awards.

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
Exterior	15	100%	
Appearance of Buildings/Kerb Appeal	5		
Grounds/Gardens/Parking	5		
Privacy/Peace & Quiet	5		
Cleanliness	20	100%	5 Star
Bedrooms	5		
Bathrooms	5		
Living/Dining Areas	5		
Kitchen	5		
Management & Efficiency	14	93%	
Pre-arrival Information	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	4		
Public Areas	23	92%	5 Star
Decoration	5		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	4		
Bedrooms	32	91%	5 Star
Decoration	5		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	4		
Bathrooms	22	88%	5 Star
Decoration	5		
Flooring	5		
Furniture/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Kitchen	36	90%	5 Star
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		
Additional Facilities	9	90%	
Laundry	5		
Recreation	4		

Group: The Hayloft

91%

5 Star

	SCORE	PERCENTAGE	RATING
Exterior	15	100%	
Appearance of Buildings/Kerb Appeal	5		
Grounds/Gardens/Parking	5		
Privacy/Peace & Quiet	5		
Cleanliness	20	100%	5 Star
Bedrooms	5		
Bathrooms	5		
Living/Dining Areas	5		
Kitchen	5		
Management & Efficiency	14	93%	
Pre-arrival Information	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	4		
Public Areas	23	92%	5 Star
Decoration	5		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	4		
Bedrooms	31	88%	5 Star
Decoration	5		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	3		
Bathrooms	22	88%	5 Star
Decoration	5		
Flooring	5		
Furniture/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Kitchen	35	87%	5 Star
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		
Additional Facilities	9	90%	
Laundry	5		
Recreation	4		

Exterior

Coach House and Stable

The exterior of the cottages have been newly painted since the last visit. Clear signage at the entrance of the property and directional signage to the car parking area. Large garden for the guests to enjoy. Allocated car parking area is provided. Ideal location for exploring the surrounding area.

It is good to see some of the double glazed windows have been replaced and good to hear there are plans to replace the remaining windows.

Cleanliness

Coach House and Stable

The cottages were viewed in between bookings and pristine levels of cleanliness were noted throughout each one.

Surfaces had been dusted and the flooring was immaculate. Bathroom sanitary ware was gleaming and extractor fans were dust free.

It is very evident that a very thorough cleaning schedule has been completed throughout each cottage.

Management & Efficiency

Coach House and Stable

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

Excellent welcome and arrival procedure, where the owners meet the guests on arrival. Welcome hamper with local produce is laid out to enhance the first impression.

A wide selection of accessories which include smart televisions, books, games and wireless internet. It is suggested that Alexa or Google hub or Apple Pod could be considered.

Guest information presents very well. Hairdryers could be placed in bags labelled hairdryers.

Public Areas

Coach House and Stable

Open plan lounges and dining rooms. Plainly painted walls and the original features are in a very good condition. High quality furniture with comfortable seating. Warmth by an efficient central heating system and focal wood burners. New excellent LED lights have been fitted. Very spacious properties.

Bedrooms

Coach House and Stable

Very spacious bedrooms with neutrally painted walls. Pristine carpets fitted, which are very comfortable under foot. Period style and built in furniture with a selection of hangers. Excellent mattresses which are very firm and supportive. Mattress in The Hayloft has been fitted with an additional topper. All beds were dressed in pristine Egyptian cotton linen. New bed valances have been introduced. Effective central heating and the lighting is well placed. Very spacious bedrooms.

Bathrooms

Coach House and Stable

A very good provision of bathrooms with fully tiled walls. Excellent tiled floors combined with high quality sanitary ware. New bath and toilet seat has been installed in Stable for this year. As discussed, several of the mirrors are starting to desilver. It is suggested that the mirrors and lights could be updated to mirrors that include sensor lights with a demisting option. Warmth is provided by heated towels rails. It is suggested in Stable downstairs toilet, the central heating radiator could be changed to a heated towel rail. Very spacious bathrooms.

Kitchen

Coach House and Stable

Open plan kitchens with excellent non slip floors fitted. High quality wooden cupboards and laminated work surfaces. As discussed, in the future, the laminated work surfaces could be upgraded to granite or quartz surfaces. Excellent granite work surface in the Hayloft. A wide range of appliances are provided with new fridge freezers that have been installed since the last visit. The microwave is starting to rust in The Coach House. Effective spotlighting and cooker hood lighting. Modern crockery and stainless steel pans are in a very good condition. Very well configured kitchens.

Additional Facilities

Coach House and Stable

A fully equipped laundry room is provided with high quality appliances.

The addition of the barbecue hut is now provided, however the exterior needs to be considered painting.

A games room is provided with a pool table and games. It is suggested that a fridge could be added into this area

Units Seen

The Stable, The Coach House and The Hayloft (three units) was viewed with Mr and Mrs Pavey, the owners.

Website Feedback

The properties feature on the new Visit England/ The AA website www.ratedtrips.com. Up to 20 photographs can be added and clicking the link on the email with the report will enable more to be added. Link to the property profile is below:-
<https://www.ratedtrips.com/establishments/aish-cross-holiday-cottages>

The properties are marketed on Premier Cottages website and the information appears correct. It is understood that the majority of the bookings appear from Premier.

The website was clicked onto view and the information appears correct. Guests can view the tariff and book online. It is good to see the Visit England Star Rating logos and the We are good to go logo is clearly displayed. There is an update to the Good to go scheme and the " safe travels" logo could be added. it is suggested that the regional and Visit England competitions are re-entered again soon.

It is good to see links to social media and posts completed. Visit England provides a free internet tool kit in marketing. Link is below:-
www.visitbritain.org

Potential for Improvement

Barbecue hut could be painted with preservative where it has faded in the sun
A fridge could be added in the games room.
Alexa/Google hub or Apple pod could be added into the cottages
Hairdryers could be placed into hairdryer bags

Stable

Upgrade the bathroom mirrors to mirrors with sensor lights and demisting option
Cloakroom toilet central heating radiator could be changed to a heated towel rail
As time and money allows, the kitchen work surface could be upgraded to a better quality
Microwave is starting to rust

Coach House

Bathroom mirrors upgraded where they have started to desilver
Monitor the kitchen work surface for the future.

Hayloft

Mirror in the bathroom could be updated

Highlights

Pretty garden for the guests to use which is an array of colourful flowers.

Very good barbecue hut, laundry and games room are provided.

Pristine levels of cleanliness were noted throughout

Excellent welcome hamper for the guests to enjoy on arrival.

Properties are furnished to a high standard with excellent improvements completed this year.

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)

The following specialities have been awarded:



Walkers Welcome

Deficiencies: None



Cyclists Welcome

Deficiencies: None



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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.