

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, One Step Ahead

VISIT DATE

09 March 2022

VISIT TYPE

Day Assessment

CONTACT

Mr and Mrs Pavey The owners

Aish Cross Holiday Cottages provide high quality and comfortable accommodation. The cottages meet the market demand very well.

On this visit, Aish Cross Holiday Cottages achieve Five Star Self Catering Rating and Gold Awards. It is good to see the quality improvements have been completed since the last visit.

Walkers and Cyclist Awards were achieved

Stable Cottage was occupied but a brief walkround was given.

One Step was achieved as the cottage had been previously awarded as M1, but there are a few requirements to be added to ensure it is achieved on the next visit.

The visit was completed with Mr and Mrs Pavey, the owners and Dawn, the manager who are 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
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	14	93%	
Appearance of Buildings/Kerb Appeal	4		
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	37	92%	5 Star
Decoration	5		
Flooring	5		
Furniture/Furnishings/Fittings	5		
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 appearance of the cottages are very well maintained, however the conservatory glass has blown in The Coach House. New bedroom windows have been added in The Coach House. Large communal gardens for the guests to enjoy. Gravelled parking area. Clear signage and the name can be seen at the end of the road.

Cleanliness

Coach House and Stable

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

Surfaces were dust free and the flooring was immaculate. Sanitary ware in all of the bathrooms is gleaming. Kitchen cupboards were free from any debris.

It is good to see the exceptional levels of cleanliness were noted throughout each property.

Management & Efficiency

Coach House and Stable

All the bookings are completed via the online system and guests are interacted regularly prior to the arrival.

Excellent welcome hamper is provided for the guests on arrival.

A wide selection of accessories which include flat screen televisions, books, games and wireless internet. It is suggested that Alexa or Google hub or Apple pod.

Guest information presents very well.

Public Areas

Coach House and Stable

Very spacious lounges with immaculate decoration. Excellent non slip floors fitted. High quality furniture with comfortable seating. Warmth by an efficient heating system and focal wood burners.

Bedrooms

Coach House and Stable

Very spacious bedrooms with pristine decoration. Excellent carpeting, which is very comfortable under foot. High quality furniture with a selection of hangers. Firm and supportive mattresses which were dressed in pristine linen. Warmth by central heating and the lighting is well placed.

Bathrooms

Coach House and Stable

Excellent provision of bathrooms with fully tiled walls and excellent tiled floors. A gap was noted in the tiles in The Coach House. High quality sanitary ware which includes new Jacuzzi bath in The Coach House and new mirror. Effective LED spotlighting. New bathroom has been installed in Stable cottage since the last visit and modern mirrors.

Kitchen

Coach House and Stable

Decoration is well maintained and excellent non slip floors. High quality cupboards and work surfaces, however the work surface needs resealing in The Hayloft. New superb granite surfaces were installed in The Coach House. Effective spotlighting and a wide range of appliances which include a dishwasher. The fridge seal in Hayloft requires replacing or repairing. Modern white crockery and plentiful ovenware is provided. Very spacious and well configured kitchens.

Additional Facilities

Coach House and Stable

Laundry room, games room and barbecue hut are provided for the guests to use

Units Seen

The Coach House, The Stable, The Hayloft were viewed with Mr and Mrs Pavey, the owners and Dawn, the manager

Website Feedback

the cottages appear on the Visit England Assessment services and on the Visit England / The AA website www.ratedtrips.com . Link to the property profiles is below:-
<https://visitenglandassessmentservices.com/establishments/aish-cross-holiday-cottages/>
<https://www.ratedtrips.com/establishments/aish-cross-holiday-cottages>

Special offers for Visit England members are listed below:-
<https://business.ratedtrips.com/business-support/member-offers>

The website presents the cottage very well and the information appears correct. Guests can view the availability and book online. It is good to see the Visit England star rating logos are present. The accessibility guide could be added.

It is good to see social media is used. Visit England provides a free business hub which provides advice on marketing, social media marketing, accessibility and the pink book online. Link is below:-
www.visitbritain.org

Potential for Improvement

Suggest Alexa or Google hubs could be added.

The Coach House

Gap noted in the bathroom tiles.

Hayloft

Replace or repair fridge seal

Re-seal kitchen work surface.

ONE STEP

Access guide needs to be on the website

There is a selection of chairs - however these need to be indicated to the guests they are available on request

Wardrobe door or drawer handles to be easy grip, minimum turn - furniture needs to be moved from the other room

Toilet seat riser available on request

Horizontal support rail next to toilet

Shelf or level surface within easy reach of toilet

Clothes hook reachable from seated position

Highlights

Stunning location with a pretty garden for the guests to use

Excellent levels of cleanliness were noted throughout

Superb welcome hamper for the guests on arrival.

It is good to see the new jacuzzi baths, mirrors updated and granite work surface in The Coach House.

Very good additional facilities which include a games room and barbecue hut.

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



One Step Ahead

Deficiencies: Access guide needs to be on the website There is a selection of chairs - however these need to be indicated to the guests they are available Wardrobe door or drawer handles to be easy grip, minimum turn - furniture needs to be moved from the other room Toilet seat riser available on request Horizontal support rail next to toilet Shelf or level surface within easy reach of toilet Clothes hook reachable from seated position

Useful Numbers

Customer Support

All property enquiries, including assessments, reports, ratings, signage, training, and logo requests

01256 338350

VisitEnglandAssessmentServices@aamediagroup.co.uk

Assessment Services Accounts

All financial and payment enquiries

01733 207324

VECreditControl@aamediagroup.co.uk

Useful Links

Online Details Portal

Change your online information on RatedTrips.com; add up to 20 photographs. [Need help? Check out our frequently asked questions](#)

www.ratedtrips.com/update

Business Support

Advice and support for your business

www.ratedtrips.com/business-support

Membership Benefits

Exclusive member offers and discounts

www.ratedtrips.com/member-offers

Participant offers and discounts



HOSPITALITY



Discover more at www.ratedtrips.com/member-offers

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.