

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, Welcome Pets!

VISIT DATE

18 April 2023

VISIT TYPE

Day Assessment

CONTACT

Mr and Mrs Pavey The owners

Aish Cross Holiday Cottages are situated in an ideal location for exploring Devon. The large garden creates a lovely first impression for the guests to enjoy. It is good to see the electric car charging point

Walkers and Pets Awards were 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
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	15	100%	
Pre-arrival Information	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
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	15	100%	
Pre-arrival Information	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
Public Areas	22	88%	5 Star
Decoration	4		
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

The Hayloft

The exterior of the cottages are well maintained. Grounds are very well kept and electric car charging point is provided. Stunning grounds with colourful flower arrangements. Car parking area is provided

Cleanliness

The Hayloft

Excellent levels of cleanliness were noted throughout each cottage.

Surfaces were dust free and the flooring is immaculate. Bathroom sanitary ware was gleaming. Kitchen cupboards free from any debris.

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

Management & Efficiency

The Hayloft

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

Excellent welcome and arrival procedure. Guests are met on arrival and a full show round is given.

New digital guest book has been created which will be easier for the guests.

A wide selection of accessories which include flat screen televisions, books, games and wireless internet.

Public Areas

The Hayloft

Very spacious lounges and well maintained decoration, however a settlement crack was noted on Hayloft's staircase. Excellent non slip floors fitted. As discussed, the rug could be updated in Stable. High quality period style furniture which is very in keeping. Warmth by an efficient heating system and the lighting is well placed. Superb wood burners.

Bedrooms

The Hayloft

Good size bedrooms with pristine decoration, although skirting board is cracked in Stable twin room. Excellent carpets fitted, which are comfortable underfoot. High quality furniture and a selection of hangers. Excellent pocket sprung mattresses which were dressed in high quality linen. Warmth by an efficient heating system and the lighting is well placed. New USB sockets have been added.

Bathrooms

The Hayloft

Very good provision of bathrooms with fully tiled walls. Excellent tiled floors combined with high quality sanitary ware. Effective spotlighting and warmth by heated towel rails.

Kitchen

The Hayloft

Open plan kitchens with granite work surfaces and modern cupboards. Kitchen drawer is catching in Stable Cottage. Effective spotlighting and the kitchens are very well ventilated. A wide range of appliances which include a dishwasher and fridge freezer. There are plans to add air fryers. High quality crockery and plentiful ovenware is provided.

Additional Facilities

The Hayloft

Fully equipped laundry room is provided.

Barbecue hut and games room are provided

It is suggested that a sign could be put near the garden gate from the barbecue hut to advise guests to check the road.

Units Seen

Hayloft, The Coach House, The Stable

Website Feedback

The property appears on the Visit England / The AA website www.ratedtrips.com - link to the property profile is below:-

<https://www.ratedtrips.com/establishments/aish-cross-holiday-cottages>

Any updates can be made or obtaining the members benefits click on the login below:-

<https://business.ratedtrips.com/user/member-login>

The website presents the property very well and the information appears correct. It is good to see the Visit England star rating logos are present. The Cyclist logo will require changing to pets award. It is good to see social media, however instagram could be considered and adding the link to the website.

Visit England provide a free business hub and the link is below:-

www.visitbritain.org

Potential for Improvement

There are plans to add air fryers

Hayloft

Settlement crack noted above the staircase

Stable

Lounge rug could be updated

Kitchen drawer is catching

Crack noted in twin room skirting board

Highlights

Pretty garden and barbecue hut

Pristine levels of cleanliness

New digital guest book

High quality and comfort is provided throughout

Superb welcome from the guests

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



Welcome Pets!

Deficiencies: None

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 and showcase your facilities.

www.ratedtrips.com/update

Business Support

Advice and support for your business, including training opportunities and discounts.

www.ratedtrips.com/business-support

Participant Benefits

Exclusive offers and discounts to help your business

www.ratedtrips.com/participant-benefits

Participant offers and discounts



HOSPITALITY



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

Got a question? – email us at contact@ratedtrips.com

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.