



Quality in Tourism

Visit Report

Self-Catering Standard

Birchwood Lodge

Southwater

★★★★ Self Catering 83%

Assessor: Bill Dixon

Visit date: 13 May 2010

Visit type: Day

QiT No: 539159

	Score
Exterior (1 - Common Standards Reference)	
Appearance of buildings	4
Grounds, gardens, roadways and car parking	4
Environment and Setting	5
	86%
Cleanliness (2 - Common Standards Reference)	
Cleanliness - Living and dining area	4
Cleanliness - Bedroom	4
Cleanliness - Bathroom	4
Cleanliness - Kitchen	4
	80%
Management Efficiency (3 - Common Standards Reference)	
Pre-arrival information including brochure	5
Welcome and arrival procedure	3
In-unit guest information and personal touches	5
	86%
Public Areas (4 - Common Standards Reference)	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	84%
Bedrooms (5 - Common Standards Reference)	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Beds	4
Bedding and bed linen	4
Space, comfort and ease of use	4
	82%
Bathrooms and WCs (6 - Common Standards Reference)	
Decoration	5
Flooring	5
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	88%
Kitchen (7 - Common Standards Reference)	
Decoration	4
Flooring	5
Furniture, fixtures and fittings	4
Lighting, heating and ventilation	4
Electrical and gas equipment	4
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	4
Space, comfort and ease of use	3
	80%
	83%

Key Scores and Sectional Consistencies

Overall

83% = 4 star; safe (75% to 86%)

Cleanliness

80% = 4 star; safe (75% to 89%)

Public Areas

84% = 4 star; high (75% to 86%)

Bedrooms

82% = 4 star; safe (75% to 86%)

Bathrooms

88% = 5 star; low (87% to 100%)

Kitchen

80% = 4 star; safe (75% to 86%)

In order to achieve a star rating the following elements of the assessment need to be satisfied.

1 All Minimum Entry Requirements must be met. (see Minimum Entry Requirement page in this report for detail)

2 The Star rating awarded will be no higher than the rating achieved in the Overall assessment.

3 Key Area Scores:

All Key Area sections must achieve or exceed the Star rating awarded.

4 The Star rating will be capped if Key Requirements are not met at each rating level.

Where the Overall score or a Key Area is marked as 'High' this indicates that the score for this area is close to achieving a higher level. Where the Overall score or a Key Area is marked as 'Safe' this indicates that the score for this area sits comfortably within this level. Where the Overall score or a Key Area is marked as 'Low' this indicates that the score in this area is in danger of being reduced to a lower level at the next assessment visit and as a result the Star rating might need to be reduced.

Overall - Safe 4★

Birchwood Lodge presents well from all aspects both internally and externally and continues to be efficiently managed and well maintained by experienced proprietors Mr. and Mrs. Holding, providing a very comfortable standard of self catering accommodation.

As can be seen from the quality summary, the property sits comfortably within the four star banding with an overall 83% rating.

Cleanliness - Safe 4★

Housekeeping standards throughout the property are once again consistently at a very high standard for which proprietors Mr. and Mrs. Holding are to be commended.

Public Areas - High 4★

Living and dining areas are comfortably furnished and thoughtfully coordinated to a very good standard with ample space for the number of guests accommodated. Triple glazing throughout the property provides very good sound and heating insulation.

The high quality wooden flooring and rugs are well maintained and in very good condition with no signs of wear at high traffic areas whilst the terracotta floor tiles in the dining room are also very well presented. The dining room also benefits from new blinds which have been added since the last assessment.

A range of accessories provided in the bungalow includes wireless Internet access, a laptop computer, a hair dryer, a telephone with free local calls, a recently added large flat screen television with DVD player, video player and Sky Plus satellite television channels, reading material in French, German, Italian, Spanish and English, tourist information, a selection of board games, a radio-CD player and an informative guest information folder.

Guests also benefit from the provision of a private garden and patio with high quality garden furniture for guests to enjoy the more clement weather as well as a range of outdoor games and children's toys including croquet, a sand pit, barbecue, hoops, bicycles, scooters, bats and balls.

Bedrooms - Safe 4★

The bedrooms are very well presented and offer a comfortable standard of accommodation at this level. All beds are well dressed with clean and fresh high quality bedding on supportive mattresses and bases. Headboards are secure, clean and well maintained.

The children's bedroom also includes an additional roll-out bed, a chair bed, soft toys and wooden toys. Travel cots, a high chair, a children's CD player and radio are also available whilst children's clothes hangers and separate bedding for boys and girls are thoughtfully provided.

Bathrooms - Low 5★

The bathroom is well laid out for guest use and access with very high quality sanitary ware and fittings which are clean and well maintained. The curved dark glass shower screen presents particularly well. Tiling and paint work are also well presented and in very good condition with no signs of mould or discolouration to grouting.

Clean and fresh towels are provided whilst heating, lighting and ventilation are also very well provided for.

Kitchen - Safe 4★

The well laid out open plan kitchen is well appointed with high quality appliances including a dishwasher, fridge-freezer, washing machine/dryer and high quality Dualit toaster as well as ample chinaware, glassware and cutlery for the number of guests accommodated. An extensive range of very good quality pots and pans is also provided. Kitchen units and decor remain well maintained and in very good condition.

Minimum Entry Requirements

Unit: Birchwood Lodge
Standard: Self-Catering
Designator: Self Catering
Rating: Four Star

For a rating to be awarded by VisitEngland a property must meet all Minimum Entry Requirements
Key Requirements, as appropriate to the Star level
Any Additional Requirements

At the time of our visit, the property did not meet all of the Minimum Entry Requirements and /or Additional Requirements/Key Requirements. The items/services listed below are those required in order to participate within the scheme at the designated level. The rating level may need to be revised if these are not provided by the time of the next assessment visit.

Bedrooms (5 - Common Standards Reference)

Non flammable waste paper bin to be provided

Notes for Proprietors / Managers

The copy of our Visit Report provides information on our assessment of your accommodation and services. The form may be amended from time to time if we discover that this information can be presented in ways that are more helpful. When making quality assessments the assessor is assessing each aspect against the standards of excellence established by VisitEngland. Assessors are trained to ignore their own personal preferences and prejudices when making these assessments. This report is provided in confidence and its contents may not be displayed in any printed material or via electronic media, or indeed quoted verbally. This restriction also applies to any verbal comment made by the assessor at the time of the visit.

PLEASE NOTE

The observations in the Visit Report are intended to be helpful by drawing particular points to your attention. There is no implication that it was these aspects alone that influenced the overall assessment, or that, if they are acted upon, a higher overall grade would be necessarily achieved. Should a proprietor/manager disagree with the grade given, there is an Appeal Procedure, details of which are available from Quality in Tourism (QualityInTourism@uk.g4s.com, Tel 0845 300 6996). A separate charge is made for an appeal assessment.