



Quality in Tourism

Self-Catering Standard

Birchwood Lodge

Southwater



Self Catering

Assessor: David Johnston

Visit date: 24 Apr 2009

Visit type: Day

QiT No: 539159

Executive Summary

Summary

Under the British Common Standard for Self Catering Birchwood Lodge achieves a Four Star rating.

Part of the Standard is that all critical areas of the property; cleanliness, living areas, bedrooms, bathrooms and kitchen must each achieve a grade commensurate with the overall rating.

Following this assessment the establishment meets these requirements, enabling the rating indicated above to be confirmed.

Physical areas

At Birchwood there is a very good standard maintained with items replaced as needed. There is a new washer/drier since the last assessment.

Management efficiency and cleanliness

There is a very good booking system in place with housekeeping to a very high standard.

Fire risk assessment

In line with the Regulatory Reform (Fire Safety) Order 2005, which came into force in October 2006, a copy of the Fire Risk Assessment for the premises was seen by the assessor. The assessor is not able to comment on the content of the assessment.

Visit Report

Unit / Group: Birchwood Lodge

Exterior (1 - Common Standards Reference)

Very Good (86%)

Appearance of buildings

Very Good

Appearance of buildings and signage Very Good The bungalow is in very good condition

Grounds, gardens, roadways and car parking

Very Good

Grounds, gardens and garden furniture Very Good Grounds are well maintained with the garden secure which has garden furniture

Car parking surface, signage and illumination Very Good

Environment and Setting

Excellent

First impression on arrival Excellent Great location with many walks in the area

Environment Excellent

Management Efficiency (3 - Common Standards Reference)

Very Good (86%)

Pre-arrival information including brochure

Excellent

Pre-arrival information including brochure Excellent A comprehensive booking procedure is in place

Welcome and arrival procedure

Good

Welcome and arrival procedure Good Arrivals are always met with a good welcome pack in place

In-unit guest information and personal touches

Excellent

In-unit guest information and personal touches Excellent An excellent range of accessories including broadband and the use of a computer

Public Areas (4 - Common Standards Reference)

Very Good (84%)

Decoration

Very Good

Decoration in lounge and dining areas Very Good There is an ongoing programme of refurbishment in place

Decoration in other areas e.g. corridors, stairs Very Good

Flooring

Excellent

Flooring Excellent

Furniture, furnishings and fittings

Very Good

Furniture, furnishings and fittings Very Good New leather seating is very comfortable and of a high standard

Lighting, heating and ventilation

Very Good

Provision and controllability of heating and ventilation Very Good Heating is extremely effective in the lounge and conservatory area

Position and controllability of lighting Very Good

Space, comfort and ease of use

Very Good

Space, comfort and ease of use Very Good

Bedrooms (5 - Common Standards Reference)**Very Good (82%)****Decoration****Very Good**

Decoration Very Good

Flooring**Excellent**

Flooring Excellent Flooring was well laid and is of very high quality

Furniture, furnishings and fittings**Very Good**

Furniture Very Good

Furnishings and fittings Very Good

Lighting, heating and ventilation**Very Good**

Position and controllability of lighting Very Good

Provision and controllability of heating and ventilation Very Good

Beds**Very Good**

Mattress, bed bases and headboards Very Good Beds are firm but comfortable and of a very good standard

Bedding and bed linen**Very Good**

Bedding and bed linen Very Good Linen is well pressed creating a very good impression on arrival

Space, comfort and ease of use**Very Good**

Space, comfort and ease of use Very Good

Bathrooms and WCs (6 - Common Standards Reference)**Excellent (88%)****Decoration****Excellent**

Decoration Excellent Bathroom is appointed to an extremely high standard

Flooring**Excellent**

Flooring Excellent Tiled flooring is of an excellent standard

Fixtures, fittings and sanitary ware**Very Good**

Fixtures, fittings and sanitary ware (lights, taps, shelving etc) Very Good Quality sanitary ware with a powerful showers and a new cabinet

Lighting, heating and ventilation**Very Good**

Position and controllability of lighting Very Good

Provision and controllability of heating Very Good

Ventilation Very Good

Space, comfort and ease of use**Very Good**

Space, comfort and ease of use Very Good

Kitchen (7 - Common Standards Reference)**Very Good (80%)****Decoration****Very Good**

Decoration	Very Good	Kitchen is decorated to a very good standard
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Flooring**Excellent**

Flooring	Excellent	
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Furniture, fixtures and fittings**Very Good**

Furniture and fitted units including handles and light fittings	Very Good	Plenty of storage space in the units that are of a very good quality
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Lighting, heating and ventilation**Very Good**

Position and controllability of lighting	Very Good	
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Provision and controllability of heating and ventilation	Very Good	
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Electrical and gas equipment**Very Good**

Kitchen equipment, cookers, fridges etc	Very Good	
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Crockery, cutlery and glassware**Very Good**

Crockery, cutlery and glassware	Very Good	
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Kitchenware, pans and utensils**Very Good**

Kitchenware, pots, pans and utensils	Very Good	
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Space, comfort and ease of use**Good**

Space, comfort and ease of use	Good	Very good use is made of the available space
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Cleanliness (2 - Common Standards Reference)**Very Good (80%)****Living and dining areas****Very Good**

Living and dining areas	Very Good	High level of housekeeping around the property
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Bedroom**Very Good**

Bedrooms	Very Good	
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Bathroom**Very Good**

Bath and shower rooms	Very Good	
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Kitchen**Very Good**

Kitchen areas	Very Good	
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