



Visit Report

Fenay Cottage

Robin Hood's Bay

Overall



Gold Award

Cleaning



Assessor: Laura Noble-Crookes

Visit date: 29 Nov 2019

Section Scores

Exterior

Appearance of Buildings	4
Grounds, gardens, roadways and car parking	3
Environment and Setting	4

73%

Cleaning

Public Areas	4
Bedrooms	4
Bathrooms	4
Kitchen	4

4 stars



80%

Management Efficiency

Pre-arrival information including brochure	5
Welcome and arrival procedure	3
In-unit guest information and personal touches	4
Additional Facilities; swimming pool, games room, hot tub, etc	N/A

80%

Public Areas

Decoration	4
Flooring	4
Furniture, furnishing and fittings	5
Lighting, heating and ventilation	4
Space, comfort and ease of use	4

4 stars



84%

Bedrooms

Decoration	4
Flooring	4
Furniture, furnishing and fittings	4
Lighting, heating and ventilation	4
Bed frames and mattresses	5
Bedding and bed linen	4
Space, comfort and ease of use	4


4 stars



82%


Bathrooms

Decoration	5
Flooring	5
Furniture, furnishing and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	3

4 stars

 84%

Kitchen/Utility

Decoration	4
Flooring	5
Furniture, furnishing and fittings	4
Lighting, heating and ventilation	4
Electrical and gas equipment score	4
Crockery, cutlery and glassware score	N/A
Kitchenware, pans and utensils score	4
Space, comfort and ease of use	4

4 stars

 82%

Key to section scoring

Cleaning

3 star: 75%-79%
 4 star: 80%-89%
 5 star: 90%-100%

Public Areas, Bedrooms, Bathrooms, Kitchen/Utility

3 star: 60%-74%
 4 star: 75%-86%
 5 star: 87%-100%
 2 star: 48%-59%

Rating

139/170 - 81%

Overall: 4 stars



Cleaning: 4 stars



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

1. All Minimum Entry Requirements must be met (see Minimum Entry Requirements in this report)
2. The star rating awarded will be no higher than the rating achieved in the Overall assessment
3. 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

Executive Summary

Summary

We are delighted to confirm that Fenay Cottage has achieved a four star grading under the Original Cottages quality assessment scheme.

Fenay Cottage sits comfortably within the parameters of the scheme and the grading level it has achieved, with consistent scoring in the key area: cleanliness, public areas, bedrooms, bathroom and kitchen.

We may have identified some Minimum Entry Requirements (MER's) for Fenay Cottage and we would ask that you review and action these soon as possible, but certainly before the next year's assessment. We do not carry outstanding Minimum Entry Requirements forward to subsequent years, so failure to act on these has the potential to compromise future gradings.

If we have identified some areas that require immediate attention, we ask that these are undertaken as soon as possible to avoid potential complaints and rectification costs.

Any enhancement ideas are there for you to consider, they are based on the experience and knowledge of the assessor, on the basis that they could enhance your guests experience. They are also made so that your property meets ever increasing guest expectations.

Thank you for your continued support and we look forward to viewing Fenay Cottage next year and subsequent years. Should you have any queries or questions regarding the property grading your assessor will be delighted to help you.

Immediate Actions

Updates to folder as discussed

Enhancement Ideas

The cottage is still in a good condition owners should ensure that there is annual touch up of paintwork and dry clean soft furnishings

Cleanliness - 4 stars

Meets Expectations: The property is cleaned thoroughly prior to each new letting.

Cleanliness notes

The owners were staying at the cottage at the time of the visit so was not viewed as guest ready. There were good comments regarding the housekeeping in the comment books. This is an ideal time of year to get a good deep clean at the cottage.

Minimum Entry Requirements

For a rating to be awarded, a property must meet all Minimum Entry Requirements, Key Requirements as appropriate to the star level, and any Additional Requirements

The items/services listed below are those required in order to participate in 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.

Requirements

Required	Details
N/A	

Dispensations

General Requirements	Details
N/A	