



Quality in Tourism

Visit Report

Self-Catering Standard

## Old Rectory Cottages

Flixton, Nr Bungay

★★★★ **Self Catering** **86%**

*Gold Award*

Welcome Pets!

**Visit date:** 10 Feb 2016

**Visit type:** Day

**QiT No:** 525295

**Group/Unit Name:** Butler's Pantry

	Score
<b>Exterior</b>	
Appearance of buildings	4
Grounds, gardens and parking	4
Environment and setting	4
	80%
<b>Management Efficiency</b>	
Pre arrival info including brochure	5
Welcome and arrival procedure	5
In unit guest info and personal touches	5
	100%
<b>Public Areas</b>	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	84%
<b>Bedrooms</b>	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	4
	85%
<b>Bathrooms and WCs</b>	
Decoration	4
Flooring	5
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	84%
<b>Kitchen</b>	
Decoration	4
Flooring	5
Furniture and fittings	4
Lighting, heating and ventilation	4
Kitchen equipment	4
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	4
Space, comfort and ease of use	4
	82%
<b>Additional Facilities</b>	
Laundry	4
	80%
<b>Cleanliness</b>	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	<b>86%</b>

**Key Scores and Sectional Consistencies**

**Overall**

86% = Level 4; (75% to 86%)

**Cleanliness**

100% = Level 5; (90% to 100%)

**Public Areas**

84% = Level 4; (75% to 86%)

**Bedrooms**

85% = Level 4; (75% to 86%)

**Bathrooms**

84% = Level 4; (75% to 86%)

**Kitchen**

82% = Level 4; (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 will be no higher than the level achieved by the overall percentage.
3. Key Area Scores: All sectional consistency areas must be equal to or higher than the overall rating (No areas to be below the overall)
4. The Star rating will be capped if Key Requirements are not met at each rating level.

**Group/Unit Name:** Old Pump House

	Score
<b>Exterior</b>	
Appearance of buildings	4
Grounds, gardens and parking	4
Environment and setting	4
	80%
<b>Management Efficiency</b>	
Pre arrival info including brochure	5
Welcome and arrival procedure	5
In unit guest info and personal touches	5
	100%
<b>Public Areas</b>	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	84%
<b>Bedrooms</b>	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	4
	85%
<b>Bathrooms and WCs</b>	
Decoration	4
Flooring	5
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	84%
<b>Kitchen</b>	
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Flooring	5
Furniture and fittings	4
Lighting, heating and ventilation	4
Kitchen equipment	4
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	4
Space, comfort and ease of use	4
	82%
<b>Additional Facilities</b>	
Laundry	4
	80%
<b>Cleanliness</b>	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	<b>86%</b>

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**Group/Unit Name:** Sam's Stable

	Score
<b>Exterior</b>	
Appearance of buildings	4
Grounds, gardens and parking	4
Environment and setting	4
	80%
<b>Management Efficiency</b>	
Pre arrival info including brochure	5
Welcome and arrival procedure	5
In unit guest info and personal touches	5
	100%
<b>Public Areas</b>	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	84%
<b>Bedrooms</b>	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	4
	85%
<b>Bathrooms and WCs</b>	
Decoration	4
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Lighting, heating and ventilation	4
Kitchen equipment	4
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Laundry	4
	80%
<b>Cleanliness</b>	
Living and dining area	5
Bedroom	5
Bathroom	5
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	100%
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**Group/Unit Name:** Old Coachhouse

	Score
<b>Exterior</b>	
Appearance of buildings	4
Grounds, gardens and parking	4
Environment and setting	4
	80%
<b>Management Efficiency</b>	
Pre arrival info including brochure	5
Welcome and arrival procedure	5
In unit guest info and personal touches	5
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<b>Public Areas</b>	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
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Lighting, heating and ventilation	4
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	4
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Decoration	4
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Kitchen equipment	4
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	4
Space, comfort and ease of use	4
	82%
<b>Additional Facilities</b>	
Laundry	4
	80%
<b>Cleanliness</b>	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	4
	95%
	<b>86%</b>

**Key Scores and Sectional Consistencies**

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# Executive Summary

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## Overview

Old Rectory Cottages continue to retain the Four Star grading following the recent assessment under the Self Catering criteria.

All of the properties sit at the high end of the banding and all key areas meeting the required markings for the gradings to be confirmed.

These markings have enabled the coveted Gold Award to be confirmed for a further year. Markings for this accolade are secure with the ongoing programme of work ensuring that quality standards are maintained.

## Units Seen

Old Rectory Cottages comprises of 4 properties. Butler's Pantry was occupied upon this occasion with the further properties, Old Pump House, Sam's Stable and Old Coachhouse being seen.

Walk around completed with Mr Parker and debrief following with both Mr and Mrs Parker (Owners).

## Website Feedback

A search was made upon the Google search engine utilising a laptop computer for Self Catering properties near Bungay with the web site appearing upon the 1st page.

Very good use of photographs noted and with the text provided portraying the property very well and accurately.

The tariff is clearly shown and with an availability chart also provided. Telephone number for bookings clearly shown upon the home page.

Guest comments are noted and some updating of these is in the process of taking place in the very near future.

Very good to see that the properties accessibility statement is available upon line.

The grading logo and accolade is clearly shown. This has been updated and new logos will be forward through from the office so that this can be amended.

Very good to see that the web site is mobile friendly.

Social media not shown upon the website whilst this aspect was discussed with the owners.

## Cleanliness/Housekeeping

Housekeeping as seen presents extremely well throughout the property

The lounge and dining area presents extremely well with attention given to all areas such as the side of the lounge seating and to all other furnishings.

The bedrooms present extremely well with areas such as the tops of the wardrobe, skirting areas and behind beds receiving attention.

The bathrooms are maintained to an excellent standard. Fixtures and fittings are sparkling and mirrors gleaming.

The kitchen has received the similar high attention to detail as all other areas. Equipment presenting extremely well. As mentioned and shown, some attention to the one property to the areas such as the roof of microwave and ledges to dishwasher would benefit from attention.

Cupboard areas have also received attention.

Other properties were in the process of being decorated whilst showing an extremely good underlying trends.

Compliments upon the standards being maintained.

## Public Areas

Decoration to the open plan lounge areas present very well being of a plain finish with paintwork being crisp in appearance. Decoration in progress at the time of the visit.

Woodwork presenting very well. Artwork noted adding relief to the walls.

Excellent tiled flooring noted and allowing for easy cleaning especially for the properties as they accept dogs.

Rugs provided for further comfort.

Very comfortable lounge seating with dining furniture presenting very well.

Illumination is very well placed covering all areas whilst central heating is noted.

As discussed, the boxing in of the electric switch gear would enhance whilst the provision of a curtain to cover the front door would complete the effect of cosiness for the lounge area.

Very good space for the 2 guests accommodated.

## Bedrooms

Decoration to the bedrooms presents very well. Paintwork is crisp in appearance and woodwork well maintained. Very good use of artwork whilst the hanging tapestries as the headboards adds further to the

presentation and the initial impression.

Carpet flooring presenting very well with rugs also noted offering further comfort for the guests.

Furniture presents well and offering ample storage space for guests clothing with an ample provision of coat hangers noted. Windows being well dressed with blinds and lined curtains noted.

Illumination is very well placed with bedside fittings and central lighting. Central heating noted and benefiting from thermostatic controls allowing guests to set their own comfort levels.

Excellent quality beds with deep and supportive mattresses with plump pillows also noted.

Linen dressing the beds well whilst as mentioned the tapestries add further to the presentation around the beds.

Very good space to the bedrooms allowing ample movement for the guests.

## **Bathrooms**

Decoration to the bathrooms presents very well being of a plain and tiled finish. Some attention to some of the grouting and mastic would enhance. As discussed, the boxing in of some visible pipework would enhance whilst it is appreciated that access is needed to this at some times.

New flooring has been provided offering both a safety surface whilst also allowing easy cleaning in the area.

Fixtures and fittings present very well with guests benefiting from wet room facilities.

Illumination is very well provided with both central and mirror illumination. Central heating continues and forced ventilation noted ensuring that condensation does not occur.

Spacious well planned bathroom areas with ample set down space for guests toiletries.

## **Kitchen**

Decoration to the kitchen areas present very well being of a plain finish with tiling provided around the main working areas.

Tiled flooring is provided being most suitable for the location and allowing easy cleaning for a location prone to spillages.

Fitted units of a very good quality and offering ample storage space for utensils and guests food items.

Equipment provided presenting with all being well maintained and with no visible wear.

An ample provision of matching crockery, cutlery and glassware noted.

Kitchenware as seen presenting very well.

Well planned kitchen areas.

## **Management Efficiency**

All bookings are dealt with by the owners with the properties benefiting from a number of returning guests.

A personal welcome is provided by the on site owners with a guided tour being given and a welcome pack provided and featuring local produce whilst as read in the visitors books is very much appreciated. A welcome item is also provided for the dogs.

A wide range of accessories are provided for guests entertainment.

Information about the property and emergency information is well provided together with white goods manuals whilst a selection of tourist information is also noted.

## **Potential for Improvement**

A number of points were discussed at the time of the assessment and during the debrief.

Some attention to the grouting to the tiling within the bathroom would benefit.

The provision of a curtain to go across the front door could be considered to add further cosiness especially during the Winter months.

The supply of a plug point with a USB slot for recharging of appliances could also be considered. The provision of docking stations may be a useful addition.

Some opportunities were discussed with regard to further marketing opportunities whilst a further opportunity exists with regard to the use of social media. The use of U Tube is a further opportunity with the use of drones now being seen to show the properties off to the full whilst also showing the location of the properties.

The provision of a welcome letter to the dogs could also be considered which would allow any "rules" to be passed across in a light manner. The use of postcards as a further opportunity to get the properties information to other potential guests could also be considered.

## **Highlights**

All of the properties at Old Rectory Cottages offer comfortable and homely accommodation. Set in a most peaceful and tranquil location whilst being very well placed as a base for visiting the many local places of interest in the area.

New flooring to the bathrooms noted.

The owners know their market extremely well and as dog owners themselves have created a very good market for the dog owners. Marketing through various web site aimed at this market are being utilised.

Extensive grounds are around the properties with parking very close by.

Housekeeping as seen presents extremely well with excellent underlying trends noted in the properties being decorated.

## **Welcome Pets!**

All aspects are in place for the Pets Welcome accolade to be confirmed.



## Minimum Entry Requirements

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**Unit:** Butler's Pantry  
**Standard:** Self-Catering  
**Designator:** Self Catering  
**Rating:** Four Star Gold  
**Specialities:** Welcome Pets!

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 all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

**Unit:** Old Pump House  
**Standard:** Self-Catering  
**Designator:** Self Catering  
**Rating:** Four Star Gold  
**Specialities:** Welcome Pets!

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 all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

**Unit:** Sam's Stable  
**Standard:** Self-Catering  
**Designator:** Self Catering  
**Rating:** Four Star Gold  
**Specialities:** Welcome Pets!

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 all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

**Unit:** Old Coachhouse

**Standard:** Self-Catering

**Designator:** Self Catering

**Rating:** Four Star Gold

**Specialities:** Welcome Pets!

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 all of the Minimum Entry Requirements and Additional requirements/Key  
Requirements were provided.

*Visit Report*

*Your VisitEngland quality assessment report, comprising scores, star rating and commentary reflects the experience of the Quality in Tourism assessor on the day of the visit.*

*Appeals procedure*

*If for any reason you wish to appeal against the rating awarded, VisitEngland has an established appeals procedure, which Quality in Tourism operates on its behalf. A fee is payable, which is refunded if the appeal is upheld. Applications should be made within 14 days of receipt of the report. For details please contact Quality in Tourism at [qualityintourism@uk.g4s.com](mailto:qualityintourism@uk.g4s.com) or telephone 0845 300 6996. Details can also be found at [www.qualityintourism.com](http://www.qualityintourism.com).*

*Additional visits*

*Visits are generally carried out annually, but if you are aiming for a higher rating or accolade and prefer an earlier visit during the same participation year, this can be arranged for an additional fee. Contact Quality in Tourism for details.*

*Publishing of reports*

*This report may, at your discretion, be displayed in its entirety in any printed material or via electronic media.*