

## Old Rectory Cottages

The Old Rectory, Abbey Road, Flixton, Bungay, Suffolk, NR35 1NL, England

Farmstay UK

### Summary

STAR RATING

★★★★

*Gold Award*

Welcome Pets!

DESIGNATOR

Self-Catering

QUALITY SCORE

85% - 86%

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VISIT DATE

10 June 2021

VISIT TYPE

Day Assessment

CONTACT

Mr and Mrs K Parker Proprietors

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Old Rectory Cottages (Butlers Pantry, Old Pump House, Sam's Stable and The Old Coach House) all retain a Four Star Self Catering rating after this year's assessment visit. Overall sectional scores continue to sit comfortably within the rating. The overall % has increased in both Sam's Stable and The Coach House due to new kitchen being installed. Continued investment has helped consolidate scoring throughout.

Pets Welcome Schemes also retained.

The Gold Award is also reconfirmed for another year and is very well deserved. This recognises the high standard of finish and attention to detail throughout.

The visit and debrief was carried out with Keith Parker, the owner, who is very happy to retain these ratings and awards.

Since the last visit new kitchens have been installed in both Sam's Stable and The Coach House, they have also been redecorated throughout and new mattresses purchased. New roller blinds have also been fitted throughout further enhancing the appearance. It is hoped the same improvements will be completed in Butler's Pantry and Old Pump House over the next year.

This extremely well presented accommodation is maintained to a high standard and the owners should be commended. They are clearly passionate about the properties and their continual hard work and investment maintains high standards and ensure guests have an amazing experience.

# 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%

## Unit: Butler's Pantry

86%

4 Star

	SCORE	PERCENTAGE	RATING
<b>Exterior</b>	<b>12</b>	<b>80%</b>	
Appearance of Buildings/Kerb Appeal	4		
Grounds/Gardens/Parking	4		
Privacy/Peace & Quiet	4		
<b>Cleanliness</b>	<b>20</b>	<b>100%</b>	<b>5 Star</b>
Bedrooms	5		
Bathrooms	5		
Living/Dining Areas	5		
Kitchen	5		
<b>Management &amp; Efficiency</b>	<b>15</b>	<b>100%</b>	
Pre-arrival Information	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
<b>Public Areas</b>	<b>21</b>	<b>84%</b>	<b>4 Star</b>
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
<b>Bedrooms</b>	<b>30</b>	<b>85%</b>	<b>4 Star</b>
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	4		
<b>Bathrooms</b>	<b>21</b>	<b>84%</b>	<b>4 Star</b>
Decoration	4		
Flooring	5		
Furniture/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
<b>Kitchen</b>	<b>32</b>	<b>80%</b>	<b>4 Star</b>
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Electrical & Gas Equipment	4		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	3		
Space/Comfort/Ease of use	4		
<b>Additional Facilities</b>	<b>4</b>	<b>80%</b>	
Laundry	4		

## Unit: Old Pump House

85%

4 Star

	SCORE	PERCENTAGE	RATING
<b>Exterior</b>	<b>12</b>	<b>80%</b>	
Appearance of Buildings/Kerb Appeal	4		
Grounds/Gardens/Parking	4		
Privacy/Peace & Quiet	4		
<b>Cleanliness</b>	<b>20</b>	<b>100%</b>	<b>5 Star</b>
Bedrooms	5		
Bathrooms	5		
Living/Dining Areas	5		
Kitchen	5		
<b>Management &amp; Efficiency</b>	<b>15</b>	<b>100%</b>	
Pre-arrival Information	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
<b>Public Areas</b>	<b>21</b>	<b>84%</b>	<b>4 Star</b>
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
<b>Bedrooms</b>	<b>29</b>	<b>82%</b>	<b>4 Star</b>
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Beds	4		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	4		
<b>Bathrooms</b>	<b>21</b>	<b>84%</b>	<b>4 Star</b>
Decoration	4		
Flooring	5		
Furniture/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
<b>Kitchen</b>	<b>32</b>	<b>80%</b>	<b>4 Star</b>
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Electrical & Gas Equipment	4		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	3		
Space/Comfort/Ease of use	4		
<b>Additional Facilities</b>	<b>4</b>	<b>80%</b>	
Laundry	4		

	SCORE	PERCENTAGE	RATING
<b>Exterior</b>	<b>12</b>	<b>80%</b>	
Appearance of Buildings/Kerb Appeal	4		
Grounds/Gardens/Parking	4		
Privacy/Peace & Quiet	4		
<b>Cleanliness</b>	<b>20</b>	<b>100%</b>	<b>5 Star</b>
Bedrooms	5		
Bathrooms	5		
Living/Dining Areas	5		
Kitchen	5		
<b>Management &amp; Efficiency</b>	<b>15</b>	<b>100%</b>	
Pre-arrival Information	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
<b>Public Areas</b>	<b>21</b>	<b>84%</b>	<b>4 Star</b>
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
<b>Bedrooms</b>	<b>29</b>	<b>82%</b>	<b>4 Star</b>
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Beds	4		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	4		
<b>Bathrooms</b>	<b>21</b>	<b>84%</b>	<b>4 Star</b>
Decoration	4		
Flooring	5		
Furniture/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
<b>Kitchen</b>	<b>33</b>	<b>82%</b>	<b>4 Star</b>
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	5		
Lighting/Heating/Ventilation	4		
Electrical & Gas Equipment	4		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	3		
Space/Comfort/Ease of use	4		
<b>Additional Facilities</b>	<b>4</b>	<b>80%</b>	
Laundry	4		

## Unit: The Old Coach House

86%

4 Star

	SCORE	PERCENTAGE	RATING
<b>Exterior</b>	<b>12</b>	<b>80%</b>	
Appearance of Buildings/Kerb Appeal	4		
Grounds/Gardens/Parking	4		
Privacy/Peace & Quiet	4		
<b>Cleanliness</b>	<b>20</b>	<b>100%</b>	<b>5 Star</b>
Bedrooms	5		
Bathrooms	5		
Living/Dining Areas	5		
Kitchen	5		
<b>Management &amp; Efficiency</b>	<b>15</b>	<b>100%</b>	
Pre-arrival Information	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
<b>Public Areas</b>	<b>21</b>	<b>84%</b>	<b>4 Star</b>
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
<b>Bedrooms</b>	<b>29</b>	<b>82%</b>	<b>4 Star</b>
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Beds	4		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	4		
<b>Bathrooms</b>	<b>21</b>	<b>84%</b>	<b>4 Star</b>
Decoration	4		
Flooring	5		
Furniture/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
<b>Kitchen</b>	<b>33</b>	<b>82%</b>	<b>4 Star</b>
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	5		
Lighting/Heating/Ventilation	4		
Electrical & Gas Equipment	4		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	3		
Space/Comfort/Ease of use	4		
<b>Additional Facilities</b>	<b>4</b>	<b>80%</b>	
Laundry	4		

# Exterior

## Butler's Pantry

All properties present very well externally in a peaceful area of the countryside. New clear signage from the road noted and a well maintained driveway leads you to the properties. Parking is provided outside each property. Well maintained private courtyards and enclosed gardens are kept neat and tidy. New Norfolk willow fencing has been erected between Sam's Stable and The Coach House and presents extremely well. The surrounding established gardens and grounds are also very well maintained and neatly kept. The orchard is a real feature. Ample outdoor seating is available at each property. A truly tranquil location ideal for relaxing or exploring the local area.

# Cleanliness

## Butler's Pantry

High standards of cleanliness creating a positive impression for arriving guests and a credit to all involved. High and low level ledges and fittings dust and cobweb free throughout with comparable attention to detail also evident to furniture, soft furnishings and lighting/heating fittings. Mixed flooring thoroughly vacuumed to skirtings and into corners, care also taken around bases of bathroom fittings and kitchen units. Sanitary ware clean and bright, glazed surfaces and chrome fittings polished to a shine; grouting and silicon sealant also presenting to a high standard. Kitchen units clean and attention evident to drawer and cupboard interiors. White goods, tableware and cookware also demonstrating attention to detail.

# Management & Efficiency

## Butler's Pantry

The owners manage all bookings. Thorough property details and terms and conditions are sent to guests prior to arrival. All guest information is now sent via email, prior to guest arrival and presents very well. Guests are personally greeted on arrival and a tour of the accommodation is given. The owners live close by and are easily contactable should assistance be required. Fresh flowers, homemade cake, sweets, eggs, fresh milk and hot beverage making items are left for arriving guests. Many books, accessories and personal touches noted including WiFi. Room to upgrade CD players and TVs when required. Many maps and local information are also thoughtfully provided.

# Public Areas

## Butler's Pantry

The open plan lounge and dining areas present to a very high standard and instantly create a positive first impression. Painted decor continues to present very well with artwork and high quality furnishings enhancing the appearance and adding interest. The Coach House and Sam's Stable have been repainted offering a modern feel. Some original features add to the individual character of each property. Space is utilised well to maximise comfort. Tiled flooring continues to be in excellent order throughout with rugs well placed. The dining sets and sofas and chairs remain comfortable and continue to be very well looked after. Very good natural and well positioned lighting levels noted throughout. Controllable central heating is effective aided by attractive log burners in Sam's Stable and The Old Coach House.

# Bedrooms

## Butler's Pantry

Bedrooms remain in very good order. Painted decor is very well maintained. Carpets continue to wear very well and attractive rugs are well placed and enhance appearances along with artwork and furnishings. A selection of individual and unique furniture adds character with wardrobes and drawers providing ample hanging and storage space. Very good natural and artificial lighting levels noted. Controllable central heating is effective. The beds have excellent quality supportive pocket sprung mattresses and plump pillows that are well protected. Well laundered quality linen and attractive throws and cushions dress the beds. Ample space is provided for the advertised two guests.

# Bathrooms

## Butler's Pantry

All en-suites present as wet rooms and are in very good order. Tiled and painted decor continue to present very well. Altro flooring is in excellent condition. Sanitary ware is very well maintained with tiled surrounds, sealant and grouting neat and tidy. Centrally heated towel rails are effective and forced extraction seems in very good working order. The roller blind in Butler's Pantry is due to be replaced and this is encouraged. Very good task and ceiling lighting noted. A very good amount of space noted throughout. A selection of high quality towels are thoughtfully provided. Consideration could be made to replace pull cords, suggest the plastic variety as discussed.

# Kitchen

## Butler's Pantry

The open plan kitchens have been very well designed to provide a very good amount of usable surface and floor space. The 2 new kitchens with the navy units and marble effect boarding offer a more modern feel and look very smart. Painted decor, tiled and attractive boarded splash backs continues to be very well maintained. Tiled flooring remains in excellent order. Storage units and drawers provide guests with ample storage space. Stainless steel pans, cookware and appropriate utensils are of a good quality and range. Room to upgrade the quality here at this level as discussed. Shared heating is effective. Lighting is very well placed and extractor fans are noted. Crockery, tableware and glassware is of very good quantity and quality. All white goods and appliances are very well maintained with all new appliances noted in the new kitchens.

# Units Seen

Butlers Pantry, Old Pump House and Sam's Stable were all kindly shown by Keith. The Coach House was occupied at the time of the assessment.



# Website Feedback

When carrying out a general Google search on a laptop for self catering cottages near Bungay, Old Rectory Cottages appears on page two.

Website reviewed [www.oldrectorycottagesflixton.co.uk](http://www.oldrectorycottagesflixton.co.uk)

The website is mobile compatible. The attractive website is easy to navigate with very good use of photos and clear cottage descriptions that reflect the style of accommodation. Consider virtual tours and or floor plans. Up to date calendar of events noted and lots of local information is present. The 'VisitEngland' logos are well positioned as are the contact details. Prominent booking information, pricing and availability guide.

VisitEngland strongly recommend updating the Access Statement to the new Accessibility Guides format. There is no strict timetable for moving over, allowing you to make the switch within a convenient time frame. For more information and template see:

<https://www.visitbritain.org/writing-accessibility-guide>

Excellent reviews from guests on the website and TripAdvisor.

Facebook page is active with fairly regular posts, suggest also linking the page to your website.

## Potential for Improvement

Very little to suggest after this year's assessment due to the properties being very well maintained.

The planned redecorating, and new kitchens for the remaining to properties is encouraged to maintain the same standard throughout.

Suggest upgrading the CD players, look at DAB radios with Bluetooth connections.

As and when required replace the TVs with Smart TVs.

Replace bathroom pull cords.

## Highlights

New kitchens offer a modern feel and present beautifully.

All properties present to a high standard internally and externally.

Excellent housekeeping standards throughout.

Peaceful countryside location ideal for exploring or relaxing.

Caring owners who continually investment and maintain the accommodation to ensure quality standards are maintained.

# 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.

## **Unit** Butler's Pantry

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**Standard** Self-Catering  
**Designator** Cottage  
**Rating** 4 Star Gold Award

At the time of our visit, all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

## **Unit** Old Pump House

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**Standard** Self-Catering  
**Designator** Cottage  
**Rating** 4 Star Gold Award

At the time of our visit, all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

## **Unit** Sam's Stable

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**Standard** Self-Catering  
**Designator** Cottage  
**Rating** 4 Star Gold Award

At the time of our visit, all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

## **Unit** The Old Coach House

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**Standard** Self-Catering  
**Designator** Cottage  
**Rating** 4 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:



**Welcome Pets!**

Deficiencies: None



Our Quality Assessors are industry professionals and will assess your business against an agreed set of quality standards for your sector.

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## Useful Numbers

Customer Services      01256 338350

[VisitEnglandAssessmentServices@aamediaigroup.co.uk](mailto:VisitEnglandAssessmentServices@aamediaigroup.co.uk)

All establishment enquiries, including assessments, reports, ratings, credit control, signage and logo requests.



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## 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.