

## Old Rectory Cottages

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

Farmstay UK

### Summary

STAR RATING



DESIGNATOR

Self-Catering

QUALITY SCORE

86%

*Gold Award*

Welcome Pets!

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VISIT DATE

16 May 2023

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, Orchard View and The Old Coach House) all retain a Four Star Self Catering rating. Overall sectional scores continue to sit comfortably within the rating.

Pets Welcome Schemes also retained.

The Gold Award is recommended 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.

The newly added Orchard View lodge offers views over both the garden and orchard and is finished to a high standard with art deco pies added to help further enhance. Guest information is now provided via Touch Stay. New cutlery and crockery has been purchased for Sam's Stable. Amazon Fire Sticks have been purchased for all TVs and Smart new radios have been added. All external windows and doors have been repainted offering a fresh smart look. Butler's Pantry and The Old Pumhouse have been redecorated internally. The owners have also been working on developing their eco credentials, with flowers and foliage grown within the gardens used in each property.

The owners are very good at investing annually to maintain and improve standards throughout.

# 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: The 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>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: Old Pump 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>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>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		

	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>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		

	SCORE	PERCENTAGE	RATING
<b>Exterior</b>	<b>12</b>	<b>80%</b>	
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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>	
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Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	3		
<b>Bathrooms</b>	<b>20</b>	<b>80%</b>	<b>4 Star</b>
Decoration	4		
Flooring	4		
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>			

# Exterior

## The Butler's Pantry

All properties present very well externally in a peaceful area of the countryside. Clear signage from the road noted and a well maintained driveway leads you to the properties. Room to upgrade the VisitEngland signage. Parking is provided outside each property. Well maintained private courtyards and enclosed gardens are kept neat and tidy. Norfolk willow fencing between Sam's Stable and The Coach House and presents extremely well. with fences and gates being treated this year and 'dead-hedges' have also been established. 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

## The 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

## The Butler's Pantry

The owners manage all bookings. Thorough property details and terms and conditions are sent to guests prior to arrival. Touch Stay is utilised with guest information presenting extremely well, all information is sent prior to arrival. 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. WIFI is provided throughout. Amazon Fire Sticks have been purchased for all TVs. New radios noted. USB ports noted. Many maps and local information are also thoughtfully provided. as discussed suggest also adding these to Touch Stay.

# Public Areas

## The Butler's Pantry

The open plan living and dining areas continue to present to a very high standard and instantly create a positive first impression. Painted décor remains very well maintained with artwork and high quality furnishings enhancing the appearance and adding interest. Some original features add to the individual character of each property. Space is utilised well to maximise comfort. Tiled and wooden flooring continues to be in excellent order throughout with high quality rugs well placed. The dining sets and sofas and chairs remain comfortable and continue to be very well looked after. Occasional furniture is in very good repair with some interesting pieces noted in Orchard View. 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. Modern electric radiators noted in Orchard View.



# Bedrooms

## The Butler's Pantry

Painted decor is very well maintained. Carpets continue to wear very well with wooden flooring in Orchard View very well maintained, 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 and electric storage heaters are 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

## The 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. The wall cladding in Orchard View offers a current look and feel. Altro flooring is in excellent condition. Sanitary ware is very well maintained with tiled/cladded surrounds in very good order; sealant and grouting neat and tidy. Centrally heated towel rails are effective and forced extraction seems in very good working order. Very good task and ceiling lighting noted. A very good amount of space noted throughout. A selection of high quality towels are thoughtfully provided.

# Kitchen

## The Butler's Pantry

The open plan kitchens have been very well designed to provide a very good amount of usable surface and floor space. All kitchens present extremely well offering a modern feel throughout. Painted décor, tiled and attractive boarded splash backs continues to be very well maintained. Tiled and wooden 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, with the new M&S crockery and cutlery seen in Orchard View and Sam's Stable helping to consolidate scoring here. All white goods and appliances are very well maintained.

# Units Seen

Butlers Pantry, Old Pump House, The Coach House, Sam's Stable and Orchard View were all kindly shown by Keith.

# Website Feedback

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.

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.

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: [www.accessibilityguides.org](http://www.accessibilityguides.org)

It is recommended, if not already done so, to provide updated photos and text by logging in to the customer portal (Access details emailed separately to allow this) or email details to [visitenglandassessmentservices@aamediagroup.co.uk](mailto:visitenglandassessmentservices@aamediagroup.co.uk) to enable your establishment listing to be populated correctly on [ratedtrips.com](http://ratedtrips.com)

Further business and marketing advice as well as member benefits can be found by visiting the Rated Trips Business Support Hub at the following link:

<https://business.ratedtrips.com/user/member-login>

## Potential for Improvement

Continue to replace crockery and cutlery, suggest a set from M&S, John Lewis, or Maxwell Williams.

Weightier stainless steel saucepans also encouraged, suggest makes such as Judge, Stellar, ProCook or Meyer.

Consideration for the future includes revamping the bathrooms, whilst currently very well maintained, as time goes on they will start to look dated in comparison to others seen at this level.

A lamp/mirror could be considered for the dressing table in The Old Coach House.

## Highlights

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** The 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.

## **Unit** Orchard View

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**Standard** Self-Catering  
**Designator** Self-Catering Unit  
**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

## Useful Numbers

### Customer Support

All property enquiries, including assessments, reports, ratings, signage, training, and logo requests

01256 338350

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

### Assessment Services Accounts

All financial and payment enquiries

01733 207324

[VECreditControl@aamediagroup.co.uk](mailto:VECreditControl@aamediagroup.co.uk)

## Useful Links

### Online Details Portal

Change your online information on RatedTrips.com; add up to 20 photographs and showcase your facilities.

[www.ratedtrips.com/update](http://www.ratedtrips.com/update)

### Business Support

Advice and support for your business, including training opportunities and discounts.

[www.ratedtrips.com/business-support](http://www.ratedtrips.com/business-support)

### Participant Benefits

Exclusive offers and discounts to help your business

[www.ratedtrips.com/participant-benefits](http://www.ratedtrips.com/participant-benefits)

## Participant offers and discounts



HOSPITALITY



Discover more at [www.ratedtrips.com/participant-offers](http://www.ratedtrips.com/participant-offers)

Got a question? – email us at [contact@ratedtrips.com](mailto:contact@ratedtrips.com)

# 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.