



## Old Rectory Cottages

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

Farmstay UK

### Summary

STAR RATING



SCHEME

Self-Catering

QUALITY SCORE

86%

*Gold Award*

Welcome Pets!

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VISIT DATE

05 March 2026

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.

The Gold Award is recommended for another year and is very well deserved.

Pets Welcome Scheme retained.

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

Keith is keen to further enhance the marketing approach, and additional third-party platforms were discussed, including Simply Owners. Leveraging social media to promote last-minute availability and to highlight local events in the surrounding area could also be a valuable opportunity.

General maintenance and upkeep are ongoing. Recent work to the driveway has helped fill some potholes. New fencing has been installed at the rear of Sam's Stable and The Coach House, providing additional privacy. Additionally, grab rails have been fitted in some bathrooms to enhance safety and accessibility.

# 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 Three to Five Stars, based on the chart below, as long as all minimum entry requirements for the star rating are met.

3 STAR	4 STAR	5 STAR
60% - 74%	75% - 86%	87%-100%

There are three levels of quality ranging from Three 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**

3 STAR	4 STAR	5 STAR
60% - 74%	75% - 86%	87%-100%

### **BATHROOMS**

3 STAR	4 STAR	5 STAR
60% - 74%	75% - 86%	87%-100%

### **CLEANLINESS**

3 STAR	4 STAR	5 STAR
70% - 79%	80% - 89%	90%-100%

### **PUBLIC AREAS**

3 STAR	4 STAR	5 STAR
60% - 74%	75% - 86%	87%-100%

### **KITCHENS**

3 STAR	4 STAR	5 STAR
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		
Crocery/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		
<b>Unit: Sam's Stable</b>		<b>86%</b>	<b>4 Star</b>
	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		
<b>Unit: The Old Coach House</b>		<b>86%</b>	<b>4 Star</b>
	<b>SCORE</b>	<b>PERCENTAGE</b>	<b>RATING</b>
<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		
<b>Unit: Orchard View</b>		<b>86%</b>	<b>4 Star</b>
	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	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		

## Exterior

### The Butler's Pantry

All properties are presented exceptionally well externally, set in a peaceful countryside location. Clear signage is visible from the road, and a well-maintained driveway provides access to the properties, with parking available on site. A pathway from the parking area is planned to connect to Orchard View.

Private courtyards and enclosed gardens are well maintained, neat, and tidy, while the surrounding established gardens and grounds are also carefully tended. The orchard is a particularly striking feature. Ample outdoor seating is provided at each property, making this a truly tranquil location, ideal for both relaxation and 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 and provide guests with comprehensive property details and terms and conditions prior to arrival. Guest information is delivered via TouchStay, which presents exceptionally well and is sent in advance. The introduction of QR codes linking to information, as previously discussed, could also be considered.

Guests are personally greeted on arrival and given a full tour of the accommodation. The owners live nearby and are easily contactable should assistance be required. Arriving guests are welcomed with fresh flowers, homemade cake (with allergen information provided), sweets, eggs, fresh milk, and items for making hot beverages.

The properties are thoughtfully equipped with many personal touches, books, and accessories. Wi-Fi is available throughout, and all TVs have Amazon Fire Sticks. Radios and USB ports are provided, along with numerous maps and local information to enhance the guest experience.

# Public Areas

## The Butler's Pantry

Painted décor remains in very good condition, with artwork and high-quality furnishings further enhancing the interiors. Some redecoration is planned for The Butler's Pantry. Original features add character and individuality to each property. Space is well utilised to maximise comfort. Tiled and wooden flooring throughout is in excellent order, complemented by well-placed, high-quality rugs. Dining sets, sofas, and chairs remain comfortable and are very well maintained, while occasional furniture is in very good repair, with some interesting pieces noted in Orchard View. Natural light is abundant, and artificial lighting is thoughtfully positioned throughout. Controllable central heating is effective, supported by attractive log burners in Sam's Stable and The Old Coach House, while modern electric radiators are installed in Orchard View.

# Bedrooms

## The Butler's Pantry

Painted décor is very well maintained throughout. Carpets continue to wear well, while the wooden flooring in Orchard View is in excellent condition. Attractive rugs, artwork, and furnishings further enhance the overall presentation.

A selection of individual and unique furniture adds character, with wardrobes and drawers providing ample hanging and storage space. Natural and artificial lighting levels are very good, and heating is effective, with controllable central heating and electric storage heaters in place.

The beds feature high-quality, supportive pocket-sprung mattresses and plump, well-protected pillows. They are dressed with well-laundered, quality linen, along with attractive throws and cushions. The rooms provide ample space for the advertised two guests.

# Bathrooms

## The Butler's Pantry

All en-suites are designed as wet rooms and are in very good condition, with the owners considering updates as budgets allow. Tiled and painted décor continues to present very well, while the wall cladding in Orchard View provides a contemporary look and feel. Altro flooring is in very good condition.

Sanitary ware is meticulously maintained, with tiled or clad surrounds in very good order, and sealant and grouting neat and tidy. Centrally heated towel rails are effective, and forced extraction appears to be in very good working order. Task and ceiling lighting are thoughtfully positioned, and the rooms offer a generous amount of space. A selection of high-quality towels is thoughtfully provided for guests.

# Kitchen

## The Butler's Pantry

The open-plan kitchens have been very well designed, providing a very good amount of usable surface and floor space. All kitchens present extremely well, offering a modern and inviting feel throughout. Painted décor, tiled surfaces, and attractive boarded splashbacks are very well maintained, while tiled and wooden flooring remains in excellent condition.

Storage units and drawers provide ample space for guests, and stainless steel pans, cookware, and appropriate utensils are of good quality and range, with potential to upgrade further at this level as previously noted. Shared heating is effective, and lighting is well positioned, with extractor fans installed for convenience.

Crockery, tableware, and glassware are provided in very good quantity and quality, with M&S cutlery contributing positively to overall standards. All white goods and appliances are very well maintained and fully functional.

# Units Seen

Old Pump House, The Coach House and Orchard View were kindly shown by Keith.

## Website Feedback

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

The website is mobile compatible. The website is easy to navigate, though text heavy - more images could be considered for the home page. Clear cottage photos and 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 online booking facility via Supercontrol.

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.

Provision of accessibility information is a key barrier to disabled people participating in tourism. It is therefore a scheme requirement to have accessibility information on your website, stating your venue's key accessibility features. Use the free VisitEngland questionnaires to help you identify the key accessibility features at your venue and promote them in the accessibility section of your website.

In addition, you are encouraged to provide detailed accessibility information, with the recommended format being an AccessAble Detailed Access Guide. Find out more via the AccessAble Your Accessibility Guide portal (not a scheme requirement)

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@aamediaigroup.co.uk](mailto:visitenglandassessmentservices@aamediaigroup.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>

The Regenerative Tourism Guide emphasises the principle that tourism can — and indeed should — create a positive legacy, leaving the destination in a better state than before. The objective is for both operators and guests to actively participate in revitalising and regenerating places, thereby supporting a beneficial cycle of impact on local environments, communities and economies. For further detail, please see the full guide at: <https://www.visitbritain.org/business-advice/regenerative-tourism/regenerative-tourism-guide>

## Potential for Improvement

The plans to create a pathway to Orchard View are encouraged.

Consideration could be made to utilise QR codes with links to guest information, WIFI, socials and /or review sites. Improve social media activity to help further market the cottages.

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.

## 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.

<http://www.ratedtrips.com/update-your-profile>

### 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



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.