



Quality in Tourism

Visit Report

Self-Catering Standard

Linskeldfield Tarn Holiday Cottages

Isel, Cockermouth

★★★★ Self Catering 83 - 85%

Visit date: 15 Oct 2015

Visit type: Day

QiT No: 558845

Group/Unit Name: Badgers Den

	Score
Exterior	
Appearance of buildings	4
Grounds, gardens and parking	4
Environment and setting	4
	80%
Management Efficiency	
Pre arrival info including brochure	5
Welcome and arrival procedure	4
In unit guest info and personal touches	4
	86%
Public Areas	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	80%
Bedrooms	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	4
Bedding and bed linen	4
Space, comfort and ease of use	4
	80%
Bathrooms and WCs	
Decoration	5
Flooring	4
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	84%
Kitchen	
Decoration	4
Flooring	4
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
	80%
Additional Facilities	
Laundry	4
Recreation	5
	90%
Cleanliness	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	83%

Key Scores and Sectional Consistencies

Overall

83% = Level 4; (75% to 86%)

Cleanliness

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

Public Areas

80% = Level 4; (75% to 86%)

Bedrooms

80% = Level 4; (75% to 86%)

Bathrooms

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

Kitchen

80% = 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: Squirrels Drey

	Score
Exterior	
Appearance of buildings	4
Grounds, gardens and parking	4
Environment and setting	4
	80%
Management Efficiency	
Pre arrival info including brochure	5
Welcome and arrival procedure	4
In unit guest info and personal touches	4
	86%
Public Areas	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	88%
Bedrooms	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	4
Bedding and bed linen	4
Space, comfort and ease of use	4
	82%
Bathrooms and WCs	
Decoration	5
Flooring	4
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	84%
Kitchen	
Decoration	4
Flooring	4
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
	80%
Additional Facilities	
Laundry	4
Recreation	5
	90%
Cleanliness	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	85%

Key Scores and Sectional Consistencies

Overall

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

Cleanliness

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

Public Areas

88% = Level 5; (87% to 100%)

Bedrooms

82% = Level 4; (75% to 86%)

Bathrooms

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

Kitchen

80% = Level 4; (75% to 86%)

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

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4. The Star rating will be capped if Key Requirements are not met at each rating level.

Group/Unit Name: Ospreys Nest & Otters Pocket

	Score
Exterior	
Appearance of buildings	4
Grounds, gardens and parking	4
Environment and setting	4
	80%
Management Efficiency	
Pre arrival info including brochure	5
Welcome and arrival procedure	4
In unit guest info and personal touches	4
	86%
Public Areas	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	80%
Bedrooms	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	4
Bedding and bed linen	4
Space, comfort and ease of use	4
	80%
Bathrooms and WCs	
Decoration	5
Flooring	4
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	3
	80%
Kitchen	
Decoration	4
Flooring	4
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
	80%
Additional Facilities	
Laundry	4
Recreation	5
	90%
Cleanliness	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	83%

Key Scores and Sectional Consistencies

Overall

83% = Level 4; (75% to 86%)

Cleanliness

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

Public Areas

80% = Level 4; (75% to 86%)

Bedrooms

80% = Level 4; (75% to 86%)

Bathrooms

80% = Level 4; (75% to 86%)

Kitchen

80% = Level 4; (75% to 86%)

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

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Executive Summary

Overview

Overall Linskeldfield Tarn Holiday Cottages achieves a Four Star Self-catering rating. As can be seen from the percentages the properties sit comfortably within the Four Star banding.

The owners are content with this current rating and are proactive in ensuring the standards are in place for the grading to be achieved for future visits.

Units Seen

Otters Pocket, Badgers Den and Squirrels Drey viewed with the owner Mrs Pauline Young. Ospreys Nest was occupied at the time of the visit. (3 out of 4 units viewed)

Website Feedback

The web-site is very well set out and informative for all four properties.

Easy to navigate with pictures giving a true initial impression of the accommodation and facilities offered.

An availability chart noted with prices being clearly stated.

Incorrect EnjoyEngland star rating being displayed at the bottom of the homepage.

The use of Social media sites were discussed as a means to further enhance the profile of the business as well as generating marketing possibilities.

Cleanliness/Housekeeping

The clean, fresh smell when entering the properties was most welcoming.

All floors and carpets were clean and well vacuumed with no dust evident.

Shower screens and taps gleaming in the bathrooms.

Not a crumb to be found in the toasters, kettles empty with attention to the inside of the microwaves evident.

Public Areas

Plain painted walls have a professional and well maintained finish - framed local artwork provides further decorative relief.

Carpeting is soft underfoot, with no signs of wear or tear evident.

Lounge seating appears both comfortable and inviting. The solid dining tables accommodates guests and all necessary accoutrements, matching high back chairs being of a good height from which to dine.

Central heating radiators benefit from individual thermostats, allowing guests to set their own comfort levels.

Effective overhead lighting, recessed down lighting and well placed lamps aids task lighting.

Open plan lounges / diners / kitchens with furniture being well placed.

Bedrooms

Once again practical painted walls with artwork further enhancing.

Carpeting is very well fitted and soft underfoot, with no signs of wear or tear evident.

Matching, quality wooden furniture provides ample levels of hanging and storage space for guests belongings. Soft furnishings are very well coordinated and presented, curtains are lined, thus enhancing the blackout facility to the guest.

Each of the beds have deep supportive mattresses and firm bases, aiding guests with a good nights rest.

Beds are very well dressed with coordinated bed linen.

Efficient levels of lighting and heating evident throughout.

Spacious bedrooms with furniture being well positioned, maximising available floor space.

Bathrooms

Paintwork and tiles are very well applied, obvious attention being given to the appearance of sealant and grouting.

New cushioned vinyl flooring being fitted throughout, whilst being hygienic for cleaning procedures.

Modern fixtures and fittings present very well.

Each facility benefits from effective overhead lighting and illuminated mirrors. Heated towel rails being thoughtfully provided, ensuring the guest does not become chilled when exiting the facilities. Ventilation units appear to be efficient in operation.

Varying in size, overall offering very comfortable proportions with fixtures and fittings being well placed aiding guests ease of use.

Kitchen

Coordinated tiles around the working areas present to a very high standard.
Karndean / vinyl flooring being hygienic for cleaning procedures in an area prone to spillage.
Modern, matching units provide ample levels of storage for equipment and guests food items.
Well placed spot lights and forced extraction offers a very comfortable ambience.
Kitchen appliances present very well - all appear to be in very good working order.
Stainless steel cooking pots and pans of good weight and suitable range of sizes. Ample amounts of matching crockery, cutlery and glassware observes.
Open plan kitchens with well placed units, work tops and equipment aids guests ease of use.

Management Efficiency

All bookings are dealt with by the owners in an efficient and professional manner.
Guests are met personally on arrival and given a guided tour of the property and facilities.
A pack with eggs, tea / coffee, sugar, jam, honey, home-made scones, milk, butter, and home-made bread being thoughtfully provided and left in each kitchen to welcome guests.
The information folder is comprehensive containing required emergency contact information. A wide selection of tourist information provided, all being neatly presented in the laundry room.

Potential for Improvement

No issues or concerns were raised or discussed at this visit as the owners continue to ensure the quality and standards are to the required levels for this grading to continue in the long term.

Highlights

Peaceful location, providing an ideal "get away from it all" break.
All bathrooms have new cushioned vinyl flooring fitted.
Guests benefit from the use of a well appointed games room during their stay.

Minimum Entry Requirements

Group: Badgers Den

Standard: Self-Catering

Designator: Self Catering

Rating: Four Star
(Badgers Den)

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.

Group: Squirrels Drey

Standard: Self-Catering

Designator: Self Catering

Rating: Four Star
(Squirrels Drey)

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.

Group: Ospreys Nest & Otters Pocket

Standard: Self-Catering

Designator: Self Catering

Rating: Four Star
(Ospreys Nest, Otters Pocket)

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 or telephone 0845 300 6996. Details can also be found at 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.