

The Hayloft

Chitty Lane, Chislet, NR. CANTERBURY, Kent, CT3 4DZ

Summary

STAR RATING



Gold Award

DESIGNATOR

Self-Catering

QUALITY SCORE

93%

VISIT DATE

26 September 2018

VISIT TYPE

Day Assessment

CONTACT

Mr Richard Jones Owner

The Hayloft presented extremely well again this year, retaining its Five Star Self-Catering rating, sitting high within the banding. All sectional consistency scores were achieved comfortably. A very well-deserved Gold Award is retained for a further year and congratulations are extended to all involved.

The property was visited with kind attendance from owners Mr and Mrs Jones who are content with the current grading and pleased to retain the accolade.

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
40% - 49%	50% - 64%	65% - 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%

	SCORE	PERCENTAGE	RATING
Exterior	13	86%	
Building Appearance	5		
Grounds/Gardens/Roadways/Parking	4		
Environment & Setting	4		
Cleanliness	20	100%	5 Star
Bedrooms	5		
Bathrooms	5		
Living/Dining Area	5		
Kitchen	5		
Management & Efficiency	14	93%	
Pre-arrival Information Inc. Brochure	4		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
Public Areas	23	92%	5 Star
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	5		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	4		
Bedrooms	32	91%	5 Star
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	5		
Lighting/Heating/Ventilation	4		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	4		
Bathrooms	23	92%	5 Star
Decoration	5		
Flooring	5		
Fixtures/Fittings/Sanitaryware	5		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Kitchen	38	95%	5 Star
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	5		
Lighting/Heating/Ventilation	5		
Electrical/Gas Equipment	5		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	5		
Space/Comfort/Ease of use	5		

Exterior

The building appears in immaculate order with neat thatchwork, timber and cladding presenting very well. A gravelled parking area provides ample space for a few cars and is bordered by a smart ironwork fence with prominent signage. The property is set along a quiet country road surrounded by tranquil fields and marsh and a short walk from the village pub.

Cleanliness

The bedrooms presented very cleanly with no dust at high or low levels, lights free of debris, scuff-free walls and skirting boards, crisp, clean linen and drawers and wardrobes clean inside. Bathrooms appeared very clean with gleaming chrome and glass surfaces, mopped floors, sanitary ware shining and no scale on the tiles or shower screen. Just a little spotting on the rollerblinds could be given some attention. The lounge area is maintained well, floor swept into corners and furniture appearing in very good condition with surfaces polished to a shine. High and low areas were dusted well with no cobwebs evident despite the a countryside setting. Stair and landing carpets well-vacuumed. The kitchen units were immaculate inside and out, all equipment presented cleanly, the appliances were in excellent order, all cutlery, crockery, utensils and glassware were impeccably clean as well as bakeware and cookware. All in all, an excellent standard throughout with congratulations to all responsible for the housekeeping.

Management & Efficiency

Bookings for the property are managed by the owners and efficient procedures are in place to provide guests with all necessary information pre-arrival. Examples of the standard letters were kindly shown during the assessment. Helpful guest information folders are provided with details of local eateries, places of interest and useful information about the property. Appliance manuals are neatly-arranged as well as policy documents. Guests receive a personal greeting, welcome pack and orientation on arrival and the proprietors remain on hand to assist during the stay if required. An excellent range of accessories are provided for guest use, including books and DVDs.

Public Areas

Decoration appears fresh and clean as paintwork has been refreshed in recent months. Beams add to character and appearance. Oak flooring remains in excellent order with underfloor heating adding to comfort. All oak storage and occasional pieces in the living area present very well and the leather corner suite and separate sofa appear very comfortable and offer ample space for the total number of guests. Additional seating and bean bags are provided on the landing which is a handy area for relaxing away from the main group. In the lounge, the log burner adds extra cosiness in the colder months and logs are supplied. There is plentiful natural light in the main lounge, which is further supplemented by effective spotlighting and lamps. Venetian blinds are provided at the windows for very effective light exclusion.

Bedrooms

The decoration continues to be well maintained in all bedrooms and items of wall-art add interest. High quality carpet has a thick pile and treads well underfoot due to the generous underlay. Oak furnishings and fitted cupboards with interior lights offer plenty of hanging and storage space and matching wooden hangers in plentiful supply. The windows are well dressed with blackout curtains. Heating is individually-controlled and there is ample natural light and ventilation. Lighting is provided centrally and at the bedside. Sturdy wooden beds are in excellent condition and have zip and link option. Deep mattresses are well protected and feel firm and supportive. High quality bedding with plump pillows well protected for added hygiene. Linen is very high quality cotton and neatly presented and embellished with co-ordinating soft furnishings.

Bathrooms

Decoration in the bathrooms appears in very good order with full tiling presenting well and grouting and sealant clean and white. Tiled flooring is ideal for purpose and easy to keep clean. Sanitary ware and fittings of a high specification continue to be maintained extremely well. Large heated towel rails are provided. Lighting and extraction appears to operate efficiently. With an en-suite, family bathroom and downstairs toilet provided, there is ample provision for the whole group. Within the bathrooms there is plenty of set-down space for personal items.

Kitchen

Spacious open plan kitchen/dining area with comfortable dining space provided. Excellent tiled flooring with underfloor heating runs throughout the area. Fitted wooden units with granite and oak work surfaces present well and provide plenty of storage space as well as space to work. Excellent branded appliances are provided with the Rangemaster oven a highlight. Decoration is in excellent order with a decorative dresser and artwork adding interest as well as attractive splashback tiles. Recessed lighting is very well-considered and extraction functions effectively. Matching sets of white M&S crockery, stainless steel cutlery and quality glassware are in plentiful supply and very neatly organised within the units. All other inventory items are in very good condition especially the high quality saucepan set and Sabatier knives. Doors open out to the deck and garden, which is ideal in warm weather.

Units Seen

1 letting unit. Kindly shown by owner Mr & Mrs Jones.

Website Feedback

On a laptop Google search for 'Self-catering near Herne Bay/Canterbury' it is not easy to find the property within the first pages but naturally it appears prominently on a search in Chislet. When <http://www.thehayloftholidaycottage.com/> was searched, all the first entries linked to the website.

The website is user-friendly and easy to navigate. Thorough descriptions of the property's features and facilities are given along with very good photos. An interactive map is provided. There is an availability calendar, easy contact function, phone details in the header, links to local attractions and places to eat. There is a page of reviews.

There is an excellent Access statement. From 2017 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 timeframe. For more information and template see: <https://www.visitbritain.org/writing-accessibility-guide>.

VisitEngland logos are featured but some are not current and updated ones will be e-mailed in due course.

Social media is not featured on the site. Keeping up activity on social media platforms might be an advantage for boosting Google searches.

Consistent with market trends, the website is mobile-friendly.

Potential for Improvement

Address issue of scuff mark on en suite bathroom door-frame, spotting on roller-blinds (en suite and downstairs toilet) and monitor string pull cords. Minor issues in an otherwise superbly-kept property.

Highlights

Extremely high levels of comfort throughout with top quality flooring, furniture, kitchen equipment, bathrooms and beds. Superb open plan design with cosy corners to retreat to and sociable areas to enjoy as a group. Thoughtfully-planned, constructed to a high specification and using the best materials available, the property provides a luxurious home-from-home experience, offering the very highest standards of accommodation, fully deserving the Five Star Gold Award.

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.

Name The Hayloft @ Chislet

Standard Self-Catering

Designator Self-Catering Unit

Rating 5 Star Gold Award

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

Specialities (optional)

These have not been awarded or assessed.

Useful Numbers

Customer Services 01256 491111 VisitEnglandAssessmentServices@theAA.com

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

 Twitter @VisitEngland

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.