

## The Hayloft

The Hayloft, Chitty Lane, Chislet, CANTERBURY, Kent, CT3 4DZ, England

### Summary

STAR RATING



*Gold Award*

DESIGNATOR

Self-Catering

QUALITY SCORE

93%

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VISIT DATE

27 September 2019

VISIT TYPE

Day Assessment

CONTACT

Mr Richard Jones Owner

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The Hayloft presented in excellent condition once 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. Additionally, the owners were proud to receive the ROSE Award 2018.

The property was visited with kind attendance from owners Mr and Mrs Jones who are content with the current grading, pleased to retain the accolade and delighted with the extra recognition gained through winning the ROSE Award.

# 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%

	SCORE	PERCENTAGE	RATING
<b>Exterior</b>	<b>13</b>	<b>86%</b>	
Appearance of Buildings/Kerb Appeal	5		
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>14</b>	<b>93%</b>	
Pre-arrival Information	4		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
<b>Public Areas</b>	<b>23</b>	<b>92%</b>	<b>5 Star</b>
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	5		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	4		
<b>Bedrooms</b>	<b>32</b>	<b>91%</b>	<b>5 Star</b>
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	5		
Lighting/Heating/Ventilation	4		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	4		
<b>Bathrooms</b>	<b>23</b>	<b>92%</b>	<b>5 Star</b>
Decoration	5		
Flooring	5		
Furniture/Fittings/Sanitaryware	5		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
<b>Kitchen</b>	<b>38</b>	<b>95%</b>	<b>5 Star</b>
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	5		
Lighting/Heating/Ventilation	5		
Electrical & Gas Equipment	5		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	5		
Space/Comfort/Ease of use	5		

## Exterior

Exterior appearance is extremely impressive, especially since the thatching work this year which has restored the condition of the roof to perfection. Timber and cladding present well also and are enhanced by well-considered planting and floral displays. A set gravelled parking area provides space for several cars. VisitEngland signage is clearly visible on approach from the road, the property located in a quiet spot in a small village but with excellent road networks nearby.

## Cleanliness

The Hayloft presented in excellent order. There were no scuffs or scrapes on paintwork, skirting boards and high corners were entirely dust-free. Leather armchairs and wood furniture polished. Carpets throughout were in superb condition and wooden floors swept and mopped well in to corners. Bathrooms appeared very clean with gleaming chrome and glass surfaces, mopped floors, sanitary ware shining and no limescale gathered. Bedroom furniture was polished to a shine and there were crisp clean linens on the beds. All windows and windowsills were cleaned well and window coverings without blemish. The utility room and kitchen were immaculate throughout and inside kitchen units, all kitchenware was pristine and the appliances spotless. Despite the countryside setting there was no sign of cobwebs. This was a truly impressive standard of cleanliness.

## Management & Efficiency

Bookings for the property are managed between direct bookings and those from advertisements in the press and on-line agents Cottage Owners. Direct bookings are handled by the owners and efficient procedures are in place to provide guests with all necessary information pre-arrival. A standard letter this year advises guests of the new superstore nearby and the possibility of on-line delivery to the property. Guest information folders are kept up to date with details of local eateries and local information on places to visit. Appliance manuals are available as well as safety information. Guests receive a personal greeting, welcome gesture and orientation on arrival and the owners are nearby if required. An excellent range of accessories are provided for guest use, this year guests benefitting from stronger wifi for streaming.

## Public Areas

Paintwork appears in very good order, neatly-done, no scuffs or scrapes and wooden doors in excellent condition. The oak floor extends throughout the property, remaining in excellent condition with carpets enhancing. Underfloor heating provides effective warmth during the colder months with the added bonus of the woodburning stove, complete with supply of logs and kindling. Furniture is robust and well-maintained and the leather lounge suite provides excellent comfort. Additional seating and bean bags are provided on the landing. There is plentiful natural light in the main lounge, which is further supplemented by well-considered lighting and side-lamps. Venetian blinds are provided at the windows for very effective light exclusion. The range of seating areas must be appreciated by all guests particularly multi-generational groups.

## Bedrooms

The bedroom decoration continues to be well-maintained with well-painted emulsion surfaces. Excellent quality carpet with soft generous underlay enables a softness underfoot. 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 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. Mattresses feel firm and supportive. Bedding and pillows remain plump and soft to the touch, all protection in place. Excellent high quality 100% Egyptian cotton linen is neatly-laundered and presented, dressed with co-ordinating soft furnishings. TVs and hairdryers are usefully provided as well as a washbasin in one of the upstairs doubles.

## Bathrooms

Tiling in the shower room, en suite and family bathroom all present in pristine order with white bright sealant and grouting. Sanitary ware fits well into the range of spaces and appears in superb condition. The large heated towel rails are useful; just need to monitor the condition as some corrosion is starting to appear in the downstairs en suite and to a much lesser extent in the family bathroom. Towels are thick and absorbent. Lighting and extraction operating efficiently. Within the bathrooms there is set-down space for personal items and plenty of natural light. Space is sufficient for comfortable use.

## Kitchen

The kitchen is bright and spacious, easy to use and open to the dining area, making an excellent gathering place and breakfast room. Tiling on the floor runs right through the area and on to the utility room where timber has been replaced. Underfloor heating is in place here. Oak units and granite work surfaces continue to present well. There is ample storage space for the inventory items which are provided in good supply. Frying pans have been replaced to ensure high quality. Very good full sets of glasses are available as well as M&S tableware, heavy stainless steel cutlery and Sabatier knife-set as noted last year. New dishwasher added to the range of branded appliances presenting well. The dresser is a lovely feature along with the kitchen table and chairs. A well-lit sociable space.

## Units Seen

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

# Website Feedback

On a laptop Google search for 'Self-catering near Canterbury' the property was found on page 6 but not on the Googlemap search. 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 with link to the Tripadvisor entry where there are 38 extremely positive reviews.

There is an excellent Access Statement. VisitEngland strongly recommend updating the Access Statement to the new Accessibility Guides format. The link to the Access Guide website where your property's access details can be uploaded is here <https://www.accessibilityguides.org/>.

VisitEngland logos are featured along with the ROSE Award, won in 2018. Please amend references to EnjoyEngland and change to VisitEngland please.

Social media is not featured on the site. Activity on social media platforms is an advantage for boosting Google searches.

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

Additional marketing is carried out through Cottage Owners agency and print media namely The Lady & The Oldie. On-line subscriptions are also paid to enhance web searches.

## Potential for Improvement

Attention is paid to maintenance on a rolling basis so there is little to fault at the property and no further advice to give on managing it. The only deterioration noted was in the ground floor bathroom where a radiator is beginning to show signs of rust and this might be monitored with a view to replacing in the future.

## Highlights

Exceptionally well-kept property demonstrating the highest industry standards.

Many improvements this year including:

- smoke alarms replaced
- roof re-thatched on the ridge and spurs, at considerable expense
- timber floor in the utility room replaced with tiles matched from the kitchen
- dishwasher replaced
- frying pans replaced
- wifi booster installed
- new toilet buffers

The standard of cleanliness is excellent and to produce this level during a relatively short turn-around period deserves congratulations.

# 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

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**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.



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

Your VisitEngland accreditation will tell your visitors that your business has been independently verified by the National Tourist Board. Our focus is on helping tourism businesses across England to maximise their potential, stand out amongst the competition, and champion the accreditations we award.

In addition to our expert industry support and guidance, we are proud to be able to offer you a range of exclusive scheme and partner benefits.

## Useful Numbers

Customer Services      01256 338350

[VisitEnglandAssessmentServices@aamedialogroup.co.uk](mailto:VisitEnglandAssessmentServices@aamedialogroup.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.