



Quality in Tourism

Visit Report

Self-Catering Standard

## **The Hayloft**

Canterbury, Kent

**★★★★★ Self Catering 92%**

*Gold Award*

**Visit date:** 09 Nov 2016

**Visit type:** Day

**QiT No:** 638760

	Score
<b>Exterior</b>	
Appearance of buildings	5
Grounds, gardens and parking	4
Environment and setting	4
	86%
<b>Management Efficiency</b>	
Pre arrival info including brochure	4
Welcome and arrival procedure	5
In unit guest info and personal touches	5
	93%
<b>Public Areas</b>	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	4
	92%
<b>Bedrooms</b>	
Decoration	4
Flooring	5
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	4
	91%
<b>Bathrooms and WCs</b>	
Decoration	5
Flooring	5
Fixtures, fittings and sanitary ware	5
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	92%
<b>Kitchen</b>	
Decoration	4
Flooring	5
Furniture and fittings	5
Lighting, heating and ventilation	5
Kitchen equipment	5
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	4
Space, comfort and ease of use	5
	92%
<b>Cleanliness</b>	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	92%

**Key Scores and Sectional Consistencies**

**Overall**

92% = Level 5, (87% to 100%)

**Cleanliness**

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

**Public Areas**

92% = Level 5, (87% to 100%)

**Bedrooms**

91% = Level 5, (87% to 100%)

**Bathrooms**

92% = Level 5, (87% to 100%)

**Kitchen**

92% = Level 5, (87% to 100%)

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.

## Executive Summary

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### Overview

The Hayloft at Chislet retains the Five Star Self Catering rating with the overall score and each key area sitting at least safely within the banding and therefore the Gold accolade is also achieved again this year.

The visit and debrief were undertaken with the proprietors, Mr and Mrs Jones, who continue to work hard and make improvements each year. They are very pleased with the rating awarded and aim to ensure it is maintained in the future.

### Units Seen

The single letting unit was seen with owners, Mr and Mrs Jones. (1/1)

### Website Feedback

Website reviewed: [www.thehayloftholidaycottage.com](http://www.thehayloftholidaycottage.com)

A laptop Google search for self catering Chislet shows the website mid-way down page one.

Seen on the Google sidebar and map if using the property name.

Listing in the holiday rentals section of TripAdvisor/HolidayLettings with a good number of recent reviews noted. Could consider use of management responses.

The website has been revised and updated this year and is now 'mobile friendly'.

Contact details are clearly placed.

The VE rating logo is boldly displayed. The Gold accolade is the incorrect version and needs to be replaced with the new VE logo, which will be emailed.

Comprehensive information about the property and the gallery of photos showing the accommodation very well.

Useful availability calendar and booking contact form.

The weekly tariff is clearly stated and short breaks advertised as sometimes available on request.

Some information is given regarding the local area, along with links to places of interest and map.

There is a link to the Access Statement and the floor plans are useful.

A page of recent guest reviews is date referenced and there is a link to the TripAdvisor page to aid with exposure.

### Cleanliness/Housekeeping

The proprietors and their housekeeping assistants are to be commended for the attention to detail and consistently high standards found throughout the property. On entry the living areas are fresh and airy. High and low levels were noted to be dust and cobweb free, contact surfaces polished and flooring thoroughly vacuumed. Even the wood burner is extremely well presented.

Similar attention to all surfaces within the bedrooms and the beds very neatly dressed and presented.

Chrome fittings in the bathrooms are buffed and shined, all tiling is watermark free and clean grouting and sealant noted. Pipework and extractors all seen to be free of any dust and debris.

The kitchen units are carefully arranged and neat and tidy, allowing guests to easily locate all items. The oven and hob, inside the dishwasher, washing machine detergent drawer and inside and outside of the microwave all seen to be spotless.

### Public Areas

A very good decorative standard is being maintained, all paintwork clean and free of wear and tear and the beams adding to the character. Oak flooring continues to present in excellent order with underfloor heating adding to comfort.

The leather corner suite appears very comfortable and inviting and a new leather sofa has also been added to replace the older red sofa this year. There is plenty of space for the number of guests accommodated with extra seating and bean bags on the landing to offer a great area for younger guests especially. A high standard of occasional pieces presenting well also.

The log burner offers extra cosiness during the colder weather and the living area is particularly well illuminated with spotlighting, lamps and plenty of natural light too.

Guests are provided with an excellent selection of accessories and audio visual items. The telescope has proved popular this year and some knowledgeable guests have written a useful guide to assist with use.

The outside space is comfortably furnished for relaxation and al fresco dining and a new parasol has been provided this year.

## Bedrooms

A fresh presentation to the emulsion paintwork and the carpet continues to be maintained extremely well.

Oak furnishings and fitted cupboards offer plenty of well planned hanging and storage space with matching wooden hangers adding to the perception of quality.

The windows are well dressed with lined curtains to offer comfortable levels of light exclusion.

Radiators are controllable for guest comfort and there is ample natural light and well placed illumination.

Beds remain in excellent condition with zip and links adding to flexibility and the fitted wooden headboards work very well. Deep mattresses are well protected and remain firm to the touch, appearing to offer a high level of comfort and support. A high standard of bedding too, pillows being well protected for added hygiene and dressed with immaculately laundered cotton linens, finished with counterpanes.

## Bathrooms

Excellent tiled finishes within all the bathrooms with grout and seals benefiting from regular attention to ensure they remain fresh and clean. A small area of grouting at the base of the tiles in the en-suite would benefit from renewal to improve the finish, as discussed.

The tiled flooring is well fitted and maintained, being durable and ideal for cleaning procedures.

Sanitary ware and fittings all of a high intrinsic standard and presented particularly well.

Heated towel rails offer warmth and towel airing and the rooms and task areas are very well lit. Ample natural ventilation available and forced extraction appearing to be in efficient working order.

The rooms are all spacious and well planned for set down and storage space. An en-suite wet room, bathroom with bath and separate shower and a further shower rooms offer an overall comfortable space for the six guests.

## Kitchen

A spacious open plan kitchen and dining room with the robust wooden table and chairs offering a very good dining area; doors open out to the deck and garden, ideal for the warmer weather.

Excellent tiled flooring with underfloor heating runs throughout the area.

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Sturdy fitted units with granite and oak work surfaces continue to present very well and offer ample storage and task space.

An excellent range and standard of large and small appliances, including a separate room with second fridge/freezer. A new 5 burner hob Rangemaster cooker with double oven has been provided this year.

Effective ceiling spotlighting and extraction fitted over the hob to supplement the plentiful natural ventilation.

Matching sets of M&S crockery, stainless steel cutlery and quality glassware, all in ample supply for the number of guests.

Sundry cookware, accessories and utensils also well provided and the heavy weight stainless steel pans in a useful range of sizes and presenting to a high standard.

## Management Efficiency

Bookings are managed by both an agency and the owners and there is an efficient service offered, along with comprehensive pre-arrival information. Plenty of local information is provided in the property and folders are well compiled, appliance manuals neatly stored for guest access.

Guests are greeted by the owners on arrival and given a thorough orientation. The proprietors are also close

by to assist during the stay if it should be required. An extensive pack of fresh flowers and produce, including own eggs, is provided to welcome.

## **Potential for Improvement**

Once again, little to suggest at this high level visit, the owners continuing to ensure high standards in place throughout.

An area of grouting in the en-suite would benefit from renewal.

## **Highlights**

A number of improvements have been made again this year, including external paintwork refreshed, new CCTV at the frontage, new leather sofa, new soup bowls and spoons, extra bird feeders, parasol, bathmats, kitchen blind, new Welcome letter and updated website.

High standards of housekeeping are being maintained throughout the accommodation.

Comfortably appointed and spacious accommodation, particularly ideal for multi-generational family groups. The outside space will be much enjoyed in the summer months and the horses are very much an attraction.

Comments in the Visitor's book pay testament to the welcoming hospitality and high quality of the accommodation.