

## 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

15 November 2021

VISIT TYPE

Day Assessment

CONTACT

Mr Richard Jones Owner

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The Hayloft at Chislet presented very well in all areas again this year and safely retains the Five Star Self Catering rating and Gold accolade. The overall score and each key area are well placed for this rating.

The visit and debrief took place with proprietors, Mr and Mrs Jones, who continue to make improvements each year in order that the high standards are maintained. The property has benefitted from pleasing levels of business outside of the lockdown periods and continued success is wished with the business over the year ahead.

# 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

The cottage continues to present very well externally. Timbers and cladding are maintained in excellent order and the thatch adds to the appeal. Pots and planters add to the initial impression and there is clear signage to aid arrival. There is parking space for several cars on the well maintained and gated gravelled driveway. The secluded rear deck and garden area is furnished for al fresco dining and will be much appreciated in the fine weather.

## Cleanliness

The proprietors and their housekeeping assistants are once again to be commended for the consistently high standards maintained in all areas of the property. An efficient cleaning regime, hard work and attention to detail are very evident. The living area is fresh and airy and all high and low levels were noted to be dust and cobweb free, surfaces polished and flooring thoroughly vacuumed.

Similar attention to all surfaces, edges and ledges within the bedrooms, insides of fittings neat and tidy and the beds immaculately presented with fresh linens.

Chrome fittings, mirrors and glass in the bathrooms is buffed and shined, grouting and sealant kept fresh and pipework and extractors clear of dust and debris.

The kitchen units also clean and carefully arranged so guests can easily locate all items required. Appliances show rigorous attention and were all found to be spotless inside and out.

Strict protocols have been put in place to aid safety during the pandemic and guests receive an informative letter regarding the procedures.

## Management & Efficiency

Bookings are managed by both an agency and direct with the owners, who have ensured that an efficient service offered and all the required information is provided prior to arrival. Plenty of information is provided in the property too and folders are well compiled and appliance manuals neatly stored for guest access. A very good range of accessories and audio visual items are provided, including new tv and Alexa added this year. Rechargeable emergency torches are a useful addition. A new Webber BBQ has also been provided for the garden.

Guests settle themselves in and are greeted by the owners a little later. They are also on hand to assist during the stay if required. Beverage items, wine and fresh flowers are left to welcome.

## Public Areas

A very good decorative standard seen again this year, paintwork being fresh and clean and beams adding to the character.

Oak flooring continues to present in excellent condition and underfloor heating adds to comfort. Furnishing and fittings are to a high standard. The leather suite appears comfortable and provides plenty of seating for the number accommodated. The large landing space has extra seating and bean bags to provide a useful breakout area for younger visitors.

The log burner adds to cosiness and ambience in colder periods and there is plenty of natural light and well placed spotlighting and lamps to aid tasks.

## Bedrooms

A fresh appearance to the emulsion paintwork in the bedrooms and the high quality carpeting also presenting extremely well and remaining comfortable underfoot.

Oak furnishings and fitted cupboards offer plenty of well planned hanging and storage space with matching wooden hangers adding to the quality aspect. Windows are well dressed with thick lined curtains to ensure a comfortable level of light exclusion.

Heating is controllable and there is well placed illumination.

Beds of an excellent standard, with zip and links adding to flexibility. Deep mattresses remain firm to the touch and appearing to be highly comfortable and supportive. Pillows are well protected for added

hygiene and bedding is plump. White cotton linens are fresh and crisply pressed and soft furnishings add to the finish.

## Bathrooms

Excellent tiled finishes and all grout and sealants kept fresh and clean. Monitor the seal in the corner of the shower in the main bathroom, as discussed.

The tiled flooring is well laid and a hygienic surface.

Sanitary ware and fittings are of a high specification and continue to be maintained very well.

Shower heads have all been replaced.

Heated towel rails offer warmth and towel airing and there is effective illumination to the rooms and task areas. Ample natural ventilation is available and forced extraction appears to be in efficient working order.

The rooms are all spacious and well planned for set down and storage space and an overall comfortable use is achieved for the number of guests.

## Kitchen

A spacious open plan kitchen and adjacent dining area with large wooden table and chairs easily seating all guests. Doors open out to the deck and garden, ideal for the warmer weather.

Excellent tiled flooring with underfloor heating runs throughout the area.

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

Excellent provision of large and small appliances and the Rangemaster cooker maintained extremely well. Additional fridge and freezer space is provided in adjacent store room. A new toaster provided this year.

Effective ceiling spotlighting and extraction fitted over the hob to aid ventilation.

Matching sets of M&S crockery, stainless steel cutlery and quality glassware, all in ample supply for the number of guests. Pasta bowls have been added, which will be useful.

Well equipped with sundry cookware, accessories and utensils, including a new pizza wheel cutter and all being free of wear and tear. Prestige pans of a very good weight and in useful sizes and non-stick items also in very good condition.

## Units Seen

Single letting unit seen (1/1)

# Website Feedback

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

A laptop Google search for self catering near Chislet found the website second on the featured list and at the top of the main listing.

Seen on the Google sidebar and map when using the property name and top of the page, with the Mulberry Cottages and cottages.com entries second and third.

The listing on Tripadvisor has 47 excellent reviews; continue to make use of management responses. The Overview needs amending to state VisitEngland rather than enjoyEngland, which is now obsolete.

The website is 'mobile friendly' and offers comprehensive information.

Contact details are clearly placed.

The correct VE rating logos are displayed, along with the Rose Award logo. The gallery of photos reflects the accommodation very well and there is a

useful availability calendar booking form and weekly tariffs are clearly stated.

Some information is given about the local area, along with a few links and interactive Google map.

The guest reviews page is now very out of date and more recent ones could be added. There is a link to Tripadvisor, however, comments are limited here so updating from the guest book would be beneficial.

The floor plans are useful and there is a link to the Access Statement but this did not appear to be working correctly. VisitEngland now recommend updating to the new Accessibility Guides format.

See: [www.visitengland.org/accessibilitystatements](http://www.visitengland.org/accessibilitystatements)

## Potential for Improvement

Little to note again this year. The upper level deck is showing wear and would benefit from refinishing. It is understood the surrounding wooden balustrades are to be repaired soon.

Monitor shower seal in main bathroom and renew as needed.

## Highlights

As usual, a number of improvements have been made again this year, including new duvets and pillows, new shower heads, Alexa device, television and several useful smaller items and gadgets. High standards of housekeeping are being maintained.

Comfortable and spacious accommodation, ideal for multi-generational family holidays

Comments in the Visitors' book continuing to reflect the high standard of accommodation and the welcoming hospitality extended.

# 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.

## 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. [Need help? Check out our frequently asked questions](#)

[www.ratedtrips.com/update](http://www.ratedtrips.com/update)

### Business Support

Advice and support for your business

[www.ratedtrips.com/business-su](http://www.ratedtrips.com/business-su)

### Low-cost Online Booking Sign up

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Exclusive member offers and discounts

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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.