

## 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

23 November 2022

VISIT TYPE

Day Assessment

CONTACT

Mr Richard Jones Owner

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The Hayloft at Chislet presented extremely well throughout and has safely retained the Five Star Self Catering rating and Gold accolade again this year. The overall score and each key area are well placed for this rating and there are no areas of concern.

The visit and debrief took place with proprietors, Mr and Mrs Jones, who work hard to ensure that high standards are maintained. The property has had a busy season and boasts a pleasing number of regular and repeat guests. Good wishes are extended for a successful and positive 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 thatched cottage continues to present to a high standard externally and offers a favourable impression on arrival. Signage is clearly placed and visible from the road. There is parking space for several cars on the well maintained and gated gravelled driveway with seasonal planting adding colour. The secluded rear deck has been replaced this year, as has the upper level deck and balustrades, which present very well. The garden area is well tended and offers a delightful space to enjoy the fine weather.

## Cleanliness

An excellent housekeeping regime was evident throughout once again this year, which is to be very much commended. High and low levels and around hard to reach areas with no evidence of dust and cobwebs and flooring thoroughly vacuumed.

Inside of bedrooms fittings were clean and tidily presented and the beds very neatly dressed with fresh white linen and clean soft furnishings

Bathroom grout and seals were all in fresh order. Mirrors, glass screens, chrome fittings and surfaces were buffed and polished and there was no dust to pipework and extractors.

A rigorous and efficient cleaning regime is evident to all appliances, with the oven in pristine order. Units and drawers were all spotless and tidily arranged.

## Management & Efficiency

Bookings are managed by an agency and direct with the owners, who provide an efficient service and ensure comprehensive information is imparted prior to arrival. Plenty of information is also available in property in well maintained information folders and appliance manuals are stored for guest use. A very good range of accessories and audio visual items include smart TV, Alexa and high speed wi-fi. Rechargeable emergency torches are a thoughtful touch.

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

The property has recently received a Customers' Choice award for 2022 from Cottages.com, with an overall score of 9.8/10.

## Public Areas

A very good decorative standard is being maintained throughout, all paintwork appearing fresh and beams adding to the appeal.

Oak flooring continues to present in excellent condition and benefits from underfloor heating for added comfort.

Furnishing and fittings are to a high standard. The leather corner suite continues to appear very comfortable and provides plenty of seating. The large landing space has extra seating and bean bags, which allows a great breakout area for younger visitors especially.

A log burner ensures cosiness in the colder weather and there is plenty of well placed ceiling spotlighting and lamps to aid tasks and ambience.

## Bedrooms

Paintwork in the bedrooms also to a high standard and pictures and personal touches for interest. The high quality carpeting continues to present extremely well and is comfortable to walk on. Oak furnishings and fitted eaves cupboards offer plenty of well planned hanging and storage space and there are plenty of matching wooden hangers. Windows are well dressed with thick lined curtains or blinds to ensure effective light exclusion.

Heating is controllable and illumination is well placed at bedsides and task areas.

Beds are excellent and zip and links add to flexibility. The deep mattresses remain firm to the touch and appear extremely comfortable. Plump bedding and pillows fitted with quilted protectors for added hygiene. White cotton linens are soft, smooth and crisply pressed and soft furnishings add to the finish.

## Bathrooms

Paintwork and tiled finishes are well applied and all grout and sealants are in fresh order.

The tiled flooring is well laid and offers a durable, hygienic finish.

Sanitary ware and fittings are of a high standard and are maintained very well. Shower heads with no limescale residue.

Heated towel rails offer warmth and towel airing and there is effective illumination to aid tasks.

One of the spotlight bulbs was in need of renewal in the ground floor shower. Ample natural ventilation and forced extraction appears to work well.

The rooms are of a comfortable size and have been well planned for set down and storage.

## Kitchen

A spacious open kitchen and dining area with large wooden table and chairs provides a comfortable space for all guests to dine and doors also open out to the deck and garden.

Excellent tiled flooring with underfloor heating runs throughout the area.

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

Very well equipped with a high standard of appliances, including Rangemaster cooker which is in immaculate order. Additional fridge and freezer space is provided in adjacent store room, in addition to the kitchen fridge and the small appliances also present very well.

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

Matching sets of white crockery, stainless steel cutlery and quality glassware in varying styles and size all in plentiful supply.

Sundry cookware, accessories and utensils also to a high standard and the pizza wheel cutter added last year has proved popular! Monitor the plastic handles of some utensils as slight burn wear noted. High quality stainless steel saucepans are in useful sizes and new non-stick frying pans have just been added.

## 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 at the top of the page after the adverts but it was not seen on the featured listing this year.

Seen on the Google sidebar and map when using the property name and top of the page, with various agency and booking websites also filling the rest of the page.

The listing on Tripadvisor has 48 excellent reviews, but just one more added since last year. 7

Google reviews score a very creditable 4.9/5.

The website is reactive and offers comprehensive information.

Contact details are clearly placed on the header.

The correct VE rating logos and Rose Award logo are clearly displayed on the home page.

The excellent gallery of photos gives an accurate overview of the accommodation and there is a useful availability calendar, booking form and weekly tariffs stated.

Some information regarding the local area, along with a few useful links and an interactive Google map.

Good to see that the guest reviews page has recently been updated.

The floor plans are useful but the link to the Access Statement does not appear to be working correctly. This could be updated to the new Accessibility Guides format as recommended by VE and a new link will then be automatically be available.

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

As discussed, it is recommended your property page on the Rated Trips site is accessed and updated as needed. The Hub also gives details of a range of membership benefits and training packages.

To get started you will need to reset the password via

<https://business.ratedtrips.com/user/password> and then use the resulting email to gain access to the Member Support Hub at:

<https://business.ratedtrips.com/user/member-login>

## Potential for Improvement

A high standard is maintained throughout the property and there is little to note this year.

Monitor plastic handles of utensils for further wear.

Could consider adding USB sockets in the bedrooms in due course.

## Highlights

Comfortable and spacious accommodation, popular for multi-generational use.

Very positive comments in the Visitors' book again this year.

New decking at the rear and off an upper-floor bedroom presenting very well and having much improved the appearance.

High standards of housekeeping.

# 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 and showcase your facilities.

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

### Business Support

Advice and support for your business, including training opportunities and discounts.

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

### Participant Benefits

Exclusive offers and discounts to help your business

[www.ratedtrips.com/participant-benefits](http://www.ratedtrips.com/participant-benefits)

## Participant offers and discounts



HOSPITALITY



Discover more at [www.ratedtrips.com/participant-offers](http://www.ratedtrips.com/participant-offers)

Got a question? – email us at [contact@ratedtrips.com](mailto:contact@ratedtrips.com)

# 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.