



## **DIRECT TOURISM SERVICES**

### **SELF-CATERING ACCOMMODATION QUALITY STANDARDS**



## DIRECT TOURISM SERVICES - Self-Catering Assessment and Grading Scheme

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## DIRECT TOURISM SERVICES

### Self-Catering Accommodation Assessment and Grading Scheme

#### Introduction

This new assessment and grading scheme for self-catering properties in Shropshire will be operated by Direct Tourism Services Limited on behalf of Shropshire Tourism. Direct Tourism Services Limited (DTS) is a limited company established by Shropshire Tourism to undertake commercial activities for the tourism industry.

#### Background and Context for the Direct Tourism Services Scheme

Shropshire Tourism and the tourism associations and countywide marketing organisations in Shropshire require all accommodations wishing to advertise in their county or district accommodation guides, or associated web sites, to be graded by an approved body. Shropshire Tourism continues to fully support this policy.

The Direct Tourism Services scheme is not a replacement for the current national harmonised accommodation grading schemes operated by Quality in Tourism (on behalf of Visit Britain), The AA, Visit Wales and Visit Scotland. Shropshire Tourism will continue to encourage and support participation in the national schemes.

Shropshire Tourism and Direct Tourism Services have developed this new grading scheme in response to demand from member businesses, particularly those that do not require the marketing benefits of the national schemes. An important objective of the Direct Tourism Services scheme is to attract those accommodation businesses which do not currently participate in any accommodation grading scheme.

Direct Tourism Services are applying to Visit Britain to have the Direct Tourism Services Accommodation Assessment and Grading Scheme recognised. Until this has been achieved accommodations assessed by Direct Tourism Services only will not appear on the Visit Britain and Enjoy England websites. It is of course entirely up to an individual business which grading scheme they choose to participate in.

#### Direct Tourism Services (DTS) Self-Catering Accommodation Assessment and Grading Scheme

The Direct Tourism Services scheme is locally run and operated to make it quicker and more responsive, and in most cases more cost effective.



Direct Tourism Services will undertake accommodation assessments and grading under this scheme on behalf of Shropshire Tourism on the same basis that Quality in Tourism currently delivers for Visit Britain. Assessment Fees will be payable to Direct Tourism Services. Assessed properties which meet the required quality standards will be awarded between 1 and 5 Stars based on the quality standards of facilities and customer care provided.

### **Self Catering Assessment and Grading Scheme Tariffs**

Any income generated by the Direct Tourism Services Accommodation Assessment Schemes for Shropshire will be used to cover costs of operating the assessment scheme and any profits will be used for the benefit of Shropshire Tourism members and the tourism industry in Shropshire. The Direct Tourism Services scheme has the following simple tariff structure.

<b>Number of units</b>	<b>Direct Tourism Services Annual Assessment Fee</b>
1 unit	£125
2-6 units	£50 per additional unit
7-11 units	£50 per additional unit
12+ units	£50 per additional unit

E.g. Fee for 3 units:  $125 + (2 \times 25) = £175$

If you hold a current grading we will endeavour to assess you on the anniversary of your last inspection visit. If you haven't been assessed before, we will endeavour to complete the process within 4 weeks of receiving your application. Shropshire Tourism and Direct Tourism Services will continue to recognise current and valid accommodation grading from one of the national approved bodies.

There may well be some businesses that are already inspected by one of the national schemes who may wish to also participate in the Direct Tourism Services scheme as well. If you currently have a valid accreditation you can apply to be recognised under this scheme for an administration fee of £30.00 inc. VAT.

### **Conditions for Participation in the Self Catering Accommodation Assessment and Grading Scheme**



Accommodation participating in the Direct Tourism Services Guest Accommodation Assessment and Grading Scheme must:

1. Be located in Shropshire and immediate areas.
2. Observe the Code of Practice in Appendix 1.
3. Meet the Direct Tourism Services Minimum Requirements for All Star Gradings, any stated Additional Requirements and Quality Indicators for the relevant star grading (See below).
4. Complete an annual questionnaire providing information about the accommodation, preferably online.
5. Be assessed annually and allow reasonable access to Direct Tourism Services assessors or officers at other times.
6. Pay Direct Tourism Services assessment fees promptly.
7. Use the artwork for Shropshire Tourism Star gradings provided by Direct Tourism Services when displaying grading achieved.

### **Direct Tourism Services Criteria and Quality Standards**

Direct Tourism Services has developed criteria for this new Accommodation Assessment and Grading scheme to the same standards as those used under the national harmonised schemes. There are some areas, such as cleanliness and customer care, on which we place particular emphasis as research has shown these to be of paramount importance to guests. Full details of criteria and quality standards are provided later in this document.

### **Direct Tourism Services Accommodation Assessors**

Direct Tourism Services has appointed locally recruited Assessors who have significant experience working in the tourism industry and good knowledge of the local industry. Assessors have completed a comprehensive training programme to enable them to provide a professional and consistent assessment service. Care is taken to ensure that the personal tastes of Assessors with regard to style or decor do not influence assessment results. During an Assessment Visit the Assessors will also be able to:

- Provide advice on improving star grading, where requested to do so.
- Identify areas in which accommodation providers would benefit from detailed information and business advice, and signpost operators to the wide range of local, regional and national organisations providing specialist services.
- Ensure that accommodation operators are up to date with developments in the tourism industry and aware of the opportunities available to them from Shropshire Tourism, Tourism Associations and other local organisations.



## **The Assessment Process**

1. Applications for assessment and grading will be accepted by Direct Tourism Services at any time during the year. Completed Application Forms and fees for accommodation assessments should be sent to:  
Direct Tourism Services Limited, Grove House, 8. St. Julian's Friars, Shrewsbury, Shropshire, SY1 1XL  
Tel: 01743 261919      Email: [enquiries@directtourismservices.co.uk](mailto:enquiries@directtourismservices.co.uk)
2. Direct Tourism Services will allocate Assessors to undertake the Assessment Visits. The Assessor will contact the accommodation to arrange an Assessment Visit to take place normally within 4 weeks of receipt of the application, and at a convenient time for the accommodation. If Direct Tourism Services is unable to undertake an assessment visit within 4 weeks, for example due to a very high level of demand for assessments, the current accommodation grading of an accommodation will be carried forward until the assessment visit has been completed.
3. The Assessment Visit. The Assessor will undertake the assessment and provide advice on improving star gradings if requested to do so. The Assessor can also provide contact details for sources of business information and advice, and information on local developments and marketing opportunities.
4. Following the Assessment Visit the accommodation will receive a detailed Assessment Report advising the star grading achieved and including the scores achieved for quality indicators. This report will be a useful management tool as it will identify both areas in which an accommodation excels and areas which need attention.
5. The annual assessment date for each accommodation will be the assessment renewal date for the following year. Accommodations will be sent an assessment renewal letter. An accommodation can request an earlier date if significant changes or improvements have been made since the last assessment.

## **Appeals Process**

Direct Tourism Services has a formal Appeals Process regarding assessments and grading.

## **Complaints Procedure**

Direct Tourism Services has a transparent complaints procedure that will benefit both visitors and operators.



## **Dispensations**

In exceptional circumstances application can be made for a dispensation from certain Minimum Requirements, for example where meeting the requirement would degrade or damage an historic feature. Dispensations will only be allowed where an accommodation can present a robust case and where all the other quality indicators for the grading concerned are met or exceeded. Applications for dispensations will be rigorously considered by The Direct Tourism Services Assessment Panel. Assessors can provide further information on the process.

## **Change of Ownership**

If a property assessed by Direct Tourism Services has been sold as a going concern, provided a new application is sent to Shropshire Tourism (UK) Ltd within 4 weeks of the new owners taking over the business, the Direct Tourism Services grading current at the time of purchase continues until a new Direct Tourism Services assessment has been undertaken.

## **Signs**

Assessed properties which meet the required standards will be provided with a certificate displaying the Stars awarded and appropriate designator. External signs are not compulsory but can be obtained, at an additional cost, from our preferred supplier. Properties which cease to be assessed by Direct Tourism Services are legally required to remove these signs.

# **DIRECT TOURISM SERVICES**

## **Quality Standards for Self-Catering Accommodation**

### **The Assessment Process**

Accommodations assessed by Direct Tourism Services under this scheme will be awarded between one and five Shropshire Tourism Stars based on the quality standards of facilities and customer care provided. The quality levels increase for each additional star grading.

### **What is included in the Assessment?**

The following pages include detailed information about the standards for the Direct Tourism Services Assessment Scheme for Self-Catering Accommodation. There is a section on each of the main areas included in the assessment. Each section is colour coded to make it easier to find.



Section	Covers	Page No:
<b>Statutory Requirements</b>	Statutory regulations with which all accommodation businesses need to comply, Health & Safety, Maintenance.	11
<b>Section 1 - Cleanliness</b>	Living and dining areas, halls, lounges, conservatories, bedrooms, bathrooms, WC's, corridors, stairs, landings, kitchens, optional facilities.	14
<b>Section 2 – Hospitality, Welcome, Service &amp; Competency</b>	Pre-arrival information, booking procedures, visitor arrival & welcome visitor information.	15
<b>Section 3 - Exterior</b>	Buildings, driveways, gardens, grounds, parking.	19
<b>Section 4 - Interior</b>	Non-self-contained units. General requirements for 5 star units.	21
<b>Section 5 - Living and Dining Areas: lounges, halls, conservatories, stairs/landings, passages</b>	Comfort & space/ decor/ floorings/lighting & heating/furnishings & fittings.	23
<b>Section 6 - Bedrooms</b>	Comfort & space, decor, floorings, lighting & heating, beds & bedding, furnishings & fittings.	32
<b>Section 7 - Bathrooms &amp; WCs</b>	Comfort & space, decor, flooring, lighting & heating, sanitary ware & fittings.	41
<b>Section 8 - Kitchens</b>	Comfort & space/decor/ floorings/lighting & heating/gas and electrical equipment/furnishings & fittings, storage, surfaces/crockery, cutlery, glassware/cooking equipment and utensils.	47
<b>Section 9 - Optional Facilities</b>	Laundry, Reception, Recreation, Shops, Bar, Cafe/Restaurant.	57

### Minimum Requirements for All Star Gradings:

Within the above Sections there are **Minimum Requirements - All Star Gradings** which have to be met by all accommodations participating in the Direct Tourism Services Self-Catering Accommodation Assessment Scheme. In some sections these Minimum Requirements include **Additional Requirements** for specific higher grading levels which also have to be met in order to achieve the star grading concerned.



## Quality Assessment:

There are five levels of quality - one for each star grading category - with progressively higher standards required at each level from One Star to Five Star. Some additional facilities and services are also required for higher star grading levels. The following table provides general guidance on quality indicators at each star level.

<b>One Star</b>	Generally facilities can be described as Acceptable or Adequate. Simple, practical accommodation. Few, if any, embellishments. Whole unit must be thoroughly clean and safe. Facilities, furniture and equipment of basic quality, could be older but must be in sound condition, fit for purpose, in working order and not requiring repair or maintenance. Adequate/Satisfactory quality standard.
<b>Two Stars</b>	Facilities generally described as Quite Good. Could be some Good items or aspects. High standard of cleanliness. Simple or homely quality. Well presented and well run. May be limited range of furniture and equipment but in good working order. Quite Good quality standard.
<b>Three Stars</b>	Facilities Good. Could be some Very Good items or aspects. Good standard of decor and maintenance. Items do not have to be expensive but must be good quality and in good working order. Evidence of more care being taken to provide welcoming and comfortable atmosphere. Good quality standard.
<b>Four Stars</b>	Facilities Very Good. May be some Excellent items or aspects. Furniture and equipment either new but not necessarily of high quality, or high quality and not in prime condition. Very Good quality standard.
<b>Five Stars</b>	Facilities Excellent. Could be Exceptional items or aspects. Overall high standards throughout both externally and internally. Excellent management efficiency and customer care. Excellent, Exceptional or World Class quality standard.

More detailed **Quality Indicators** are provided in each of the Sections in this booklet as a guide to what could be expected at each star quality level. General terms like 'Adequate', 'Quite Good', 'Good', 'Very Good' and 'Excellent' are used to describe increasing levels of quality at each star grading. Assessors will draw on their experience and knowledge in making their assessments. The Indicators are included as a guide to help



operators improve quality. Assessors can advise on how to improve quality and star grading. To achieve a One Star grading an accommodation must meet all the Minimum Requirements for All Star Gradings and the levels shown for One Star grading under the Quality Indicators. To achieve higher star gradings an accommodation must achieve everything required of lower star gradings and the additional requirements for the target star grading. For example: to obtain a Four Star grading all the Minimum Requirements and Quality indicators for One, Two and Three Star gradings must be achieved with additional Quality Indicators required for Four Stars.

### **Determining a Quality Grading**

Assessors will check that all Minimum Requirements are being met and any Additional Requirements for higher gradings.

Assessors will then undertake a detailed assessment of the quality and condition of facilities, equipment, furniture, etc. in each room/area of the unit and will award quality scores to each of the elements included under Quality Indicators in the following Sections.

Percentage scores for each section will be calculated, and these will be amalgamated to provide an overall percentage score.

Research has demonstrated that the following factors are of the most importance to visitors.

**Cleanliness** (Section 1) is of the utmost importance to visitors and Direct Tourism Services will take a rigorous approach to assessment of cleanliness of accommodations. The section on Cleanliness gives information and guidance on acceptable levels at each star grading. Percentage scores will be awarded for cleanliness and the requirements for each Star grading are as follows:

1 Star – 50%	3 star – 65%	5 Star – 90%
2 Star – 50%	4 Star – 75%	

In view of the importance placed by visitors on cleanliness, an accommodation seeking to achieve a specific star grading must achieve the relevant cleanliness percentage shown above. For example, an accommodation aiming for a Four Star grading which achieves four star grading in all other areas, but only 68% for cleanliness, will only be awarded a 3 Star grading.

### **Other Key Areas**

Research has also demonstrated that visitors expect uniform quality levels across all areas in self-catering accommodation. Public Areas - Living and Dining areas (Section 5), Bedrooms (Section 6), Bathrooms/WCs (Section 7) and Kitchens (Section 8) are the key areas and the percentage scores required for each Star grading are as follows:

1 Star	34 – 47%	3 Star	60 – 74%	5 Star	87 – 100%
2 Star	48 -59%	4 Star	75 – 86%		



**Examples:**

**To achieve a One Star grading an accommodation must:**

- Meet all the **Minimum Requirements for All Star Gradings** and any stated **Additional Requirements**.
- Must reach the levels shown for One Star grading under the **Quality Indicators**.
- Must achieve or exceed a **Cleanliness** percentage score of 50%.
- Must achieve or exceed percentage scores of between 34 – 47% for each of the **Key Areas**: Living & Dining areas, Bedrooms, Bathrooms/WCs, and Kitchens.

**To achieve higher star grading an accommodation must:**

- Achieve everything required of lower star grading plus any Additional Requirements and Quality Indicators for the target star grading.  
**For example:** to obtain a Four Star grading all the **Minimum Requirements, Additional Requirements and Quality indicators** for One, Two and Three Star gradings must be achieved plus any **Additional Requirements and Quality Indicators** required for a Four Star grading.
- Must achieve or exceed a **Cleanliness** percentage score of 75%.
- Must achieve or exceed percentage scores of between 75 - 86% for all **Key Areas**.

**STATUTORY REQUIREMENTS, HEALTH & SAFETY, SECURITY, MAINTENANCE AND GENERAL REQUIREMENTS.**

All star graded accommodation has to meet current legislation and Statutory Requirements, and the Minimum Requirements for Health & Safety, Security and Maintenance listed below.

For detailed information about legislation accommodation providers need to comply with, including legislation listed below, see [www.accommodationknowhow.co.uk](http://www.accommodationknowhow.co.uk)

**STATUTORY REQUIREMENTS**

**Minimum Requirements - All Star Gradings:**

**Premises:** Planning Permission/ Housing/Private Water Supplies/TV Licensing

**Safety:** Fire, Gas and Electrical Safety Regulations/Electrical Appliance Testing/Product Safety/Health & Safety at Work/Bunk bed regulations/British standards for furniture & equipment

**Trade Description:** Advertising/Prices/Unfair Contract Terms/Signage

**Discrimination:** Sex Discrimination/Race Discrimination/Disability Discrimination Act/Age Discrimination



**Records:** Immigration Hotel Records/Consumer Protection/ Data Protection

**Notes:**

1. **Declaration:** The Application for Assessment and Grading by Direct Tourism Services includes a declaration to be signed by all applicants which confirms that they are complying with all current statutory requirements and legislation.
2. **Public Liability Insurance:** Assessors will ask to see evidence of current Public Liability insurance cover.
3. **Fire Risk Assessment:** Assessors will ask to see a current Fire Risk Assessment.
4. **Access Statement:** Assessors will ask to see evidence that proprietors have a written accurate Access Statement which is publicly available. An Access Statement is a clear, accurate, and honest description of current facilities and services offered which will make it possible for a visitor to make an informed decision about whether your property meets their access needs. See <http://www.tourismtrade.org.uk/quality/assessmentstandards/NationalAccessibleScheme/Access/accesstatments.asp> for further information.

## HEALTH & SAFETY

### Minimum Requirements - All Star Gradings:

Evidence of maintenance of high standards for safety and security.

Clearly displayed information on procedures in case of emergency:

*Contact details of owner or agent and how to contact in case of emergency. (Agent to have keys to property). Details of emergency services: doctor, vet, dentist, Fire Service, hospital casualty unit, nearest payphone, etc.*

Evidence of compliance with The Regulatory Reform (Fire Safety) Order 2005. Information on what to do in event of a fire on the premises.

Guests to have keys to enable access to their unit/other facilities.

Public areas of buildings, stairwells, car parks, external steps and paths to have lighting at nights for safety reasons.

Emergency lighting to be available in accordance with property's current Fire Risk Assessment. Candles not acceptable.

Units should have an electricity supply. Where mains electricity not available, voltage to be stated. Must be adequate power sockets for electrical appliances in unit.

Appropriate refuse disposal systems in place complying with Local Authority requirements. Details of refuse collections to be clearly displayed.



Dustbins must have lids. Segregated waste containers desirable.

## **MAINTENANCE**

### **Minimum Requirements - All Star Gradings:**

Exterior in good condition. No risks or hazards presented by building, roads and paths.

Furniture, floor coverings, fixtures and fittings to be well maintained, sound, clean and fit for purpose, complying with fire regulations and relevant statutory requirements.

Gas, electrical and oil fired equipment to be safely maintained, serviced regularly and fit for purpose, complying with all relevant statutory requirements.

## **OTHER GENERAL REQUIREMENTS**

### **Minimum Requirements - All Star Gradings:**

Assessors consider the overall comfort and ease of movement for guests taking account of usable floor space around furnishings, fittings and equipment. Space in living and sleeping areas must allow freedom of movement and easy access to/use of beds, sofa beds, doors and drawers. For example, it must be possible to open drawers and doors fully.

As a guide, accommodations providing a total area (living, sleeping, kitchen and bathroom) of less than 18.60 sq.m (200ft) for a 2 person unit + 7.40 sq. m (80sq.ft) for each additional person accommodated are unlikely to be acceptable. For a Star grading above the basic One Star level, floor areas will need to be larger with considerably more usable space around furnishings and equipment.

Ceiling heights should enable a person of 183cm (6ft) to move without stooping. Eaves/sloping roofs must not unreasonably restrict movement.

There should be sufficient furniture, furnishings, equipment, crockery, glass and cutlery for maximum number of occupants which can be accommodated.

## Section 1 - CLEANLINESS

### Minimum Requirements - All Star Gradings:

Cleanliness is of the utmost importance to guests and high standards of cleanliness throughout must be maintained at all times. The whole unit should be thoroughly clean and fresh. Meticulous attention must be given to kitchens, bathrooms, toilets and shower rooms and particularly to those items with which guests come into direct contact:

*Bathroom fittings and sanitary ware, plugholes, shower curtains, mirrors, extractor fans.*

*Bedding, linen, towels.*

*Flooring and seating.*

*Crockery, cutlery, glassware, kitchen equipment and utensils.*

Proprietors must ensure that units are thoroughly cleaned throughout before each new letting, regardless of whether previous guests have already cleaned them.

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<p><b>Assessment of all internal areas including:</b> Living and dining areas, Halls, stairs &amp; landings, Conservatories, Corridors, Bedrooms, Bathrooms, Kitchens/larders, Porches.</p> <p><b>NOTE:</b> <b>See Hints &amp; Tips at Appendix 2.</b></p>	<p>Property thoroughly clean and tidy throughout.</p> <p>Surfaces and equipment clean, free from dust and smears.</p> <p>Smells clean and fresh.</p> <p>Floors clean/carpets hoovered.</p> <p>Minimal lime scale or mildew on tiled areas.</p>	<p>As One Star No clutter.</p>	<p>Very good standard of cleaning.</p> <p>More evidence of attention to detail in all areas, e.g. brass and silver newly cleaned.</p> <p>Curtains, carpets and soft furnishings deep cleaned regularly and consistently maintained.</p> <p>Drawers lined.</p>	<p>High standards of cleanliness throughout with greater attention to detail. Extra blankets, etc. stored in protective containers.</p>	<p>Excellent standards of pristine cleanliness giving a fresh and airy ambience.</p> <p>Surfaces, carpets, curtains and soft furnishings impeccably clean.</p> <p>Surfaces, mirrors and ornaments spotless and shining. Bed linen, etc. immaculately ironed.</p>



**Section 2 – HOSPITALITY, WELCOME, SERVICE & COMPETENCY** Covers procedures for and communication with guests during booking, pre-arrival and arrival, together with information provided in unit.

### **Minimum Requirements - All Star Gradings:**

#### **Pre-arrival (Information for guests, prior to booking)**

The property, amenities, facilities and services must be accurately and fairly described in advertisements, brochures, websites, written and spoken communications. Following information to be available in advance of booking in a written or printed brochure/leaflet or in PDF format:

*Full details of unit including, number of bedrooms and beds + sofa or z beds. Details of bathroom facilities. Linen/towels provided or not.*

*Map and/or directions*

*Unit Layout (desirable )*

*Car parking*

*Arrangements for pets*

*Type of water supply*

*Type of energy supply + voltage if not main*

*Distance from nearest shop(s) and public transport.*

If requested and where possible, guests should be allowed to view property before booking.

Prior to booking, prospective guests should be fully aware of :

*What is included in quoted prices for the accommodation, policy on deposits, and when payments are due.*

*Prices including service charges, taxes and other surcharges. Where VAT is applicable, prices shown must be inclusive of VAT.*

*Charges for additional services or facilities available, housekeeping and/or breakage deposits, cancellation and other terms and conditions.*

#### **Bookings**

At the time of booking visitors must be advised of:

*In-house policies on smoking, pets, children, etc.*

*Arrangements for access to property.*

*Any changes in description of property, booking procedures etc from those advertised.*

Prices quoted at time of booking should not be exceeded. Details of payments due should be provided to visitors - it is best practice to ensure all visitors receive written/emailed confirmation of booking and terms and conditions.

Receipts to be provided if requested.

#### **Visitor Arrival & Welcome**

Visitors to be met by owner or agent wherever possible and registered, given keys to the property and a tour of facilities with advice on how to use equipment/facilities. Arrangements for emergencies/contact numbers must be explained. Inventory of equipment to be provided.

**Visitor and Tourist Information**

- Tourist Information to be provided in the unit. Should be well presented information on what to see and do in the area.
- This section also covers extra measures which add to the potential enjoyment and comfort of the visitor – books, videos, games etc
- Information provided on facilities in the property, how to use equipment, what to do in case of emergency/contact numbers, etc.
- Up to date Access Statement and other information for disabled visitors to be available.

**Note: See also Health & Safety and Security section above.**

**HOSPITALITY, WELCOME, SERVICE & COMPETENCY – QUALITY INDICATORS**

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<p><b>Pre-Arrival</b> Assessment of information about the unit and area provided prior to booking on websites/brochures and/or sent to visitors.</p>	Information provided on simple typed sheet/ printout.	More detailed information available. Can still be very simply presented.	Higher level of information in leaflet including photograph or sketch. Could include a personal letter/email. Basic website - good information/option to make booking enquiry on-line.	Good information in well laid out brochure, on good quality paper, with photographs. Could be home produced. Professional looking website/easily navigated.	Professional brochure with comprehensive information pack about property. Excellent user friendly website providing comprehensive information. Easy to use and navigate.
<p><b>Booking</b> Assessment of Booking Procedures. It is good practice to include details of when payments due in confirmation letter, with terms and conditions.</p>	Confirmation letter should be sent by post /fax/email with good map and clear directions to property.	As Two star. Each enquiry or booking to receive a personal response,	Simple but efficient and effective booking procedures. Enquiries likely to receive a prompt response by letter or email.	Very well organised and efficient booking procedures. Prompt responses to all enquiries and bookings.	Excellent and comprehensive booking procedures. Online and telephone bookings accepted. Terms & conditions, cancellation procedures and detailed directions sent with personal confirmation letter or

					email and tourist information.
<p><b>Visitor Arrival and Welcome</b> Assessment of welcome procedures and arrangements for access to property. Also includes efforts/ actions taken to provide a welcoming and comfortable ambience e.g. flowers, books and videos, ornaments etc.</p>	<p>If it is not possible to welcome visitors personally a key can be left for them. Advice on how to use facilities/ equipment. Fire alarms/equipment explained and advice on what to do in case of emergency clearly visible.</p>	<p>If it is not possible to welcome visitors personally, visitors could collect key from nearby key holder. May be limited provisions.</p>	<p>As Two Star with welcome drinks – tea and coffee - provided. Beds made up if linen is provided. Letter or card in property welcoming visitors and inviting contact with owner or agent at any time during stay.</p>	<p>Personal welcome desirable. Or very good welcome drinks tray plus personal letter or a phone call or visit after guests arrived. Beds made up prior to visitor arrival. Welcome Pack of provisions may be included – e.g. milk, flowers, fruit, bread, biscuits, eggs etc.</p>	<p>Visitors welcomed personally and/or receive a phone call or visit after 24 hrs to ensure they are happy with property. Welcome drinks/snacks provided. Welcome Pack provided, preferably including locally sourced produce. On arrival units are warm, well lit with fires laid or already lit.</p>
<p><b>Visitor Information</b> Assessment of information provided to visitors about the property and what there is to see and do in the area. Includes personal touches to make visitors feel more welcome.</p>	<p>Information available on what to see and do in area, local shops, inns and restaurants, attractions and activities etc. May be informally presented. Details of how to use facilities and equipment, refuse collection times and what to do in case of emergency + contact numbers. Few personal touches.</p>	<p>Wider range of visitor information on the local area available. Some personal touches – flowers/plants, books, ornaments.</p>	<p>More extensive range of detailed visitor information e.g. local church services, notebooks with guest reviews of local places to eat, recommendations for days out, accessible places to visit. Information on property clearly presented in easy to use formats. More books, magazines, games ,</p>	<p>Visitor information well presented for local area and further afield, including suggestions produced by owners e.g. walks from unit, Itineraries for days out, what do when it rains, places to visit with children. Promotion of local facilities and shops/farms providing locally sourced food. Good range of extra items to enhance guest enjoyment – DVDs, CDs,</p>	<p>Very comprehensive information on attractions and activities in area presented to very high standards including books and maps for special interests relevant to area, details of What's On – festivals and events etc. Range of walks, cycle routes etc. Excellent additional touches e.g. could be very good audio</p>

			plants, crafts, etc.	outdoor games, maps, barbecue, hot tub, etc.	equipment and range of CDs/DVDs/blanks, or good quality toiletries, cookbooks and ideas for recipes using locally sourced ingredients.
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### Section 3 - EXTERIOR

#### Minimum Requirements - All Star Gradings:

##### Buildings, Out-buildings and storage areas:

- Well maintained in condition, tidy and clean and fit for purpose. Well lit entrance area, steps, and paths to parking if some distance from unit.

##### Gardens/Grounds/Parking:

(NOTE: This section is not assessed if units have no grounds, gardens or parking).

- Well maintained gardens and areas which are part of unit.
- Where a garden is available to unit, garden furniture should be included.
- Other external areas and facilities under control of operator to be in good condition with appropriate lighting.

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Assessment of maintenance, repair and decoration of buildings, out-buildings and storage areas including: Bricks, Stonework Woodwork, Painting	Exterior to main building, outbuildings and surrounding areas maintained in acceptable condition, clean and tidy  Some defects to stone,	Very few areas showing small defects to exterior of buildings or signs.	Well maintained – no obvious defects though may be some signs of weathering.  Displayed signs in good condition.	Main building and outbuildings show evident high standards of maintenance e.g. paintwork & stonework. May be some natural weathering but no signs	Evident excellent standards of maintenance to external of buildings, outbuildings and signs. No unsightly defects or staining.

<p>Gutters, Downpipes, Plumbing Roofs and Chimneys Lighting Window Boxes, Tubs, Hanging Baskets attached to buildings. Assessment also includes condition, clarity and maintenance of signs attached to exterior of buildings.</p>	<p>brickwork, painting and other signs of ageing could be present.</p> <p>Clearly visible property name.</p>			<p>of neglect.</p> <p>Measures taken to improve external appearance, particularly in units with no garden – e.g. hanging baskets.</p>	<p>Use of attractive features to enhance property – window boxes, trellises.</p> <p>Clear, easy to read and well lit signs.</p>
<p><b>Quality Indicators:</b></p>	<p><b>One Star</b></p>	<p><b>Two Star</b></p>	<p><b>Three Star</b></p>	<p><b>Four Star</b></p>	<p><b>Five Star</b></p>
<p><b>Gardens, Grounds, Parking</b> Assessment to include areas under the owners control which are visible from unit or to which guests have access including: Garden and external areas, hedges, trees and shrubs , garden furniture, paths and terraces, driveways, parking You only get one chance to make a first impression so make sure the external areas of your property are welcoming, clean and tidy. Consider guest privacy and needs/interests e.g. ponds not desirable for families with children, older people likely to be interested in gardens.</p>	<p>Basic garden and grounds but tidy and well kept, and not overgrown, so that first impression is acceptable.</p> <p>Measures in place to prevent unwelcome intrusion of animals into grounds.</p> <p>Adequate access and, safe, reasonably maintained parking - or information provided on where to park.</p> <p>Refuse bins well</p>	<p>First impression pleasing with more evidence of work to provide attractive garden.</p> <p>Safe well defined paths.</p> <p>Parking area defined in some way.</p>	<p>Attractive garden and, grounds – well maintained and tidy.</p> <p>Easily accessible parking area clearly defined with good surface and no potholes.</p> <p>Good external lighting where required e.g. if parking area is some distance from unit.</p>	<p>Evidence of high standards of gardening with attention to detail e.g. colourful borders/tidy flower beds, wide level paths, hedges, lawns, trees and shrubs well tended.</p> <p>Good surface to parking area, weed and pothole free and ideally close to property.</p> <p>Refuse bins hidden or screened.</p> <p>Driveway and car park well lit.</p>	<p>Gardens and/or grounds developed and maintained to excellent standard with evidence that interest and appearance sustained throughout seasons. Lawns and edges well cut, hedges trimmed, colourful borders. Good attention to detail – features like terraces, summer houses/topiary/ excellent garden furniture.</p> <p>Plenty of parking for guests on good surface</p>

Encourage natural species and wildlife in appropriate areas.	positioned.  No litter.				adjacent to unit with good lighting. Evidence that security for cars considered.  Effective well positioned lighting.
<b>Location &amp; Environment</b> Assessment of the location and environment and any positive or negative aspects which impact on the guests' experience, including the approach from the road. Measures taken to minimise adverse impacts will be taken into account.	First impression satisfactory.  Any noise levels from traffic or nearby industries at acceptable levels.	Evidence of attempts to reduce noise levels e.g. double glazing.  Where there are multiple units on site, these could be close together. Screening desirable.	Good first impression with no intrusive noise levels.	Very good location and environment.  Could be in an excellent location but very close to other units.  Could be a secluded location with no intrusive noise levels but with some detracting factor e.g. very remote/ difficult access.	Excellent location and environment. Likely to be an appealing property. Could be in a lovely, secluded rural position, maybe a waterside unit, in an AONB, or with a great view. Alternatively could be in an interesting town centre local close to restaurants, shops and other facilities.

**Section 4 - INTERIOR – Additional Requirements for non self-contained units and 5 star self-contained units.**

Note: A self-contained unit must have bedrooms, bathrooms, public areas and kitchen all contained behind one door, with occupiers having sole access.

<b>Additional Requirements for Non Self-contained Units:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
	All facilities must be for the use of one	There must be only one non self-	Up to three star level it is acceptable to	All units have to be totally self-contained.	

	unit.	contained unit on one floor.	have non self-contained units where there is only one unit and guests have sole use of the upper floor.		
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**Additional Requirements for 5 Star Self-Contained Units**

- Meter readings acceptable, but coin meters or smart card systems for fuel are not acceptable.
- Two items for the following to be provided:
 

<b>Hi-Fi/Music Player</b>	<b>Tumble drier</b>
<b>DVD Player/Recorder</b>	<b>Telephone</b> for incoming and outgoing calls – could be prepaid mobile.
<b>Video/PVR Player/Recorder</b>	

**Section 5 - LIVING AND DINING AREAS**

Assessment includes halls, corridors, lounges, conservatories, dining rooms, stairs and landings.  
Bars, cafes and restaurants on site are assessed under Optional Facilities.

**LIVING AND DINING AREAS - COMFORT, SPACE AND EASE OF USE**

**Minimum Requirements - All Star Gradings:**

- Enough seating on easy chairs and/or sofas to be provided for maximum number of occupants.
- Dining tables and seating for maximum number of occupants.
- Where TV signal available, colour TV to be provided at no additional charge. If terrestrial TV not available, alternative service (e.g. cable or satellite) to be provided where possible. If terrestrial TV channels are unavailable, efforts should be made to provide alternatives, like cable or satellite TV. A dispensation may be applied for where an accommodation has a Peace & Quiet policy which is included in all promotional material and all guests are advised at time of booking.
- Living areas to have non-flammable waste paper bins.
- Fireplaces in use must have appropriate fire guard, hearth brush/poker, tongs etc. Shovel and bucket to be available for ash removal.

**Additional Requirements for Four Star Gradings:** Comfortable seating on easy chairs/sofas to be provided in lounges.

**Additional Requirements for Five Star Gradings:** See Additional Requirements under **Interior** above.

**LIVING AND DINING AREAS – COMFORT, SPACE AND EASE OF USE - QUALITY INDICATORS**

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
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<p>Assessment of space, layout of furniture, furnishings and equipment and ease of use to provide maximum comfort and convenience for visitors e.g. Is there enough space to accommodate the maximum number of guests for dining, sitting etc. Is it necessary to move furniture to use equipment, watch TV easily? Impact of use of sofa beds.</p>	<p>Adequate. Not much thought given to layout but sufficient space for reasonable ease of use and movement. Basic range of furniture providing acceptable level of comfort. May be disproportionate items.</p> <p>Usually not subject to disturbance from external noise or smells. Minimal noise from internal sources like plumbing.</p>	<p>Quite good comfort levels. Easy to use all facilities. Limited range and type of seating. No disturbing external noise/smells</p>	<p>Good comfort levels. Convenient layout allowing plenty of space for functional activity/freedom of movement. Good range of easy chairs and/or sofas. Good air circulation.</p>	<p>Very good comfort levels. Layout well planned to make most of available space and allow generous free space/freedom of movement. Visitors all able to dine together in one location. If kitchen/living room open plan, measures taken to ensure cooking smells/steam etc do not reach sitting areas, e.g. use of extraction fans.</p>	<p>Excellent comfort levels. Good range of excellent quality, very comfortable seating. Separate lounge and dining room or, if open plan lounge/dining area, it must have excellent layout and be extremely spacious. Lots of free space. May be additional areas e.g. second sitting room, conservatory, or games room etc. Facilities conveniently placed and easy to use, plenty of clear surfaces and good access to power points. No intrusive noise.</p>
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<b>LIVING AND DINING AREAS – DECORATION</b>					
<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
<p>Assessment of quality, application and condition of decoration. Includes walls, ceilings, woodwork</p>	<p>Basic, functional decor. Clean and tidy. Could be some signs of wear and tear.</p>	<p>Quite good quality and application of decor with few defects.</p>	<p>Good overall interior design and decor with evidence of co-ordinated design.</p>	<p>High quality design and decor applied and finished to professional standards. Few signs of</p>	<p>Excellent overall interior design. May have interesting architectural /design</p>

and other adornments and decorations like pictures and prints. Care is taken to ensure the assessor's design and style preferences do not influence the assessment.	Little sign of co-ordination. Few pictures or wall adornments.		Wall coverings and paintwork of good quality and finish. Evidence of ongoing maintenance and refurbishment. Likely to be pictures, hangings and other adornments where compatible with design concept.	wear. Appropriate use of wall adornments and ornaments.	features. Professional finish to all decor with wall coverings and paintwork of very high quality. Where appropriate use of quality pictures, prints, artwork, objects of art, etc. to provide distinctive character.
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### LIVING AND DINING AREAS – FLOORING

#### Minimum Requirements - All Star Gradings:

There must be suitable finishes or floor coverings on floors in all living areas, conservatories, halls, staircases and corridors.

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Assesses quality, condition and fitting of all floor coverings such as ceramic, natural wood or vinyl, carpets, coir matting, rugs etc. Note: it is good practice and hygienic to provide easily cleanable flooring in kitchens, bathrooms and WCs.	Floor coverings must provide acceptable degree of comfort. Could be some wear and tear and need not be professionally fitted.	Quite good quality – carpets can have high proportion of man-made fibres. May be some small damage to tiling but grouting clean.	Good quality, comfortable floorings in good condition with some co-ordination with decor. Carpets usually with some wool content and underlay. Wood/laminate/tiled floors well maintained. Tile grouting to be clean.	Normally professionally fitted floorings of high quality and condition – could be slight signs of wear but no excessive wear. Alternatively could be of good quality in excellent condition. High quality rugs expected on wood or laminate floors, preferably non-slip.	Professionally fitted very high quality flooring in excellent condition with no obvious signs of wear and tear. Excellent comfort levels. Substantial underlay for carpets. Wooden floors of high quality with rugs where appropriate.

## LIVING AND DINING AREAS - LIGHTING, HEATING, VENTILATION

### Minimum Requirements - All Star Gradings:

#### Heating and Ventilations:

- Living room areas must have at least one window with clear glass opening directly to open air.
- An adequate means of heating must be available at all times in all living areas.
- Calor gas heaters and free standing paraffin stoves are not desirable for safety reasons.

#### Lighting:

- All lights must have shades, unless the bulbs are decorative – e.g. candle bulbs.
- Living areas have to be adequately lit, with larger rooms having a greater range of lighting and higher wattage.
- Minimum levels of lighting acceptable are 140 watts (cumulative) or energy saving wattage equivalent for living areas.

ORDINARY LIGHT BULB	ENERGY SAVING LIGHT BULB
100 Watt	20 – 23 Watt
75 Watt	15 – 18 Watt
60 Watt	11- 13 Watt
40 Watt	9 Watt

## LIVING AND DINING AREAS - HEATING AND LIGHTING – QUALITY INDICATORS

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<b>Lighting</b> Assessment covers quality and levels of provision of lighting in all areas including corridors, halls, lobbies, stairs and landings. A balance of natural and artificial light	Levels adequate and correctly positioned to allow for normal use of unit.	Levels quite good – possibly main light +one other light positioned to enable reading with ease. Cumulative wattage to be higher than the minimum requirement of 140 watts.	Ample natural light. Controllable lighting with good levels of illumination in all areas. Usually several light sources e.g. main light + table lamps.	Very good controllable lighting levels – should be several types e.g. wall lights/standard lamps/table lamps/ spotlights/ picture	Excellent lighting levels with creative use of lighting to create a good ambiance and to ensure practical use e.g. reading.

should provide illumination suitable for size of unit and number of visitors accommodated.				lights. May be dimmers in rooms.	
<b>Heating</b> Assessment covers quality and levels of provision of heating in all areas including corridors, halls, lobbies, stairs and landings.	Adequate and effective heating for room sizes, not necessarily automatic or fixed installations.	Could be free standing – may be automatic or thermostatically controlled.	Automatic fixed heating, well fitted, with good levels of heating/even temperature levels in all areas. May be thermostatically controlled.	Very good heating available at all times. Fixed, automatic and thermostatically controlled heating.	Heating levels can be controlled by occupants in all rooms and areas of unit at any time of day or night. (Note: not possible with some older night storage heaters.)

### LIVING AND DINING AREAS - FURNISHINGS AND FITTINGS

#### Minimum Requirements All Star Gradings:

- Opaque curtains, blinds or shutters must be fitted to all exterior windows in living areas.  
(Note: Roof window lights and the apex of A Framed windows only need to be curtained if the area is used as a sleeping accommodation).
- Where the living area is also used for sleeping, or where privacy is an issue, exterior and interior glass doors will also require opaque coverings.
- If the living areas are used for sleeping accommodation (e.g. sofa bed) adequate storage must be provided for bedding and clothing.

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Assessment of quality and condition of furniture in dining and living areas – curtains and poles, seating and cushions, TV, lighting and heating equipment.	Basic but adequate quantity and quality of furniture, furnishings and equipment. Fit for purpose. Little evidence of co-ordination. Curtains must meet in the middle – could be unlined. Blinds to unfold/fold	Better quantity of furnishings and equipment in quite good condition – may show signs of wear or be rather dated. Clean curtains of quite good quality running freely.	Good quality and quantity of furnishings and equipment. Good co-ordination where appropriate to design concept. Better quality lined curtains. No watermarks. If separate dining room provided,	High quality of furnishings and equipment offering high level of comfort. Need not be new. Generous fully lined curtains. Could have pelmets, swags or tiebacks.	Excellent quality and condition of furniture – modern, reproduction or antique. Co-ordination of colour, fabrics and furniture where compatible with design concept. Excellent quality soft fabrics.

	with ease.		comfortable space/ seating for maximum number of visitors.		Very high quality, full curtains with ample drape in fine quality fabrics, well fitted. Should be overall feeling of luxurious comfort.
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## Section 6 - BEDROOMS

### BEDROOMS – COMFORT, SPACE, EASE OF USE

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<p>Assessment takes account of usable space and layout of furniture to maximise convenience and ease of use. Crowded rooms score lower.</p> <p>Considers whether furniture has to be moved to get access, usable space, luggage storage space, location and supply of sockets and power points. Extension leads and adaptor plugs should not be used. Bunk bed lights to be hard wired.</p>	<p>Layout rudimentary.</p> <p>May be large furniture restricting ease of use, but should provide adequate free movement, not too restricted by low beams, etc.</p> <p>May be some very low level noise from plumbing, etc.</p>	<p>Quite good usable space and layout.</p> <p>Could be basic range of furniture.</p> <p>Rooms appear uncluttered.</p> <p>Facilities easy to use.</p>	<p>Good usable space and layout and levels of comfort.</p> <p>Very easy to use facilities.</p> <p>Practical, comfortable layout of furniture with space for freedom of movement.</p> <p>Easy access to both sides of double beds.</p>	<p>Very good usable space and layout/easy to use all facilities.</p> <p>Bedrooms not necessarily large but good layout of furniture creating more spacious feel.</p> <p>Very good access to both sides of double beds.</p>	<p>Excellent and convenient layout and generous usable space.</p> <p>All bedrooms large enough to accommodate usual bedroom furniture and allow easy access to all facilities, whilst still leaving generous free space and excellent access to both sides of double beds.</p> <p>Good luggage storage -</p>

<p>Bedrooms with sleeping platforms/restricted headroom and mattresses on the floor are unlikely to score well. Galleried bedrooms in units sleeping more than 2 people are also unlikely to score well.</p>			<p>Minimal intrusive noise from plumbing, corridors etc.</p> <p>Storage space for luggage available.</p>		<p>does not have to be in the room.</p> <p>No intrusive noises or smells.</p>
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<b>BEDROOMS – DECORATION</b>					
<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
<p>Assessment of quality, application and condition of walls, ceilings and woodwork. Also includes any wall decorations like pictures, prints, etc. Care is taken to ensure that the personal tastes of assessors do not impact on the assessment.</p>	<p>Basic decor with little embellishment.</p> <p>Could be some signs of wear and tear.</p>	<p>Quite good quality decor. May not be new but applied well and with few defects.</p>	<p>Good decor demonstrating design concept and good co-ordination where compatible with overall design.</p> <p>Wall coverings paintwork and woodwork applied to professional standard with good finishing. Evidence of ongoing maintenance and refurbishment.</p>	<p>Very good interior design in good condition and finished to professional standards.</p> <p>Use of pictures, wall hangings, etc. to good effect where appropriate.</p> <p>Pipes and wires should be concealed where possible.</p>	<p>Excellent interior design throughout unit, with high quality professional finishes to wall coverings, wood work and paintwork in excellent condition.</p> <p>High attention to details. May be interesting and distinctive features and art work, etc. Attractive and well displayed pictures, hangings,</p>

			Pictures and/or other embellishments used appropriately.		prints, flowers, etc.  Restrictions on listed buildings taken into account.
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### BEDROOMS - FLOORING

#### Minimum Requirements – All Star Gradings:

- There must be appropriate floor finishes and coverings in all areas
- Bedside rugs or carpets should be non-slip.

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<p>Assessment of all types of flooring: carpets, natural wood, vinyl, laminates or ceramics.</p> <p>High quality carpets are recommended for comfort of guests, and for prolonging life of carpets.</p>	<p>Flooring provides adequate comfort – could include carpets, wooden floors, laminates, ceramics, or vinyl.</p> <p>Could have some signs of wear and tear.</p>	<p>Better quality flooring in quite good condition.</p> <p>Carpets might contain high proportion of man-made fibres.</p> <p>Wooden or tiled floors should have minor damage only.</p>	<p>Good quality comfortable flooring, well fitted and in good condition.</p> <p>Carpets usually with some wool content and underlay.</p> <p>Wooden floors to be in good condition, usually with rugs.</p>	<p>Very good quality floorings though may not be new/showing signs of wear. Alternatively could be good quality, in excellent condition.</p> <p>Very good under foot comfort levels. Usually would expect flooring to be professionally fitted. High quality rugs are expected on wood or laminate floors – non slip.</p>	<p>Excellent quality professionally fitted flooring in excellent condition with no obvious signs of wear.</p> <p>Carpets should have a substantial underlay.</p> <p>Wooden floors to be in excellent condition with high quality rugs.</p>

## BEDROOMS - LIGHTING & HEATING

### Minimum Requirements – All Star Gradings:

**Lighting:** Bedrooms must be appropriately lit with minimum cumulative lighting levels of 140 watts or low wattage equivalent. Larger rooms should have a wider range of lighting and higher cumulative wattage. Lights must have lampshades.

**Heating/Ventilation:** Every bedroom must have at least one window opening directly to fresh air. Windows in bedrooms should have opaque curtains, blinds or other window coverings. An adequate means of heating should be available at all times which in practice generally means heating needs to be provided in each bedroom.

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<p><b>Lighting:</b> Assessment of <b>levels</b> of lighting in relation to room size and visitor needs, and <b>quality</b> of lighting equipment. A balance of natural and artificial light is required and should enable all normal activities with ease e.g. applying makeup, reading etc. Light controls should be easy to access. Higher marks awarded for well thought out light positioning. Bunk Bed lights have to be hard wired.</p>	<p>Well positioned lights providing adequate lighting.</p> <p>Must be a minimum of 140 watts.</p>	<p>Quite good lighting higher with wattage equal to minimum of 160/200 watts.</p> <p>Could be main light and one bedside light.</p>	<p>Good levels of controllable lighting. Well positioned lights for practical tasks.</p>	<p>Very good lighting levels possibly with several types of lighting – wall lights, lamps, spots etc.</p> <p>Easily accessible controls.</p>	<p>Excellent controllable lighting levels with range of lights carefully positioned to enable practical use e.g. applying makeup, reading etc. Preferably main light controlled from door and bed. Bedside lights should turn off independently.</p>
<p><b>Heating:</b> Heating provided must be adequate and relevant to room sizes, and be capable of adjustment to suit individual</p>	<p>Not necessarily automatic or thermostatically controlled, but sufficient for size of</p>	<p>Could be free standing, might be automatic and thermostatically controlled.</p>	<p>Good levels of effective heating providing consistent temperature levels throughout rooms.</p>	<p>Automatic fixed heating, properly fitted. Could be thermostatically controlled heating.</p>	<p>Excellent heating with individual thermostatic controls. (Note: some older</p>



guests.	rooms. Windows can open and can be secured open.				night storage heaters do not allow this). Fans and supplementary heating available.
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**BEDROOMS - BEDS & BEDDING**

**Minimum Requirements - All Star Gradings:**

- If a bedroom is accessed through another bedroom this must be clearly described in all promotions/brochures/websites.
- If occupants have to use a bathroom accessed through another bedroom (i.e. it is not an en suite as it is also used by occupants of another bedroom(s) this must be clearly explained in promotions/brochures/websites as only being suitable for a single family. Where bathrooms are accessed through another bedroom it is very unlikely that a 5 Star grading could be achieved.
- One bed for adults which is not a bunk bed must be provided.
- Beds must be no smaller than following minimum sizes:  
 Double Beds – 183 cm x 120cm/6’ x4’ minimum size  
 Single Beds - 183cm x 76cm/ 6’ x 2’ 6” minimum size
- All mattresses must be in good condition, clean and fit for purpose, sprung or foam or of similar quality.
- All beds must have mattress protectors or under blankets – not plastic or rubber protectors. (Rubber covers can be provided for children but cannot replace the normal mattress protector).
- Bedding must be clean, ironed and properly aired. A duvet of appropriate tog rating (or two blankets and a bedspread) per bed and two pillows per person should be provided. Additional bedding to be provided for winter and shoulder season months.
- If linen is provided it should be cotton or poly-cotton and should be changed for new arrivals, with the offer of a weekly change of linen. Spare linen to be available.

**ADDITIONAL BEDS & BEDDING REQUIREMENTS:**

**2 Star:** All beds to be full size – see minimum sizes below:  
 Adult double – 190cm x 137cm/6’3” x 4’6” min.  
 Adult single - 190cm x 90cm/6’3” x 3’ min.  
 Child size - 183cm x 76cm/6’ x2’6” min.  
 Exception: Sofa bed mattresses – size of which must be clearly stated in all promotional material.

<b>3 Star:</b>	Must be access to both sides of double beds Bed linen (except cot bedding) provided. May be extra charge.
<b>4 Star:</b>	Bed linen provided at no extra charge and beds made up prior to arrival. All sleeping spaces included in promotional material must be in bedrooms. There is an exception for units clearly described as 'Studio Flat'.
<b>5 Star:</b>	All beds, including beds for children, to be full size. Children's 'Z' beds allowed for temporary use only.
<b>Galleried Bedrooms:</b>	Galleried bedrooms must be explained in promotional material. Units sleeping only two people can achieve any rating. Those sleeping more than two people will not be able to achieve a 5 star rating due to lack of privacy and potential light and noise intrusion.

### BEDROOMS – BEDS AND BEDDING – QUALITY INDICATORS

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<b>Beds:</b> Assessment of condition and quality of beds, bases, mattresses, frames and headboards. It is good practice to provide pillow protectors.	Beds and mattresses must be clean, of acceptable quality and fit for purpose. Not necessarily with headboards, but if provided they must be clean.  No sagging mattresses.	Beds and mattresses of quite good quality providing quite good comfort levels. Could have shallow bed bases and thin mattresses.	Good quality beds with headboards and sound bases – maybe old fashioned style but have to be in good condition. Firm mattresses. Good comfort levels.	Very good quality beds and headboards in very good condition with sprung bases and firm mattresses.	Excellent high quality beds providing very high comfort levels. For example Firm padded headboards, high quality bases and sprung mattresses.  Spotless headboards usually providing high comfort levels.
<b>Linen &amp; Bedding</b> Assessment of condition and quality of: Duvets, blankets Sheets, pillowcases Valances/bedspreads	Adequate quality, clean bedding with minimum requirement of duvets and/or blankets and pillows. Pillows may be of	Quite good quality bedding preferably matching – may be faded. Better quality pillows.	Beds made up with good quality co-ordinated bedding and linen –plentiful supply and well ironed.	Beds made up with Very good quality matching linen co-ordinated with bedding and decor.	Excellent quality and condition of linen and bedding co-ordinated with room decor. Choice of bedding e.g. high quality blankets and

Pillows Mattress & pillow protectors Spare bedding	man- made fibres but not stained.  Bed covers in good condition.  Additional bedding kept fresh, preferably wrapped.  Where provided, linen must be clean, freshly laundered and of acceptable standard.		Plump good quality pillows with additional pillows and bedding available.  Attractively presented beds. Valances on all divans.	Pillow protectors expected. Choice of pillow types desirable.  Higher quality valences.	bedspreads, fibre or feather duvets and pillows, different tog ratings for duvets etc. Duvets and pillows of generous proportions. High quality padded mattress covers and pillow protectors expected. Immaculately dressed beds with fresh, crisply laundered and ironed linen.
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### BEDROOMS - FURNISHINGS & FITTINGS

#### Minimum Requirements – All Star Gradings:

- At least one double or twin room in each unit should have the following furnishings:
  - Wardrobe or clothes hanging rail – hooks on backs of doors not acceptable as clothes have to be able to hang freely. Appropriate drawer space for size of unit/shelf space also acceptable.
  - Dressing table, or equivalent, with mirror.
  - Six clothes hangers per person. No wire hangers.
- Each bedroom to have a non-flammable waste bin.
- Each permanent bed, including bunk beds, should be provided with a bedside table or shelf and a light enabling reading in bed with comfort. Twin beds can share a light. Top bunks must have a light but may not have a shelf if it cannot be safely positioned.
- In Three Star units** each bed space should have a bedside table and light. Twin beds may share. Bunk beds should be provided with a light for each occupant and a shelf for the top bunk, except where a shelf cannot be safely positioned.

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Assessment of all furniture,	Adequate quality and	Better range of	Good quality,	Very good quality and	Excellent quality and

<p>fixtures &amp; fittings including cushions, light and heating equipment, curtains/ blinds, rails and pelmets.</p>	<p>range of furniture, fittings and furnishings – may be sparse and not matching.</p> <p>Basic lighting &amp; heating equipment but clean and effective.</p> <p>Adequate window coverings. Clean curtains possibly unlined but must meet. Blinds should be easy to operate.</p>	<p>serviceable furniture but could be old fashioned or show signs of wear and tear.</p> <p>Quite good standards of lighting and heating equipment.</p> <p>Better quality, curtains or other window coverings.</p>	<p>condition and range of furnishings appropriate for room size. Generally matching and co-ordinated where appropriate.</p> <p>Preferably each bedroom to have a dressing table or equivalent, stool, drawer space.</p> <p>Wardrobe or curtained clothes hanging area in each room.</p> <p>Good quality lighting and heating equipment</p> <p>Substantial, lined curtains.</p>	<p>range of furnishings. Furniture may not be new but in very good condition and well co-ordinated. High levels of comfort.</p> <p>Well maintained good quality lighting and heating equipment</p> <p>Each bedroom to have a wardrobe, drawer space and dressing table or equivalent. Matching hangers.</p> <p>Substantial curtains possibly with pelmets, and tiebacks.</p>	<p>condition of furniture, well co-ordinated with soft furnishings. Added touches of luxury, e.g. cushions.</p> <p>Furniture could be antique, re-production or modern. Drawers should be lined.</p> <p>Immaculate high quality lighting and heating equipment.</p> <p>Generous, full curtains or window coverings of excellent quality.</p>
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## SECTION 7 - BATHROOMS AND WCs

### Minimum Requirements - All Star Gradings:

- At least one bathroom and one WC to be provided for every eight guests.
- Bathroom to contain bath or shower (with soap dish), wash basin, towel rail, shelf or flat surface, and bath mat and soap dish. If base of bath and/or shower are not non-slip, a non-slip mat must be provided. Hooks are not acceptable as an alternative to a towel rail.
- Washbasin in main bathroom must be a minimum internal size of 36cm x24cm (14"x 9"), though standard size preferable. (Additional basins elsewhere in unit can be smaller). There must be a mirror above or adjacent to the washbasin.
- Either a shaver point next to the bathroom mirror (preferably with a light) or an adaptor elsewhere in the unit near a mirror.

- If no bath is available this must be explained in promotional material.
- At least one WC to be provided in each unit with toilet paper holder, disposal bin with sanitary bags or a lidded bin, a toilet brush.
- Windows and any glass doors to bathrooms or WCs to have opaque curtains, shutters or blinds.
- Bathroom and toilet doors (en suites included) must have a bolt or lock.
- Hot water must be available at all times.
- Guest access to the bathroom through another bedroom is not usually acceptable, except where the unit is to be occupied by a single family.
- All bathroom/WC doors, including en-suites, must have a lock or bolt.

**Additional Requirements for 3 Star and above Gradings:**

**Three Star:** A shower should be available if more than 6 guests are accommodated. Can be fitted over bath but must be hands free.

**Four Star:** If unit sleeps more than six persons an extra WC and washbasin must be provided – may be in another bath or hands free shower room.

Ratio of 1 bathroom: 8 guests for bathrooms to be adhered to.

One bath towel and one hand towel per person to be provided without extra charge.

**Five Star:** Bath and hands free shower to be provided in main bathroom. (Exception made for level-entry shower for use by people with disabilities.

If more than 6 persons accommodated an extra bath or shower, toilet and washbasin to be provided. 1:8 ratio for bathrooms to be adhered to. Towels to be provided at no extra charge.

<b>BATHROOMS/WCs - COMFORT, SPACE, EASE OF USE</b>					
<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
Assessment of layout of bathroom and usable space available taking into consideration the convenience and ease of use for guests. Consideration is given to number of guests using bathroom, (e.g. space for toiletries), particularly if there is only one WC in the unit. Safety is an important	Basic layout and possibly restricted free space but should be adequate to ensure facilities can be used effectively. Possibly low level noise from plumbing. Adequate water pressure and drainage.	Quite good layout and greater free space providing improved access to bath, shower and WC. May be limited facilities but bathroom quite comfortable to use.	Good layout and space enabling easy access to and practical use of facilities. Good levels of comfort.	Convenient and easy to use bathroom with well planned lay out. Very good levels of comfort.	Spacious bathrooms with luxurious ambience. Very good layout providing ease of use and freedom of movement. Generous storage space for toiletries and generous towel rail space.

<p>consideration e.g. heaters should not be too close to WCs. Target markets are taken into account – for example, if families are targeted it is preferable to have a bath in the unit. If there is only a shower in the unit the hot water system should be able to sustain supplies for several consecutive showers.</p>					
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<b>BATHROOMS/WCs - DECORATION</b>					
<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
<p>Assessment of quality, condition and application of walls, ceilings, tiling, grouting, sealant and woodwork Wall areas likely to come into contact with water should be tiled. Pipes should be boxed wherever possible. Careful attention should be paid to grouting and sealant to avoid discolouration, mould and mildew.</p>	<p>Basic but functional decor. Minimal co-ordination.</p>	<p>Better quality decor in quite good condition, could be plain and may be some signs of wear.</p>	<p>Good quality and condition of decor appropriate for bathrooms and well maintained. Wall and ceiling coverings, woodwork, and tiling maintained in good condition.</p>	<p>Co-ordinated decor of very good quality finished to professional standards. Either excellent quality showing signs of age, or recently decorated to a very good quality.</p>	<p>Excellent quality wall coverings, tiling, grouting and seals professionally applied and finished. Strong interior design and use of distinctive decorations. Evidence of care and attention to detail.</p>

## BATHROOMS/WCS - FLOORING

### Minimum Requirements - All Star Ratings:

- Bathrooms and WCs must have hygienic, easy to clean floor coverings.

Quality Indicators:	One Star	Two Star	Three Stars	Four Stars	Five Stars
Assessment of quality, condition and suitability of all floor coverings including carpets, wood, laminate, vinyl, ceramic etc. It is good practice to provide non-slip flooring in bathrooms. Carpet is not considered the most appropriate flooring for bathrooms as it takes longer to dry and can present hygiene problems.	Adequate quality non-slip flooring providing reasonable comfort level. Minimal mildew or lime scale on tiled floors.	Quite good quality flooring. Little evidence of defects to tiling.	Good quality, comfortable flooring in good condition. Very comfortable under foot.	High quality flooring. Either originally very good quality but showing signs of wear and tear, or good quality in excellent condition. High levels of comfort. No areas with excessive wear.	Professionally fitted excellent quality flooring, well maintained with no prominent signs of wear. All grouting in excellent condition.

## BATHROOMS/WCS - LIGHTING & HEATING

### Minimum Requirements - All Star Gradings:

#### Lighting:

- Adequate lighting must be provided in all bathrooms and WCs with safety a high priority. Lights must have shades or be otherwise protected.

#### Heating:

- All bathrooms must have a window that opens or alternatively a local Planning Authority approved ventilation system.
- Bathrooms with an external window must have heating – a heated towel rail is acceptable but heated light bulbs are discouraged for safety reasons.

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Lighting: Assessment of the quality,	Adequate lighting in appropriate positions.	Higher than minimum of 160 or 220	Good levels of lighting thoughtfully positioned	Very good lighting particularly close to	Excellent quality and levels of lighting very well

<p>adequacy and suitability of lighting in relation to size and layout of bathroom. Where possible there should be a balance of natural and artificial light. For safety and convenience reasons, baths, showers, washbasins and mirrors should be well lit.</p>	<p>Minimum cumulative wattage of 140 watt.</p>	<p>cumulative wattage providing quite good lighting levels.</p>	<p>particularly round mirrors.</p>	<p>mirrors. Possibly several types of lights provided.</p>	<p>positioned and easy to access to provide ease of use of all facilities.</p>
<p><b>Heating and Ventilation:</b> Assessment of the quality, condition and efficiency of heating taking size and shape of bathroom into consideration. Bar heaters, circular radiant heaters and combined light/heat bulbs are not recommended and will score lower. Higher marks are awarded for automatic and thermostatically controlled heating. Extractor fans are recommended as they assist prevention of condensation and mildew.</p>	<p>Fixed heaters providing appropriate level of heating for size of room. May be window only with no added extraction, but with fitting to allow the window to remain open for ventilation.</p>	<p>Quite good level of heating, possibly automatically controlled.</p>	<p>Good and effective heating levels with consistent temperature throughout room. Heating should be fitted and not freestanding.</p>	<p>Very good heating levels properly fitted and thermostatically controlled. Usually both an opening window and an extractor fan provided – minimal noise from latter.</p>	<p>Excellent heating available at all times. Ideally a heated towel rail provided. Individual thermostatic controls on radiators/ towel rails. Preferably both opening windows and extractor fan with humidistat. Fans and supplementary heating available on request.</p>

**BATHROOMS/WCs - SANITARY WARE, FIXTURES & FITTINGS**

(See also Minimum Requirements and Additional Requirements)



Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<p>Assessment of quality and condition of:            Sanitary Ware – bath, shower, basin, WC, bidet, taps            Showerheads            Towel Rails &amp; Towels            Shower Screens/            Curtains            Curtains and Blinds            Mirrors &amp; Lights            Extractor Fans/Light fittings            Plugs/ Shaver points            Heating fittings            Bins and brushes            Matching and co-ordinated sanitary ware and fittings score more highly, as do substantial shower screens. A cast iron bath will achieve a higher score than a cheaper plastic model. Space for toiletries and position of shelves and mirrors, provision of sufficient towel rails is considered, as is ease of</p>	<p>Acceptable quality and condition of sanitary ware and fittings not necessarily matching.</p> <p>Flat surface/shelf available for toiletries.</p> <p>Adequate water pressure and drainage.</p> <p>Window coverings clean, properly fitted and covering whole window.</p> <p>Ground floor bathrooms to have opaque window coverings.</p>	<p>Sanitary ware and fittings may be old fashioned or showing signs of wear, but basically of quite good quality and condition.</p>	<p>Well fitted, substantial good quality and matching sanitary ware and fittings in good condition.</p> <p>Bath, WC, basin and shower tray co-ordinated.</p> <p>Secure shelf shower for toiletries.</p> <p>Fixed razor point and light next to mirror.</p> <p>Good quality curtain/blinds etc which can be drawn across whole window opening.</p>	<p>Very good quality and condition of sanitary ware and fittings with no cracks, crazing or dull surfaces, though may be slight signs of wear. Good co-ordination</p> <p>Good sized baths.</p> <p>Substantial shower screen or very good quality curtain.</p> <p>Very good, well placed shelf space.</p> <p>Very good quality mirror of good size and position for all heights.</p>	<p>Excellent quality and condition of co-ordinated sanitary ware/fixtures and fittings. All facilities easy to use.</p> <p>Both full size bath and thermostatically controlled shower provided.</p> <p>Full size washbasin.</p> <p>Generous well placed shelving space for toiletries.</p> <p>Well fitted window covering of very highest quality.</p>

access to soap and shelves in shower cubicles.					
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**Section 8 - KITCHENS**

**KITCHEN – COMFORT, SPACE & EASE OF USE**

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Assessment of size, layout, design and space of kitchens. Maximum number of occupants of unit and ease of use taken into account, particularly where dining area is included in kitchen. Safe use of all facilities and equipment is an important consideration in this assessment.	Acceptable but could have limited free space, storage areas and work surfaces. Must have adequate space for washing up and draining.	Evidence of greater degree of planning of layout providing more usable space for practical tasks and better access to cooker, fridge, sink etc.	Good layout allowing easy access to and use of all equipment and facilities. Good storage for food and equipment.	Very good layout and free space enabling ease of access to all units, and ease of use of all equipment and facilities. Good freedom of movement particularly between cooker/fridge /sink, and round dining table (if in kitchen). Units accommodating larger numbers should have sufficient space to allow more than one person to work in the kitchen at the same time.	Well planned layout with generous free space allowing excellent freedom of movement and convenient access to all equipment and facilities Generous storage space for all normal requirements.

**KITCHEN - DECORATION**

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Assessment of quality,	Basic but appropriate	Decor of good	Good quality,	Very good decor	Excellent interior design,

<p>application and condition of walls, ceilings, woodwork, splash backs/tiling, grouting and sealant. Great attention paid to hygiene and use of appropriate materials and finishes. Any wall adornments included in assessment.</p> <p>Care is taken to ensure that the personal design or style tastes of Assessors do not impact on the assessment.</p> <p>Note: It is advisable to use paints resistant to moisture and stains.</p>	<p>decor.</p> <p>Walls, work surfaces and ceilings, etc, very clean, though may be minor defects (smears, splashes, grease etc).</p>	<p>quality in good condition - could have slight signs of wear and tear.</p>	<p>appropriate decor.</p> <p>Co-ordinated and well applied.</p> <p>Durable, easy to clean finishes in appropriate positions e.g. tiling or splash-backs above work surfaces.</p> <p>All decor in good condition with evidence of on-going maintenance.</p>	<p>finished to professional standards and in good condition.</p> <p>Either excellent quality decor, older and showing signs of wear, or recently redecorated to very good quality levels.</p> <p>Minimal signs of wear.</p>	<p>decor and finishes, professionally applied.</p> <p>Likely to be co-ordinated if compatible with design concept.</p> <p>Very high quality, durable surfaces with negligible signs of wear.</p> <p>Evidence of meticulous maintenance e.g. grouting in tiled areas spotless. No splashes, burns, stain, etc.</p>
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## KITCHEN - FLOORING

### Minimum Requirements - All Star Gradings:

- All kitchen areas must have hygienic, easy to clean and safe floor surfaces and coverings.

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<p>Assessment of quality and condition of floor coverings including carpets, ceramic, wood, laminates, vinyl, etc.</p> <p>Special attention given to fitting, especially around units, cookers fridges etc.</p> <p>Carpets are not recommended in kitchen areas for cleanliness and hygiene reasons.</p>	<p>Flooring well fitted though not necessarily professionally fitted.</p> <p>Could be some signs of wear and tear but very clean.</p>	<p>Flooring of quite good quality and condition.</p> <p>Should not show signs of damage, stains or burns.</p>	<p>Good quality and very durable flooring in good condition with very good maintenance, particularly in heavy use areas.</p> <p>Clean grouting in tiled areas.</p> <p>Wooden floors in good condition.</p>	<p>Flooring of very good quality and condition, usually professionally fitted. Good co-ordination with decor.</p> <p>Either high quality flooring but not new and showing some signs of wear, or lesser quality in excellent condition.</p> <p>No areas with excessive wear.</p>	<p>Professionally fitted very high quality and easy to clean flooring in excellent condition.</p> <p>Minimal signs of wear.</p> <p>Evidence of excellent maintenance.</p>

## KITCHEN - LIGHTING & HEATING

### Minimum Requirements - All Star Gradings:

#### Lighting:

- Kitchens must have good lighting with a minimum cumulative wattage of 140 watts, or low energy-saving wattage equivalent.
- Larger kitchens should have appropriately higher levels and range of lighting. Lights should have shades or alternative protection and should enable safe use of cookers and work surfaces.

#### Heating:

- Kitchens must have an adequate means of heating at all times. If the kitchen is large, or in a separate room, this will normally mean heating is provided in the kitchen.
- Kitchens should have an opening window or a Local Authority approved ventilation system. Windows and external glass doors to have opaque curtains, shutters or blinds.

**Note:** Ventilation is very important in ensuring cooking smells and steam can be removed. A window which opens could provide adequate ventilation but in many cases an extractor fan is necessary, particularly if units are open plan. Fans with humidistats are particularly effective. Insufficient ventilation and/or heating can give rise to condensation.

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<b>Lighting</b> Assessment of provision and quality of lighting. There should be a balance of natural and artificial light. Special attention given to positioning of lighting equipment, safety and adequacy of supply of lighting in relation to room size.	Natural and/or artificial lighting sufficient for safe and practical use of facilities. In open plan areas, could be borrowed light. Must be minimum cumulative of 140 watts or low-energy wattage equivalent.	Higher than minimum wattage providing quite good lighting. Good natural light.	Good lighting levels possibly/ideally with lights over work surfaces.	Very good lighting levels including lighting directly over work surfaces. May include several types of lighting.	All areas excellently lit including cookers, hobs and work surfaces.
<b>Heating</b> Assessment of adequacy and quality of heating. Special attention given to	Satisfactory heating and ventilation – could be 'borrowed' if kitchen is part of an open plan	Good heating levels, possibly automatically controlled.	Effective heating providing overall uniform temperature.	Heating thermostatically controlled, well fitted.	Thermostatically controlled, easily adjustable heating. Forced extraction fans

positioning of equipment and safety and adequacy of supply of heating in relation to room size.	layout. Adequate ventilation – could be just windows that open to fresh air.		Good ventilation – may include extractor fan.	Likely to be both opening window and extractor fans.	expected - could have humidistats.
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## KITCHEN – ELECTRICAL & GAS EQUIPMENT, OTHER COOKERS

### Minimum Requirements - All Star Gradings:

#### Cookers:

- All cookers must be clean, fit for purpose and operating effectively.
- Each unit should have a cooker with oven including 2 shelves or more, grill, and four boiling rings which can be used at same time as oven or grill.  
A microwave can substitute for one boiling ring. A combination microwave (oven, microwave and grill) is acceptable as a grill or oven so long as a three ring hob is also provided.
- If the unit is for only two people, an oven, grill and two boiling rings must be provided.
- If the unit accommodates 12 people or more, it is expected that there will be additional cooking facilities.
- Each unit must have a microwave and compatible cookware and crockery.

#### Washing Machine

- **Four Star Rated Units** must provide access to a washing machine if there is no washing machine in the unit. For multiple units there must be one machine for every five units. A 24 hour laundry service is acceptable.
- **Five Star Rated Units** must have a washing machine in the unit. On multi unit sites the washing machine may be in an exterior laundry room with 24 hour access and may be coin operated. There must be one machine for every five units. At this level it is not acceptable for there to be access to the owner's washing machine. A 24 hour laundry service is acceptable.

#### Refrigerator/Freezer

- Each unit must have a refrigerator with an ice making compartment (unless a freezer is provided). Larder fridges are only acceptable if a freezer is provided.
- **Four Star Rated Units** must provide freezer space, or a 3 star icebox in a refrigerator. On multi unit sites a large freezer may be provided for use by up to five units, but security of guest's food must be taken into account.
- **Five Star Rated Units** must have a freezer in unit. An icebox is not acceptable.

#### Dishwasher

- If a dishwasher is provided all crockery, cookware, cutlery, glassware and utensils must be dishwasher safe. There should be sufficient crockery, etc. to ensure that the dishwasher does not have to be operated after every meal if only a few people are being fed.
- **Five Star Rated Units** must have a dishwasher of suitable size for maximum number of occupants.

**KITCHEN INVENTORIES: See Appendices 3 and 4 for a Kitchen Inventories for Self-catering Units and Serviced Apartments.**

<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
Assessment of gas/ electric equipment including cookers, hobs, fridges etc and small electrical equipment like liquidizers.	Basic minimum requirements. Must be clean and in good working order, but may be older.	Better range of equipment – some additional items. Could show signs of wear and tear. Multiple units to have use of washing machine facility.	Good range of equipment in good condition and properly maintained – minimal signs of damage.	Very good range of equipment. Could be excellent quality but showing some signs of wear.	Excellent quality/range of equipment in pristine condition. Ease of use considered e.g. split level cookers/food processors.

### **KITCHEN - FURNITURE & FITTINGS, STORAGE, WORK SURFACES, EQUIPMENT, ETC.**

#### **Minimum Requirements - All Star Gradings:**

- At least one hygienic work surface.
- Sink, draining board, dish rack. Hot water and cold drinking water.
- Storage space suitable for food.
- Storage space for crockery, cutlery, glassware, cookware, utensils and cleaning equipment/products.
- A vacuum cleaner in each unit - unless a daily cleaning service is provided.
- Covered adequate size waste disposal bin and liner, and containers for segregated waste in accordance with Local Authority requirements.
- Fire extinguisher/fire blanket suitable for kitchen fires – in accordance with the property’s current Fire Risk Assessment. Advice on suitable type of equipment and siting is available from the Shropshire Fire & Rescue Service.

<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
Assessment includes quality, condition and supply of any furniture in kitchen areas (e.g. dining table and chairs), kitchen units, work surfaces and cupboards, curtains/ window coverings, light and heating fittings, fans, etc.	Basic but adequate quality range and condition of storage units and work surfaces. Must have appropriate storage for food stuffs (e.g. cupboard or shelving.) Basic light fittings.	Quite good quality and supply of cupboards and work surfaces to enable normal practical use of facilities. May be dated and have some signs of wear.	Good quality, co-ordinated units which are well fitted and maintained. Plenty of storage space and work surfaces. Dining areas in kitchens to allow maximum number	Very good quality and quantity of units, food storage and work surfaces – all well maintained. No equipment or clutter on surfaces. Ample storage space.	Excellent quality and condition of floor and wall mounted units providing lots of storage space and generous work surfaces. Professionally fitted with high quality finishes. High quality dining table and chairs if

			<p>which can be accommodated to eat in comfort. Good quality dining table and chairs. Padded seats desirable.</p>		dining area located in kitchen.
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<b>KITCHEN - CROCKERY, GLASSWARE &amp; CUTLERY</b> See Inventories in Appendices 3 & 4					
Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<p>Assessment of provision of crockery, glass ware and cutlery for dining (not cookware), and quality and condition.</p> <p><b>See inventories in Appendices 3 and 4</b></p>	<p>Adequate provision in accordance with Inventory at Appendices 3 and 4. Adequate quality. Crockery must all be same pattern and not chipped, crazed or stained. Cutlery could be basic quality, or not matching. Limited range of glasses, do not have to match.</p>	<p>Better quality matching crockery. Cutlery could be thin or lesser quality but should be matching.</p>	<p>Good overall quality and condition. More substantial cutlery in good condition with no prominent signs of wear. Likely to be stainless steel. Selection of good quality glassware for different uses. Ample supply of good quality crockery, cutlery and glassware beyond minimum in inventory.</p>	<p>Very good quality matching crockery, cutlery and glassware in excellent condition, or excellent quality showing signs of wear.</p>	<p>Excellent quality china or stone ware. Very high quality stainless steel or silver-plated cutlery. Greater range of high quality matching glasses in several sizes. Additional items e.g. several sizes of bowls and jugs, extra serving dishes, garlic crusher etc. Plentiful supplies greater than requirement for number of occupants.</p>

## KITCHEN - COOKING EQUIPMENT AND UTENSILS –

See Inventories in Appendices 3 and 4.

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<p>Assessment of range, quality and condition of cooking pans, baking equipment, bowls, dishes and utensils taking into account number of guests accommodated. For example, larger properties are expected to provide larger pans and serving dishes.</p> <p><b>See Inventories in Appendices 3 and 4.</b></p>	<p>Basic range of pans as required in Inventory, clean and of serviceable quality. Limited range of utensils of adequate quality but need not be matching. Microwave cookware or compatible crockery.</p>	<p>Heavier quality pans with well fitting lids and secure handles. Wider range of utensils, need not be matching.</p>	<p>Substantial good quality pans in a range of sizes. Either once very good quality and now showing signs of wear, or new and of good quality in excellent condition. Good range of kitchen knives, wooden spoons and other utensils. No tarnished old or misshapen plastic utensils.</p>	<p>High quality pans, could be older with some signs of wear and tear. Wider range of kitchen utensils and cookware of several types and sizes.</p>	<p>Highest quality co-ordinated cookware, pans and utensils – a greater range than the minimum listed in inventory. Range of co-ordinated additional items e.g. additional pans, juicer, wok, scales, garlic press, etc. Wider range of microwave cookware or compatible crockery.</p>

## Section 9 - OPTIONAL FACILITIES

**Note:** These facilities may be provided as part of a self-catering let. If these facilities are available, their quality, condition and ease of use will be assessed and taken into account in the overall grading. For units which do not provide these facilities, this section will not be included in their assessment and there will be no negative impact on the rating awarded.

### LAUNDRY

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Assessment of a laundry room outside the unit, which could be the owner's laundry room or a facility shared with other units. Assessment includes all washing, drying and ironing equipment.	Adequate quality and condition of equipment. Fit for purpose and in good working condition with simple instructions. Practical working area provided. Could have limited hours of access.	Quite good quality and condition of equipment. Domestic type equipment – could be evidence of some wear and tear. More detailed instructions provided. Walls and floors with quite good finishes.	Good quality and condition overall. Domestic or professional type equipment capable of providing for needs of number of potential users. Good quality decor, well maintained with no intrusive or untidy storage areas. Access appropriate for size and type of operation.	Very good quality and condition overall. Very good provision of equipment, with more than minimum requirement of one washing machine for every 5 units. May have indoor drying area for wet weather clothing/ boots. Could have 24 hour access, or hours of access extended to meet guest needs. Could include keys provided to guests.	Excellent quality and condition overall. Layout allows ease of use of all equipment. High quality standards in decoration and cleanliness. Excellent supply and quality of equipment - may include washing machine, tumble dryer, spin dryer, hand washing facilities and ironing facilities. Clear instructions for all equipment. 24 hour access – could be by key.

### RECREATION

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Assessment of optional recreation facilities like swimming pool, barbecue, table tennis, sauna, hot tub, gym, nature trails etc.	Acceptable quality and maintenance of equipment. Safe, clean, fit for	Quite good quality equipment and facilities. Could be once high quality and showing	Good facilities and equipment in good working order -could be one type of activity provided to a good	Wider range of very good facilities well maintained to a very good standard. Where appropriate,	Highest quality facilities and equipment provided to an excellent standard and well maintained. Possibly extensive range of

	purpose and in working condition. Limited provision of or access to recreational facilities.	signs of wear and tear, or new of more modest quality. All equipment in working order.	standard. Appropriate opening hours for facility concerned.	could include changing rooms.	both indoor and outdoor facilities. Extended opening hours to meet guest requirements.
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<b>RECEPTION</b>					
<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
Assessment of quality, condition and cleanliness of optional provision of reception area. Location and signage also considered.	Reception not necessarily in a separate area - could be part of administration room or building. Basic level of visitor information provided. Could be a small area but of acceptable quality and maintenance. May be limited opening hours.	Decoration, flooring and furnishings of quite good quality and in sound condition. May have restricted opening hours.	Reception area provides comfort and sufficient space for ease of use by guests. Clean and tidy with good standards of decor and furnishings, maintenance and housekeeping. Provides good range of onsite and local tourism information. Opening hours relevant to function, size and location.	Very good reception area with well placed reception desk. Well decorated. Wider range of visitor information provided. Careful attention to detail evident. Very good house-keeping standards.	Excellent quality of facilities and decor in excellent condition. Reception clearly signed and conveniently located. Comprehensive visitor information available. Immaculately clean and tidy. Extended opening hours expected to suit customer needs.

<b>SHOP</b>					
<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
Assessment of optional provision of shop – quality, condition and cleanliness of facility and range of goods on offer. Location and	Basic facility but of acceptable quality and appearance. Clean and	Quite good quality standards. Clean and tidy but may be small. May carry only	Good overall quality standards. Well positioned shop with good standards of decor, fittings,	Very good overall quality standards. Shop interior, fittings and equipment very well decorated and	Excellent overall quality standards. Excellent, high quality facilities, fittings and decor very well maintained.

signage also considered. Higher scores awarded for local sourcing of products.	practical. May be co-located with reception. Opening hours to suit guest needs. May carry only a few basic items.	limited stock. Opening hours may be restricted to peak times.	maintenance and housekeeping. Large enough to provide ease of use and comfort for number of guests accommodated on site. Good range of consumer items stocked. Appropriate opening hours for function and guest needs.	maintained with evident attention to detail. High standards of housekeeping.	Spotlessly clean and tidy. Comprehensive range of consumer goods stocked. Locally sourced products available. Opening hours extended to meet guest needs.
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<b>BAR/CAFE/RESTAURANT</b>					
<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
Assessment of quality, condition and cleanliness of optional bar/restaurant/cafe facilities. Location, signage and range of meals, snacks and drinks on offer also taken into account. Higher scores awarded for local sourcing of ingredients and promotion of local produce/suppliers on menus etc.	Basic provision. May be small but very clean. Limited range of meals/snacks and drinks. Availability may be at restricted times only. Could have limited seating available.	Quite good quality and condition of facilities, fittings, furnishings and decor. Good standard of cleanliness. Seating should be available to accommodate most on site guests. Opening hours may be restricted to peak times.	Good standards and condition of facilities, decor, maintenance and housekeeping. Large enough to provide ease of use and comfort For number of guests accommodated on site. Seating available to accommodate all likely users. Good range of food & drinks on offer. Opening hours appropriate to size, style and function.	Very good quality facilities, decor and housekeeping. In a convenient location, well designed and comfortable with seating at the appropriate height provided for all guests. Evidence of high level of maintenance. Offers very good range and choice of food and drink.	All facilities and aspects of equally high quality and in excellent condition. Spacious, well designed, conveniently sited and well signed. Very high standards of housekeeping and in excellent decorative condition. Offers excellent range and choice of food & drink, including locally sourced produce and catering for special diets.  Extended opening hours to suit customer needs.



## **APPENDIX 1 - CODE OF PRACTICE**

All owners, operators, agents or managers of self-catering properties participating in the Direct Tourism Services Assessment and Grading Scheme are required to observe and implement the following Code of Practice.

### **1. Standards**

To ensure that standards appropriate to the type of operation are monitored and maintained including cleanliness, services and customer care.

### **2. Statutory Requirements**

- To ensure compliance with planning, fire safety, health & safety, and other relevant statutory requirements for accommodation.
- To ensure compliance with the Disability Discrimination Act.
- To ensure all guests are welcomed courteously that there is no discrimination related to gender, race, disability, sexual orientation, religion or belief.
- To ensure current public liability insurance cover is in place.

### **3. Descriptions of Property, Facilities and Service.**

- To ensure that descriptions of the property, facilities and services in brochures, websites, advertisements or other printed, written or electronic communications are accurate and up to date.



- To provide an accurate access statement enabling visitors with disabilities to assess whether the property is suitable for their needs.
- To provide on request information on the suitability of the property for elderly or very young visitors.

#### **4. Communication with Visitors**

To ensure that all enquiries, correspondence, bookings, and requests from visitors are dealt with promptly, efficiently and courteously.

#### **5. Bookings**

- To ensure that visitors clearly understand what is included in rentals quoted for accommodation, including any taxes, surcharges, and VAT if applicable. Where additional charges are made for any services or facilities, these must be clearly explained.
- To ensure that prices quoted at time of booking for rental and other services are not exceeded.
- To ensure that Terms and Conditions include clear information on cancellation policies, and that this is also confirmed to visitors at the time of booking, whether by telephone, email, letter/printed information or fax.
- To inform visitors at the time of booking or subsequently:
  - If there are any changes to information included in brochures, websites, etc.
  - If there is any planned work on or near the property which could affect their enjoyment of the property.

#### **6. Payments**

Visitors to be provided with details of payments due, and receipts on request.

#### **7. Complaints**

To ensure that procedures for investigating and handling complaints promptly, efficiently and courteously are in place and that visitors are advised of the outcome without delay.

#### **8. Access for Direct Tourism Services Personnel**

Reasonable access to be allowed to Direct Tourism Services personnel or agents on request, so that compliance with this Code of Practice can be confirmed.

## **APPENDIX 2**

### **CLEANLINESS - HINTS & TIPS**

<b>Public Areas:</b>	<ul style="list-style-type: none"><li>• Ensure insides and outsides of furniture, underneath of sofas/chair cushions clean.</li><li>• Check windows, room corners, floorings, ceiling edges, picture rails/dados and skirtings.</li></ul>
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	<ul style="list-style-type: none"> <li>• Pay attention to electrical equipment (static attracts dust), switches, power points and light fittings.</li> <li>• Check curtain valances. There should be no stain of curtains or linings.</li> <li>• Ensure areas free of smells, particularly smoke and pet smells. Don't overdo use of air fresheners.</li> <li>• Copper, brass and silver ware should not be tarnished.</li> </ul>
<b>Bedrooms</b>	<ul style="list-style-type: none"> <li>• As Public Areas above and also:-</li> <li>• Check under beds</li> <li>• Bed heads, frames &amp; mattresses</li> </ul>
<b>Bathrooms</b>	<ul style="list-style-type: none"> <li>• Check ceilings, floors, wall finishes, mirrors and shelves clean with no smears.</li> <li>• Ensure grouting free of mould and lime scale.</li> <li>• Check all sanitary ware, plugholes and taps. If you have hard water, de-scale taps and showerheads frequently. Ensure free drainage.</li> <li>• Pay particular attention to areas behind soil pipes, WC and washbasin pedestals.</li> <li>• Check tops of shower rails and cubicles. Wash shower curtains regularly/remove mildew.</li> <li>• Check inside and outside of cupboards and venetian blinds.</li> <li>• Ensure extractor fans, toilet brushes and other equipment, power points and switches are clean.</li> <li>• Remove all used bars of soap.</li> </ul>
<b>Kitchen</b>	<p>The following areas need careful attention:</p> <ul style="list-style-type: none"> <li>• Wall finishes, flooring/floor coverings, equipment, power points, and switches.</li> <li>• Curtains, blinds or other window coverings clean.</li> <li>• Kitchen units/cupboards – inside and out. Left over items removed.</li> <li>• Cooker: hoods, hobs (including underneath) insides of ovens, grill pans, surfaces &amp; controls, splash backs and microwaves (including inside and upper surface). No grease or smears.</li> <li>• Dishwasher: soap dispensers, seals and filters clean.</li> <li>• Washing Machines: soap dispensers clean. Remove fluff from inside.</li> <li>• Freezer /Fridges: check no mould or smells (leave doors open when not in use); check seals, shelves and trays spotless. Defrost ice boxes.</li> <li>• Check extractor fans and light fittings and strip lights, remove dead flies and grime.</li> </ul>



## APPENDIX 3 – KITCHEN INVENTORY

### Minimum Requirements

The following crockery, cutlery and glassware should be provided for each person based on the maximum number of people which can be accommodated in the unit, with additional allowance for guest’s visitors.

**Crockery (matching):**

- Cereal or soup bowl
- Large and small plates
- Mug
- Teacup and saucer
- Egg cup

**Glassware:**

- Large and small tumblers
- Wine Glass

**Cutlery:**

- Soup, dessert and tea spoons
- Table and dessert forks (or two large forks)
- Table and side knives (or two large knives)

**Each unit should be provided with:**

Item	Number provided / Tick box	Item	Number provided / Tick box
Automatic electric kettle		Measuring jug	
Ashtrays (if smoking allowed)		Milk Jug	
Baking tin or tray		Mixing bowls – large and small	
Biscuit and cake tins/containers		Mixing spoon – wood or plastic	
Bottle opener/corkscrew		Oven cloth or mittens	
Bread bin/container		Oven roasting tin	
Bread/chopping board		Paper towel dispenser	
Bread knife		Paper towel rolls	
Broom		Pie dish	
Bucket		Potato masher	
Butter dish		Potato peeler	
Carving knife and fork		Saucepans with lids/large, medium, small + 2 large if unit takes more than 8 guests	
Casserole with lid		Serving dishes – at least at four including vegetable dishes and salad bowl.	

Cleaning materials suitable for equipment in unit		Sieve	
Coffee maker		Spare Light Bulbs (for each type used).	
Colander		Sugar bowl	
Condiments		Table cloth (or sufficient place mats for each person and serving dishes)	
Cutlery box/drawer divider		Table spoons – at least four	
Dishcloths (new for each let)		Teapot	
Dishwasher tablets		Tea towels + hooks, rail or suckers	
Door mat for each exterior door		Tin opener	
Duster		Toaster	
Dustpan & Brush		Toast Rack	
Fish slice		Tray	
Floor cloth and/or mop		Vacuum cleaner (ratio of 1:5 for multi units/ flats)	
Frying pan		Vegetable knife	
Grater		Washing up bowl and brush or sponge	
Ice making tray		Washing up liquid	
Iron & ironing board (1:5 in multiple units)		Water Jug	
Kitchen refuse bins/segregated containers		Whisk	
Kitchen scissors			
Ladle			
Line/rack for clothes drying and clothes 24pegs			



## APPENDIX 4 – KITCHEN INVENTORY FOR SERVICED APARTMENTS

Serviced apartments include a 24 hour concierge service and a daily cleaning service in at least 5 out of 7 days. Serviced apartments which meet all the standards for self-catering will be awarded a Star Rating with the designator ‘Serviced Apartments’. The following inventory for serviced apartments takes into account the additional services provided. ***Items in bold italics do not have to be provided within each serviced apartment, but where they are not provided they must be easily available through the concierge, and this must be clearly explained in promotional material.***

### Minimum Requirements

#### Crockery (matching):

Cereal/desert bowl  
 Large and small plates  
 Mug  
 Egg cup

#### Glassware:

Tumbler  
 Wine Glass

#### Cutlery:

Soup, dessert and tea spoons  
 Table and dessert forks (or two large forks)  
 Table and side knives (or two large knives)

### Each unit should be provided with:

Automatic electric kettle	Toaster	Tray	Broom, Bucket, Dustpan & Brush
Frying pan	Toast Rack	Ice making tray	Line/rack for clothes drying
Saucepans with lids/large, medium, small & 2 large if unit takes more than 8 guests	Teapot	Table cloth (or sufficient place mats for each person and serving dishes)	Cleaning materials including washing up liquid or dishwasher tablets.
Baking tin or tray	Coffee maker	Tea towels & hooks, rail or suckers	Door mat for each exterior door
Oven roasting tin	Milk Jug	Oven cloth or mittens	Ashtrays (if smoking allowed)
Casserole with lid	Water Jug	Table spoons – at least two	<b><i>Carving knife and fork and carving dish</i></b>
Vegetable Dishes – at least two	Sugar bowl	Kitchen scissors	<b><i>Duster</i></b>
Fish slice, Grater, Ladle, Whisk, Sieve	Biscuit and cake tins/containers	Bottle opener/corkscrew	<b><i>Iron &amp; ironing board, 24 Clothes pegs</i></b>



Potato masher, Potato peeler, Tin opener, Vegetable knife, Colander	Bread bin/container and Bread knife	Cutlery box/drawer divider	<b><i>Floor cloth and/or mop</i></b>
Mixing spoon – wood	Chopping board	Washing up bowl & brush or sponge	<b><i>Paper towel dispenser &amp; paper towel rolls</i></b>
Mixing bowls – large and small	Butter dish	Cloths including Dishcloths (new for each let)	<b><i>Pie Dish</i></b>
Measuring jug	Condiments	Kitchen refuse bins/segregated containers	<b><i>Spare Light Bulbs (for each type used)</i></b>