

# AA

# Self Catering

## Quality Standards



# WELCOME TO THE AA QUALITY STANDARDS FOR SELF CATERING

AA Hotel Services have been recognising accommodation since 1908 and first introduced the star rating scheme in 1912, recognising and rewarding establishments for the quality and range of their services and facilities. The AA is the only pan-Britain assessing organisation and is the British Hospitality Association's Patron Supplier for quality rating and assessment to the hospitality industry.

Our Self Catering Quality Standards have evolved over the years to reflect consumer expectations within the industry and to ensure our ratings and awards are accurate, consistent and reliable. We are delighted to now share common standards for self catering with the four national tourist boards (VisitEngland, VisitScotland, VisitWales, and Northern Ireland Tourist Board). Ensuring consistency with every accommodation rating scheme in the UK.

The Self Catering Quality Standards outlined in this brochure are fundamental in achieving your nationally recognised and approved rating, so all establishments wishing to be affiliated with the AA should adhere to the specific criteria outlined on the following pages.

These standards are the basis for the inspections that will take place at your establishment - by reading and applying the criteria carefully, you can be confident that your establishment will meet the high industry standards required to become recognised by the AA.

We look forward to working with your establishment and promoting it through the AA Self Catering Recognition Scheme.

**AA Hotel Services**

## CONTENTS

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### GENERAL OVERVIEW

#### HOTEL STANDARDS

#### 1.1 INTRODUCTION

- 1.1.1 AA Quality Standards for Self Catering
- 1.1.2 Dispensations

#### 1.2 DETERMINING THE STAR RATING

#### 1.3 QUALITY

- 1.3.1 Quality assessment
- 1.3.2 Quality terminology
- 1.3.3 What is quality?

- 1.3.4 The quality score
- 1.3.5 Quality bands

#### 1.4 MINIMUM ENTRY REQUIREMENTS

- 1.4.1 General Requirements
- 1.4.2 Maintenance
- 1.4.3 Health, Safety & Security

# CONTENTS

---

## DETAILED QUALITY GUIDANCE

### 2.1. EXTERIOR

- 2.1.1 MINIMUM ENTRY REQUIREMENTS
- 2.1.2 APPEARANCE OF BUILDINGS
- 2.1.3 GROUNDS, GARDENS, ROADWAYS & CAR PARKING
- 2.1.4 ENVIRONMENT & SETTING

### 2.2 CLEANLINESS

- 2.2.1 MINIMUM ENTRY REQUIREMENTS
- 2.2.2 PUBLIC AREAS (LIVING & DINING ROOMS ETC.)
- 2.2.3 BEDROOMS
- 2.2.4 BATHROOMS
- 2.2.5 KITCHEN

### 2.3 MANAGEMENT EFFICIENCY

- 2.3.1 MINIMUM ENTRY REQUIREMENTS
- 2.3.2 PRE-ARRIVAL - GUEST SERVICES
- 2.3.3 WELCOME & ARRIVAL
- 2.3.4 GUEST & TOURIST INFORMATION

### 2.4 PUBLIC AREAS

- 2.4.1 MINIMUM ENTRY REQUIREMENTS
- 2.4.2 DECORATION
- 2.4.3 FLOORING
- 2.4.4 FURNITURE, FURNISHINGS & FITTINGS
- 2.4.5 SPACE, COMFORT & EASE OF USE
- 2.4.6 HEATING, LIGHTING & VENTILATION

### 2.5 BEDROOMS

- 2.5.1 MINIMUM ENTRY REQUIREMENTS/ BEDS & BEDDING
- 2.5.2 BEDS & BEDDING CONTINUED
- 2.5.3 DECORATION
- 2.5.4 FLOORING
- 2.5.5 FURNITURE, FURNISHINGS & FITTINGS
- 2.5.6 BEDS
- 2.5.7 BEDDING & LINEN
- 2.5.8 LIGHTING, HEATING & VENTILATION
- 2.5.9 SPACE, COMFORT & EASE OF USE

### 2.6 BATHROOMS & WCS

- 2.6.1 MINIMUM ENTRY REQUIREMENTS
- 2.6.2 DECORATION
- 2.6.3 FLOORING
- 2.6.4 FIXTURES, FITTINGS, SANITARY WARE
- 2.6.5 LIGHTING, HEATING & VENTILATION
- 2.6.6 SPACE, COMFORT & EASE OF USE

### 2.7 KITCHEN

- 2.7.1 MINIMUM ENTRY REQUIREMENTS
- 2.7.2 KITCHEN INVENTORY
- 2.7.3 KITCHEN INVENTORY - SERVICED APARTMENTS
- 2.7.4 DECORATION
- 2.7.5 FLOORING
- 2.7.6 LIGHTING, HEATING AND VENTILATION
- 2.7.7 FURNITURE & FITTINGS
- 2.7.8 ELECTRICAL/GAS EQUIPMENT
- 2.7.9 CROCKERY, CUTLERY & GLASSWARE
- 2.7.10 KITCHENWARE, PANS & UTENSILS
- 2.7.11 SPACE, COMFORT & EASE OF USE

### 2.8 ADDITIONAL FACILITIES

- 2.8.1 LAUNDRY
- 2.8.2 RECREATION
- 2.8.3 RECEPTION/SHOP/BAR/RESTAURANT



# 1.0 GENERAL OVERVIEW

A photograph of a dining area. In the foreground, a white rectangular table is surrounded by several wooden chairs with spindle backs. The floor is made of light-colored wooden planks. In the background, there is a dark bookshelf filled with books and jars. A window is visible on the right side, and a small yellow bowl sits on the floor near it.

1.1 INTRODUCTION

1.2 DETERMINING THE STAR RATING

1.3 QUALITY

1.4 MINIMUM ENTRY REQUIREMENTS

# TOP TIPS TO GET THE MOST FROM AA RECOGNITION AND FROM YOUR AA INSPECTION

Make sure your team have read and understood the AA Quality Standards booklet.

The content is vital in order to understand the requirements at each star level.

The debrief with your inspector is a two way conversation.

Whilst it is important to listen to the inspector's account of the stay and to note any tips and advice they offer, it is also an opportunity to ask lots of questions and to advise them of any plans you may have to make changes or improvements to your operation.

2

It is critical that you advise us of any changes to your operation.

This may be something like a change of chef, which we need to know about if you have AA Rosettes or about refurbishment you have carried out or you are planning. You may want us to postpone your visit because of work being carried out or you may want us to reflect the changes you have made in your description.



Your inspector is here to help; as are our office administration team.

Please feel free to contact us, we are available all year round not just at the time of inspection.

Make sure you familiarise yourself with all the other benefits.

They could save you money or enhance your marketing.

Send us quality pictures to fill the multiple image spaces on your page on our website.

Good pictures will enhance the customer's first impression of a property and could influence them to make a booking.

Fill in the questionnaire we send you each year about your establishment.

This ensures we have up-to-date information about your property on our website and in our AA Lifestyle guide.

Make sure your AA signage is correct and up to date.

For information on signage or to purchase new or additional signs telephone **01256 844455** or email [HotelServicesCustomerSupport@theAA.com](mailto:HotelServicesCustomerSupport@theAA.com)

Do you require any assistance and advice with your food, training for your team?

The AA offers a wide range of training and consultancy packages. Including additional inspections and tailored Mystery Guest programmes.

For further details telephone **01256 844455** or email [HotelServicesCustomerSupport@theAA.com](mailto:HotelServicesCustomerSupport@theAA.com)

# AA INSPECTION APPEALS PROCEDURE



Proprietors of either AA recognised Hotels or Guest Accommodation who wish to appeal against the results of an AA inspection carried out at their establishment must follow the procedure outlined below.

1. Any appeal must be made in writing to AA Hotel Services within 21 days of the report being received.
2. The appeal should detail the main reason for the appeal i.e. the level of rating, merit score for hotel or level of AA award recommended.
3. Should the appeal be about the level of star rating, proprietors should ensure that their establishment meets all the necessary minimum requirements outlined in the AA Quality Standards Booklet.
4. Appeals will be formally acknowledged within 7 working days of receipt of the appeal together with a form to organise an appeal visit on an overnight basis.
5. The appeal visit will be subject to a non refundable fee as detailed below which would not be organised until full payment had been received.
6. Once the application and fee has been received an appeal visit from a member of the senior inspection team will take place within 4-6 weeks of receipt (subject to the establishment's availability).
7. The findings of the appeal visit will be fed back in the normal way of both a discussion after check-out and a report following the visit.
8. The outcome of this report will supersede the previous visit and will be final.

Prices are available upon application or on our website:

**[theAA.com/Hotels](https://www.theAA.com/Hotels)**

# 1.1 INTRODUCTION

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## 1.1.1 AA QUALITY STANDARDS FOR SELF CATERING

The AA standards in this booklet are identical to those that will be applied by VisitEngland, VisitScotland and VisitWales for assessing the quality of Self Catering in Britain. Your rating will be the same whichever organisation carries out your assessment.

If you choose to be assessed by more than one organisation, each organisation will award you the same star rating.

## 1.1.3 DISPENSATIONS

Dispensations for certain individual requirements within these AA Quality Standards may be given as long as all the remaining requirements and quality levels for that rating are met or exceeded. This flexibility will be considered on a case-by-case basis.

Any exceptions will need a proportional increase in quality in other areas to compensate for the area where an exception is sought.

4

# 1.2 DETERMINING THE STAR RATING

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An establishment will need to satisfy three elements to reach a particular star rating:

1. All relevant requirements must be met.
2. The overall percentage score for quality must reach the appropriate band (see quality bands 1.3.5).
3. The relevant standard of quality in the six critical areas, as highlighted below.

There are seven key areas of assessment. The five most critical areas are:

### **BEDROOMS, BATHROOMS, CLEANLINESS, PUBLIC AREAS AND KITCHENS**

The star rating level across all of these five areas must be met in order to achieve a particular star rating. The remaining areas are: exterior and management efficiency. Where additional facilities are provided e.g. *spa*, these will also be assessed.

# 1.3 QUALITY

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## 1.3.1 QUALITY ASSESSMENT

There are five levels of quality ranging from One to Five Stars. To obtain a higher star rating a progressively higher quality and range of services and physical facilities should be provided across all areas with particular emphasis in six key areas - cleanliness, service, food, bedrooms, bathrooms and hospitality.

Research indicates that quality is of key importance but visitors also expect the level of services and range of facilities in hotels to increase at each star rating level.

## 1.3.2 QUALITY TERMINOLOGY

We use phrases such as 'good', 'very good' etc. to signify ascending levels of quality in broad terms only.

These standards indicate typical consumer expectations of each star rating. They are neither prescriptive nor definitive because we recognise the wide variety of quality elements that can be included – for example, style, which can range from traditional to minimalist.



### 1.3.3 WHAT IS QUALITY?

When we are assessing quality we take into account the following:

- Intrinsic quality – the inherent value of an item.
- Condition – the maintenance and appearance of an item. Is it fit for the purpose?
- Physical and personal comfort – does the quality of an item detract in any way from the comfort of the user?
- Attention to detail – the evident care taken to ensure that the guest experience is special and of the same high standards for all.
- Guests' choice and ease of use – the guest experience is enhanced through choice – be it the choice of beverages in the room or the choice of room temperature. This is further improved by how usable the guest finds the room and its contents.
- Presentation – the way the room and its contents are presented for guests' arrival and during their stay.

### STAR RATING INDICATORS

|                           |   |
|---------------------------|---|
| <b>ONE STAR</b><br>★      | <ul style="list-style-type: none"> <li>▪ Factors which indicate the minimum level of quality equivalent to One Star. Items may be described as acceptable. Generally, everything must be safe and clean, and older items, or those lacking in intrinsic quality, must work and be fit for their purpose. There should be no outstanding need for immediate repair and maintenance.</li> </ul> <p>This level will be presented to the consumer as a Fair and Adequate standard.</p>                      |
| <b>TWO STAR</b><br>★★     | <ul style="list-style-type: none"> <li>▪ Factors which indicate a quality level commensurate with Two Star. Items may be described as Quite Satisfactory to Satisfactory. Generally described as 'quite satisfactory', these items may be of simple quality and the range may be limited. However, they should be in good working order and there will be a high standard of cleanliness.</li> </ul> <p>This level will be presented to the consumer as a Satisfactory overall standard of quality.</p> |
| <b>THREE STAR</b><br>★★★  | <ul style="list-style-type: none"> <li>▪ Factors which indicate a quality level commensurate with Three Star. Items may be described as Good. Generally described as 'good'. Not necessarily expensive, but they must be of good, sound quality and show some care has been taken. There must be a good standard of maintenance and decoration.</li> </ul> <p>This level will be presented to the consumer as a Good standard.</p>  |
| <b>FOUR STAR</b><br>★★★★  | <ul style="list-style-type: none"> <li>▪ Factors which indicate a quality level commensurate with Four Star. Items may be described as Good to Very Good. Generally described as 'very good'. May be brand new, but not of the highest intrinsic quality or originally of high intrinsic quality, but not now necessarily in the best condition.</li> </ul> <p>This level will be presented to the consumer as a Very Good standard.</p>  |
| <b>FIVE STAR</b><br>★★★★★ | <ul style="list-style-type: none"> <li>▪ Factors which indicate a quality level commensurate with Five Star. Items may be described as Excellent. Generally described as 'excellent'. Providing high standards in the overall fabric of the building both internally and externally; together with excellent standards of management efficiency and guest services.</li> </ul> <p>This level will be presented to the consumer as an Excellent standard.</p>  |

### 1.3.4 THE QUALITY SCORE

When AA inspectors visit your property, they will evaluate and give a quality score to all aspects of the accommodation and service.

The total of all these scores establishes an overall percentage score for quality.

Based on this score, establishments will be given an overall quality rating on a scale of One to Five Stars, based on the chart below.

### 1.3.5 QUALITY BANDS

| ONE STAR<br>★ | TWO STAR<br>★★ | THREE STAR<br>★★★ | FOUR STAR<br>★★★★ | FIVE STAR<br>★★★★★ |
|---------------|----------------|-------------------|-------------------|--------------------|
| 34 – 47%      | 48 – 59%       | 60 – 74%          | 75 – 86%          | 87 – 100%          |

# 1.4 MINIMUM ENTRY REQUIREMENTS

## 1.4.1 GENERAL REQUIREMENTS - STATUTORY REQUIREMENTS & GENERAL MISCELLANEOUS

These are the minimum entry requirements for a One Star rating. To obtain a higher quality grade it will be necessary to meet both the level of quality and condition specified in the quality indicators for that Star Level and any additional requirements specified. For example to obtain a rating of Three Star, all the minimum entry requirements for One Star and Two Star should be met along with any additional requirements for Three Star.

### STATUTORY OBLIGATIONS

- Safety

Health and Safety at Work

Fire, Gas and Electrical Safety

Electrical Appliance Testing

Product Safety

Bunk bed regulations

British Standards applying to items such as cots, high chairs and play pens

Proprietors will be asked to provide evidence that Public Liability Cover is being maintained and to provide a signed confirmation, at application and renewal of participation, that the above requirements are being fulfilled.

Proprietors will be asked to provide evidence that they have written, and made publicly available, an Access Statement/Information.

An Access Statement is a written, clear and accurate, and above all honest description of the current facilities and services you offer, to enable to potential visitor to make an informed decision as to whether your business meets their particular access needs.

- Premises

Planning Permission (Building warrants in Scotland)

Private Water Supplies

Housing

TV Licensing

- Discrimination

The Equality Act 2010

- Records

Data Protection

Immigration Hotel Records

Consumer Protection

- Trade Descriptions

Advertising

Pricing

Unfair Contract Terms

### GENERAL MISCELLANEOUS

- In assessing the acceptability of 'enclosed' floor area available, assessors will take account of usable space around furnishings and fittings. It is unlikely that the minimum requirements will be met where accommodation is less than the following:  
18.60 sq m (200 sq ft) for each additional person normally accommodated. Enclosed floor area includes living, sleeping, cooking and bathroom areas.

- Consideration should be given to freedom of movement, the ceiling height for the major part of the room to be sufficient for a person of 183cm (6ft) to move around without stooping. Sloping eaves and roofs are acceptable providing these do not restrict guests' movements to an unacceptable degree.

- Additionally, for a Star rating higher than the base level of One Star, floor area available will need to be greater with significantly more usable space around furnishing and fittings.

- There must be reasonable space for movement in bedrooms/sleeping and living room areas and for easy access to beds, doors and drawers.

- Doors and drawers to be fully openable. Account should be taken of space needed for convertibles, e.g. bed settees etc.

- All fixtures, furniture, furnishings, crockery and cutlery to be adequate for the maximum number of occupants, including any extra sleeping accommodation.

## 1.4.2 QUALITY BANDS

- All electrical and gas or oil fired equipment must meet all relevant statutory obligations (see previous page), be safely maintained, in good working order and serviced regularly, as appropriate.
- Fixtures, furnishings, floor coverings and fittings must also meet all relevant statutory obligations, particularly in relation to fire safety (see general requirements). These must be maintained in a sound, clean condition and be fit for the purpose intended.
- The exterior should be free from hazards on roads and pathways and the building itself.

## 1.4.3 HEALTH, SAFETY & SECURITY

- A high degree of general safety and security maintained, including information on procedures in the event of an emergency.
- If the proprietor is not resident on the premises, his/her name, address and telephone number or that of his/her agent, who must have a set of keys, to be prominently displayed, together with clear details of how to summon assistance in the event of an emergency.
- Prominently displayed printed details of how to summon the assistance of emergency services to be provided e.g. doctor, dentist, location of nearest payphone and casualty unit and vets (if pets accepted).
- All units to be provided with suitable refuse disposal arrangements as required by the Local Authority. Dustbins, where provided, must have lids. Arrangements for the refuse collection to be specified and prominently displayed.
- Occupiers to be provided with a key to the entrance door of their unit, and, where applicable, a key giving access to the building and any other relevant facilities.
- To comply with the Regulatory Reform (Fire Safety) Order 2005 supply evidence that a Fire Risk Assessment has been carried out annually. For guidance refer to [www.visitengland.org/fire](http://www.visitengland.org/fire)
- Adequate levels of lighting at night for safety and comfort in all public areas, including on stairways and landings and in car parks and paths/steps to the property at night, should be provided.
- Electricity should be available (not necessarily mains supply). Where it is not, this must be stated. Voltage to be stated if not on mains.
- Where electricity is available, an adequate number of power sockets to be provided, commensurate with the number of electrical appliances provided, with spare sockets available for guests own requirements i.e. mobile phone recharging etc.
- Some form of emergency lighting to be available, e.g. torch or night-lights. Candles are not acceptable for safety reasons. Rechargeable torches are useful, especially the type which flash in the event of a power cut.





# 2.0 DETAILED QUALITY GUIDANCE

2.1 EXTERIOR

2.2 CLEANLINESS

2.3 MANAGEMENT EFFICIENCY

2.4 PUBLIC AREAS

2.5 BEDROOMS

2.6 BATHROOMS & WC'S

2.7 KITCHEN

2.8 ADDITIONAL FACILITIES

# 2.1 EXTERIOR

ONE STAR  
★

TWO STAR  
★★

THREE STAR  
★★★

FOUR STAR  
★★★★

FIVE STAR  
★★★★★

## 2.1.1 MINIMUM ENTRY REQUIREMENTS

### ALL STAR RATINGS

#### Appearance of Buildings:

- Buildings maintained in a sound, clean condition and fit for the purpose intended. Entrance adequately lit.

#### Grounds and Gardens:

- To comply with the Regulatory Reform (Fire Safety) Order 2005.
- Where gardens are available then garden furniture should be provided.
- If the property has ancillary areas, the facilities provided will be taken into account in the assessment of the establishment, where under the control of the operator. They should be well surfaced, in good condition and adequately lit.

## 2.1.1 MINIMUM ENTRY REQUIREMENTS

### ALL STAR RATINGS

The décor, maintenance and repair of the building will be assessed under this section. This includes stonework, woodwork, paintwork, gutters, fall pipes, external plumbing, chimneys and roofs. External signage attached to the building (clarity and maintenance) and lighting is taken into account here. Any outbuildings and storage areas e.g. refuse areas will be assessed here as well. Window boxes, tubs and hanging baskets attached to the building will also be assessed under this heading.

### PLUS

★

- Exteriors maintained in a sound, acceptable and clean condition, overall.
- Some signs of ageing may be present and small defects to stone or brickwork.
- Overall tidiness of immediate area including storage buildings/areas.

★★

- Signs of ageing and defects should be limited to a small number of areas.

★★★

- Well maintained - weathering may be present.
- No obvious structural defects.
- Where displayed, signs to be maintained in good condition.

★★★★

- High quality maintenance of stonework and paintwork, some natural weathering may be present.
- Some additional external features to enhance appearance, this includes window boxes, especially in properties without a garden.

★★★★★

- Excellent standards of external maintenance including: outbuildings and signs e.g. fresh well maintained paint work, no unsightly staining to stonework. Addition of features such as flower tubs and window boxes where appropriate.
- Attractive architectural features may be in evidence.
- Well illuminated and clearly signed.

### ADVICE

First impression is important, so grounds, gardens, parking and driveways should be kept as weed-free and tidy as possible. Consider the market your property serves; for families, formal flower beds and ponds may not be suitable and grass may need to be a more resilient variety. Couples, however, may appreciate colourful, well-stocked gardens. Where properties are situated close together or close to the owner's property, guests may prefer some kind of screening in an attempt to provide privacy. Where wild and domestic animals are free to wander, guests may enjoy this aspect, but may not enjoy the mess they leave behind.

### 2.1.3 GROUNDS, GARDENS, ROADWAYS & CAR PARKING

#### ALL STAR RATINGS

If the property has no grounds, gardens or parking this section is not assessed. Assessment of this area will include garden areas, garden furniture, hedges, paths, driveways, parking and all other areas within the boundaries of the property which are visible from the property or which guests have access to and which are under control of the owner.

#### PLUS

| ★  | ★★  | ★★★  | ★★★★  | ★★★★★  |
|--|---|--|---|--|
| <ul style="list-style-type: none"> <li>• An adequate first impression, e.g. refuse bins discreetly positioned.</li> <li>• Immediate surroundings maintained so as not to detract from overall appearance e.g. lawns and borders not overgrown.</li> <li>• Reasonably easy access, safe and adequately maintained parking. If parking not available, information provided for potential guest on where to park.</li> <li>• Consideration given to control wild and domestic animals' access around the property.</li> </ul> | <ul style="list-style-type: none"> <li>• Evidence of more effort made to make gardens more attractive, tidy and litter free.</li> <li>• Pathways without trip hazards.</li> <li>• Some attempt to define parking area.</li> </ul> | <ul style="list-style-type: none"> <li>• Well maintained and tidy overall appearance of grounds, gardens, driveways and footpaths etc.</li> <li>• Easy access to parking with well maintained surface and clear definition.</li> <li>• Effective lighting where required eg. long driveway or path to the property. Parking area may also require light.</li> <li>• Parking to be on a better surface and pothole free.</li> </ul> | <ul style="list-style-type: none"> <li>• High standards of maintenance of garden. Generally tidy beds, pathways and hedges and all trees and shrubs, well tended.</li> <li>• Dustbin areas not visible, preferably screened.</li> <li>• Evidence of some attention to detail e.g. well surfaced, pothole free driveways, colour borders and wide level pathways.</li> <li>• Parking area to be weed-free, on well maintained surface and preferably close to the property.</li> </ul> | <ul style="list-style-type: none"> <li>• Maintained to an excellent standard e.g. well tended borders or shrubs, tidy pathways and edges in good condition and well cut, hedges trimmed and an overall attempt to maintain the appearance throughout the year.</li> <li>• Attention to detail, including landscaping, driveways, the provision of garden furniture or architectural features, e.g. gazebo, pergola, summer house etc.</li> <li>• Ample car parking spaces adjacent to unit to accommodate likely number of guests.</li> <li>• Good, well positioned lighting.</li> <li>• Consideration given to the security of guests' cars.</li> </ul> |

### 2.1.4 ENVIROMENT & SETTING

#### ALL STAR RATINGS

A reflection of the positive or negative aspects of the location of the property and surrounding areas that could affect the guests' comfort. Personal preference is avoided. Consideration will be give to efforts made to overcome a poor environment by screening or banking to reduce any unsightly outlook and noise e.g. double glazing. The approach to the property from the road is also taken into account.

#### PLUS

| ★  | ★★  | ★★★  | ★★★★  | ★★★★★   |
|--|---|--|---|---|
| <ul style="list-style-type: none"> <li>• Satisfactory first impression.</li> <li>• Minimal excessive noise levels from traffic or industrial sources.</li> </ul> | <ul style="list-style-type: none"> <li>• Units may be close together.</li> <li>• Some attempt at noise insulation e.g. double glazing.</li> </ul> | <ul style="list-style-type: none"> <li>• Good first impression.</li> <li>• No excessive noise levels.</li> </ul> | <ul style="list-style-type: none"> <li>• May be in an excellect location, but in close proximity to other units.</li> <li>• In secluded location, but access may be difficult.</li> </ul> | <ul style="list-style-type: none"> <li>• Establishment is inviting.</li> <li>• Attractive surroundings.</li> <li>• Often a secluded situation in extensive grounds perhaps by a river or in an elevated position in an area of outstanding natural beauty.</li> <li>• In a city close to centre with excellent access to facilities.</li> </ul> |

# 2.2 CLEANLINESS

|               |                |                   |                   |                    |
|---------------|----------------|-------------------|-------------------|--------------------|
| ONE STAR<br>★ | TWO STAR<br>★★ | THREE STAR<br>★★★ | FOUR STAR<br>★★★★ | FIVE STAR<br>★★★★★ |
|---------------|----------------|-------------------|-------------------|--------------------|

## 2.2.1 STAFF APPEARANCE

### ALL STAR RATINGS

- Cleanliness is of paramount importance to guests, so a high standard of cleanliness must be achieved and maintained throughout the property. Particular attention must be given to kitchens, bathrooms, shower rooms and toilets and items involving direct contact for guests, such as bedding, linen, towels, baths, showers, washbasins, WCs, flooring, seating, crockery, cutlery, glassware, kitchen utensils and equipment.
- It is the proprietor's responsibility to ensure that all properties are thoroughly cleaned throughout, before each new let, irrespective of whether the guests have cleaned it prior to departure. Any broken or damaged items should be replaced.

## 2.2.2 PUBLIC AREAS (LIVING & DINING ROOMS ETC)

### ALL STAR RATINGS

Windows, flooring and skirtings, stair treads, dado/picture rails and pictures, under seat cushions, inside and outside of furniture, power points and light switches, light fittings, ceiling edges and electrical goods.

### PLUS

12

| ★   | ★★   | ★★★  | ★★★★  | ★★★★★  |
|---|--|--|---|--|
| <ul style="list-style-type: none"> <li>• All surfaces and equipment clean and generally free from dust but there may be limited signs of neglect.</li> <li>• All carpets vacuumed and floors cleaned.</li> <li>• All areas smelling fresh and clean for guests' arrival.</li> </ul> | <ul style="list-style-type: none"> <li>• Quite good standard overall although some areas overlooked e.g. cobwebs.</li> </ul> | <ul style="list-style-type: none"> <li>• Evidence of attention to detail, particularly high and low level.</li> <li>• Clean and fresh surfaces.</li> <li>• Soft furnishings and carpets deep cleaned on a regular basis or as required.</li> </ul> | <ul style="list-style-type: none"> <li>• Greater attention to detail, with high overall standards evident.</li> </ul> | <ul style="list-style-type: none"> <li>• Excellent level of cleanliness.</li> <li>• Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail.</li> <li>• Pristine soft furnishings and carpets.</li> </ul> |

### ADVICE

- It is anticipated that any metalware is polished and tarnish free. Where pets are accepted, particular attention should be paid to removing pet smells and stale smoke smells where smoking is permitted, but beware overpowering perfumed air fresheners, which can be equally offensive.
- Particular attention should be paid to room corners, under sofa/chair cushions, light fittings, curtain valances and electrical equipment where static attracts dust. Check curtain linings for staining.





## 2.2.3 BEDROOMS

## ALL STAR RATINGS

Inside and outside of furniture (tops and inside of wardrobes), light fittings and ceiling edges, flooring and skirtings, under beds, windows, bed heads, frames and mattresses.

## PLUS

| ★  | ★★   | ★★★  | ★★★★  | ★★★★★  |
|--|--|--|---|--|
| <ul style="list-style-type: none"> <li>• All surfaces and equipment clean and free from dust.</li> <li>• All carpets vacuumed and floors cleaned.</li> <li>• All areas smelling fresh and clean for guests' arrival.</li> <li>• Limited signs of neglect.</li> </ul> | <ul style="list-style-type: none"> <li>• Quite good standard overall although some areas overlooked e.g. cobwebs.</li> </ul> | <ul style="list-style-type: none"> <li>• Evidence of attention to detail, particularly high and low level.</li> <li>• Clean and fresh surfaces.</li> <li>• Soft furnishings and carpets deep cleaned on a regular basis or as required.</li> </ul> | <ul style="list-style-type: none"> <li>• Greater attention to detail, with high overall standards evident.</li> </ul> | <ul style="list-style-type: none"> <li>• Excellent level of cleanliness.</li> <li>• Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail.</li> <li>• Pristine soft furnishings and carpets.</li> </ul> |

## ADVICE

- Special attention should be given to tops and insides of wardrobes, insides of drawers, bedheads, underneath beds and mattresses, underneath furniture, curtain valances etc.
- By moving hangers to one end of the wardrobe, it indicates to guest that attention has been given to this area.

## 2.2.4 BATHROOMS

## ALL STAR RATINGS

This includes wall finishes, flooring, equipment, shower curtains, light fittings, extractor fans, plug holes, taps and toilet brushes.

## PLUS

| ★  | ★★   | ★★★  | ★★★★  | ★★★★★  |
|--|--|--|---|--|
| <ul style="list-style-type: none"> <li>• All surfaces and equipment clean and free from dust.</li> <li>• All carpets vacuumed and floors cleaned.</li> <li>• All areas smelling fresh and clean for guests' arrival.</li> <li>• Limited signs of neglect.</li> </ul> | <ul style="list-style-type: none"> <li>• Quite good standard overall although some areas overlooked e.g. cobwebs.</li> </ul> | <ul style="list-style-type: none"> <li>• Evidence of attention to detail, particularly high and low level.</li> <li>• Clean and fresh surfaces.</li> <li>• Soft furnishings and carpets deep cleaned on a regular basis or as required.</li> </ul> | <ul style="list-style-type: none"> <li>• Greater attention to detail, with high overall standards evident.</li> </ul> | <ul style="list-style-type: none"> <li>• Excellent level of cleanliness.</li> <li>• Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail.</li> <li>• Pristine soft furnishings and carpets.</li> </ul> |

## ADVICE

- Consider when guests are seated in the bath, they can see everything at a lower level, therefore do not forget areas not normally seen at standing height e.g. behind washbasin pedestals, and behind WC and soil pipe.
- Areas above head height often mistakenly get missed in the normal cleaning routine, so tops of shower rails or cubicles, venetian blinds and extractor fans should be added to that routine. Showerheads and taps may need more regular de-scaling in hard water areas during periods of constant use.
- Plugholes need to be checked at every changeover and baths/shower drainage pipes should also be regularly checked to ensure they drain freely. A change of shower curtains will allow laundering on a regular basis and prevent mildew build-up, as most can be machine-washed at low temperatures.
- Old toiletries or bars of soap should be removed. Toilet brushes and holders require thorough and regular cleaning and replacement.

## 2.2.5 KITCHEN

## ALL STAR RATINGS

This includes wall finishes, flooring, equipment and light fittings.

## PLUS

★

- All surfaces and equipment clean and free from dust.
- All carpets vacuumed and floors cleaned.
- All areas smelling fresh and clean for guests' arrival.
- Limited signs of neglect.

★★

- Quite good standard overall although some areas overlooked e.g. cobwebs.

★★★

- Evidence of attention to detail, particularly high and low level.
- Clean and fresh surfaces.
- Soft furnishings and carpets deep cleaned on a regular basis or as required.

★★★★

- Greater attention to detail, with high overall standards evident.

★★★★★

- Excellent level of cleanliness.
- Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail.
- Pristine soft furnishings and flooring, kitchen equipment.

## ADVICE

- It is anticipated that any metalware is polished and tarnish free. Where pets are accepted, particular attention should be paid to removing pet smells and stale smoke smells where smoking is permitted, but beware overpowering perfumed air fresheners, which can be equally offensive.
- Particular attention should be paid to room corners, under sofa/chair cushions, light fittings, curtain valances and electrical equipment where static attracts dust. Check curtain linings for staining.



## 2.3 MANAGEMENT EFFICIENCY

ONE STAR  
★

TWO STAR  
★★

THREE STAR  
★★★

FOUR STAR  
★★★★

FIVE STAR  
★★★★★

### 2.3.1 MINIMUM ENTRY REQUIREMENTS

#### ALL STAR RATINGS

##### **Booking & Prices:**

- To make clear to guests exactly what is included in the prices quoted for the property including service charge, taxes and other surcharges, e.g. electricity, fuel, linen, towels, cots etc. Where VAT is applicable, all prices to be shown inclusive of VAT at a standard rate.
- Full details of accommodation, including sleeping arrangements and bathroom (whether it is equipped with a bath or a shower), provided in writing or printed form in advance of normal booking. Where sleeping accommodation is provided by means of bed settees, wall beds, 'Z' beds, camp beds etc., in addition to the bedroom accommodation, the type, size and number of bed spaces to be clearly indicated.
- Details of any in-house policies, e.g. no smoking, no pets etc. must be communicated at the time of booking. If requested, allow guests to see the property before booking (if property is occupied, this may not be possible).
- A printed (or type-written) brochure or information leaflet to be available. A floor plan is encouraged. Arrangements for access communicated pre-arrival.
- Prospective guests should be made aware, prior to booking, of charges for additional services or facilities available, including cancellation terms, housekeeping and/or breakage deposits.
- Visitors advised at the time of booking or subsequently in the event of any change in booking details.
- Prices quoted at time of booking not exceeded.
- Visitors provided with details of payments due and a receipt if required.
- The receipt to be clearly presented and well laid out.
- The following information readily available prior to booking:
  - Car parking arrangements near unit.
  - Arrangements for pets.
  - Distance of unit from nearest shop(s), etc.
  - Distance of unit from nearest public transport.
  - Nature of water supply, if not mains (water supply must meet all statutory regulations for drinking water).
  - Types of energy supply if not electric.
  - Electricity voltage, if not standard.
- A map and/or directions provided showing the location of the unit on booking or with brochure. (This may be provided in more detail after booking).

##### **Welcome & Arrival:**

- An inventory of equipment to be available.

##### **Guest & Tourist Information:**

- Tourist Information to be available.
- Access Statement/Information to be available.
- See also section entitled Health, Safety and Security (page 7).

## 2.3.2 PRE-ARRIVAL - GUEST SERVICES

## ALL STAR RATINGS

The procedures for dealing with guests during booking, pre-arrival and information provision for the guests to make the most of their stay are assessed here.

**Pre-arrival Guest Information including Brochure and Website:** This covers the information sent prior to booking which aims to inform the guest about the property and the locality. This may also include the operator's and/or agents website for the property.

## PLUS

| ★   | ★★  | ★★★  | ★★★★   | ★★★★★   |
|---|---|--|--|---|
| <ul style="list-style-type: none"> <li>• Brochure/website may be simple with basic information.</li> <li>• Map/directions clear and easy to follow after booking.</li> <li>• Confirmation letter sent by post/fax.</li> </ul> | <ul style="list-style-type: none"> <li>• Brochure/website may include more detailed information.</li> </ul> | <ul style="list-style-type: none"> <li>• Brochure/website likely to include several images of the property, especially the interior.</li> <li>• A letter of introduction may be included.</li> </ul> | <ul style="list-style-type: none"> <li>• More sophisticated brochure/website with comprehensive information and images.</li> </ul> | <ul style="list-style-type: none"> <li>• Produced to a professional standard with extensive, clear information.</li> <li>• Detailed, easy to follow directions sent after booking.</li> <li>• Personal letter of introduction with accompanying tourist information.</li> </ul> |

## ADVICE

- Colour photographs speak volumes to guest, particularly of the setting and/or interior. Remember, guests will often obtain several brochures before making a decision and so your brochure needs to have impact.
- A general indication of the property's location should be given, but detailed directions should be sent after booking for security reasons.
- Many operators send local attraction information and/or leaflets along with their brochure, which illustrates how much there is to do in the area, thereby prompting repeat visits.

16

## 2.2.3 WELCOME &amp; ARRIVAL

|   |   |  |   |  |
|---|---|--|---|--|
| <ul style="list-style-type: none"> <li>• Guests may have difficulty in easily accessing the property.</li> <li>• Lack of good arrival system in place.</li> </ul> | <ul style="list-style-type: none"> <li>• Key could be obtained from key holder, but limited initial arrival information would be provided.</li> </ul> | <ul style="list-style-type: none"> <li>• A basic welcome, which might include start-up beverages and a personal greeting.</li> <li>• Clear information folder with advice on who to contact in case problems arise.</li> <li>• Where bed linen is provided, beds should be made up.</li> <li>• Basic instructions for operating key appliances.</li> </ul> | <ul style="list-style-type: none"> <li>• Where no personal welcome is given, a tea tray with welcome letter or a phone call or visit, some time after arrival, to check all is well.</li> <li>• A "Welcome pack" might be provided and may include tea, coffee, milk, fresh flowers and cake etc.</li> <li>• Detailed instruction folder for operating all appliances.</li> </ul> | <ul style="list-style-type: none"> <li>• Guests greeted on arrival and/or satisfaction check after 24 hours.</li> <li>• Welcome pack provided with e.g. fruit, flowers, gift etc.</li> </ul> |
|---|---|--|---|--|

## ADVICE

- It is important to ensure that if no personal welcome can be provided, guests should be made fully aware of local contact, should the need arise. A "Welcome pack" will make guests feel welcome and at home. On a simple level it can be tea, coffee and milk but may also include some of the following: wine, fresh flowers, fresh fruit, bread, eggs, home-baking or preserves, starter meal or seasonal gifts, e.g. Easter eggs. If a personal welcome is not possible, a telephone call the day after arrival to check everything is okay may be considered, likewise a courtesy call when guests have returned home.
- This section will also now focus on the Welcome and Hospitality, along with the procedures in place for dealing with problems, such as a broken appliance or boiler failure. The assessor will ask questions about this, as well as looking for evidence within the property, including the guest information folder. "Welcome" would include not just hampers or welcome notes but the quality and clarity of the appliance information folder and advice on recycling etc. ensuring the property is well-presented before the guests arrive, with the correct ambient temperature for the season, especially when keys are collected from a key safe box.

## 2.3.4 GUEST &amp; TOURIST INFORMATION

## ALL STAR RATINGS

In-unit guest information and personal touches - this includes the provision and presentation of tourist information e.g. attractions leaflets and household information such as how to use the equipment. Personal touches are those aspects which make the property more homely and welcoming such as plants, books, videos, ornaments etc.

## PLUS



- Selection of Tourist Information for local and surrounding area. o real presentation.
- Limited range of personal touches.
- Details provided of how to operate all equipment in the unit and refuse collection.



- Reasonable selection of Tourist Information and not too out of date.
- Small range of items, e.g. ornaments, books.



- Extended range of Tourist Information including places to eat etc. and normally up to date.
- Good standard of presentation for household information.
- Wider range including books, games and magazines.
- Detailed guest information e.g. local shops, pubs, leisure facilities, churches etc.



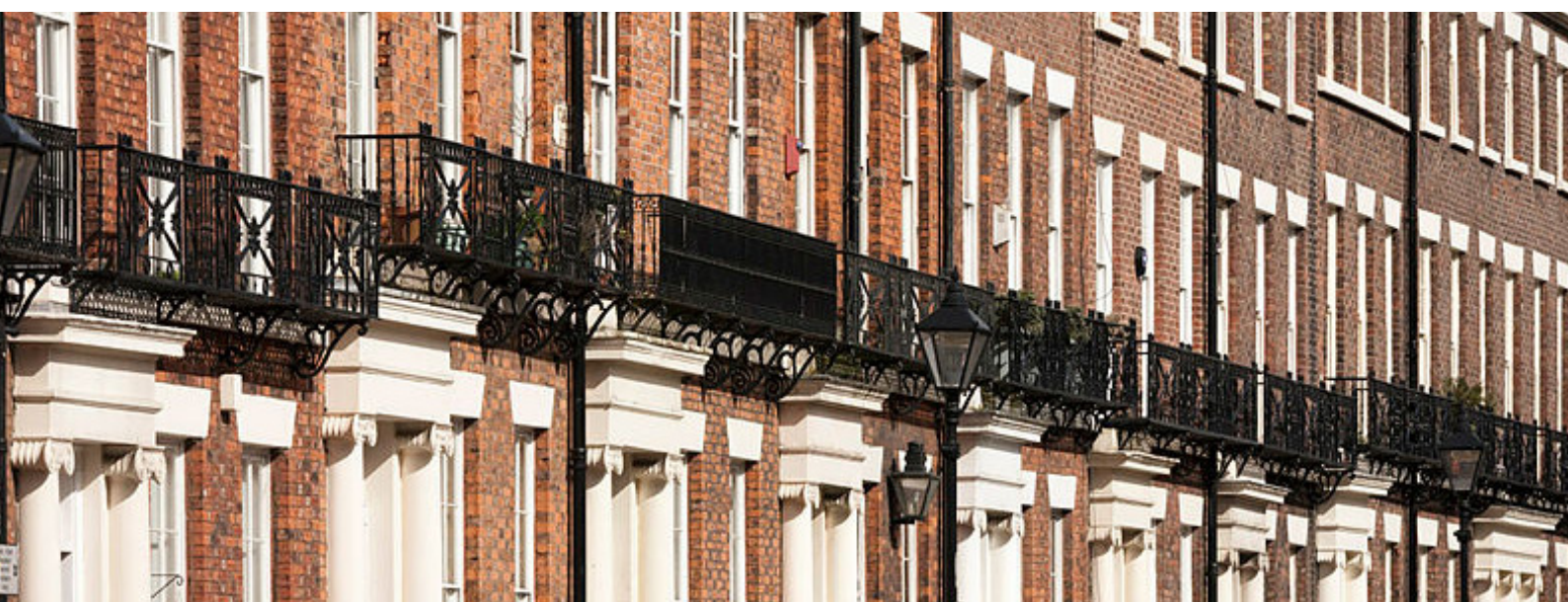
- A wide selection of Tourist Information for local area and further afield. Some organisation of leaflets would be expected.
- Additional information compiled by owners more than commercially produced leaflets. This could include information on local sporting and leisure activities, locality of banks, shops etc. particularly those selling local produce. This should be displayed in a loose leaf binder or in a rack.
- Very good range of personal touches including books, games, mending kit, barbecue, plants and magazines.



- Comprehensive information may include local interest books, ordnance survey maps, walking information etc.
- Excellent range of items, could include e.g. toiletries, bathroom scales, cookbooks, telephone directories, CDs.
- Comprehensive details presented to the highest standard

## ADVICE

- Think what you would like to know if you were a stranger in the area and list your personal recommendations for things such as restaurants, pubs, shops, walks etc. Tourist Information leaflets could be indexed, e.g. child friendly, rainy day activities etc. You need to let the guest know it will be worth them returning, as there is so much to see and do. Start a book of guest recommendations so they can record where they went and where they ate, this helps keep knowledge up to date.
- It is wiser to photocopy only the relevant sections from manuals for electrical/gas equipment etc. as they may otherwise be lost or damaged. These can be put into plastic wallets in a loose leaf binder for convenience.
- Guests will appreciate a pleasant, homely atmosphere which, for many, will be achieved through the provision of homely touches that guests may be used to in their own homes.



# 2.4 PUBLIC AREAS

|               |                |                   |                   |                    |
|---------------|----------------|-------------------|-------------------|--------------------|
| ONE STAR<br>★ | TWO STAR<br>★★ | THREE STAR<br>★★★ | FOUR STAR<br>★★★★ | FIVE STAR<br>★★★★★ |
|---------------|----------------|-------------------|-------------------|--------------------|

## 2.4.1 MINIMUM ENTRY REQUIREMENTS

### ALL STAR RATINGS

#### INTERIOR GENERAL

For non self-contained\* properties:

All facilities to be for the sole use of one unit.

#### INTERIOR GENERAL

For non self-contained\* properties:

There should be no more than one non self-contained\* unit on each floor.

#### INTERIOR GENERAL

For non self-contained\* properties:

Non self-contained\* units where there is only one unit and guests have sole use of the upper floor area acceptable up to a Three Star level.

#### INTERIOR GENERAL

For non self-contained\* properties:

All units must be totally self-contained\*

#### INTERIOR GENERAL

For self-contained\* properties:

- No coin meters or smart card systems for fuel payment. However, meter readings are acceptable.

- An additional five items from the following list should be provided:

Tumble dryer, Telephone, DVD/(Video), Sound/Music system, Docking Station, Games consoles, Internet access/Wi-fi/ Laptop and Printer for guest use, Sauna (in unit), Hot Tub (not shared), Outdoor cooking facility, Additional TVs in some/all bedrooms, Extensive library/Local reference materials, Binoculars.

- These items need to be of an excellent quality.

#### \* What does Self-Contained mean?

A self-contained unit must have bedrooms, bathrooms, public areas and kitchen all contained behind one main door, where occupants have sole access.

#### LIVING & DINING AREAS - Guest Comfort:

- Dining table and seating facilities for the maximum number of occupants.
- Where there is a functional open fireplace, a fireguard, poker, hearth brush, tongs, shovel, fuel container and ashes bucket to be provided.
- Easy chair and/or sofa seats to be provided, sufficient for the maximum number of advertised occupants.
- A colour TV to be provided where a TV signal is available, at no extra charge. Where terrestrial TV channels are not available every effort should be made to provide an alternative such as cable or satellite TV.
- Non-flammable waste paper bins provided in living areas.

- All easy seating to be provided in the main lounge/lounges.

- Please refer to additional requirements above.



ONE STAR  
★

TWO STAR  
★★

THREE STAR  
★★★

FOUR STAR  
★★★★

FIVE STAR  
★★★★★

## 2.4.1 MINIMUM ENTRY REQUIREMENTS CONTINUED

### ALL STAR RATINGS

#### Flooring:

- All rooms/areas, passages and staircases must have suitable finishes or coverings.

#### Furniture, Furnishings and Fittings:

- All exterior windows in living areas fitted with opaque curtains, blinds or shutters. Glass in exterior/interior doors will also require overing where the lounge is used for sleeping or where lack of privacy could be an issue. (The apex of an "A" framed window and roof light windows need to be curtained only where the lounge is used as sleeping accommodation).
- Where there is sleeping accommodation in living areas, there must be adequate storage for bedding and guests' clothes.

#### Heating & Ventilation:

- Adequate means of heating must be available at all times which will mean heating will be provided in living areas. (Freestanding araffin and Calor gas heaters are discouraged for safety reasons).
- All living room areas to have at least one window opening directly into the open air.

#### Lighting:

- All living areas must be adequately lit and lights must have shades (unless bulbs are decorative e.g. candle). Minimum lighting levels acceptable are 140 watts (cumulative) or low wattage equivalent for living areas. Greater wattage and range of lighting will be expected in larger rooms.

ENERGY LIGHT SAVING BULBS CONVERSION TABLE

| ENERGY SAVING BULB | NORMAL BULB |
|--------------------|-------------|
| 20 WATT - 23 WATT  | 100 WATT    |
| 15 WATT - 18 WATT  | 75 WATT     |
| 11 WATT - 13 WATT  | 60 WATT     |
| 9 WATT             | 40 WATT     |

## 2.4.2 DECORATION

### ALL STAR RATINGS

As well as wall and ceilings, the provision and quality of pictures and prints and all wall decorations are assessed here. The assessment of the decoration of walls, ceilings and woodwork looks at the quality, application and condition. The assessor's personal tastes of style or design are not considered.

#### PLUS

★

- Functional décor and limited co-ordination.
- Limited use of pictures and wall hangings.

★★

- Competently applied décor of a quite good quality. Few obvious blemishes.

★★★

- Good interior, with evidence of co-ordinated design.
- Well finished, good quality wall coverings and paint work.
- Use of pictures etc. where appropriate, particularly on plain walls.

★★★★

- A professional standard of finish in very good condition with appropriate level of adornment as befits the style.

★★★★★

- Excellent interior design and overall impression.
- High quality wall coverings in excellent condition; professional finish to all aspects of decoration.
- Attractive use of pictures, prints and other decorative relief where appropriate.
- Interesting architectural features, objects of interest, artwork and objects d'art.

## 2.4 PUBLIC AREAS

ONE STAR  
★

TWO STAR  
★★

THREE STAR  
★★★

FOUR STAR  
★★★★

FIVE STAR  
★★★★★

### 2.4.3 FLOORING

#### ALL STAR RATINGS

This includes all types of flooring such as carpets, laminate, ceramic, natural wood or vinyl. Assessment covers quality, condition and fitting.

#### PLUS

★

- Adequate comfort to flooring, some signs of wear and tear may be evident.
- May not be professionally fitted.

★★

- Quite good quality, but carpets may have a high man made fibre content.
- Tiling should have little damage.

★★★

- Good quality flooring in sound condition and comfortable under foot. Some underlay for carpets.
- Tiling to have clean grouting.
- Wooden floors in good condition.

★★★★

- High quality flooring, but not necessarily new, may show signs of wear or more moderate quality, but in pristine condition.
- High quality rugs would be anticipated on wood or laminate flooring.

★★★★★

- High quality flooring in excellent condition, with substantial underlay. No real signs of wear and professionally fitted.

### 2.4.4 FURNITURE, FURNISHINGS & FITTINGS

#### ALL STAR RATINGS

This includes the quality and condition of dining and lounge furniture including seating, scatter cushions, curtain poles, curtains, light fittings, heating appliances, televisions etc.

#### PLUS

★

- A sparing but adequate provision of furniture, furnishings and fittings, in terms of quality and quantity.
- Limited co-ordination.
- Curtains may be unlined, but should meet in the middle, blinds should run free.

★★

- A greater provision of furniture which may be dated or have wear but will be sound.
- No great degree of comfort for the guest.
- Curtains to be of better quality, clean and easy to draw.

★★★

- Good quality furniture.
- More substantial, lined curtains. They should not be watermarked.
- Good use of co-ordination.
- Where separate dining area is provided, provision for maximum number of guests to dine in comfort.

★★★★

- High quality furniture, not necessarily new, but which offers substantial comfort.
- Curtains to be full and may have additional embellishments, such as tiebacks.

★★★★★

- High quality modern, reproduction or antique furniture. Where dropleaf table provided, to be able to be used with minimum inconvenience. Excellent co-ordination of furniture and fabrics.
- Excellent quality and well-fitted window covering with ample drape and with high degree of comfort.
- High quality soft fabrics.

20





ONE STAR  
★

TWO STAR  
★★

THREE STAR  
★★★

FOUR STAR  
★★★★

FIVE STAR  
★★★★★

## 2.4.5 SPACE, COMFORT & EASE OF USE

### ALL STAR RATINGS

This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guests.

Can guests all sit and watch TV in comfort? Is there enough room for the maximum number of guests to all dine together? Does furniture have to be moved for the facilities to be used? The use of sofa beds will be taken into account here as this affects the comfort and ease of use.

#### PLUS

★

- Acceptable comfort and range of furniture.
- Space for reasonably free movement.
- Large or over-provision of furniture may mean it dominates the room and normal usage should be free from disturbing external noise, smells etc.
- Minimal intrusive noise from plumbing, corridors etc.
- Little thought given to layout.

★★

- Quite good levels of comfort and a limited range of seating.
- Environment free from disturbing external noise, smells etc.
- Easy use of facilities.

★★★

- Range of sofas and/or armchairs.
- Ample space for freedom of movement.
- Convenient layout of furniture.
- Fresh and airy atmosphere.

★★★★

- Well planned layout of furniture to maximise use of free space. Guests should be able to dine together in comfort in one location.
- Generous free space.
- Where there is an open plan kitchen/ living area, there should be adequate ventilation e.g. forced extraction to ensure minimal intrusion in the living area from steam and cooking odours.

★★★★★

- Lounge; generally separate from dining room or lounge/dining room with excellent spacious layout.
- Excellent range of comfortable seating.
- Large amount of free space which may include more than one sitting room.
- Easy and convenient use of facilities, e.g. use of surfaces and access to power points etc.
- No intrusive noise.

## 2.4.6 HEATING, LIGHTING & VENTILATION

### ALL STAR RATINGS

This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the unit and the number of guests accommodated. There should be a balance of natural and artificial light where appropriate.

#### PLUS

★

- Adequate levels of lighting, appropriately positioned (including stairs, landings and corridors).
- Heating levels appropriate to size of rooms, may not be automatic or fixed.

★★

- Quite good levels of lighting, may be main light and one other light, higher wattage than the minimum of 140 watts.
- Heating might be freestanding and may be automatic or thermostatically controlled.

★★★

- Good levels of controllable lighting in all areas including stairs, landing and corridors etc.
- There is likely to be more than one source of lighting e.g. wall, standard lamps. Ample natural light.
- Effective levels of heating providing overall uniform temperature.
- Properly fitted, automatic fixed heating which may be thermostatically controlled.

★★★★

- Very good levels of controllable lighting which may include use of dimmers in rooms. There should be several forms of alternative lighting e.g. table lamps, wall lights, picture lights etc.
- Automatic heating will be fixed and thermostatically controlled.

★★★★★

- Excellent lighting which creates a good effect and shows off rooms to best advantage.
- Light should be practical for all purposes such as reading etc.
- Heating levels fully controllable at all times of day/night by the guest; some older storage heaters may not meet this requirement.

# 2.5 BEDROOMS

|               |                |                   |                   |                    |
|---------------|----------------|-------------------|-------------------|--------------------|
| ONE STAR<br>★ | TWO STAR<br>★★ | THREE STAR<br>★★★ | FOUR STAR<br>★★★★ | FIVE STAR<br>★★★★★ |
|---------------|----------------|-------------------|-------------------|--------------------|

## 2.5.1 MINIMUM ENTRY REQUIREMENTS

### ALL STAR RATINGS

All rooms must have suitable floor finishes or coverings.

### PLUS

| ★  | ★★ | ★★★   | ★★★★ | ★★★★★   |
|--|----|---|------|---|
| <ul style="list-style-type: none"> <li>• A bedside table/shelf and light for each permanent bed (twin beds may share a table and light, and top bunk have a light, but a shelf should be provided only where safe to do so.</li> <li>• Non-flammable waste bins to be provided.</li> <li>• A dressing table (or equivalent) with mirror, wardrobe or clothes hanging rail and adequate drawer space in each unit (shelf space is an acceptable alternative to drawers), in at least one double or twin room, to be provided. Hooks on back of doors etc. are not acceptable; garments should be able to hang free.</li> <li>• Sufficient hangers per person. Wire hangers are not acceptable.</li> </ul> |    | <ul style="list-style-type: none"> <li>• Bedside table or shelf and light for each occupant (twin beds may share). For bunk beds a light per occupant is required and a shelf for the top bunk should be provided, except where it is not safe to do so.</li> <li>• It is a requirement that a hairdryer is provided at Three and Four Star.</li> </ul> |      | <ul style="list-style-type: none"> <li>• A hairdryer is provided in every bedroom at Five Stars (except children's rooms).</li> </ul> |

## 2.5.2 BEDS & BEDDING

### ALL STAR RATINGS

#### Beds & Bedding:

- Single beds – minimum size 183cm x 76cm/6' x 2'6" Double beds – minimum size 183cm x 120cm/6' x 4'.
- At least one bed for adults which is not bunk beds.
- All mattresses spring or foam or similar quality, and in sound clean condition.
- A headboard (or equivalent) should be provided for all permanent beds.
- Bedding supplied in sufficient quantity i.e. bedspread and two blankets per bed, or one duvet of suitable tog rating, and at least one pillow per person. For winter, late or early season letting, the amount of bedding should be increased. Bedding clean and well aired.
- A mattress protector or under blanket fitted to all beds. (Plastic or rubber mattress protectors are not acceptable for normal use. Where a rubber cover is provided for children, it should be as an optional extra in addition to the normal mattress protector).
- Where linen is provided, it should be changed for all new occupants and a weekly change offered during the letting period. Spare linen and bedding available on request. Sheets must be poly-cotton or cotton.
- Where a bedroom is accessed via another bedroom, then this must be clearly advertised in the brochure.
- Where a bathroom is accessed via a bedroom (not including enSuites), then these units must be designated, and advertised in the brochure, as only being suitable for single family occupation.



ONE STAR  
★

TWO STAR  
★★

THREE STAR  
★★★

FOUR STAR  
★★★★

FIVE STAR  
★★★★★

## 2.5.2 BEDS & BEDDING CONTINUED

As previous page (2.5.1 Beds & Bedding)

- All beds to be full size (except those clearly specified in brochures etc. as being for children's use; or bed settees. Size of bed settee mattress to be clearly shown in brochure).

- Adult single – minimum size 190cm x 90cm/6'3" x 3'

- Adult double – minimum size 190cm x 137cm/6'3" x 4'6"

- Child size – minimum size 183cm x 76cm/6' x 2'6"

- All double beds to have access to both sides.

- (Dispensation can be granted for a bed against a wall up to Three Stars).

- Bed linen available with or without extra charge, we strongly recommend beds are made up when linen is provided. (Cot bedding not included).

- All advertised sleeping spaces are to be in bedrooms only.

- (Where studio flats are clearly advertised as such, an exemption will be made to this).

- Bed linen provided and included in the hire charge. Beds must be made up for guests' arrival.

- All beds are to be full sized proper beds including beds for children (excludes 'Z' beds used on a temporary basis for children only).

- (It is unlikely that where a bedroom or bathroom is accessed via another bedroom that this would ever achieve Five Star).

### Galleried Bedrooms:

- Where a property accommodates only two people, any rating can be achieved. The galleried bedroom must be advertised as such in the brochure.

- Where the property accommodates more than two guests and there is a galleried bedroom, this must be clearly advertised in the brochure. The highest rating that could be achieved is Four Star. This is due to lack of privacy, light exclusion and noise interruption.

## 2.5.3 DECORATION

### ALL STAR RATINGS

As well as wall and ceilings, the provision and quality of pictures and prints and all wall decorations are assessed here. The assessment of the decoration of walls, ceilings and woodwork looks at the quality, application and condition. The assessor's personal tastes in style or design are not considered.

### PLUS



- Functional décor and limited co-ordination.
- Limited relief and adornment.



- Competently applied décor of a quite good quality.
- Limited obvious blemishes.



- Good interior, with evidence of co-ordinated design.
- Well finished, good quality wall coverings and paintwork, applied to a professional standard.
- Use of pictures etc., where appropriate, particularly on plain walls.



- A professional standard of finish in very good condition with appropriate level of adornment as befits the style.



- Excellent interior design and overall impression.
- High quality wall coverings in excellent condition; professional finish to all aspects of decoration.
- Attractive use of pictures, prints and other decorative relief.
- Interesting architectural features, objects of interest, artwork, objects d'art, floral arrangements.

ONE STAR  
★

TWO STAR  
★★

THREE STAR  
★★★

FOUR STAR  
★★★★

FIVE STAR  
★★★★★

## 2.5.4 FLOORING

### ALL STAR RATINGS

This includes all types of flooring such as carpets, laminate, natural wood or vinyl.

#### PLUS



- Adequate comfort to flooring.
- Finishes may include carpets, solid flooring, wood, vinyl etc.



- Quite good quality, but carpets may have a high man-made fibre content.
- Tiling should have little damage.



- Good quality flooring in sound condition and comfortable underfoot.



- High quality flooring, but not necessarily new, may show signs of wear or more moderate quality, but in pristine condition.
- Normally professionally fitted. High quality rugs would be anticipated on wood or laminate flooring.



- High quality flooring in excellent condition. No real signs of wear and professionally fitted.

#### ADVICE

- High quality underlay for carpet is encouraged. Even a high quality underlay under a lesser quality carpet can help comfort and prolong the life of the carpet.

## 2.5.5 FURNITURE, FURNISHINGS & FITTINGS

### ALL STAR RATINGS

This includes fitted and freestanding furniture, curtains and rails, scatter cushions, heating appliances and light fittings.

#### PLUS



- A sparing but adequate provision of furniture, furnishings and fittings in terms of quality and range; limited co-ordination.
- Curtains may be unlined, but should meet in the middle. Blinds should run free.
- Lighting and heating fittings could be lacking intrinsic quality.



- A greater provision of furniture which may be dated or have wear but will be sound.
- No great degree of comfort for the guest.
- Curtains to be a better quality, clean and run freely.
- Light and heating fittings of a quite good standard.



- Ample provision would include dressing table and stool, drawers, etc. in each room.
- Clothes hanging space within a wardrobe or designated curtained area in each bedroom.
- Good quality fittings, in a sound and useable condition.
- Good use of co-ordination.
- The amount of furniture in proportion to the space available.



- Dressing table facility, wardrobe and drawer space should be available in each bedroom.
- High quality furniture, not necessarily new, but which offers substantial comfort and space.
- Curtains to be full and may have additional embellishments such as tie-backs.
- Very good quality lighting and heating fittings maintained in a very good condition.



- Excellent quality modern, reproduction or antique furniture of sound construction.
- Excellent co-ordination of furniture and soft furnishings of high intrinsic quality.
- Additional features e.g. scatter cushions etc.
- Excellent quality and well-fitted window covering with ample drape and width.
- High quality lighting and heating fittings in pristine condition.



## 2.5.6 BEDS

This includes the quality and condition of headboards or equivalent, bed bases, mattresses and frames.

- Acceptable quality bed and mattresses may or may not include a headboard which should be clean.

- Beds of quite good quality but mattresses may be thin and bases shallow.

- Good quality comfortable bed, firm mattresses and sound base.

- Headboards and bed frames may be of older style, but in good condition.

- Very good quality firm mattresses with quality sprung base.

- Headboard and frame in very good condition.

- Excellent quality bed e.g. sprung mattress and high quality base.

- Clean headboard, perhaps offering a high degree of comfort.

**Galleried Bedrooms:**

- Where a property accommodates only two people, any rating can be achieved. The galleried bedroom must be advertised as such in the brochure.

- Where the property accommodates more than two guests and there is a galleried bedroom, this must be clearly advertised in the brochure. The highest rating that could be achieved is Four Star. This is due to lack of privacy, light exclusion and noise interruption.

**ADVICE**

- Sagging mattresses should be replaced. It is advisable to turn and rotate mattresses in order to prolong their life.

## 2.5.7 BEDDING &amp; LINEN

This looks at the quality and condition of pillows, duvets, blankets and sheets, pillow and mattress protectors, valances and bedspreads.

- Beds presented with acceptable quality, clean linen where provided and bed covers in good repair.

- Adequate range of bedding, including sufficient blankets and/or duvets.

- If additional bedding is provided, it should be clean and fresh, preferably wrapped to retain cleanliness.

- Bedding may be faded but some attempt made to match it.

- Pillows to be unstained and plumper.

- Well presented beds, with ample, good quality, pressed, co-ordinated linen and bedding.

- Valances may be present on divans.

- Extra pillows and bedding available.

- Pillows should be substantial.

- Very good quality linen co-ordinated with bedding and room. Choice of pillows may be offered e.g. feather or hollow fibre. Pillow protectors may be anticipated at this level.

- Valances may be high quality and pleated.

- Co-ordinated and crisply laundered linen. A choice of bedding available e.g. thickly quilted, or similar quality bedspreads and blankets, or duvets with appropriate tog rating. All of a high quality and co-ordinated with bedroom décor and other soft furnishings.

- Where duvets are used, then generosity of size should be considered, e.g. single beds having double duvets.

- Quality padded mattress covers and pillow protectors would be anticipated.



## 2.5.8 LIGHTING, HEATING &amp; VENTILATION CONTINUED

This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the room and requirements e.g. reading in bed, applying makeup, using a hairdryer at a dressing table. There should be a balance of natural and artificial light where appropriate. Heating needs to be sufficient for the size of the room and to cope with different guests' requirements.

- |   |  |  |   |   |
|---|--|--|---|---|
| <ul style="list-style-type: none"> <li>• Adequate lighting appropriately positioned for practical use.</li> <li>• Heating levels appropriate to size of room, may not be automatic or fixed.</li> </ul> | <ul style="list-style-type: none"> <li>• Quite good levels of lighting, may be main light and one side light. Higher wattage than the minimum 140w.</li> <li>• Heating might be freestanding and may be automatic or thermostatically controlled.</li> </ul> | <ul style="list-style-type: none"> <li>• Well positioned lights giving good levels of illumination which is easily controllable at night.</li> <li>• Effective levels of heating providing overall uniform temperature.</li> </ul> | <ul style="list-style-type: none"> <li>• Very good levels of light with easy access to controls. Different types of lighting may be used e.g. wall light and lamps.</li> <li>• Properly fitted automatic fixed heating which may be thermostatically controlled.</li> </ul> | <ul style="list-style-type: none"> <li>• Well positioned, high quality lighting, giving excellent levels of illumination for various purposes, e.g. reading and at the dressing table.</li> <li>• Would be desirable to have main light controlled from door and bed.</li> <li>• Heating levels fully controllable at all times of day and night by the guest. Some older storage heaters may not meet this requirement.</li> </ul> |
|---|--|--|---|---|

## ADVICE

- Bedside lamps with hidden controls could prove difficult to locate in the middle of the night, as could small shades with restricted space to reach the switch. If beds are heavily draped e.g. four poster beds, then the light from the bedside lamp could be obscured, so more thought may need to be given to positioning.
- Higher marks will be given where care has been taken to provide light in every part of the room where it may be needed e.g. at the dressing table and by or inside the wardrobe.
- Lights for bunk beds should be hardwired for safety.

## 2.5.9 SPACE, COMFORT &amp; EASE OF USE

This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guests. Does furniture have to be moved for the facilities to be used? Is there somewhere to store luggage?

- |  |  |  |   |  |
|--|--|--|---|--|
| <ul style="list-style-type: none"> <li>• Reasonable free movement not to be unduly restricted by intrusive low beams and ceiling.</li> <li>• Large furniture may dominate a room and make it less usable.</li> <li>• Little thought given to layout.</li> <li>• Minimal intrusive noise from plumbing, corridors etc.</li> </ul> | <ul style="list-style-type: none"> <li>• Quite good levels of comfort and a limited range of furniture.</li> <li>• Easy use of facilities with an uncluttered appearance.</li> </ul> | <ul style="list-style-type: none"> <li>• Sufficient space to allow free movement and a good degree of comfort.</li> <li>• Easy use of facilities.</li> <li>• Convenient layout of furniture for practical use.</li> <li>• Good access to both sides of double beds.</li> </ul> | <ul style="list-style-type: none"> <li>• Well planned layout of furniture to maximise use of generous free space. Rooms may be smaller than 5 Star, but wellplanned positioning of furniture would make them more usable.</li> <li>• Very good access to both sides of double bed.</li> </ul> | <ul style="list-style-type: none"> <li>• Bedroom should be of a sufficient size to allow the provision of all appropriate bedroom furniture and still give an easy access when using these facilities.</li> <li>• Area available for luggage storage without cluttering the room and obstructing access. This need not be in a bedroom.</li> <li>• Easy and convenient use of facilities e.g. access to power points etc.</li> <li>• Generous access to both sides of a double bed.</li> </ul> |
|--|--|--|---|--|

## ADVICE

- When planning a bedroom, consider carefully whether installing too many beds will compromise the space for the guests. Perhaps by taking fewer guests overall, you create a higher quality experience, as they can fully use the rooms in comfort. Cramped, overpopulated rooms will invariably score lower for this section in the assessment.
- Consider that guests may not always unpack and/or may need somewhere to store their suitcases.
- Galleried bedrooms in units for more than two occupants are unlikely to score highly in this section due to lack of privacy and intrusive noise, light and smells. Bedrooms with 'sleeping platforms' with limited headroom and mattresses on the floor are also unlikely to score highly in this section.
- There should be plenty of sockets strategically placed for all possible uses. This will include power points for lights, bedside alarm clocks and one located by a mirror for use with hairdryers etc. These should be easily accessible and negate the use of adapter plugs and extension leads, which could be a safety hazard.
- Lights for bunk beds should be hardwired for safety.

## 2.6 BATHROOMS & WC

ONE STAR  
★

TWO STAR  
★★

THREE STAR  
★★★

FOUR STAR  
★★★★

FIVE STAR  
★★★★★

### 2.6.1 MINIMUM ENTRY REQUIREMENTS

#### ALL STAR RATINGS

##### General:

- All units to have at least one bathroom and WC for every eight guests. The bathroom to be equipped with a bath or shower, bathmat, towel rail (pegs and hooks are not acceptable), shelf or flat surface and wash basin. Where the base of the bath or shower is not anti-slip then a non-slip mat must be available. Soap dish to be provided in showers.
- Where no bath is available, this must be indicated in the brochure.
- Unless ensuite, access through a bedroom to the bathroom is not normally acceptable, except where the unit is for single family occupation.
- Washbasin in main bathroom is a minimum of 36cm x 24cm (14" x 9") internal, although a standard size wash basin is always recommended where space allows. (Additional basins offered in ensuites or separate WCs where basin in main bathroom complies, could be of a smaller dimension).
- A mirror above or adjacent to the wash basin.
- All units to have at least one WC equipped with a full toilet roll and holder, toilet brush, and disposal bin with sanitary bags, or a lidded bin.
- All windows to have opaque curtains, blinds or shutters. (Glass doors to bathrooms and WCs must also have opaque curtain or blind).
- A means to provide hot water available at all times.
- A lock or bolt to be provided on all bathroom/WC doors, including ensuites.
- Shaver point adjacent to mirror, preferably with light. An adapter elsewhere in the unit is an acceptable alternative, providing it can be used close to a mirror.

#### PLUS

★

★★

★★★

★★★★

★★★★★

- As above (applies to One & Two Star)

- Where more than six guests are accommodated a shower should be available. This must be hands free, but can be fitted over a bath e.g. mixer tap.

- Extra WC and washbasin (which may be in another bath/shower room) to be provided if the unit sleeps more than six. The shower must be hands free.

- Towels (one hand and one bath towe per person) available with or without extra charge.

- All units to have at least one bathroom with bath/shower, WC and basin for every four guests. Ratio to be maintained if the property sleeps more than four guests. At least one bathroom should have a bath. (A dispensation may be given if the shower is of an exceptional quality).

- Towels provided and included in the hire cost.



## 2.6.1 MINIMUM ENTRY REQUIREMENTS

### ALL STAR RATINGS

#### Flooring:

- All bathrooms/WCs must have suitable floor coverings. Consideration should be given to the suitability of floor coverings for hygiene and housekeeping reasons.

#### Heating & Ventilation:

- Heating to be provided in all bathrooms where there is an external window. A heated towel rail is acceptable. Heated light bulbs are discouraged.
- All bathrooms and WCs to have an opening window or Local Planning Authority approved ventilation system.

#### Lighting:

- All bathrooms/WCs must be adequately lit and all lights must have shades or be suitably protected.

## 2.6.2 DECORATION

• Functional décor with limited co-ordination.

• Quite good quality and condition of décor but may have some signs of wear.

• Well maintained, practical décor; wall and ceiling covering well applied. All in good condition.

• May be recently redecorated, but not highest quality or excellent quality with light ageing.

• Excellent interior design.

• Professional finish to all aspects of decoration.

Highest quality finish to wall coverings, well fitted grouting and seals.

• Attractive use of decorative enhancements, where appropriate.

#### ADVICE

- Walls do not have to be fully tiled (or equivalent), but areas likely to come into contact with water should be.
- Always maintain grouting and sealant to stop it becoming discoloured and unsightly. Use of a sealant, which guarantees long-term mould resistance, is recommended.
- Pipes where possible should be boxed in for ease of cleaning and aesthetic reasons.

## 2.5.3 FLOORING

### ALL STAR RATINGS

This includes the quality and condition of carpet, vinyl flooring, wood flooring, laminate and ceramic tiles. Non-slip flooring is always advisable in bathrooms.

#### PLUS



• Practical, nonslip flooring with adequate comfort under foot.



• Quite good flooring. Tiling should have little damage.



• Good quality flooring in sound condition and comfortable underfoot.



• High quality flooring, but not necessarily new. Some signs of wear or more moderate quality in pristine condition.



• Excellent quality flooring, in excellent condition. No real signs of wear and professionally fitted.

#### ADVICE

- Carpeting, while providing warmth underfoot, may not always be the best flooring for hygiene reasons, and water damage may also occur.



## 2.6.4 FIXTURES, FITTINGS, SANITARY WARE

## ALL STAR RATINGS

This includes the taps, plugs, showerheads, mirrors, shower screen/curtains, towel rails, shaver points, lighting and heating fittings, extractor fans, sanitary ware (bath, shower, WC, basin and bidet), towels, curtains and blinds.

## PLUS



- Fittings of an acceptable quality.
- Correctly fitted, appropriate window covering.
- Sufficient water pressure and satisfactory drainage for practical use of facilities.
- Flat surface provided for guests' belongings.



- Fittings of quite good quality, but may be dated or worn.



- Solid, matching, good quality and well-fitted appliances.
- Co-ordinated sanitary ware and bath or shower tray.
- Well-fitted window covering, with sufficient width and height to draw completely across the window.
- Good shelf space for guests' belongings.
- Wall and ceiling coverings well applied.



- Generally high quality fittings throughout, slight wear only. Good sized baths. Shower screen or heavy, high quality curtain.
- All sanitary ware in good order, no cracks, crazing or dull finishes.



- Provision of bath and shower, with high quality fixtures and fittings, e.g. shower cubicles or shower screens, and thermostatically controlled showers. Full size washbasin and easy to use facilities.
- Excellent quality and well-fitted window covering.
- Ample and convenient shelf space for guest belongings.

## ADVICE

- Assessment of bathroom fittings will cover their intrinsic quality and condition. Flimsy plastic towel rails or shelves will score less than high quality wooden, metal or ceramic fittings. Matching or co-ordinated fittings will usually attract a higher score than a mixture of different styles.
- A sturdy well-fitted shower screen will score higher than a thin plastic curtain that tends to "stick" to the guest when taking a shower. If a shower screen is ill fitting or awkwardly positioned so that access to the taps or shower controls is difficult, then the mark will be reduced accordingly. A sturdy cast iron bath would attract a higher score than a cheap plastic bath that creaks and moves about. If the bath surface is dull, scratched or stained it will score less.
- Credit will be given in the assessment for the provision of good quality hooks on doors, shelves or other conveniently placed surfaces for toiletries and equipment. Thought must be given to shelf space and towel rail space where larger numbers are accommodated. Extra towel rail space can be provided in bedrooms. Position of mirrors should be appropriate for guests of most heights.
- Where a shower is positioned over a bath, then the provision of a shelf/soap dish at standing height, as well as at bath sitting height is preferable.
- Consider the size of shower cubicles - can they accommodate larger guests?



## 2.6.5 LIGHTING, HEATING &amp; VENTILATION

## ALL STAR RATINGS

This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the bathroom. Lack of sufficient heating and/or ventilation will give rise to condensation. There should be a balance of natural and artificial light where appropriate.

## PLUS



- Heating levels appropriate to size. This should be fixed for safety.
- Adequate lighting appropriately positioned for practical use.
- Window only may be provided.



- Heating to offer a good level of heat and may be automatically controlled.
- Quite good levels of lighting. Higher wattage than minimum (140 watts).



- Effective levels of heating providing overall uniform temperature.
- Well positioned lights giving good levels of illumination to the face.



- Properly fitted, thermostatically controlled heating.
- Normally an extractor and an opening window might be expected.
- Very good levels of lighting, especially over or adjacent to a mirror.
- Different types of lighting may be evident.



- Heating levels fully controllable at all times. Some older storage heaters may not meet this requirement.
- Extractor fan fitted with a humidistat might be provided as well as window/s.
- Well positioned excellent quality lighting, giving excellent levels of illumination.

## ADVICE

- It is important to have lighting in the right place. The area around the washbasin and mirror should be well illuminated. If the bathroom is an unusual shape then thought should be given to placement of lights. Lighting over the bath and/or shower is extremely useful and adds to safety of use.
- Combined light/heat bulbs are not encouraged for safety reasons. Bar heaters and circular radiant heaters will not score highly. For the highest marks heating should be automatic and thermostatically controlled.
- Guests cannot be relied upon to open bathroom windows, particularly in colder weather, therefore the addition of an extractor fan is best. Condensation and mildew is caused by a combination of a lack of heat and ventilation, and the provision of background heating and an extractor fan will help overcome this, especially one with a built in humidistat (as the humidity rises, the fan comes on).

## 2.6.6 SPACE, COMFORT &amp; EASE OF USE

## ALL STAR RATINGS

This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guest's freedom of movement; with safety being a prime consideration. Ease of use is likely to be affected by too many guests sharing one bathroom, particularly where the WC is within the bathroom or where there is only a bath provided.

## PLUS



- Heating levels appropriate to size. This should be fixed for safety.
- Adequate lighting appropriately positioned for practical use.



- Heating to offer a good level of heat and may be automatically controlled.
- Quite good levels of lighting. Higher wattage than minimum (140 watts).



- Effective levels of heating providing overall uniform temperature.



- Properly fitted, thermostatically controlled heating.



- Heating levels fully controllable at all times. Some older storage heaters may not meet this requirement.
- Extractor fan fitted with a humidistat might be provided as well as window/s.

## ADVICE

- Thought should be given to planning of bathrooms e.g. heaters not too close to WC's and appropriate distance between facilities creating easy access and good ease of use.
- Consider the number of guests and their toiletries in relation to the amount of shelf space provided - is it adequate for the job? If the family market is being targeted then the provision of a bath may be desirable as it easier to wash small children in a bath than a shower.
- If a shower only is provided in a property catering for a larger number of guests, then consideration should be given to whether the hot water tank is sufficient in size for several of the guests to shower directly after one another. An electric shower or combination boiler may be a solution.

# 2.7 KITCHEN

|               |                |                   |                   |                    |
|---------------|----------------|-------------------|-------------------|--------------------|
| ONE STAR<br>★ | TWO STAR<br>★★ | THREE STAR<br>★★★ | FOUR STAR<br>★★★★ | FIVE STAR<br>★★★★★ |
|---------------|----------------|-------------------|-------------------|--------------------|

## 2.7.1 MINIMUM ENTRY REQUIREMENTS

### ALL STAR RATINGS

General:

- A cooker with an oven, with at least two shelves, a grill and at least four boiling rings that may be used simultaneously with the oven or grill. If two people only are accommodated, then two boiling rings plus oven and grill must be provided. For any larger numbers accommodated, i.e. twelve or more, it is anticipated that additional cooking facilities will be provided. A microwave is an acceptable alternative for one boiling ring. A combination microwave (oven, grill and microwave) is acceptable as a grill or oven, provided that a three-ring hob is also available separately.
- Cookers to be clean and in sound condition and functioning properly.
- Microwave oven to be provided, and microwave cookware or compatible crockery.
- A refrigerator with an ice making compartment (unless a freezer is also provided). Larder fridges are not acceptable if no freeze is provided.
- A sink equipped with a draining board, dish drying rack, hot water and cold drinking water supply to be provided.
- At least one hygienic work surface.
- An opening window or Local Planning Authority approved ventilation system. Opaque curtains, shutters or blinds on external glass doors and windows.
- A covered waste disposal bin to be provided, with liner.
- A fire blanket to be readily available. This should ideally be between the cooker and the door, and wall mounted. Storage in a cupboard or over the cooker is not acceptable. It could be sited outside the kitchen, provided it is quickly and easily accessible. (Further advice can be sought from your local fire prevention officer).
- Storage space suitable for food.
- Vacuum cleaner provided in each unit (may be compact type), unless a daily cleaning service is provided.
- Where a dishwasher is provided, crockery, cutlery and utensils should be dishwasher safe. Extra crockery should also be provided, so dishwasher does not have to be operated at each mealtime for smaller numbers of guests.
- Sufficient storage space for crockery, cutlery, kitchen and cleaning equipment provided.

### PLUS

| ★  | ★★ | ★★★ | ★★★★   | ★★★★★   |
|--|----|-----|--|---|
| <p><b>General:</b> As above (applies to One, Two &amp; Three Star)</p> |    |     | <ul style="list-style-type: none"> <li>• Access to washing machine if not provided in the unit. Ratio of one machine to every five units. 24 hour return laundry service also acceptable.</li> <li>• Access to a freezer at Four Star is now a requirement (and not just a 3* icebox within a fridge), but it could be in a shed/garage, etc. Assessors will use their judgement on appropriate size, depending on the occupancy of the unit. Dispensations may be considered if the property sleeps only two people. Access to a shared freezer would be acceptable.</li> <li>• Freezer provided</li> </ul> | <ul style="list-style-type: none"> <li>• Dishwasher provided within the unit (consider size for number the unit accommodates).</li> <li>• Washing machine provided in the unit (may be provided in an exterior purpose made laundry room on multi-unit sites, but must have 24 hour access). Ratio maximum of one machine to every five units. Use of property owner's washing machine is not acceptable. (24 return laundry service also acceptable).</li> </ul> |

## 2.7.1 MINIMUM ENTRY REQUIREMENTS CONTINUED

## ALL STAR RATINGS

**Flooring:**

- All kitchens must have suitable floor finishes or coverings. Consideration should be given to the suitability of floor coverings for housekeeping and hygiene reasons.

**Heating & Ventilation:**

- Adequate means of heating must be available at all times, which will, in most cases, mean heating provided in the kitchen, if large or separate.
- There should be an opening window or Local Planning Authority approved ventilation system.

**Lighting:**

- Kitchens must be adequately lit and all lights must have shades or be suitably protected. Greater wattage and range of lighting will be expected in larger rooms. For energy-saving lightbulb conversion table see page 19.

## 2.7.2 KITCHEN INVENTORY

| ESSENTIAL ITEMS  | Notes  | Higher Star Ratings  |
|--|--|--|
| Matching crockery and cutlery  | Sufficient for number of guests unit sleeps. Extra if dishwasher in unit. Plenty of teaspoons essential, nothing chipped or cracked. Egg cups should be included | Greater range of items, e.g. different sizes of plates and bowls & mugs/cups and saucers. Not essential to offer cups & saucers, but aim for very good quality & range. Guests will expect small knives & forks & soup spoons at higher star ratings |
| Glassware  | At least tumblers and wine glasses. A water jug might be appreciated   | Possibly champagne flutes or greater range and quality of glasses to suit target market  |
| Serving dishes   | To suit target market - possibly salad bowl, platter, fruit bowl, bread basket etc. Consider small containers/dishes for serving crisps & nuts                   | Greater range and quality expected at higher levels  |
| Serving spoons   |  |  |
| If families are welcomed, consider unbreakable items for use outside |  |  |
| Teapot, milk jug & container for sugar                               | Cafetiere or coffee maker, might be included, depending on target market   | At higher star ratings guest may expect different sizes of teapot, cafetieres & jugs   |
| Condiments (salt & pepper)   |  |  |
| Useful containers for bread, food items etc.                         | Some airtight lidded plastic in different sizes worth including, especially if can go through dishwasher   |  |
| Bread knife, carving knife and fork & other sharp knives             | Larger capacity units would need greater range so if group all cooking together, they have sufficient  |  |
| Chopping board(s), bread board etc.                                  |  |  |
| Range of kitchen utensils  | e.g. Tin opener, potato peeler, grater, fish slice or similar, potato masher, ladle, kitchen scissors, wooden spoons, whisk etc.                                 | At higher star ratings more gadgets would be expected, e.g. food processor, bread maker, pasta maker, electric whisk etc. and pestle and mortar  |
| Range of kitchen bowls, measuring jug etc.                           | Kitchen scales should be considered, depending on target market  | At higher star ratings, guests may expect bakery items, such as cake tins, cooling racks, rolling pin, cutters, pie dishes, casserole etc.   |

## 2.7.3 KITCHEN INVENTORY - SERVICED APARTMENTS

| ESSENTIAL ITEMS   | Notes   | Higher Star Ratings  |
|---|---|--|
| Roasting tin(s) and other oven-proof trays, dishes etc.                                 |   |  |
| Electric kettle and toaster   | Toast rack might be considered  |  |
| Range of saucepans (inc 1 non-stick) and at least one frying pan                        | Ensure adequate provision of large saucepans and frying pans if unit takes larger groups. Omelette pan might be appreciated | Ensure frying pans in very good condition  |
| Colander or Sieve   |   |  |
| Corkscrew & bottle opener   |   |  |
| Tray(s)   |   |  |
| Ice-making tray (unless has ice-making unit)  |   |  |
| Vase(s)   |   |  |
| Straws (for children & disabled guests)   |   |  |
| Miscellaneous   |   |  |
| Ashtrays (if smoking permitted)   |   |  |
| Matches/lighter   |   |  |
| Facility to dry clothes (airer or clothes line with pegs)                               | Plastic/wicker laundry basket might be appreciated  |  |
| Vacuum/Broom, floor mop & bucket, dustpan & brush, as appropriate depending on flooring |   |  |
| Basic supply of cleaning materials, washing up liquid, toilet roll for each WC          | Guests might appreciate starter supply of dishwasher powder/tablets   | At higher star ratings, operators might consider leaving kitchen roll, foil, cling film etc. |
| Iron and ironing board  |   |  |
| Oven glove or mitts   |   |  |
| Supply of clean tea towels/kitchen towel  |   |  |
| Spare light bulbs   |   |  |
| Torch(es)   |   |  |
| Tablecloth or place mats, as appropriate  | Consider plastic cloth(s) for dining table, if families are welcomed  | Linen/cloth napkins might be appreciated by some guests, especially if from overseas         |
| Washing up bowl with new sponge/ disposable cloths/clean brush                          |   |  |
| Door mat at exterior door(s)  |   |  |



## 2.7.4 DECORATION

## ALL STAR RATINGS

The assessment of the decoration of walls, ceilings and woodwork looks at the quality of wall finishes, their application and condition. This includes splash backs, tiling, grouting and sealant. The provision and quality of pictures and prints and wall decorations is also assessed here. In a kitchen hygiene is of prime importance, and some account of appropriateness of materials and finishes will have to be taken into consideration. The assessor's personal tastes as to style or design are not considered.

## PLUS



- Functional décor including walls and ceilings.
- Minimal marks, splashing, grease or other signs of cooking.



- Quite good quality and condition of décor, but may have some signs of wear.



- Well maintained, practical décor.
- Well co-ordinated with suitable, durable finishes such as tiling in working areas, applied to a good standard.



- May be recently redecorated but not of highest quality, or excellent quality with slight ageing.



- Excellent standard of décor, professionally applied.
- Co-ordinated interior design.
- Highly durable surfaces, showing negligible wear and tear.
- Freshly maintained grouting in tiled areas.

## ADVICE

- Use materials appropriate for a kitchen e.g. kitchen and bathroom paint which will resist stains and moisture. Splash backs of some type are encouraged especially by cookers, sinks and to the rear of work surfaces.

## 2.7.5 FLOORING

## ALL STAR RATINGS

This includes the quality and condition of carpet, vinyl flooring, and wood flooring, laminate and ceramic tiles. Account will be taken of the quality of fitting especially around units and white goods.

## PLUS



- Well-fitted flooring.
- Some signs of wear and tear may be evident. May not be professionally fitted.



- Quite good quality flooring.
- May be carpet or solid finish, but should be free from tears, stains or burns.



- Very good degree of maintenance even in heavy traffic areas. Very durable flooring.
- Tiling to have clean grouting.
- Wooden floor in good condition.



- High quality flooring, but not necessarily new. May show some signs of wear or more moderate quality in pristine condition.
- Normally professionally fitted.



- Flooring of highest quality in excellent condition.
- Easily cleaned and professionally fitted.

## ADVICE

- The practicality of carpets in kitchens is limited and may lead to problems with spillages or burns as well as general hygiene and cleanliness issues.

## 2.7.6 LIGHTING, HEATING AND VENTILATION

## ALL STAR RATINGS

This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the kitchen. There should be a balance of natural and artificial light where appropriate and it should be adequate for safe use of the cooker and work surfaces. Lack of sufficient heating and/or ventilation will give rise to condensation. Ventilation is an important aspect in kitchens and air change should be provided to ensure removal of steam and cooking odours particularly in open plan units. An opening window, if it operates satisfactorily, can provide adequate ventilation.

## PLUS



- Practical levels of artificial and/or natural lighting for safety.

- Heating may be borrowed where open plan, but nevertheless of a satisfactory level.

- Adequate ventilation perhaps only provided by opening windows.

- Quite good levels of lighting. Higher wattage than minimum (140 watt).

- Heating to offer a good level of heat and may be automatically controlled.

- Good overall lighting. May include lighting directly over work surfaces.

- Good ventilation may include forced extraction.

- Very good levels of lighting, especially over work surfaces.

- Different types of lighting may be evident.

- Properly fitted, thermostatically controlled heating.

- Extractor fans as well as opening windows might be anticipated.

- Excellent lighting to all areas.

- All areas well lit including work surfaces and hob/cooker.

- Easily controllable heating e.g. thermostatic valve fitted to radiators.

- Forced extraction may include a humidistat.

## ADVICE

- Use materials appropriate for a kitchen e.g. kitchen and bathroom paint which will resist stains and moisture. Splash backs of some type are encouraged especially by cookers, sinks and to the rear of work surfaces.

## 2.7.7 FURNITURE &amp; FITTINGS

## ALL STAR RATINGS

This includes all kitchen fittings in terms of quality and condition to include kitchen units and cupboards, work surfaces, curtains and blinds, light and heating fittings, extractor fans and any free standing furniture such as kitchen table and chairs.

## PLUS



- Work surfaces and storage may be limited but adequate, with at least one cupboard or shelving for food storage.

- All surfaces sound and cupboard doors properly functioning.

- Sufficient work surfaces and cupboards for practical use.

- Units of quite good quality.

- More than adequate cupboard and work surface space.

- Well-fitted and co-ordinated units of good quality.

- Where the dining area is part of the kitchen, tables and chairs of good quality with seat padding, where appropriate.

- Provision for maximum number of guests to dine in comfort.

- Very good amount of work surface free from clutter and equipment.

- Very good quality and well maintained units.

- Ample storage space for guests' food etc.

- Generous work surfaces of high quality finish, plentiful storage space including floor and wall mounted units.

- Professionally fitted units of excellent quality.

ONE STAR  
★

TWO STAR  
★★

THREE STAR  
★★★

FOUR STAR  
★★★★

FIVE STAR  
★★★★★

## 2.7.8 ELECTRICAL/GAS EQUIPMENT

### ALL STAR RATINGS

All electrical and gas equipment provided in the kitchen will be assessed in this section including cookers, hobs, refrigerators etc. All small electrical equipment such as food mixers and hand whisks etc. are also considered here. Appliances such as washing machines, freezers etc. which are not located in the kitchen, but in another part of the property such as a utility room or the owner's property, will be included here.

#### PLUS



- Minimal or no provision beyond the basic requirement.
- Although some items may be older, all should be in sound and working condition.



- Some additional items of equipment may be provided, but may show signs of wear and tear.



- All equipment in good order and very well maintained e.g. items free from signs of damage, marks etc.



- May be excellent quality, but not in pristine condition. A very good range of equipment provided.



- Wide range of excellent quality items which may include food processors etc.
- May include split-level cookers for ease of use.
- Highest standards of equipment throughout.

## 2.7.9 CROCKERY , CUTLERY & GLASSWARE

### ALL STAR RATINGS

This includes the quality, condition and range of crockery, cutlery and glassware for dining purposes. It does not include glass cookware, for example.

#### PLUS



- Minimal provision of acceptable quality.
- Crockery may be of heavy practical quality, all the same pattern.
- Cutlery may be thin, low quality and mismatched.
- Small range of glasses. May not be matching.



- Crockery should have no signs of mismatch, chips, stains or cracking.
- Cutlery may be lightweight, but should all be matching.



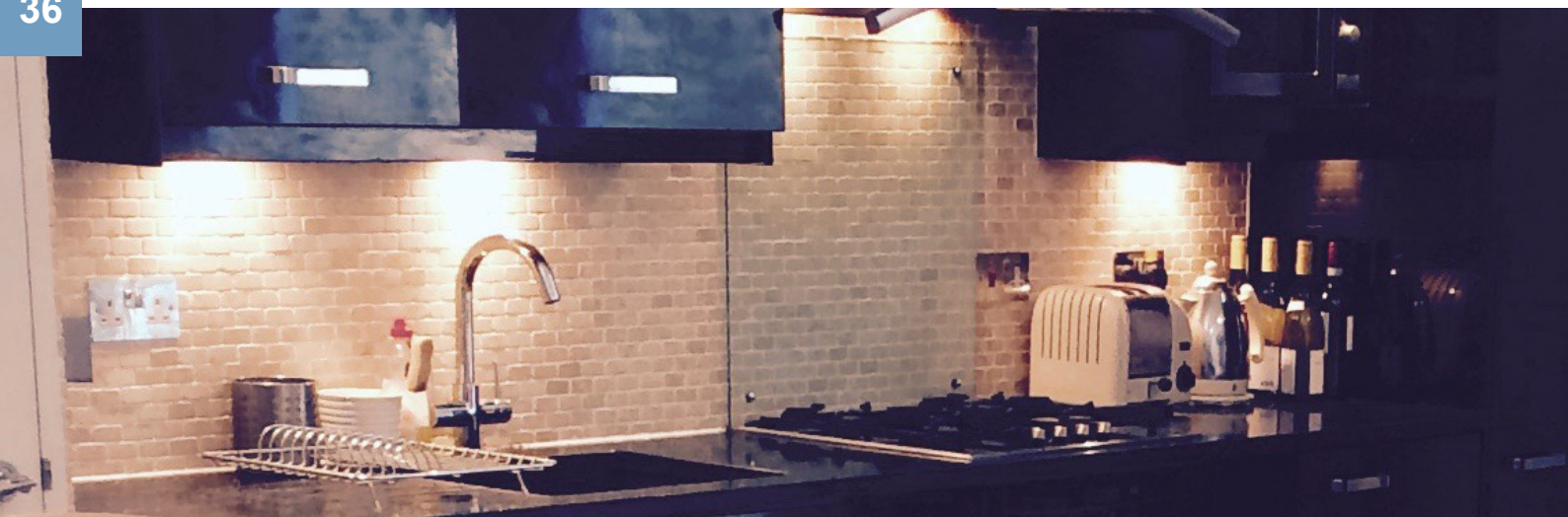
- Heavier styles of cutlery free from any signs of wear.
- More than ample supply for the number of guests of cutlery, crockery and glassware.
- A reasonable selection of glassware, of good quality.



- Very good quality cutlery matching throughout.
- Very good quality in pristine condition or excellent quality in less than perfect condition.



- Excellent standard of china or other high quality pot or stoneware.
- Highest quality stainless steel or silver-plate cutlery.
- Well matched high quality glassware in a larger range of sizes.
- Numbers of each item well in excess of the likely number of occupants.
- A number of ancillary items, e.g. ramekins.





## 2.7.10 KITCHENWARE, PANS &amp; UTENSILS

## ALL STAR RATINGS

This section looks at the quality, range and condition of pans, baking trays, cooking and serving bowls and dishes as well as utensils. Range and quantity at a basic level should be commensurate with the number of guests i.e. larger numbers will require larger pans and serving dishes etc.

## PLUS



- Acceptable quality and limited range of pans.
- Minimum range of mismatched utensils. Some items may be lighter weight or of more basic intrinsic quality.



- Pans of a heavier quality. Handles all secure and well fitting lids.
- May have wide range of utensils, but not all of matching design.



- Pans in a range of sizes, all of good solid weight.
- No old plastic utensils which are mis-shapen.
- Wide range of knives, wooden spoons, etc.



- Pans may be high quality but showing signs of age or wear and tear.
- Greater range of utensils and cookware of various sizes and uses.



- All cookware and pans of the highest quality standard. Range of pans should be greater than the minimum.
- Wide range of additional items, all co-ordinated, e.g. wok, garlic press, kitchen scales, juicer, splatter guard, slotted spoon etc.
- Range of items suitable for microwave.

## 2.7.11 SPACE, COMFORT &amp; EASE OF USE

## ALL STAR RATINGS

This section will cover the design and layout of the kitchen taking into account the important aspect of space. It could be possible to have too much space to the detriment of the practical use of the kitchen e.g. the layout precludes ease of use. Account will be taken of the maximum occupancy of the unit and the space in the kitchen for that number, especially if the dining area is located in the kitchen, with safety being a prime consideration.

## PLUS



- Limited space throughout, which includes storage, work surfaces and free space.
- Adequate space to wash and drain dishes.



- Adequate space and layout such as to allow for practical use of facilities.
- Convenient access to refrigerator, cooker/oven and hob.
- Evidence of more thought given to the various tasks carried out in a kitchen.
- Multiple unit use of washing machine facility.



- Sufficient space to allow easy access to, and use of, the facilities.
- Good amount of storage space for foodstuffs.



- Very good ease of use with plenty of space, especially around dining tables if located in a kitchen.
- Very good access to all units with thought given to the working triangle - cooker, fridge and sink.
- Additional space would be anticipated were larger properties may have more than one person using the kitchen at the same time.



- Ample space to allow free movement and easy access to the facilities.
- Very convenient layout with plenty of space.
- There should be very generous space for storage, food etc.

## 2.8 ADDITIONAL FACILITIES

ONE STAR  
★

TWO STAR  
★★

THREE STAR  
★★★

FOUR STAR  
★★★★

FIVE STAR  
★★★★★

### 2.8.1 LAUNDRY

#### ALL STAR RATINGS

This is where there is a specific laundry room located outside the property (includes owner's laundry room) itself with equipment for washing, drying and ironing clothes. It may be shared with the owners or other self-catering properties.

#### PLUS

★

★★

★★★

★★★★

★★★★★

- All equipment to be in working condition.
- Practical working environment.
- Simple instructions for use of equipment.
- Opening hours may be limited.

- Some evidence of wear and tear may be noted.
- Walls and floors finished to a reasonable standard.
- Equipment of a more domestic quality.
- Instructions may be more detailed.

- Sufficient equipment for convenient use.
- Premises in good decorative order. Good housekeeping and free from unsightly storage.
- Equipment may be professional or domestic standard.
- Opening hours appropriate to type of facility and functions e.g. size and style.

- Very good and ample provision of equipment exceeding the ratios of machines to units.
- Could include indoor hanging area for wet coats and boots.
- May have 24 hour access - which may be via a key etc. or extended opening hours to suit customer needs.

- Well equipped premises in excellent decorative order and a high standard of cleanliness evident.
- Well organised layout with consideration for ease of use of all equipment.
- Provision of excellent quality equipment and clear instructions for use. Range of equipment may include: washing machine, tumble dryer, spin dryer, ironing facilities, hand wash facilities etc.
- 24 hour access - which may be via a key etc.

### 2.8.2 RECREATION

#### ALL STAR RATINGS

Examples might include a swimming pool, barbecue, table tennis, gym, nature trail or sauna. There is no requirement for any of these to be provided and operators will not be penalised for not having them, but where they are provided, they will form part of the assessment.

#### PLUS

★

★★

★★★

★★★★

★★★★★

- Limited availability of recreational facilities and access.
- All equipment maintained in safe condition.

- Facilities should be of a quite good quality and maintained in working order.

- May specialise in one major type of activity to good standard.
- All facilities and equipment in good order.
- Opening hours appropriate to type of facility.

- Wider selection of facilities.
- Facilities of a very good standard, clean and well maintained.
- May include changing rooms where appropriate.

- Facilities provided to an excellent standard and equipped in excellent order.
- Extended opening hours to suit customer needs.

ONE STAR  
★

TWO STAR  
★★

THREE STAR  
★★★

FOUR STAR  
★★★★

FIVE STAR  
★★★★★

## 2.8.3 RECEPTION/SHOP/BAR/RESTAURANT

### ALL STAR RATINGS

There is no requirement for these to be present, but where they are provided e.g. self catering properties located on caravan parks, they will form part of the assessment.

#### PLUS

★

- Reception: may not be a dedicated room, but part of overall administration room/building.
- Shop: opening hours to suit customer needs. May be a partial facility with reception. All in sound condition with a good standard of cleanliness.
- Bar/restaurant: facility for purchase of meals/snacks/drinks/at specified times. May be limited seating. Limited range of food and drinks available.

★★

- Reception: décor, flooring and furnishings in sound condition of a quite good quality. Opening hours may be restricted.
- Shop: limited stock and size of shop. Quite good facility overall with a tidy appearance.
- Bar/restaurant: sufficient seating to accommodate most guests. Quite good overall condition and quality.

★★★

- Reception: size sufficient for ease of use and comfort for number of guests. Good range of site and local information available. Fabric and décor in good order and good housekeeping standards. Opening hours appropriate to type of facility and functions e.g. Tourist Information, size and style.
- Shop: generally well positioned, good stock of consumer items. Fabric and décor in good order and good housekeeping standards. Opening hours appropriate to type of facility and functions e.g. range and type of merchandise.
- Bar/restaurant: good decorative and housekeeping standards. Sufficient seating to accommodate all likely number of users. Good range of food and drinks available. Opening hours appropriate to type of facility and function e.g. size and style.

★★★★

- Reception: very well decorated reception area with conveniently located desk. High levels of cleanliness with attention to detail evident.
- Shop: very well kept interior and equipment. Evidence of attention to detail regarding cleanliness.
- Bar/restaurant: well designed, convenient premises. Decorated to very good standard and in sound condition. Very good housekeeping standards. Comfortable seating for all guests and appropriate height for dining. Very good choice of food/drinks available.

★★★★★

- Reception: conveniently sited and well signed facility. Spotlessly clean, tidy and in excellent decorative order. Extended opening hours to suit customer needs.
- Shop: shop well stocked with comprehensive range of goods, spotlessly clean, tidy and in excellent decorative order. Extended opening hours to suit customer needs.
- Bar/restaurant: spacious, well designed, convenient premises. Decorated to excellent standard and in excellent condition. Excellent housekeeping standards. Wide choice of food/drinks available. Extended opening hours to suit customer needs.



The logo consists of the letters 'AA' in a bold, black, sans-serif font, positioned inside a yellow triangle that points to the right.

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