

## SELF-CATERING ACCOMMODATION

### Minimum Entry Requirements

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

#### A General Requirements

Minimum Entry Requirements	
Statutory Obligations	<ul style="list-style-type: none"> <li>• <b>Safety</b> 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</li> <li>• <b>Premises</b> Planning Permission (Building warrants in Scotland) Private Water Supplies Housing TV Licensing</li> <li>• <b>Discrimination</b> Sex Discrimination Race Discrimination Disability Discrimination</li> <li>• <b>Records</b> Data Protection Immigration Hotel Records Consumer Protection</li> <li>• <b>Trade Descriptions</b> Advertising Pricing Unfair Contract Terms</li> </ul> <p>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.</p>
Minimum Entry Requirements	
General Miscellaneous	<ul style="list-style-type: none"> <li>• 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 a 2 person unit plus 7.40 sq m (80 sq ft) for each additional person normally accommodated. Enclosed floor area includes living, sleeping, cooking and bathroom areas.</li> <li>• 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 183 cm (6 ft) to move around without stooping. Sloping eaves and roofs are acceptable providing these do not restrict guests' movements to an</li> </ul>

	<p>unacceptable degree.</p> <ul style="list-style-type: none"> <li>• 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 furnishings and fittings.</li> <li>• There must be reasonable space for movement in bedrooms/sleeping and living room areas and for easy access to beds, doors and drawers.</li> <li>• Doors and drawers to be fully openable. Account should be taken of space needed for convertibles, e.g. bed settees etc.</li> <li>• All fixtures, furniture, furnishings, crockery and cutlery to be adequate for the maximum number of occupants, including any extra sleeping accommodation.</li> </ul>
<b>Minimum Entry Requirements</b>	
Maintenance	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• The exterior should be free from hazards on roads and pathways and the building itself.</li> </ul>
<b>Minimum Entry Requirements</b>	
Health, Safety and Security	<ul style="list-style-type: none"> <li>• A high degree of general safety and security maintained, including information on procedures in the event of an emergency.</li> <li>• 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.</li> <li>• 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).</li> <li>• All units to be provided with suitable refuse disposal arrangements as required by the Local Authority.</li> <li>• Dustbins, where provided, must have lids. Arrangements for refuse collection to be specified and prominently displayed.</li> <li>• 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.</li> <li>• At least one smoke alarm to be provided in all units, situated appropriately within a hallway or landing area.</li> <li>• Larger units or those with a more unusual layout may require more than one alarm. (Advice may be sought from local fire prevention officer.)</li> <li>• 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.</li> <li>• Electricity should be available (not necessarily mains supply). Where it is not, this must be stated.</li> <li>• Voltage to be stated if not on mains.</li> <li>• Where electricity is available, an adequate number of power sockets to be provided, commensurate with the number of electrical appliances provided.</li> <li>• Some form of emergency lighting to be available, e.g. torch or night-lights. Candles are not acceptable for safety reasons.</li> </ul>

The rest of this section will now follow the order of the Quality Guidance section.

## 1. Exterior

Minimum Entry Requirements	
Appearance of Buildings	<ul style="list-style-type: none"> <li>Buildings maintained in a sound, clean condition and fit for the purpose intended. Entrance adequately lit.</li> </ul>
Grounds & Gardens	<ul style="list-style-type: none"> <li>Gardens and/or open areas that are part of the unit maintained in good order.</li> <li>Where gardens are available then garden furniture should be provided.</li> <li>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.</li> </ul>

## 2. Cleanliness

Minimum Entry Requirements	
Cleanliness	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>

## 3. Management Efficiency

Minimum Entry Requirements	
Bookings and Prices	<ul style="list-style-type: none"> <li>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 standard rate.</li> <li>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.</li> <li>Details of any in-house policies, e.g. no smoking, no pets etc, must be communicated at the time of booking.</li> <li>If requested, allow guests to see the property before booking (if property is occupied, this may not be possible).</li> <li>A printed (or type written) brochure or information leaflet to be available. A floor plan is encouraged. Arrangements for access communicated pre-arrival.</li> </ul>

	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Visitors advised at the time of booking or subsequently in the event of any change in booking details.</li> <li>• Prices quoted at time of booking not exceeded.</li> <li>• Visitors provided with details of payments due and a receipt if required.</li> <li>• The receipt to be clearly presented and well laid out.</li> <li>• The following information readily available prior to booking: <ul style="list-style-type: none"> <li>– Car parking arrangements near unit</li> <li>– Arrangements for pets</li> <li>– Distance of unit from nearest shop(s), etc.</li> <li>– Distance of unit from nearest public transport</li> <li>– Nature of water supply, if not mains (water supply must meet all statutory regulations for drinking water)</li> <li>– Types of energy supply if not electric</li> <li>– Electricity voltage, if not standard</li> <li>– A map and/or directions provided showing the location of the unit on booking or with brochure.</li> </ul> </li> <li>• (This may be provided in more detail after booking).</li> </ul>
Welcome & Arrival	<ul style="list-style-type: none"> <li>• An inventory of equipment to be available.</li> </ul>
Guest & Tourist Information	<ul style="list-style-type: none"> <li>• Tourist Information to be available.</li> <li>• See also section entitled Health, Safety and Security (page ??)</li> </ul>

### **Interior General**

#### **Self-contained\* properties**

*\* 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.*

Additional Requirements	
1 Star	<ul style="list-style-type: none"> <li>• All facilities to be the sole use of one unit.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• There should not be no more than one self-contained* unit on each floor</li> </ul>

#### **4. Guest Comfort - Public Areas (Living and Dining Areas)**

Minimum Requirements	
General	<ul style="list-style-type: none"> <li>• Dining table and seating facilities for the maximum number of occupants.</li> <li>• Where there is a functional open fireplace, a fireguard, poker, hearth brush, tongs, shovel, fuel container and ashes bucket provided.</li> <li>• Easy chair and/or sofa seats provided, sufficient for the maximum number of advertised occupants.</li> <li>• 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.</li> <li>• Non-flammable waste paper bins provided in living areas.</li> </ul>

Flooring	<ul style="list-style-type: none"> <li>All rooms/areas, passages and staircases must have suitable finishes or coverings.</li> </ul>												
Furniture, Furnishings and Fittings	<ul style="list-style-type: none"> <li>All exterior windows in living areas fitted with opaque curtains, blinds or shutters. Glass in exterior/interior doors will also require covering 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).</li> <li>Where there is sleeping accommodation in living areas, there must be adequate storage for bedding and guests' clothes.</li> </ul>												
Heating and Ventilation	<ul style="list-style-type: none"> <li>Adequate means of heating must be available at all times which will mean heating will be provided in living areas. (Free standing paraffin and Calor gas heaters are discouraged for safety reasons).</li> <li>All living room areas to have at least one window opening directly into the open air.</li> </ul>												
Lighting	<ul style="list-style-type: none"> <li>All living areas must be adequately lit and lights must have shades (unless bulbs are decorative e.g. candle).</li> <li>Minimum lighting levels acceptable are 140 watts (cumulative) or low wattage equivalent for living areas.</li> <li>Greater wattage and range of lighting will be expected in larger rooms.</li> </ul> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="2">Energy-saving light bulb conversion table</th> </tr> <tr> <th>Ordinary light bulb</th> <th>Energy – saving light bulb equivalent</th> </tr> </thead> <tbody> <tr> <td>100 Watt</td> <td>20 – 23 Watt</td> </tr> <tr> <td>75 Watt</td> <td>15 – 18 watt</td> </tr> <tr> <td>60 Watt</td> <td>11 – 13 Watt</td> </tr> <tr> <td>40 Watt</td> <td>9 Watt</td> </tr> </tbody> </table>	Energy-saving light bulb conversion table		Ordinary light bulb	Energy – saving light bulb equivalent	100 Watt	20 – 23 Watt	75 Watt	15 – 18 watt	60 Watt	11 – 13 Watt	40 Watt	9 Watt
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## 5. Bedrooms

Minimum Requirements	
Flooring	<ul style="list-style-type: none"> <li>All rooms must have suitable floor finishes or coverings.</li> <li>Non-slip rugs or carpets provided at bedsides.</li> </ul>
Furniture, Furnishings & Fittings	<ul style="list-style-type: none"> <li>A bedside table/shelf and light for each permanent bed, including bunk beds (twin beds may share a table and light and top bunk to have 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 backs of doors etc are not acceptable, garments should be able to hang free.</li> <li>Six hangers per person. Wire hangers are not acceptable.</li> </ul>
Beds & Bedding	<ul style="list-style-type: none"> <li>Single beds - minimum size 183cm x 76 cm/6' x 2'6" Double beds - minimum size 183cm x 120cm/6' x 4'.</li> <li>At least one bed for adults which is not bunk beds.</li> <li>All mattresses sprung or foam or similar quality and in sound clean condition.</li> <li>Bedding supplied in sufficient quantity i.e. bedspread and two blankets per bed, or one duvet of suitable tog rating, and two pillows per person. For winter, late or early season letting, the amount of bedding should be increased. Bedding clean and well aired.</li> </ul>

	<ul style="list-style-type: none"> <li>• 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).</li> <li>• Where linen is provided, it should be changed for all new occupants and weekly change offered during the letting period. Spare linen and bedding available on request. Sheets must be poly-cotton or cotton.</li> <li>• Where a bedroom is accessed via another bedroom, then this must be clearly advertised in the brochure</li> <li>• Where a bathroom is accessed via a bedroom (not including ensembles), then these units must be designated, and advertised in the brochure, as only being suitable for single family occupation.</li> </ul>
<b>Additional Requirements</b>	
2 Star	<ul style="list-style-type: none"> <li>• 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) <ul style="list-style-type: none"> <li>– Adult single - minimum size 190cm x 90 cm/6'3" x 3'</li> <li>– Adult double - minimum size 190cm x 137 cm/6'3" x 4'6"</li> <li>– Child size - minimum size 183cm x 76 cm/6' x 2'6"</li> </ul> </li> </ul>

<b>Minimum Requirements</b>	
Heating and Ventilation	<ul style="list-style-type: none"> <li>• Means of heating must be available at all times which will, in most cases, mean heating to be provided in each bedroom.</li> <li>• All bedrooms to have at least one window opening directly into the open air; windows to have opaque curtains, blinds or shutters.</li> </ul>
Lighting	<ul style="list-style-type: none"> <li>• All bedrooms must be adequately lit and lights must have shades. Minimum lighting levels 140 watts (cumulative) or low wattage equivalent. Greater wattage and range of lighting will be expected in larger rooms. For energy-saving light-bulb conversion table see page ??</li> </ul>

## 6. Bathrooms and WCs

<b>Minimum Requirements</b>	
General	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Where no bath is available, this must be indicated in the brochure.</li> <li>• Unless ensuite, access through a bedroom to the bathroom is not normally acceptable, except where the unit is for single family occupation.</li> <li>• 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 ensembles or separate WCs where basin in main bathroom complies, could be of a smaller dimension).</li> <li>• A mirror above or adjacent to the wash basin.</li> <li>• All units to have at least one WC equipped with toilet paper and holder, toilet brush, and disposal bin with sanitary bags, or a lidded</li> </ul>

	<ul style="list-style-type: none"> <li>bin.</li> <li>All windows to have opaque curtains, blinds or shutters.(Glass doors to bathrooms and WCs must also have opaque curtain or blind).</li> <li>A means to provide hot water available at all times.</li> <li>A lock or bolt to be provided on all bathroom/WC doors, including ensembles.</li> <li>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.</li> <li>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.</li> </ul>
Flooring	<ul style="list-style-type: none"> <li>All bathrooms/WCs must have suitable floor coverings. Consideration should be given to the suitability of floor coverings for hygiene and housekeeping reasons.</li> </ul>
Heating and Ventilation	<ul style="list-style-type: none"> <li>Heating to be provided in all bathrooms where there is an external window. A heated towel rail is acceptable. Heated light bulbs are discouraged.</li> <li>All bathrooms and WCs to have an opening window or Local Planning Authority approved</li> </ul>
Lighting	<ul style="list-style-type: none"> <li>All bathrooms/WCs must be adequately lit and all lights must have shades or be suitably protected.</li> </ul>

## 7. Kitchen

Minimum Entry Requirements	
General	<ul style="list-style-type: none"> <li>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 i.e. twelve or more, accommodated, 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.</li> <li>Cookers to be clean and in sound condition and functioning properly.</li> <li>Microwave oven to be provided, and microwave cookware or compatible crockery.</li> <li>A refrigerator with an ice making compartment (unless a freezer is also provided). Larder fridges are not acceptable if no freezer is provided.</li> <li>A sink equipped with a draining board, dish drying rack, hot water and cold drinking water supply to be provided.</li> <li>At least one hygienic work surface.</li> <li>An opening window or Local Planning Authority approved ventilation system. Opaque curtains, shutters or blinds on external glass doors and windows.</li> <li>A covered waste disposal bin to be provided, with liner.</li> <li>A fire extinguisher designated as suitable for kitchen fires, or 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.)</li> <li>Storage space suitable for food.</li> </ul>

	<ul style="list-style-type: none"> <li>• Vacuum cleaner provided in each unit (may be compact type), unless a daily cleaning service is provided.</li> <li>• 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</li> <li>• of guests.</li> <li>• Sufficient storage space for crockery, cutlery, kitchen and cleaning equipment provided.</li> </ul>
Flooring	<ul style="list-style-type: none"> <li>• All kitchens must have suitable floor finishes or coverings. Consideration should be given to the suitability of floor coverings for housekeeping and hygiene reasons.</li> </ul>
Heating and Ventilation	<ul style="list-style-type: none"> <li>• 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.</li> <li>• There should be an opening window or local planning authority approved ventilation system.</li> </ul>
Lighting	<ul style="list-style-type: none"> <li>• Kitchens must be adequately lit and all lights must have shades or be suitably protected. As guidance, minimum lighting levels, 140 watts (accumulative) or low wattage equivalent. Greater wattage and range of lighting will be expected in larger rooms.</li> </ul>

### Kitchen Inventory

<b>Minimum Entry Requirements</b>  <i>Consideration should be given to the number of items provided in respect of guest's visitors and the minimum and maximum number of occupants.</i>			
Per Person	<p>Matching crockery:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>- Bowl – Cereal or soup</li> <li>- Plate – large and small</li> <li>- Egg cup</li> <li>- Mug</li> <li>- Teacup and saucer</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>- Tumblers – large and small</li> <li>- Wine glass</li> <li>- Kinves* table and side</li> <li>- Spoons – soup, dessert and tea</li> <li>- Forks* - table and dessert</li> </ul> </td> </tr> </table> <p>*Knives and forks: it is acceptable to provide double the amount i.e. 2 of each rather than table and side/dessert.</p>	<ul style="list-style-type: none"> <li>- Bowl – Cereal or soup</li> <li>- Plate – large and small</li> <li>- Egg cup</li> <li>- Mug</li> <li>- Teacup and saucer</li> </ul>	<ul style="list-style-type: none"> <li>- Tumblers – large and small</li> <li>- Wine glass</li> <li>- Kinves* table and side</li> <li>- Spoons – soup, dessert and tea</li> <li>- Forks* - table and dessert</li> </ul>
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Per Unit	<ul style="list-style-type: none"> <li>• Ashtrays – if smoking permitted</li> <li>• Baking tray or tin</li> <li>• Basic clothes drying facility – line or rack</li> <li>• Biscuit or cake tin or storage container</li> <li>• Bread board or chopping board</li> <li>• Bread bin/Storage container</li> <li>• Bread knife</li> <li>• Broom</li> <li>• Bucket</li> <li>• Butter dish</li> <li>• Cafetiere or coffee maker</li> <li>• Casserole dish with lid</li> <li>• Carving knife and fork</li> <li>• Cleaning agents including washing up liquid – appropriate to</li> </ul>		

	<p>equipment supplied</p> <ul style="list-style-type: none"> <li>• Clothes pegs – at least 24</li> <li>• Colander</li> <li>• Condiment set</li> <li>• Corkscrew and bottle opener</li> <li>• Cutlery box or drawer divider</li> <li>• Dish cleaning cloths (Changed for each new let)</li> <li>• Door mat at exterior doors</li> <li>• Duster</li> <li>• Dustpan and brush</li> <li>• Fish slice</li> <li>• Floor cloth and/or mop</li> <li>• Frying pan</li> <li>• Grater</li> <li>• Ice making tray</li> <li>• Iron and ironing board (1:5 in multiple units and readily available)</li> <li>• Kettle – automatic electric</li> <li>• Kitchen scissors</li> <li>• Ladle</li> <li>• Measuring jug</li> <li>• Milk jug</li> <li>• Mixing bowl – large and small</li> <li>• Oven cloth or mitts</li> <li>• Oven roasting tray</li> <li>• Pie dish</li> <li>• Potato masher</li> <li>• Potato peeler</li> <li>• Saucepans – large, medium, small with lids</li> <li>• Two additional large saucepans if 8 or more guests are accommodated</li> <li>• Serving dishes x 4 (to include salad bowl and vegetable dishes)</li> <li>• Sieve</li> <li>• Spare light bulbs (at least one for each type used)</li> <li>• Sugar basin</li> <li>• Table cloth (or one place mat per person)</li> <li>• Table spoon (a minimum of four)</li> <li>• Teapot</li> <li>• Tea towels with hooks, rail or suckers</li> <li>• Tin opener</li> <li>• Toast rack</li> <li>• Toaster</li> <li>• Tray</li> <li>• Vacuum cleaner (in multi unit flats/apartments ratio 1:5 is acceptable; and readily available)</li> <li>• Vegetable knife</li> <li>• Washing up bowl with brush or sponge</li> <li>• Water jug</li> <li>• Whisk</li> <li>• Wooden / plastic mixing spoon <ul style="list-style-type: none"> <li>– Tumblers – large and small</li> <li>– Wine glass</li> <li>– Knives* – table and side</li> <li>– Spoons – soup, dessert and tea</li> <li>– Forks* – table and dessert.</li> </ul> </li> </ul>
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## Kitchen Inventory - Serviced Apartments

Serviced apartments provide self-catering accommodation with additional elements of service. All of the self-catering standards are relevant to Serviced Apartments. Serviced Apartments are awarded a Star Rating and will use the designator 'Serviced Apartments'. The additional service elements are: \*24 hour concierge service \*5 out of 7 days daily cleaning service. In the light of these additional services the following reduced inventory is acceptable, providing that the remainder of items are available via the concierge and advertised as such in each apartment.

Minimum Entry Requirements	
Per Person	<p>Crockery:</p> <ul style="list-style-type: none"> <li>- Bowl – Cereal or soup</li> <li>- Plate – large and small</li> <li>- Egg cup</li> <li>- Tumbler</li> <li>- Wine glass</li> <li>- Knives* table and side</li> <li>- Spoons – soup, dessert and tea</li> <li>- Forks* - table and dessert</li> </ul> <p>*Knives and forks: it is acceptable to provide double the amount i.e. 2 of each rather than table and side/dessert.</p>
Per Unit	<ul style="list-style-type: none"> <li>• Ashtrays – if smoking permitted</li> <li>• Baking tray or tin</li> <li>• Basic clothes drying facility – line or rack</li> <li>• Biscuit or cake tin or storage container</li> <li>• Bread bin/Storage container</li> <li>• Bread knife</li> <li>• Broom</li> <li>• Bucket</li> <li>• Butter dish</li> <li>• Cafetiere or coffee maker</li> <li>• Chopping board</li> <li>• Cleaning agents / dishwasher tablets/ liquid/powder if dishwasher provided</li> <li>• Cloths</li> <li>• Colander</li> <li>• Condiment set</li> <li>• Corkscrew and bottle opener</li> <li>• Cutlery box or drawer divider</li> <li>• Dish cleaning cloths (Changed for each new let)</li> <li>• Door mat</li> <li>• Dustpan and brush</li> <li>• Fish slice</li> <li>• Frying pan</li> <li>• Grater</li> <li>• Ice making tray</li> <li>• Kettle – automatic electric</li> <li>• Kitchen scissors</li> <li>• Ladle</li> <li>• Measuring jug</li> <li>• Milk jug</li> <li>• Oven cloth or mitt</li> <li>• Potato masher</li> <li>• Potato peeler</li> <li>• Saucepans – large, medium, small with lids</li> <li>• Sugar basin</li> </ul>

	<ul style="list-style-type: none"> <li>• Table cloth / place mats</li> <li>• Table spoon x2</li> <li>• Teapot</li> <li>• Tea towels</li> <li>• Tin opener</li> <li>• Toast rack</li> <li>• Toaster</li> <li>• Tray</li> <li>• Vegetable dish x2</li> <li>• Vegetable knife</li> <li>• Washing up bowl with brush or sponge</li> <li>• Washing up liquid</li> <li>• Water jug</li> <li>• Whisk</li> <li>• Wooden spoon.</li> </ul> <p>If the following items are not available in the apartment they must be available on request via the concierge:</p> <ul style="list-style-type: none"> <li>• Carving knife, fork and dish</li> <li>• Clothes pegs</li> <li>• Duster</li> <li>• Floor cloth or mop</li> <li>• Iron and ironing board</li> <li>• Mixing bowls</li> <li>• Oven roasting tray</li> <li>• Pie Dish</li> <li>• Sieve</li> <li>• Spare light bulbs.</li> </ul>
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## 8. Additional facilities

Laundry, recreation, reception, shop, bar, restaurant. None of these are required, but where they are provided, their quality and condition will form part of the quality assessment.

## SELF-CATERING QUALITY GUIDANCE

### Quality Grading

The following sliding scale indicates examples of quality, which may be in evidence, in order to achieve the various levels of quality (One to Five). These indicators are representative of what might be seen at each quality level, but they are neither exhaustive nor prescriptive; that is to say they are included to offer suggestions on how quality can be improved and enhanced, but will not in themselves guarantee a higher quality grade. The assessors' personal tastes in style or design are not considered.

Quality Guidance	
<i>The following aspects are considered as part of the quality assessment:</i>	
1. Exterior	<ul style="list-style-type: none"> <li>• Appearance of buildings</li> <li>• Grounds, gardens and parking</li> <li>• Environment and setting.</li> </ul>
2. Cleanliness	<ul style="list-style-type: none"> <li>• Public areas (corridors/stairways/dining room/lounge areas)</li> <li>• Bedrooms</li> <li>• Bathrooms</li> <li>• Kitchen.</li> </ul>

3. Management Efficiency	<ul style="list-style-type: none"> <li>• Pre- arrival guest information including brochure</li> <li>• Welcome and arrival procedure</li> <li>• In-unit guest information and personal touches.</li> </ul>
4. Public areas: Dining Rooms, Lounge Areas, Hallways, Stairs, and Corridors	<ul style="list-style-type: none"> <li>• Decoration</li> <li>• Flooring</li> <li>• Furniture, furnishings and fittings</li> <li>• Lighting and heating</li> <li>• Space, comfort and ease of use.</li> </ul>
5. Bedrooms	<ul style="list-style-type: none"> <li>• Decoration</li> <li>• Flooring</li> <li>• Furniture, furnishings and fittings</li> <li>• Lighting and heating</li> <li>• Beds</li> <li>• Bedding and linen</li> <li>• Space, comfort and ease of use.</li> </ul>
6. Bathrooms and WCs	<ul style="list-style-type: none"> <li>• Decoration</li> <li>• Flooring</li> <li>• Fixtures, fittings and sanitary ware</li> <li>• Lighting, heating and ventilation</li> <li>• Space, comfort and ease of use</li> </ul>
7. Kitchen	<ul style="list-style-type: none"> <li>• Decoration</li> <li>• Flooring</li> <li>• Furniture and fittings</li> <li>• Lighting, heating and ventilation</li> <li>• Electrical equipment</li> <li>• Crockery, cutlery and glassware</li> <li>• Kitchenware, pans and utensils</li> <li>• Space, comfort and ease of use</li> </ul>
8. Additional Facilities	<ul style="list-style-type: none"> <li>• Laundry</li> <li>• Recreation</li> <li>• Reception, shop, bar, restaurant</li> </ul>

## 1. Exterior

### Appearance of Buildings

<p>Quality Guidance</p> <p><i>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.</i></p>	
<p><b>Star Rating Quality Indicators</b></p>	
1 Star	<ul style="list-style-type: none"> <li>• Exteriors maintained in a sound, acceptable and clean condition, overall.</li> <li>• Some signs of ageing may be present and small defects to stone or brickwork.</li> <li>• Overall tidiness of immediate area including storage buildings/areas.</li> </ul>

2 Star	<ul style="list-style-type: none"> <li>• Signs of ageing and defects should be limited to a small number of areas.</li> </ul>
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## Grounds, Gardens, Roadways and Car Parking

<p>Quality Guidance</p> <p><i>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.</i></p>	
<p><b>Star Rating Quality Indicators</b></p>	
1 Star	<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 guests on where to park.</li> <li>• Consideration given to control wild and domestic animals access around the property.</li> </ul>
2 Star	<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>

### 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 & domestic animals are free to wander, guests may enjoy this aspect, but may not enjoy the mess they leave behind.

## Environment and Setting

<p>Quality Guidance</p> <p><i>A reflection of the positive or negative aspects of the location of the property and surrounding area that could affect the guests' comfort. Personal preference is avoided. Consideration will be given 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 with account.</i></p>	
<p><b>Star Rating Quality Indicators</b></p>	
1 Star	<ul style="list-style-type: none"> <li>• Satisfactory first impression.</li> <li>• Minimal excessive noise levels from traffic or industrial sources.</li> </ul>
2 Star	<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>

## 2. Cleanliness

### Public Areas (Living and Dining Rooms etc)

Quality Guidance	
<i>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.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<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>
2 Star	<ul style="list-style-type: none"><li>• Quite good standard overall although some areas overlooked e.g. cobwebs.</li></ul>

#### Advice

It is anticipated that any metal-ware 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.

#### Bedrooms

Quality Guidance	
<i>Inside and outside of furniture (tops and inside of wardrobes), light fittings and ceiling edges, flooring and skirting, under beds, windows, bed heads and mattresses.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<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>
2 Star	<ul style="list-style-type: none"><li>• Quite good standard overall although some areas overlooked e.g.cobwebs.</li></ul>

#### Advice

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

## Bathrooms

Quality Guidance	
<i>This includes wall finishes, flooring, equipment, shower curtains, light fittings, extractor fans, plug holes, tapes and toilet brushes..</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<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>
2 Star	<ul style="list-style-type: none"><li>• Quite good standard overall although some areas overlooked e.g.cobwebs.</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.

Plug-holes need to be checked at every change over and baths/shower drainage pipes should be regularly checked also 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.

## Kitchen

Quality Guidance	
<i>This includes wall finishes, flooring, equipment, and light fittings.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<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>
2 Star	<ul style="list-style-type: none"><li>• Quite good standard overall although some areas overlooked e.g.cobwebs.</li></ul>

### Advice

Areas which require regular attention include:

Cookers	Cooker hoods, inside of ovens, grill-pans, area around controls, underneath of hobs inside and especially surface of microwaves and splashbacks.
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Freezers and Fridges	Seals, defrost ice boxes, door trays. Best to leave doors open when turned off and not in use, to avoid mould and odours.
Dishwashers	Clean filter and seals.
Washing Machines and Tumble Dryers	Fluff and power residue.
Other	Food storage cupboards including removal of left over food, strip light diffusers, (dead flies and grime) extractor fans and inside of drawers.

### 3. Management Efficiency

#### Pre-arrival – Guest Services

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

#### **Pre-arrival Guest Information Including Brochure**

Quality Guidance	
<i>This covers the information sent prior to the booking which aims to inform the guest about the property and the locality. This may also include the operators and/or agents website for the property.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<ul style="list-style-type: none"> <li>• Brochure may be a simple, typed sheet with basic information.</li> <li>• Map/directions clear and easy to follow after booking.</li> <li>• Confirmation letter sent by post/fax.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Brochure may include more detailed but could still be a single side.</li> </ul>

#### **Advice**

Colour photographs speak volumes to guests, 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 brochures, which illustrates how much there is to do in the area, thereby prompting repeat visits.

#### **Welcome and Arrival**

Quality Guidance	
<i>This is the procedure used to welcome guest including arrangements for access e.g. key collection.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<ul style="list-style-type: none"> <li>• It may not be possible to welcome guests personally</li> <li>• A key may be left for new arrivals.</li> </ul>

2 Star	<ul style="list-style-type: none"> <li>• Key could be obtained from key holder, but limited additional welcome information or provisions.</li> </ul>
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### Advice

It is important to ensure that if no personal welcome can be provided, guests should be made fully aware of a 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.

## Guest and Tourist Information

Quality Guidance	
<i>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.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<ul style="list-style-type: none"> <li>• Selection of Tourist Information for local and surrounding area. No real presentation.</li> <li>• Limited range of personal touches.</li> <li>• Details provided of how to operate all equipment in the unit and refuse collection.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Reasonable selection of tourist information and not too out of date.</li> <li>• Small range of items, e.g. ornaments, books.</li> </ul>

### 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.

Where a DVD or CD player are provided then a selection of CDs and DVDs could be included. If a video recorder is provided then blank videos and/or some entertainment videos could be provided. In some places it may be possible to purchase videos on the local area and attractions, which guests may enjoy.

## 4. Public Areas

### Public Areas (Sitting and Dining Areas)

Includes halls, stairs and landing as well as lounges, conservatories and separate dining rooms. Where bars and restaurants are on site these will be marked under Additional Facilities.

## Decoration

Quality Guidance	
<i>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.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<ul style="list-style-type: none"> <li>• Functional décor and limited co-ordination.</li> <li>• Limited use of pictures and wall hangings.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Competently applied décor of a quite good quality. Few obvious blemishes.</li> </ul>

## Flooring

Quality Guidance	
<i>This includes all types of flooring such as carpets, laminate, ceramic, natural wood or vinyl. Assessment covers quality, condition and fitting.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<ul style="list-style-type: none"> <li>• Adequate comfort to flooring, some signs of wear and tear may be evident.</li> <li>• May not be professionally fitted.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Quite good quality, but carpets may have a high manmade fibre content.</li> <li>• Tiling should have little damage..</li> </ul>

## Furniture, Furnishings and Fittings

Quality Guidance	
<i>This includes the quality and condition of dining and lounge furniture including seating, scatter cushions, curtain poles, light fittings, heating appliances, televisions etc.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<ul style="list-style-type: none"> <li>• A sparing but adequate provision of furniture, furnishings and fittings, in terms of quality and quantity.</li> <li>• Limited co-ordination.</li> <li>• Curtains may be unlined, but should meet in the middle, blinds should run free.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• A greater provision of furniture which may be dated or have wear but will be sound.</li> <li>• No great degree of comfort for the guest.</li> <li>• Curtains to be of better quality, clean and easy to draw.</li> </ul>

## Space, Comfort and Ease of Use

Quality Guidance	
<i>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.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<ul style="list-style-type: none"><li>• Acceptable comfort and range of furniture.</li><li>• Space for reasonably free movement.</li><li>• Large or over provision of furniture may mean it dominates the room and normal usage should be free from disturbing external noise, smells etc.</li><li>• Minimal intrusive noise from plumbing, corridors etc.</li><li>• Little thought given to layout.</li></ul>
2 Star	<ul style="list-style-type: none"><li>• Quite good levels of comfort and a limited range of seating.</li><li>• Environment free from disturbing external noise, smells etc.</li><li>• Easy use of facilities.</li></ul>

## Heating, Lighting and Ventilation

Quality Guidance	
<i>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.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<ul style="list-style-type: none"><li>• Adequate levels of lighting, appropriately positioned (including stairs, landings and corridors).</li><li>• Heating levels appropriate to size of rooms, may not be automatic or fixed.</li></ul>
2 Star	<ul style="list-style-type: none"><li>• Quite good levels of lighting, may be main light and one other light, higher wattage than the minimum of 140 watts.</li><li>• Heating might be free standing and may be automatic or thermostatically controlled.</li></ul>

## 5. Bedrooms

### Decoration

Quality Guidance	
<i>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.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<ul style="list-style-type: none"><li>• Adequate levels of lighting, appropriately positioned (including</li></ul>

	<p>stairs, landings and corridors).</p> <ul style="list-style-type: none"> <li>• Heating levels appropriate to size of rooms, may not be automatic or fixed.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Quite good levels of lighting, may be main light and one other light, higher wattage than the minimum of 140 watts.</li> <li>• Heating might be free standing and may be automatic or thermostatically controlled.</li> </ul>

## Flooring

Quality Guidance	
<i>This includes all types of flooring such as carpets, laminate, natural wood or vinyl.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<ul style="list-style-type: none"> <li>• Adequate comfort to flooring.</li> <li>• Finishes may include carpets, solid flooring, wood vinyl etc</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Quite good quality, but carpets may have a high man-made fibre content.</li> <li>• Tiling should have little damage.</li> </ul>

## Furniture, Furnishings and Fittings

Quality Guidance	
<i>This includes fitted and freestanding furniture, curtains and rails, scatter cushions, heating appliances and light fittings.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<ul style="list-style-type: none"> <li>• A sparing but adequate provision of furniture, furnishings and fittings in terms of quality and range; limited co-ordination.</li> <li>• Curtains may be unlined, but should meet in the middle, blinds should run free.</li> <li>• Lighting and heating fittings could be lacking intrinsic quality.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• A greater provision of furniture which may be dated or have wear but will be sound.</li> <li>• No great degree of comfort for the guest.</li> <li>• Curtains to be a better quality clean and run freely.</li> <li>• Light and heating fittings of a quite good standard.</li> </ul>

## Beds

Quality Guidance	
<i>This includes the quality and condition of headboards or equivalent, bed bases, mattresses and frames.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<ul style="list-style-type: none"> <li>• Acceptable quality bed and mattresses may or may not include a headboard which should be clean.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Beds of a quite good quality but mattresses may be thin and bases shallow,</li> </ul>

### Advice

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

### Galleried Bedrooms

Where a property accommodates only two people, any grade 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. This is due to lack of privacy, light exclusion and noise interruption.

### Bedding and Linen

Quality Guidance	
<i>This looks at the quality and condition of pillows, duvets, blankets and sheets, pillow and mattress protectors, valances and bedspreads.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<ul style="list-style-type: none"><li>• Beds presented with acceptable quality, clean linen where provided and bed covers in good repair.</li><li>• Adequate range of bedding, including sufficient blankets and/or duvets.</li><li>• If additional bedding is provided, it should be clean and fresh, preferably wrapped to retain cleanliness.</li><li>• Pillows may be flatter and man made fibre filled.</li></ul>
2 Star	<ul style="list-style-type: none"><li>• Bedding may be faded but some attempt made to match it.</li><li>• Pillows to be unstained and plumper.</li></ul>

### Lighting, Heating and Ventilation

Quality Guidance	
<i>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, making up, using a hairdryer at a dressing table. There should be a balance of natural and artificial light where appropriate.</i>	
<i>Heating needs to be sufficient for the size of the room and to cope with different guests' requirements.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<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>
2 Star	<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 free standing and may be automatic or thermostatically controlled.</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 hard wired for safety.

## Space, Comfort and Ease of Use

Quality Guidance	
<i>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?</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<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>
2 Star	<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>

### 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 2 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 hard wired for safety.

## 6. Bathrooms and WCs

### Decoration

Quality Guidance
<i>This refer to the quality and condition of décor of the walls and ceilings, including tiling, grouting and sealant.</i>

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Functional décor with limited decoration</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Quite good quality and condition of décor but may have some signs of wear</li> </ul>

### 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 sealant, which guarantees long-term mould resistance is recommended.

### Flooring

Quality Guidance	
<p><i>This includes the quality and condition of carpet, vinyl flooring, laminate and ceramic tiles. Non-slip flooring is always advisable in bathrooms.</i></p>	
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Practical, non-slip flooring with adequate comfort under foot.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Quite good quality flooring. Tiling should have little damage.</li> </ul>

### Advice

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

### Fixtures, Fitting, Sanitary Ware

Quality Guidance	
<p><i>This includes the quality and condition of carpet, vinyl flooring, laminate and ceramic tiles. Non-slip flooring is always advisable in bathrooms.</i></p>	
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Fittings of an acceptable quality.</li> <li>• Correctly fitted, appropriate window covering.</li> <li>• Sufficient water pressure and satisfactory drainage for practical use of facilities.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Fittings of a quite good quality, but may not dated or worn.</li> </ul>

### 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?

## Lighting, Heating and Ventilation

Quality Guidance	
<i>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.</i>	
<b>Star Rating Quality Indicators</b>	
1 Star	<ul style="list-style-type: none"> <li>• Heating levels appropriate to size. This should be fixed for safety.</li> <li>• Adequate lighting appropriately positioned for practical use.</li> <li>• Window only may be provided.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Heating to offer a good level of heat and may be automatically controlled.</li> <li>• Quite good levels of lighting. Higher wattage than minimum (140watt).</li> </ul>

### 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).

## Space, Comfort and Ease of Use

Quality Guidance
<i>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.</i>

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Adequate space and lay-out such as to allow for practical use of facilities.</li> <li>• Minimal noise from plumbing.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Quite good levels of comfort and a limited range of fittings. Easy use of facilities.</li> <li>• Convenient access to bath, shower and WC.</li> </ul>

**Advice**

Thought should be given to planning of bathrooms e.g. heaters not too close to WCs 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.

**7. Kitchen**

Quality Guidance	
<p><i>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 all 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.</i></p> <p><i>The assessor’s personal tastes as to style or design are not considered.</i></p>	
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Functional décor including walls and ceilings.</li> <li>• Minimal marks, splashing, grease or other signs of cooking.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Quality good quality and condition of décor, but may have some signs of wear.</li> </ul>

**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.

**Flooring**

Quality Guidance
<p><i>This includes the quality and condition of carpet, vinyl flooring, and wood flooring, laminate and ceramic tiles.</i></p> <p><i>Account will be taken of the quality of fitting especially around units and white goods.</i></p>

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>Well fitted flooring.</li> <li>Some signs of wear and tear may be evident. May not be professionally fitted.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Quite good quality flooring.</li> <li>May be carpet of solid finish, but should be free from tears, stains or burns.</li> </ul>

**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.

**Lighting, Heating and Ventilation**

<p>Quality Guidance</p> <p><i>This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the kitchen.</i></p> <p><i>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.</i></p>	
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>Practical levels of artificial and/or natural lighting for safety.</li> <li>Heating may be borrowed where open plan, but nevertheless of a satisfactory level.</li> <li>Adequate ventilation perhaps only provided by opening windows.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Quite good levels of lighting. Higher wattage than minimum (140 watt).</li> <li>Heating to offer a good level of heat and may be automatically controlled.</li> </ul>

**Advice**

Guests cannot be relied upon to open kitchen 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 a 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).

**Furniture and Fittings**

<p>Quality Guidance</p> <p><i>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.</i></p>
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<b>Star Rating Quality Indicators</b>	
1 Star	<ul style="list-style-type: none"> <li>• Work surfaces and storage may be limited but adequate, with at least one cupboard or shelving for food storage.</li> <li>• All surfaces sound and cupboard doors properly functioning.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Sufficient work surfaces and cupboards for practical use.</li> <li>• Units of quite good quality.</li> </ul>

### **Electrical/Gas Equipment**

<b>Star Rating Quality Indicators</b>	
<p>Quality Guidance</p> <p><i>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 owners property, will be included here.</i></p>	
1 Star	<ul style="list-style-type: none"> <li>• Minimal or no provision beyond the basic requirement.</li> <li>• Although some items may be older, all should be in sound and working condition.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Some additional items of equipment may be provided, but may show signs of wear and tear.</li> </ul>

### **Crockery, Cutlery and Glassware**

<b>Star Rating Quality Indicators</b>	
<p>Quality Guidance</p> <p><i>This includes the quality, condition and range of crockery, cutlery and glassware for dining purposes. It does not include glass cookware for example.</i></p>	
1 Star	<ul style="list-style-type: none"> <li>• Minimal provision of acceptable quality.</li> <li>• Crockery may be of heavy practical quality, all the same pattern.</li> <li>• Cutlery may be thin, low quality and mismatched.</li> <li>• Small range of glasses. May not be matching.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Crockery should have no signs of mismatch, chips, stains or crazing.</li> <li>• Cutlery may be lightweight, but should all be matching.</li> </ul>

### **Kitchen, Pans and Utensils**

<b>Star Rating Quality Indicators</b>	
<p>Quality Guidance</p> <p><i>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.</i></p>	

1 Star	<ul style="list-style-type: none"> <li>• Acceptable quality and limited range of pans.</li> <li>• Minimum range of mismatched utensils. Some items may be lighter weight or of more basic intrinsic quality.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Pans of heavier quality. Handles all secure and well fitting lids.</li> <li>• May have wide range of utensils, but not all of matching design.</li> </ul>

### Space, Comfort and Ease of Use

<p>Quality Guidance</p> <p><i>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.</i></p>	
<p><b>Star Rating Quality Indicators</b></p>	
1 Star	<ul style="list-style-type: none"> <li>• Limited space throughout, which includes storage, work surfaces and free space.</li> <li>• Adequate space to wash and drain dishes.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Adequate space and lay-out such as to allow for practical use of facilities.</li> <li>• Convenient access to refrigerator, cooker/oven and hob.</li> <li>• Evidence of more thought given to the various tasks carried out in a kitchen.</li> <li>• Multiple unit use of washing machine facility.</li> </ul>

### 5. Additional Facilities

These are facilities that may be provided as part of a self-catering package. They are optional requirements, but if provided, the quality and presentation and ease of use will be taken into account in the assessment of the quality score. If they are not provided, there will be no negative effect on rating awarded.

#### Laundry

<p>Quality Guidance</p> <p><i>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.</i></p>	
<p><b>Star Rating Quality Indicators</b></p>	
1 Star	<ul style="list-style-type: none"> <li>• All equipment to be in working condition.</li> <li>• Practical working environment.</li> <li>• Simple instructions for use of equipment.</li> <li>• Opening hours may be limited.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Some evidence of wear and tear may be noted.</li> <li>• Walls and floors finished to a reasonable standard.</li> <li>• Equipment of a more domestic quality.</li> </ul>

	<ul style="list-style-type: none"> <li>• Instructions may be more detailed.</li> </ul>
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## Recreation

<p>Quality Guidance</p> <p><i>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 penalized for not having them, but where they are provided, they will form part of the assessment.</i></p>	
<p><b>Star Rating Quality Indicators</b></p>	
1 Star	<ul style="list-style-type: none"> <li>• Limited availability of recreational facilities and access.</li> <li>• All equipment maintained in safe condition.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Facilities should be of a quite good quality and maintained in working order.</li> </ul>

## Reception/Shop/Bar/Restaurant

<p>Quality Guidance</p> <p><i>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 penalized for not having them, but where they are provided, they will form part of the assessment.</i></p>	
<p><b>Star Rating Quality Indicators</b></p>	
1 Star	<ul style="list-style-type: none"> <li>• Reception: may not be a dedicated room, but part of overall administration room/building.</li> <li>• Opening hours may be limited.</li> <li>• Shop: opening hours to suit customer needs. May be a partial facility with reception. All in sound condition with a good standard of cleanliness.</li> <li>• Bar/restaurant: facility for purchase of meals/snacks/drinks at specified times. May be limited seating. Limited range of food and drinks available.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Reception: décor, flooring and furnishings in sound condition of a quite good quality.</li> <li>• Opening hours may be restricted.</li> <li>• Shop: limited stock and size of shop. Quite good facility overall with a tidy appearance.</li> <li>• Bar/restaurant: sufficient seating to accommodate most guests. Quite good overall condition and quality.</li> </ul>