



Quality in Tourism

Visit Report

Self-Catering Standard

## Waterloo Studios

Belton

★★★ **Self Catering** **82%**

*Gold Award*

Visit date: 20 Apr 2015

Visit type: Day

QiT No: 507799

	Score
<b>Exterior</b>	
Appearance of buildings	4
Grounds, gardens and parking	5
Environment and setting	4
	86%
<b>Management Efficiency</b>	
Pre arrival info including brochure	5
Welcome and arrival procedure	4
In unit guest info and personal touches	5
	93%
<b>Public Areas</b>	
Decoration	4
Flooring	3
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	3
	72%
<b>Bedrooms</b>	
Decoration	4
Flooring	3
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	4
Bedding and bed linen	4
Space, comfort and ease of use	3
	74%
<b>Bathrooms and WCs</b>	
Decoration	4
Flooring	5
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	84%
<b>Kitchen</b>	
Decoration	4
Flooring	3
Furniture and fittings	4
Lighting, heating and ventilation	4
Kitchen equipment	4
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	5
Space, comfort and ease of use	4
	80%
<b>Additional Facilities</b>	
Laundry	4
	80%
<b>Cleanliness</b>	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	<b>82%</b>

**Key Scores and Sectional Consistencies**

**Overall**

82% = Level 4; (75% to 86%)

**Cleanliness**

100% = Level 5; (90% to 100%)

**Public Areas**

72% = Level 3; (60% to 74%)

**Bedrooms**

74% = Level 3; (60% to 74%)

**Bathrooms**

84% = Level 4; (75% to 86%)

**Kitchen**

80% = Level 4; (75% to 86%)

In order to achieve a star rating the following elements of the assessment need to be satisfied.

1. All Minimum Entry Requirements must be met. (See Minimum Entry Requirement page in this report for detail)
2. The Star rating will be no higher than the level achieved by the overall percentage.
3. Key Area Scores: All sectional consistency areas must be equal to or higher than the overall rating (No areas to be below the overall)
4. The Star rating will be capped if Key Requirements are not met at each rating level.

# Executive Summary

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## Overview

Waterloo Studio Apartment Napoleon continues to achieve a Three Star Self Catering rating and also again achieves a Gold Accolade. The property sits well in both rating and accolade, and the owner continues to be pleased with the rating. A higher rating is not being considered, as the top of a Three with Gold is much better, than a low scoring four, and will better meet guest expectations.

The property is found with ease, set well back from the main road, with parking provided behind a gated drive. The garden and parking is in excellent order, seasonal planting on the patio area enhances the entrance and certainly makes an excellent impression on arrival.

The owner Rhona Repton was available for the debrief.

## Units Seen

(1 Unit) Napoleon was ready for the assessor, and the owner left the assessor to complete the assessment and then returned for the debrief.

## Website Feedback

The new web site was found with ease on google, easy to use, with details and pictures depicting the property very accurately. Availability is found on the Trip Advisor link, the VisitEngland logo is well positioned and also the wi fi symbol. Modern media has been addressed, and the site can easily be used with a smart phone. The access statement has been provided and places to visit are provided with web links. As discussed, most of the web links open into a new page, but on the home page, the link to Belton Woods Golf does not, and needs to be altered. Also consider a link to Magna Carta, and not just the Castle. Good to see the link to Trip advisor, with very good comments, and well answered by the owner.

As discussed, it is essential that the three star logo and gold accolade are removed from the second property on the site, as this is used for longer term lettings. This has now been amended thank you.

## Cleanliness/Housekeeping

The excellent housekeeping standards are a credit to the owner. The bathroom was gleaming with all the fixtures and fittings kept in excellent order. All carpeted areas were well vacuumed and all high and low areas were to a superior level of cleanliness. The kitchen was gleaming, with tiling in excellent order, drawers and cupboards crumb free. All areas made an excellent first impression on arrival.

## Public Areas

The open plan living space is well designated, with the placement of the furniture. The lounge offers a very comfortable space for two guests to enjoy the facilities. Decoration is modern and attractive, windows are well dressed, and black-out blinds are also provided. The hard wearing floor tiles present well, and remain suitable, with marks easily removed, seating offers very good comfort levels. Light and heat in the bedroom and lounge area has been well provided, with overhead recessed lighting, adding to the overall illumination. A free standing fan is also provided.

Overall space in the open plan bedroom and lounge remains good

## Bedrooms

Decoration in the bedroom area has been enhanced with wall art, flooring is continued from the lounge area and furniture is well matched, offering plenty of storage, also a stool for the dressing table works well. Noted very good quality hangers and spare bedding is well wrapped.

The bed certainly offers very good comfort levels and bedding is fresh and well presented. As discussed, need to ensure all bedding quality remains very good. Light to the bedside is effective, and central heating offers the guests full control.

## Bathrooms

The bathroom is a very strong element, with a spacious walk-in shower room, fully tiled, with sealant and grouting in very good order. As discussed, a small area of grouting needs to be replaced, and also the corner behind the bathroom door. The tiled flooring is in excellent condition and most suitable for this area.

## Kitchen

The kitchen has well fitted units, offering sufficient storage. Flooring is continued from the lounge, and extraction over the hob, and well placed lighting ensure the area can be used with ease. The kitchen has

been well equipped and the white china and very good quality cutlery remain very suitable. Stainless steel pans and utensils are excellent quality, and the facilities can be used with ease. A shared utility room has been well equipped, and a washer is provided in this area. All in very good order and presenting well. This area has a coded entry, and keys for the property are left inside ready for guests arrival.

## **Management Efficiency**

Guests are provided with excellent information before arrival, with well documented procedures in place, and very easy to use instructions for locating the property. Guests are well considered with the many extras provided, including an i pod docking station, an excellent information book, and a basket of extras that guests might need while staying away.

The arrival pack includes locally made biscuits, fresh milk and coffee, flowers and a local paper, plus many other fresh items to ensure the stay starts well.

Guests are well informed about the arrival procedure, allowing an arrival time to suit the guests. The owners live on site, if assistance is required the owners are more than happy to help.

## **Potential for Improvement**

As discussed, all areas are presenting well, but as the scores in the lounge are a little lower, then it is essential that areas like the seating and window dressings remain very good quality. Also in the bedroom area, the quality of the bedding can have an impact on the scores, so again it is essential that a high percentage of cotton to polyester is maintained, with a high thread count of around 250 to ensure the quality element. Bedding from Dunelm is fine, but need to read the labels carefully to check the quality, bedding made by Dorma will offer the quality required. Also bedding from John Lewis and The White Company. At present there are no areas for concern, but the owner needed these areas clarifying.

## **Highlights**

The owner is committed to a very high standard and also attention to detail, especially the excellent cleaning levels found on the day, the owner is to be commended.

The entrance and driveway do make an excellent impression on arrival.

## Minimum Entry Requirements

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**Unit:** Waterloo Studios

**Standard:** Self-Catering

**Designator:** Self Catering

**Rating:** Three Star Gold

For a rating to be awarded by VisitEngland a property must meet all Minimum Entry Requirements  
Key Requirements, as appropriate to the Star level  
Any Additional Requirements

At the time of our visit all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

*Visit Report*

*Your VisitEngland quality assessment report, comprising scores, star rating and commentary reflects the experience of the Quality in Tourism assessor on the day of the visit.*

*Appeals procedure*

*If for any reason you wish to appeal against the rating awarded, VisitEngland has an established appeals procedure, which Quality in Tourism operates on its behalf. A fee is payable, which is refunded if the appeal is upheld. Applications should be made within 14 days of receipt of the report. For details please contact Quality in Tourism at [qualityintourism@uk.g4s.com](mailto:qualityintourism@uk.g4s.com) or telephone 0845 300 6996. Details can also be found at [www.qualityintourism.com](http://www.qualityintourism.com).*

*Additional visits*

*Visits are generally carried out annually, but if you are aiming for a higher rating or accolade and prefer an earlier visit during the same participation year, this can be arranged for an additional fee. Contact Quality in Tourism for details.*

*Publishing of reports*

*This report may, at your discretion, be displayed in its entirety in any printed material or via electronic media.*