

Middleton's Cottage and Fountain Cottage

Main Street, DENT, CUMBRIA, LA10 5QL

Summary

STAR RATING

★★★

DESIGNATOR

Self-Catering

QUALITY SCORE

72% - 73%

Walkers Welcome

VISIT DATE

22 October 2020

VISIT TYPE

Day Assessment

CONTACT

Mr and Mrs Philip and Christine Ayers Owners

Middleton's Cottage and Fountain Cottage continue to meet the Three Star Self Catering rating this year.

Improvements continue to be made to both properties

Quality Rating

How the Overall Quality Rating is Achieved

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

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

Based on this score, establishments will be given an overall quality rating on a scale of One to Five Stars, based on the chart below, as long as all minimum entry requirements for the star rating are met.

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

There are five levels of quality ranging from One to Five Stars. To obtain a higher star rating a progressively higher quality and range of services and physical facilities should be provided across all areas with particular emphasis in the following five key areas:

BEDROOMS

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

BATHROOMS

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

CLEANLINESS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
60% - 64%	65% - 69%	70% - 79%	80% - 89%	90%-100%

PUBLIC AREAS

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

KITCHENS

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

Unit: Middleton's Cottage

73%

3 Star

	SCORE	PERCENTAGE	RATING
Exterior	11	73%	
Appearance of Buildings/Kerb Appeal	4		
Grounds/Gardens/Parking	3		
Privacy/Peace & Quiet	4		
Cleanliness	16	80%	4 Star
Bedrooms	4		
Bathrooms	4		
Living/Dining Areas	4		
Kitchen	4		
Management & Efficiency	10	66%	
Pre-arrival Information	3		
Welcome & Arrival Procedure	3		
In-unit Guest Info & Personal Touches	4		
Public Areas	18	72%	3 Star
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	3		
Space/Comfort/Ease of use	3		
Bedrooms	26	74%	3 Star
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	3		
Beds	4		
Bedding & Bed Linen	4		
Space/Comfort/Ease of use	3		
Bathrooms	17	68%	3 Star
Decoration	3		
Flooring	3		
Furniture/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	3		
Kitchen	30	75%	4 Star
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	3		
Lighting/Heating/Ventilation	4		
Electrical & Gas Equipment	4		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	4		
Space/Comfort/Ease of use	3		

Unit: Fountain Cottage

72%

3 Star

	SCORE	PERCENTAGE	RATING
Exterior	11	73%	
Appearance of Buildings/Kerb Appeal	4		
Grounds/Gardens/Parking	3		
Privacy/Peace & Quiet	4		
Cleanliness	16	80%	4 Star
Bedrooms	4		
Bathrooms	4		
Living/Dining Areas	4		
Kitchen	4		
Management & Efficiency	10	66%	
Pre-arrival Information	3		
Welcome & Arrival Procedure	3		
In-unit Guest Info & Personal Touches	4		
Public Areas	18	72%	3 Star
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	3		
Space/Comfort/Ease of use	3		
Bedrooms	25	71%	3 Star
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	3		
Lighting/Heating/Ventilation	3		
Beds	4		
Bedding & Bed Linen	4		
Space/Comfort/Ease of use	3		
Bathrooms	16	64%	3 Star
Decoration	4		
Flooring	4		
Furniture/Fittings/Sanitaryware	3		
Lighting/Heating/Ventilation	3		
Space/Comfort/Ease of use	2		
Kitchen	31	77%	4 Star
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Electrical & Gas Equipment	4		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	4		
Space/Comfort/Ease of use	3		

Public Areas

Middleton's Cottage

The room has been redecorated and the fire surround refurbished. The sofa and chairs have also been recovered with new cushioning added. New curtains and cushions also replaced.

Fountain Cottage

The lounge has been maintained well as previously seen. Comfortable seating and well maintained fabrics and furnishings.

Kitchen

Middleton's Cottage

Kitchen floor has been sanded

Fountain Cottage

The kitchen and dining area are maintained very well. Plenty of surface and storage space and original features retained well. Plans to refurbish the window seat in future.

Exterior

Fountain Cottage

A well maintained building with parking available at the rear.

Cleanliness

Fountain Cottage

Housekeeping standards continue to be maintained well with additional measure added for covid.

Management & Efficiency

Fountain Cottage

All booking completed with the owner or on-line. Confirmations and property information is confirmed with deposits well handled.

A selection of accessories provided, which include a range of books and games.

Guests collect the key on arrival.

Bedrooms

Fountain Cottage

The bedrooms are maintained well previously seen. Fresh decor, well maintained carpet, curtains, and hand-made furniture as well as a neatly presented bed with crisply pressed linen.

Bathrooms

Fountain Cottage

No changes noted in the bathroom and toilet.

Units Seen

Fountain Cottage

Website Feedback

www.dentcottages.co.uk - Attractive website with plenty of images of the accommodation and location. Online booking is available with terms and conditions provided.

The VisitEngland star rating logo is displayed and information about the accessibility. Location map provided

Potential for Improvement

Continue attention is given to maintenance

Plans to replace the heater and re-wire in future.

The window seat in the dining area is also being rebuilt by a joiner.

Highlights

Two cottages located in the pretty village centre with parking space.

Middleton's Cottage has have the sofa and chair re-upholstered and the fire surround upgraded.

New curtains and cushions also added.

The kitchen floor has also been sanded.

Plans to replace the heaters in Fountain and upgrade the window box.

Minimum Entry Requirements

For a rating to be awarded by VisitEngland, a property must meet all Minimum Entry Requirements and any additional requirements appropriate for the star rating level.

Unit Middleton's Cottage

Standard Self-Catering
Designator Cottage
Rating 3 Star

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

Unit Fountain Cottage

Standard Self-Catering
Designator Cottage
Rating 3 Star

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

Specialities (optional)

The following specialities have been awarded:



Walkers Welcome

Deficiencies: None



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VisitEngland Inspection Appeals Procedure

Proprietors who wish to appeal against the results of a VisitEngland assessment carried out at their establishment must follow the procedure outlined below:

1. Any appeal must be made in writing to VisitEngland Assessment Services within 21 days of the original report being received.
2. The Appeal should detail the main reason for the appeal.
3. Should the appeal be about the level of star rating proprietors should ensure that their establishment meets all the necessary minimum requirements outlined in the Quality Standards booklet (a PDF or hard copy may be requested from Customer Services).
4. Appeals will be formally acknowledged within 7 working days of receipt of the appeal together with a form to organise an appeal visit on a day basis.
5. The appeal visit will be subject to a non-refundable fee which will not be organised until full payment had been received.
6. Once the application and fee is received, an appeal visit from a member of the senior assessor team will take place within 4-6 weeks of receipt (Subject to the establishment's availability).
7. The findings of the appeal visit will be fed back in the normal way of both discussions and a report following the visit.
8. The outcome of this report will supersede the previous visit and will be final.

Appeal Visit Fees (non-refundable) are available on request from Customer Services.