

## Middleton's Cottage and Fountain Cottage

Main Street, Dent, SEDBERGH, CUMBRIA, LA10 5QL

### Summary

STAR RATING

★★★

DESIGNATOR

Self-Catering

QUALITY SCORE

73% - 74%

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VISIT DATE

21 November 2023

VISIT TYPE

Day Assessment

CONTACT

Mr and Mrs Philip and Christine Ayers Owners

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Middleton's Cottage and Fountain Cottage continue to achieve the VisitEngland Three Star Self Catering rating following this year's visit.

Each cottage offers comfortable and well maintained accommodation in the village centre.

# 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

74%

3 Star

|                                       | SCORE     | PERCENTAGE | RATING        |
|---------------------------------------|-----------|------------|---------------|
| <b>Exterior</b>                       | <b>11</b> | <b>73%</b> |               |
| Appearance of Buildings/Kerb Appeal   | 4         |            |               |
| Grounds/Gardens/Parking               | 3         |            |               |
| Privacy/Peace & Quiet                 | 4         |            |               |
| <b>Cleanliness</b>                    | <b>17</b> | <b>85%</b> | <b>4 Star</b> |
| Bedrooms                              | 4         |            |               |
| Bathrooms                             | 4         |            |               |
| Living/Dining Areas                   | 5         |            |               |
| Kitchen                               | 4         |            |               |
| <b>Management &amp; Efficiency</b>    | <b>10</b> | <b>66%</b> |               |
| Pre-arrival Information               | 3         |            |               |
| Welcome & Arrival Procedure           | 3         |            |               |
| In-unit Guest Info & Personal Touches | 4         |            |               |
| <b>Public Areas</b>                   | <b>18</b> | <b>72%</b> | <b>3 Star</b> |
| Decoration                            | 4         |            |               |
| Flooring                              | 4         |            |               |
| Furniture/Furnishings/Fittings        | 4         |            |               |
| Lighting/Heating/Ventilation          | 3         |            |               |
| Space/Comfort/Ease of use             | 3         |            |               |
| <b>Bedrooms</b>                       | <b>26</b> | <b>74%</b> | <b>3 Star</b> |
| Decoration                            | 4         |            |               |
| Flooring                              | 4         |            |               |
| Furniture/Furnishings/Fittings        | 4         |            |               |
| Lighting/Heating/Ventilation          | 3         |            |               |
| Beds                                  | 4         |            |               |
| Bedding & Bed Linen                   | 4         |            |               |
| Space/Comfort/Ease of use             | 3         |            |               |
| <b>Bathrooms</b>                      | <b>17</b> | <b>68%</b> | <b>3 Star</b> |
| Decoration                            | 3         |            |               |
| Flooring                              | 3         |            |               |
| Furniture/Fittings/Sanitaryware       | 4         |            |               |
| Lighting/Heating/Ventilation          | 4         |            |               |
| Space/Comfort/Ease of use             | 3         |            |               |
| <b>Kitchen</b>                        | <b>31</b> | <b>77%</b> | <b>4 Star</b> |
| 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         |            |               |

Unit: Fountain Cottage

73%

3 Star

|                                       | SCORE     | PERCENTAGE | RATING        |
|---------------------------------------|-----------|------------|---------------|
| <b>Exterior</b>                       | <b>11</b> | <b>73%</b> |               |
| Appearance of Buildings/Kerb Appeal   | 4         |            |               |
| Grounds/Gardens/Parking               | 3         |            |               |
| Privacy/Peace & Quiet                 | 4         |            |               |
| <b>Cleanliness</b>                    | <b>17</b> | <b>85%</b> | <b>4 Star</b> |
| Bedrooms                              | 5         |            |               |
| Bathrooms                             | 4         |            |               |
| Living/Dining Areas                   | 4         |            |               |
| Kitchen                               | 4         |            |               |
| <b>Management &amp; Efficiency</b>    | <b>10</b> | <b>66%</b> |               |
| Pre-arrival Information               | 3         |            |               |
| Welcome & Arrival Procedure           | 3         |            |               |
| In-unit Guest Info & Personal Touches | 4         |            |               |
| <b>Public Areas</b>                   | <b>18</b> | <b>72%</b> | <b>3 Star</b> |
| Decoration                            | 4         |            |               |
| Flooring                              | 4         |            |               |
| Furniture/Furnishings/Fittings        | 4         |            |               |
| Lighting/Heating/Ventilation          | 3         |            |               |
| Space/Comfort/Ease of use             | 3         |            |               |
| <b>Bedrooms</b>                       | <b>25</b> | <b>71%</b> | <b>3 Star</b> |
| Decoration                            | 4         |            |               |
| Flooring                              | 4         |            |               |
| Furniture/Furnishings/Fittings        | 3         |            |               |
| Lighting/Heating/Ventilation          | 3         |            |               |
| Beds                                  | 4         |            |               |
| Bedding & Bed Linen                   | 4         |            |               |
| Space/Comfort/Ease of use             | 3         |            |               |
| <b>Bathrooms</b>                      | <b>16</b> | <b>64%</b> | <b>3 Star</b> |
| Decoration                            | 4         |            |               |
| Flooring                              | 4         |            |               |
| Furniture/Fittings/Sanitaryware       | 3         |            |               |
| Lighting/Heating/Ventilation          | 3         |            |               |
| Space/Comfort/Ease of use             | 2         |            |               |
| <b>Kitchen</b>                        | <b>31</b> | <b>77%</b> | <b>4 Star</b> |
| 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         |            |               |

## Exterior

### Middleton's Cottage

The building continues to present well with whitewashed walls and a tidy garden and parking space provided.

### Fountain Cottage

The building has been maintained well.

## Cleanliness

### Middleton's Cottage

Housekeeping standards have been maintained very well although keep an eye on the grouting and silicone in the bathroom.

### Fountain Cottage

Housekeeping standards continue to meet a very good standard and neat presentation of the beds, bedding and other fabrics noted.

## Management & Efficiency

### Middleton's Cottage

and Fountain Cottage

All bookings completed with the owner or online via independent cottages. 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.

## Public Areas

### Middleton's Cottage

Cosy lounge which is well maintained. Comfortable seating and attractive fabrics and furnishings. Electric heating and ample lighting in the room.

### Fountain Cottage

Comfortable first floor lounge with very good furniture and fittings.

## Bedrooms

### Middleton's Cottage

As previously noted, a spacious double room and cosy twin which are maintained well. Comfortable beds and fresh linen provided.

### Fountain Cottage

As previously seen, the bedrooms are compact although good use of the space with fitted cupboards using the wooden doors which present very well.

Firm and supportive mattresses with very good quality bed linen.

## Bathrooms

### Middleton's Cottage

Good sized bathroom with shower over bath. The fixtures and fittings are maintained although ensure additional attention to the grout and silicone.

### Fountain Cottage

The areas continue to be maintained well.

## Kitchen

### Middleton's Cottage

Good space in the kitchen and dining area. The kitchen was improved previously adding new doors and handles to the kitchen units. A new fridge has been added. The wooden floor has also been maintained well. A wide range of kitchen and dining items are provided

### Fountain Cottage

The kitchen and dining area are maintained well with wooden dining furniture. Many original features in the area adding to the character.

## Units Seen

Middleton's Cottage and Fountain Cottage

## Website Feedback

[www.dentcottages.co.uk](http://www.dentcottages.co.uk) - Attractive website with plenty of images of the accommodation and location.

Online booking is available via Independent Cottages, with terms and conditions provided. Prices and availability also provided.

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

## Potential for Improvement

Ensure the grouting and silicone is maintained in the bathrooms

## Highlights

Two cottages located in the pretty village centre with parking spaces available

New fridge added in Middleton's Cottage

Fountain Cottage has attractive wooden cupboards throughout.

Modern heaters have now been installed.

Both cottages have been re-wired and smoke detectors were hardwired.

Up to date fire risk assessment has been addressed.

# 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

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**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

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**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)

These have not been awarded or assessed.



## Useful Numbers

### Customer Support

All property enquiries, including assessments, reports, ratings, signage, training, and logo requests

01256 338350

[VisitEnglandAssessmentServices@aamediaigroup.co.uk](mailto:VisitEnglandAssessmentServices@aamediaigroup.co.uk)

### Assessment Services Accounts

All financial and payment enquiries

01733 207324

[VECreditControl@aamediaigroup.co.uk](mailto:VECreditControl@aamediaigroup.co.uk)

## Useful Links

### Online Details Portal

Change your online information on [RatedTrips.com](http://RatedTrips.com); add up to 20 photographs and showcase your facilities.

[www.ratedtrips.com/update](http://www.ratedtrips.com/update)

### Business Support

Advice and support for your business, including training opportunities and discounts.

[www.ratedtrips.com/business-support](http://www.ratedtrips.com/business-support)

### Participant Benefits

Exclusive offers and discounts to help your business

[www.ratedtrips.com/participant-benefits](http://www.ratedtrips.com/participant-benefits)

## Participant offers and discounts



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Got a question? – email us at [contact@ratedtrips.com](mailto:contact@ratedtrips.com)

# 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.