



## Middleton's Cottage and Fountain Cottage

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

### Summary

STAR RATING

★★★

DESIGNATOR

Self-Catering

QUALITY SCORE

72% - 73%

Walkers Welcome

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VISIT DATE

01 April 2022

VISIT TYPE

Day Assessment

CONTACT

Mr and Mrs Philip and Christine Ayers Proprietors

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Middleton's Cottage and Fountain Cottage continue to achieve the VisitEngland Three Star Self Catering rating sitting comfortably at the upper end of the band.

Both cottages offer comfortable and well maintained accommodation as well and having been rewired and up to date fire systems installed.

# 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
<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>16</b>	<b>80%</b>	<b>4 Star</b>
Bedrooms	4		
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>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>30</b>	<b>75%</b>	<b>4 Star</b>
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
<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>16</b>	<b>80%</b>	<b>4 Star</b>
Bedrooms	4		
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 property is maintained well. A small rear garden and parking space provided.  
Village centre location

### Fountain Cottage

A well maintained village centre property. A parking permit is available for a space within a short walk.

## Cleanliness

### Middleton's Cottage

Overall housekeeping standards continue to be maintained very well.

### Fountain Cottage

A very good standard of housekeeping throughout.

## Management & Efficiency

### Middleton's Cottage

All bookings completed with the owner or online via guestlink. 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

The room continues to be maintained well with comfortable heating and lighting levels. The curtains and covers on the seating have been replaced.

### Fountain Cottage

A comfortable first floor lounge with well maintained carpet, decoration and comfortable seating.

## Bedrooms

### Middleton's Cottage

Both bedrooms are also maintained well. Comfortable beds and fresh bedding provided.

### Fountain Cottage

The bedrooms are maintained well. The cupboard doors in the rear bedroom have been replaced with wood to match in with the other doors.

## Bathrooms

### Middleton's Cottage

Good size room with good quality decoration, flooring and sanitary ware.

Attention is constantly given to grouting and silicone.

### Fountain Cottage

Compact WC and shower room which are maintained well.

# Kitchen

## Middleton's Cottage

Plenty of space in the kitchen. The kitchen has been improved adding new doors and handles to the kitchen units. The wooden floor has also been re-sanded and varnished.

A wide range of kitchen and dining items are provided.

## Fountain Cottage

The kitchen and dining area have been maintained well, the dining table has been repaired and re-varnished and some work completed on the window seat restoring the wood. Seat cushions added to the wooden dining chairs

The door on the under stair cupboard has been replaced.

# 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 guestlink , with terms and conditions provided. Prices and availability are added.

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

# Potential for Improvement

The accommodation continues to be maintained well and meet the market.

# Highlights

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

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

Wooden flooring has been sanded and re-varnished.

Kitchen doors and handles replaced.

Fountain Cottage has had more of the wooden doors, table, cupboards door and window seat addressed.

Hot water system and convector heating replaced.

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

New Roberts radios and televisions added.

B4RN wi fi has been installed.

# 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)

The following specialities have been awarded:



**Walkers Welcome**  
Deficiencies: None



## Useful Numbers

### Customer Support

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

01256 338350

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

### Assessment Services Accounts

All financial and payment enquiries

01733 207324

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

## Useful Links

### Online Details Portal

Change your online information on RatedTrips.com; add up to 20 photographs. [Need help? Check out our frequently asked questions](#)

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

### Business Support

Advice and support for your business

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

### Membership Benefits

Exclusive member offers and discounts

[www.ratedtrips.com/member-offers](http://www.ratedtrips.com/member-offers)

## Participant offers and discounts



Discover more at [www.ratedtrips.com/member-offers](http://www.ratedtrips.com/member-offers)

# 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.