



Quality in Tourism

Visit Report

Self-Catering Standard

Penventinue Manor Farm

Fowey

★★★★★ Self Catering 91 - 96%

Gold Award

Cyclists Welcome, Walkers Welcome, Welcome Pets!, Families
Welcome

Visit date: 28 Mar 2014

Visit type: Day

QiT No: 602499

Group/Unit Name: Blackberry Cottage

	Score
Exterior	
Appearance of buildings	5
Grounds, gardens and parking	4
Environment and setting	4
	86%
Management Efficiency	
Pre arrival info including brochure	5
Welcome and arrival procedure	5
In unit guest info and personal touches	5
	100%
Public Areas	
Decoration	5
Flooring	5
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	4
	96%
Bedrooms	
Decoration	5
Flooring	5
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	4
	94%
Bathrooms and WCs	
Decoration	5
Flooring	5
Fixtures, fittings and sanitary ware	5
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	92%
Kitchen	
Decoration	5
Flooring	5
Furniture and fittings	5
Lighting, heating and ventilation	5
Kitchen equipment	5
Crockery, cutlery and glassware	5
Kitchenware, pans and utensils	4
Space, comfort and ease of use	3
	92%
Cleanliness	
Living and dining area	4
Bedroom	5
Bathroom	5
Kitchen	5
	95%
	93%

Key Scores and Sectional Consistencies

Overall

93% = Level 5; (87% to 100%)

Cleanliness

95% = Level 5; (90% to 100%)

Public Areas

96% = Level 5; (87% to 100%)

Bedrooms

94% = Level 5; (87% to 100%)

Bathrooms

92% = Level 5; (87% to 100%)

Kitchen

92% = Level 5; (87% to 100%)

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.

Group/Unit Name: Manor Farm House

	Score
Exterior	
Appearance of buildings	5
Grounds, gardens and parking	4
Environment and setting	4
	86%
Management Efficiency	
Pre arrival info including brochure	5
Welcome and arrival procedure	5
In unit guest info and personal touches	5
	100%
Public Areas	
Decoration	5
Flooring	4
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	5
	96%
Bedrooms	
Decoration	5
Flooring	5
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	5
	97%
Bathrooms and WCs	
Decoration	5
Flooring	5
Fixtures, fittings and sanitary ware	5
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	92%
Kitchen	
Decoration	5
Flooring	5
Furniture and fittings	5
Lighting, heating and ventilation	5
Kitchen equipment	5
Crockery, cutlery and glassware	5
Kitchenware, pans and utensils	5
Space, comfort and ease of use	4
	97%
Cleanliness	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	96%

Key Scores and Sectional Consistencies

Overall

96% = Level 5; (87% to 100%)

Cleanliness

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

Public Areas

96% = Level 5; (87% to 100%)

Bedrooms

97% = Level 5; (87% to 100%)

Bathrooms

92% = Level 5; (87% to 100%)

Kitchen

97% = Level 5; (87% to 100%)

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Group/Unit Name: Pondview Cottage

	Score
Exterior	
Appearance of buildings	5
Grounds, gardens and parking	4
Environment and setting	4
	86%
Management Efficiency	
Pre arrival info including brochure	5
Welcome and arrival procedure	5
In unit guest info and personal touches	5
	100%
Public Areas	
Decoration	5
Flooring	4
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	4
	92%
Bedrooms	
Decoration	5
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	4
	88%
Bathrooms and WCs	
Decoration	5
Flooring	5
Fixtures, fittings and sanitary ware	5
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	92%
Kitchen	
Decoration	4
Flooring	4
Furniture and fittings	5
Lighting, heating and ventilation	4
Kitchen equipment	5
Crockery, cutlery and glassware	5
Kitchenware, pans and utensils	5
Space, comfort and ease of use	4
	90%
Cleanliness	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	92%

Key Scores and Sectional Consistencies

Overall

92% = Level 5; (87% to 100%)

Cleanliness

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

Public Areas

92% = Level 5; (87% to 100%)

Bedrooms

88% = Level 5; (87% to 100%)

Bathrooms

92% = Level 5; (87% to 100%)

Kitchen

90% = Level 5; (87% to 100%)

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Group/Unit Name: Wild Thyme Barn

	Score
Exterior	
Appearance of buildings	5
Grounds, gardens and parking	4
Environment and setting	4
	86%
Management Efficiency	
Pre arrival info including brochure	5
Welcome and arrival procedure	5
In unit guest info and personal touches	5
	100%
Public Areas	
Decoration	5
Flooring	4
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	4
	92%
Bedrooms	
Decoration	5
Flooring	4
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	4
	91%
Bathrooms and WCs	
Decoration	4
Flooring	5
Fixtures, fittings and sanitary ware	5
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	88%
Kitchen	
Decoration	4
Flooring	5
Furniture and fittings	4
Lighting, heating and ventilation	4
Kitchen equipment	5
Crockery, cutlery and glassware	5
Kitchenware, pans and utensils	5
Space, comfort and ease of use	4
	90%
Cleanliness	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	4
	95%
	91%

Key Scores and Sectional Consistencies

Overall

91% = Level 5; (87% to 100%)

Cleanliness

95% = Level 5; (90% to 100%)

Public Areas

92% = Level 5; (87% to 100%)

Bedrooms

91% = Level 5; (87% to 100%)

Bathrooms

88% = Level 5; (87% to 100%)

Kitchen

90% = Level 5; (87% to 100%)

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4. The Star rating will be capped if Key Requirements are not met at each rating level.

Overview

All cottages at Penventinue Manor Farm (Blackberry Cottage, Wild Thyme Barn, Pondview Cottage and Manor Farm House) continue to achieve Five Star Self Catering Ratings with Gold Awards and Cyclists Welcome, Walkers Welcome, Families Welcome and Pets Welcome accreditations following this year's assessment.

In Pondview bedrooms remain marginal at the Five Star banding and suggestions for consolidation are contained within this report.

In Wild Thyme improvements to electrical equipment have increased the score in the kitchen, however, bathrooms remain marginal at the rating. Again suggestions were discussed for future consolidation of the score.

The assessment was completed with Louise, the operations manager, with all properties seen.

Website Feedback

Penventinue Manor Farm appears first on a Google search for the property. The website is professional and contemporary in appearance, simple to navigate and presents an accurate picture of the business.

It has the VisitEngland logos prominently displayed and enjoys a number of crisp images which showcase the properties and surrounding area to their full extent. Each cottage has a useful floor plan and an on line brochure is available to download.

The text is well written and informative and there are excellent links to well managed social network sites Facebook and Twitter.

Cleanliness/Housekeeping

Excellent cleanliness levels evidenced throughout in Manor Farmhouse and Pondview. All key areas, public areas, bedrooms, bathrooms and kitchen had close attention paid to low and high level dusting. Surfaces highly polished and gleaming and floors well vacuumed.

In the lounge in Blackberry Cottage there was an area of damp to the right of the doors which could be made good.

In Wild Thyme the area under the cupboards in the kitchen was food splashed and cobwebbed.

Elsewhere Blackberry and Wild Thyme were cleaned to the same high standards as other cottages. All were a credit to the housekeeping team and their diligence and hard work.

Public Areas

Excellent decorative finishes throughout with well applied paint in neutral tones and original artwork added for colour and interest. Superb slate flooring in Blackberry and high quality floor covering elsewhere remain as previously seen. Soft furnishings, well coordinated with the comfortable easy seating are highest quality.

There is some wear on the sofa arms in Wild Thyme, which could have covers added to prolong life expectancy. It is understood this is in hand and should be in place very soon.

Underfloor heating in Blackberry and excellent levels of lighting, heating and ventilation in all cottages. Manor Farmhouse provides generous space for guest comfort and, with other cottages, is well considered for guest comfort.

Bedrooms

Neutral painted walls and Dalene Meiring artwork continues in the bedrooms. Would suggest adding pictures to the twin room in Manor Farmhouse for extra colour. Carpets and solid wood flooring are well maintained and solid construction furniture makes ample provision for storing guest belongings. Safety glass fitted to the top of units for protection. As discussed, would consider adding lamps to dressing tables for added guest convenience. Solid framed beds have superb pocket sprung mattresses and finest White Company high thread count bed linen and coordinating accessories. Bedrooms throughout are well considered for guest comfort.

Bathrooms

Decorative finishes could be made good in the window of Wild Thyme. This could result in the score being increased in future. Professional tiling to walls in other cottages has pristine well maintained grouting.

Excellent flooring throughout remains unmarked and classic white sanitary ware continues to meet quality expectations. Well positioned lighting, adjustable heating and forced and natural ventilation levels are all effective, and bathrooms make provision for storing guest toiletries.

Kitchen

Effective tiled splash backs and practical, well fitted floor covering well maintained and presenting to a high standard. Solid construction units make ample provision for storing foodstuffs and meal preparation. Highly effective underfloor heating in Blackberry and feature extraction units in Pondview and Blackberry. Under cupboard and spotlighting offer lighting options and the new double oven, feel-cool hob, extraction, dishwasher and fridge/freezer in Wild Thyme find the scores increased in this area.

High quality Denby crockery and glassware and 18/10 cutlery are excellent throughout, however, would replace the scratched and worn frying pans in Blackberry and Wild Thyme to reinforce the quality perception. All cottages are well considered for guest comfort and convenience with quality utensils and kitchenware provided.

Management Efficiency

A highly effective bookings and arrival procedure in place with all being managed by Louise. A welcome letter giving contact mobile phone number and directions details is sent to guests prior to arrival. Guests are greeted personally, wherever possible, and assistance offered with luggage. Cottages have a beverage tray, a bottle of wine, fresh eggs and an extensive range of cleaning equipment.

A range of in-house personal touches are also provided including wireless internet, ipod docks, dab radio, books, games, barbecue and a membership to a local spa.

Louise and her team are on hand at all times should any questions arise throughout their stay.

Potential for Improvement

Would consider adding lamps to dressing tables, where appropriate, for added guest convenience.

The bathroom window area of Wild Thyme could be made good to improve the quality perception in this area.

Scratched frying pans in Blackberry and Wild Thyme could be replaced.

The ironing board cover in Wild Thyme is burnt and could be replaced.

Highlights

Penventine Manor Farm enjoys an idyllic location close to the centre of Fowey yet surrounded by countryside. All properties are well presented externally and internally and are decorated and furnished to an excellent standard.

The enquiry and booking system managed by Louise, the operations manager, is well rehearsed and effective.

The new kitchen electrical equipment in Wild Thyme finds the score increased in this area, thereby consolidating the gold award.

Cleanliness standards in a number of key areas in all properties were evidenced to be at an excellent standard at this visit and a credit to the housekeeping team.

Minimum Entry Requirements

Group: Blackberry Cottage
Standard: Self-Catering
Designator: Self Catering
Rating: Five Star Gold
Specialities: Cyclists Welcome, Walkers Welcome, Welcome Pets!, Families Welcome
(Blackberry Cottage)

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.

Group: Manor Farm House
Standard: Self-Catering
Designator: Self Catering
Rating: Five Star Gold
Specialities: Cyclists Welcome, Walkers Welcome, Welcome Pets!, Families Welcome
(Manor Farm House)

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.

Group: Pondview Cottage
Standard: Self-Catering
Designator: Self Catering
Rating: Five Star Gold
Specialities: Cyclists Welcome, Walkers Welcome, Welcome Pets!, Families Welcome
(Pondview Cottage)

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.

Group: Wild Thyme Barn
Standard: Self-Catering
Designator: Self Catering
Rating: Five Star Gold
Specialities: Cyclists Welcome, Walkers Welcome, Welcome Pets!, Families Welcome
(Wild Tyme Barn)

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 30 days of receipt of the report. For details please contact Quality in Tourism at qualityintourism@uk.g4s.com or telephone 0845 300 6996. Details can also be found at 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.