



Quality in Tourism

Visit Report
Self-Catering Standard

Thalia & Hebe Holiday Homes

West Wimbledon



Self Catering

Families Welcome

Assessor: Helen Wallace

Visit date: 09 Jun 2009

Visit type: Day

QiT No: 501617

Executive Summary

Summary

Under the British Common Standard for Self Catering, Thalia and Hebe Homes achieves a Four Star rating. Part of the Standard is that all critical areas of the property; cleanliness, living areas, bedrooms, bathrooms and kitchen must each achieve a grade commensurate with the overall rating.

Following this assessment the establishment meets these requirements, enabling the rating indicated above to be confirmed.

Physical areas

The two properties are of a similar size and layout and continue to be well maintained throughout to a consistent standard. Continued upgrading is encouraged to ensure all areas continue to maintain the high standards required at four star - recommend stair carpeting in Thalia is prioritised for replacement within the next two years.

Minimum Entry Requirements

Group: Thalia and Hebe Holiday Homes
(Hebe Holiday Homes, Thalia Holiday Homes)

Standard: Self-Catering

Designator: Self Catering

Rating: Four Star

Specialities: Families Welcome

To be recognised within the VisitBritain Quality Assessment Scheme a property must meet all "Minimum Entry Requirements". Also any "Additional Requirements" or "Key Requirements" needed at the designated level must be provided. Quality standards also need to meet the minimum level in all areas of the operation.

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

The term 'Progressing' is used to indicate that the establishment is working towards providing the missing items, facilities or services listed.

Quality Scores

This section of the report contains information with regard to the quality grading awarded to the property. The quality indicator terms used are to express the different levels of quality.

Your assessor might also have added observations, suggestions or advice. These are suggestions only and can be acted upon or disregarded.

It is hoped that the information contained within this report will provide a valuable management tool and assist in the maintaining, developing or improving of quality standards in the future.

Unit / Group: Thalia and Hebe Holiday Homes

	Score (%)	Level
Overall	77	4
Cleanliness	100	5
Bedroom	77	4
Bathroom	76	4
Kitchen	75	4
Public Areas	76	4

Visit Report

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Unit / Group: Thalia and Hebe Holiday Homes

General Requirements (A - Common Standards Reference)

Two additional items to be provided

Tumble Dryer	Yes
Telephone - incoming and outgoing, or pre-paid mobile	Yes
Hi-Fi	Yes
Video Recorder	Yes
DVD Player	Yes

Exterior (1 - Common Standards Reference)

Good (60%)

Appearance of buildings

Good

Appearance of buildings and signage	Good	Both properties remain in good repair, with clear, well maintained signage at each entrance - significant wear to windows in Hebe which are due to be replaced
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Grounds, gardens, roadways and car parking

Good

Grounds, gardens and garden furniture	Good	Neatly cut lawns and well tended planted areas - plans to enhance front garden of Hebe will be beneficial
Car parking surface, signage and illumination	Good	Sufficient space at each property - well presented newer surface at Thalia

Environment and Setting

Good

First impression on arrival	Good	Properties are neatly presented with pots and flowers - plans to improve paving to front of Hebe will enhance appearance and overall impression
Environment	Very Good	Quiet and convenient location

Management Efficiency (3 - Common Standards Reference) Good (73%)

Pre-arrival information including brochure Good

Pre-arrival information including brochure Good Well presented and informative website as previously noted

Welcome and arrival procedure Very Good

Welcome and arrival procedure Very Good Efficient procedures continue to be maintained

In-unit guest information and personal touches Very Good

In-unit guest information and personal touches Very Good Including television, DVD player, freeview, books and games. Well presented and updated selection of information - recommend providing an additional wallet/folder of information specifically for families

Public Areas (4 - Common Standards Reference) Very Good (76%)

Decoration Very Good

Decoration in lounge and dining areas Very Good Decor continues to be well maintained

Decoration in other areas e.g. corridors, stairs Very Good

Flooring Very Good

Flooring Very Good Carpeting in sound condition - general wear evident to pile

Furniture, furnishings and fittings Very Good

Furniture, furnishings and fittings Very Good Comfortable wood dining furniture and well maintained easy seating in both properties. Curtaining in process of being renewed

Lighting, heating and ventilation Very Good

Provision and controllability of heating and ventilation Very Good

Position and controllability of lighting Very Good Efficient main lighting and additional reading light is effective in Thalia

Space, comfort and ease of use Good

Space, comfort and ease of use Good Comfortable space and layout for number of guests accommodation

Bedrooms (5 - Common Standards Reference)		Very Good (77%)
Decoration		Very Good
Decoration	Very Good	Well maintained throughout
Flooring		Very Good
Flooring	Very Good	
Furniture, furnishings and fittings		Very Good
Furniture	Very Good	Matching range of well made furniture
Furnishings and fittings	Good	Neat lined curtaining - some blackout lined which is beneficial
Lighting, heating and ventilation		Very Good
Position and controllability of lighting	Good	Efficient main and bedside lighting
Provision and controllability of heating and ventilation	Very Good	
Beds		Very Good
Mattress, bed bases and headboards	Very Good	Deep, supportive mattresses and bases, secure headboards
Bedding and bed linen		Very Good
Bedding and bed linen	Very Good	Matching sets of linen and plump non allergenic bedding
Space, comfort and ease of use		Good
Space, comfort and ease of use	Good	Comfortable space in rooms and practical provision of free surface
Bathrooms and WCs (6 - Common Standards Reference)		Very Good (76%)
Decoration		Very Good
Decoration	Very Good	Well maintained although some evidence of age to tiles and grouting
Flooring		Good
Flooring	Good	Wear evident and recommend replacement is planned
Fixtures, fittings and sanitary ware		Very Good
Fixtures, fittings and sanitary ware (lights, taps, shelving etc)	Very Good	All well maintained
Lighting, heating and ventilation		Very Good
Position and controllability of lighting	Very Good	Effective provision
Provision and controllability of heating	Very Good	
Ventilation	Very Good	
Space, comfort and ease of use		Very Good
Space, comfort and ease of use	Very Good	Practical space , efficient and easily controlled fittings

Kitchen (7 - Common Standards Reference)**Very Good (75%)****Decoration****Very Good**

Decoration	Very Good	Decor maintained in sound condition - some age to tiling and wear to grouting
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Flooring**Good**

Flooring	Good	Floor tiles in sound condition
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Furniture, fixtures and fittings**Very Good**

Furniture and fitted units including handles and light fittings	Very Good	Well maintained fitted units and laminate surfaces - plans to make improvements to Hebe will be beneficial
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Lighting, heating and ventilation**Very Good**

Position and controllability of lighting	Very Good	Efficient directional lighting in Thalia
Provision and controllability of heating and ventilation	Very Good	Cooker hoods assist with ventilation and rooms sufficiently heated

Electrical and gas equipment**Very Good**

Kitchen equipment, cookers, fridges etc	Very Good	All appliances in sound working order
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Crockery, cutlery and glassware**Good**

Crockery, cutlery and glassware	Good	Matching sets of items to a good standard and ample supplies of each
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Kitchenware, pans and utensils**Very Good**

Kitchenware, pots, pans and utensils	Very Good	All items very well maintained
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Space, comfort and ease of use**Very Good**

Space, comfort and ease of use	Very Good	Well planned space, with sufficient storage provision and ample work surfaces
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Cleanliness (2 - Common Standards Reference)**Excellent (100%)****Living and dining areas****Excellent**

Living and dining areas	Excellent	Consistently high standards maintained
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Bedroom**Excellent**

Bedrooms	Excellent	
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Bathroom**Excellent**

Bath and shower rooms	Excellent	
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Kitchen**Excellent**

Kitchen areas	Excellent	Thorough standards - all areas very well organised and good attention to detail
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Notes for Proprietors / Managers

The copy of our Visit Report provides information on our assessment of your accommodation and services. The form may be amended from time to time if we discover that this information can be presented in ways that are more helpful. When making quality assessments the assessor is assessing each aspect against the standards of excellence established by VisitBritain. Assessors are trained to ignore their own personal preferences and prejudices when making these assessments. This report is provided in confidence and its contents may not be displayed in any printed material or via electronic media, or indeed quoted verbally. This restriction also applies to any verbal comment made by the assessor at the time of the visit.

PLEASE NOTE

The observations in the Visit Report are intended to be helpful by drawing particular points to your attention. There is no implication that it was these aspects alone that influenced the overall assessment, or that, if they are acted upon, a higher overall grade would be necessarily achieved. Should a proprietor/manager disagree with the grade given, there is an Appeal Procedure, details of which are available from Quality in Tourism (QualityInTourism@GSLGlobal.com, Tel 0845 300 6996). A separate charge is made for an appeal assessment.