

Quality Report

Unit / Group: The Managers House

1 Exterior

Appearance of Buildings

Excellent

Overall quality and appearance of buildings and signage Excellent Property presented in excellent condition

Grounds, Gardens, Roadways & Car Parking

Very Good

Quality of gardens and/or open areas Very Good Private garden, very well tended
Quality of garden furniture Very Good Very good quality wood furniture
Quality of ancillary areas Very Good Outhouse accommodates fuel, refuse bin and storage for bicycles
Car parking signage and illumination Very Good Ample off road parking provision
Car parking surface and marking of bays Very Good

Environment & Setting

Excellent

First impression on arrival Very Good
Environment Excellent Excellent rural environment enjoying splendid views

2 Cleanliness

Living & Dining Areas - Cleanliness

Very Good

Cleanliness to lounge and communal areas Very Good Very good housekeeping standards

Bedroom - Cleanliness

Very Good

Cleanliness of bedrooms Very Good Very good standards observed

Bathroom - Cleanliness

Very Good

Cleanliness of bath and shower rooms Very Good Very good standards noted

Kitchen - Cleanliness

Very Good

Cleanliness of kitchen areas Very Good Very good housekeeping standards

3 Management Efficiency

Pre-arrival information including brochure

Very Good

Pre-arrival information including brochure Very Good Web site provides excellent information. Separate brochure is very well presented. Professional booking procedure

Welcome and arrival procedures

Very Good

Welcome and arrival procedures Very Good Guests receive a personal welcome and are escorted around the property. Tea, coffee, sugar, milk, home baking and fresh flowers are provided on arrival. In colder weather the multi fuel stove is lit

In-unit guest information and personal touches

Excellent

In-unit guest information and personal touches Excellent Comprehensive guest information and many accessories and personal touches noted

4 Public Areas

Decoration			Very Good
Decoration in lounge/dining areas	Very Good	Very good standards of decor with interesting wall relief	
Decoration in other areas, e.g. corridors, stairs	Very Good		
Flooring			Very Good
Flooring	Very Good	Wood flooring of very good quality. Carpet of very good quality to the stairs	
Furniture / Furnishings / Fittings			Very Good
Dining area furniture	Very Good	Of very good quality	
Dining area furnishings & fittings	Very Good		
Easy seating area furniture	Very Good		
Easy seating area furnishings & fittings	Very Good	Very well co-ordinated	
Lighting / Heating / Ventilation			Excellent
Quality and controllability of heating & ventilation	Excellent	Excellent heating levels	
Quality and positioning of lighting	Very Good	Very well considered	
Space / Comfort / Ease of use			Very Good
Ease of movement around the room	Very Good		
Ease access to and use of furniture	Very Good		
Ease of use of equipment, windows and power points	Very Good		

5 Bedrooms

Decoration			Very Good
Decoration	Very Good	Very good decorative standards	
Flooring			Very Good
Flooring	Very Good	Flooring of high quality	
Furniture / Furnishings / Fittings			Very Good
Quality & condition of furniture	Very Good	In very good condition	
Quality & condition of furnishings & fittings	Very Good		
Lighting / Heating / Ventilation			Excellent
Quality and positioning of lighting	Very Good	Very well considered	
Quality and controllability of heating & ventilation	Excellent	Fully controllable central heating	
Beds			Very Good
Quality and condition of mattress, bed base & headboard	Very Good	Firm mattresses	
Bedding / Linen			Very Good
Quality, condition and presentation of bed linen	Very Good	Very well dressed	
Quality, condition and presentation of bedding (Duvets, pillows, blankets & bed covers)	Very Good		
Space / Comfort / Ease of use			Very Good
Ease of movement around the room	Very Good		
Ease of access to and use of furniture	Very Good		
Ease of use of equipment, windows and power points	Very Good		

6 Bathrooms and WCs

Decoration			Very Good
Decoration	Very Good	Very good tiled and painted decor	
Flooring			Very Good
Flooring	Very Good	Ceramic floor tiles	
Fixtures, fittings & sanitary ware			Very Good
Quality & condition of sanitary ware & fittings (lights, taps, shelving etc)	Very Good	In very good condition	
Light / Heat / Ventilation			Excellent
Quality and positioning of lighting	Very Good		
Quality and controllability of heating & ventilation	Excellent	Three different heat sources	
Space / Comfort / Ease of use			Very Good
Layout of and space within the room	Very Good		
Size and usability of fixtures and fittings	Very Good		

7 Kitchen

Decoration			Very Good
Decoration	Very Good	Very good tiled and painted decoration	
Flooring			Very Good
Flooring	Very Good	Quarry tiled flooring	
Furniture, fixtures and fittings			Very Good
Furniture and fitted units including handles and light fittings	Very Good	In very good condition providing ample storage	
Light / Heat / Ventilation			Very Good
Quality and positioning of lighting	Very Good		
Quality and controllability of heating & ventilation	Very Good		
Electrical & Gas equipment			Very Good
Kitchen equipment, cookers, fridges etc	Very Good	Very well maintained	
Crockery / Cutlery / Glassware			Very Good
Range and quality of crockery	Very Good	Of very good quality	
Range and quality of cutlery	Very Good		
Range and quality of glassware	Very Good		
Kitchenware / Pans / Utensils			Very Good
Range and presentation of kitchenware	Very Good	Very well equipped	
Quality and condition of pans	Very Good		
Quality and condition of utensils	Very Good		
Space / Comfort / Ease of use			Very Good
Ease of movement around the room	Very Good		
Ease of use of equipment, windows and power points	Very Good		