



Quality in Tourism

Visit Report

Guest Accommodation Standard

Arbor Linden Lodge

Norwich



Guest House

Assessor: Jerry Ogilvie

Visit date: 23 Jun 2008

Visit type: Day

QiT No: 26115

Executive Summary

Summary

Under the British Common Standard for Guest Accommodation, Arbour Linden Lodge achieves a FOUR Star [Guest house] rating. One feature of the standard is that the key areas of the business; cleanliness, hospitality, bedrooms, bathrooms and breakfast must be of an equivalent quality to the overall rating awarded. The majority of these areas should, therefore, meet or exceed the quality expected at a particular star level for that rating to be achieved. Following this assessment the establishment meets these requirements, enabling the rating indicated above to be confirmed.

The property sits comfortably at the four star level and the experienced proprietors are maintaining the property at this level

Physical areas

The property presents very well with a well maintained garden and small parking area. Internally the property is very well maintained with a rolling programme of refurbishment to ensure that the property is always meeting the required standard. Fans are provided in all rooms to improve guest comfort. Bedrooms are comfortable and well set out and well furnished. Bathrooms are well fitted and maintained and a programme is in place to replace the carpets on a room by room basis this programme is now half way through.

Rooms seen

5,2,3,1,6

Fire risk assessment

The Regulatory Reform (Fire Safety) Order 2005 came into force in October 2006, now requiring a fire risk assessment to be completed for each property irrespective of the number of guests accommodated and type of establishment (Hotel, Guest Accommodation, Self-Catering). It was verbally confirmed at the time of the visit that a fire risk assessment had been completed but not recorded as the business has less than 5 employees. VisitBritain strongly recommends that a record is made of the risk assessment but understands that, as a risk assessment has been completed, this property now meets the requirements of the Regulatory Reform (Fire Safety) Order 2005

Confirmed by Mr Simpson Job Title Owner

Minimum Entry Requirements

Standard: Guest Accommodation

Designator: Guest House

Rating: Four Star

Specialities:

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, this property did not meet all of the 'Minimum Entry Requirements' and/or 'Additional Requirements/Key Requirements'. The items/services listed below are those required in order to participate within the scheme at the designated level. The rating level may be revised if all of the listed items/services are not provided by the time of the next visit. Reference numbers below refer to the section within the Quality Advisory Report to which the missing item/service is relevant.

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

Overall Standards (2.1 - Common Standards Reference)

Access statement

Progressing

Quality Scores

Please note for a day visit to your establishment. The table on this page shows all key areas that help to confirm your final quality rating. The areas of food, hospitality and service are only assessed on an overnight basis and remain unchanged on a day visit. Cleanliness scores are assessed, but not scored any higher than the last overnight visit. Only exterior, public areas, dining room, bedroom and bathroom scores can be amended, up or down, and reported upon in this document.

	Score (%)	Level
Overall	75	Very Good
Cleanliness	80	Very Good
Hospitality	73	Good
Breakfast	60	Good
Bedroom	77	Very Good
Bathroom	76	Very Good

Visit Report

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.

Exterior (3.5 - Common Standards Reference)

Very Good (73%)

Buildings

Very Good

Buildings, paintwork, signage and hanging baskets etc *Very Good* Very well presented and maintained

Grounds / gardens

Very Good

Frontage / initial impression *Good* A good first impression for the arriving guest

Lawns and planted areas *Very Good* Very well maintained gardens

Car parking

Good

Signage and illumination *Very Good* Very well signed and easy to see when passing

Car park surface (marking of bays as appropriate) *Good* Two well graveled surfaces provided for parking

All Public Areas (3.8 - Common Standards Reference)

Very Good (73%)

Decoration

Very Good

Decoration *Very Good* Very well presented and maintained

Space, comfort and ease of use

Good

Space, comfort and ease of use *Good* Well set out for ease of use

Stairs, corridors, landings and public WC

Very Good

Stairs, corridors, landings and public WC *Very Good* Well maintained and carpeted with clear room signage

Dining Room or Restaurant (3.9 - Common Standards Reference) Very Good (73%)

Decoration		Very Good
Decoration	<i>Very Good</i>	Very good use of decorative relief to enhance the decor
Furniture, fittings and furnishings		Good
Dining furniture, tables and chairs	<i>Good</i>	
Fittings and soft furnishings	<i>Good</i>	
Flooring		Excellent
Flooring	<i>Excellent</i>	Excellent quality wooden flooring
Lighting, heating and ventilation		Very Good
Lighting	<i>Very Good</i>	A comfortable level of illumination and temperature is maintained
Heating and ventilation	<i>Very Good</i>	
Table appointment		Good
Breakfast	<i>Good</i>	
Space, comfort and ease of use		Good
Size and comfort of dining table and chairs	<i>Good</i>	Compact room when full but laid out to maximise the available space
Room layout and spacing	<i>Good</i>	

Bedrooms (3.6 - Common Standards Reference) Very Good (77%)

Decoration		Very Good
Decoration	<i>Very Good</i>	Very well presented and maintained
Furniture, fittings and furnishings		Very Good
Furniture	<i>Very Good</i>	Ample storage space available for all guests belongings
Fittings and furnishings	<i>Very Good</i>	
Flooring		Good
Flooring	<i>Good</i>	
Beds and bedding		Very Good
Mattresses, bed bases and headboards	<i>Very Good</i>	Very good quality mattresses and very well presented with very good quality linen and bedding
Bed linen and bedding	<i>Very Good</i>	
Lighting, heating and ventilation		Very Good
Lighting levels, controllability and task lighting	<i>Very Good</i>	
Provision and controllability of heating and ventilation	<i>Very Good</i>	
Bedroom accessories		Very Good
Bedroom accessories	<i>Very Good</i>	Very good range of extras
Space, comfort and ease of use		Very Good
Space within bedrooms	<i>Very Good</i>	
Ease of use of equipment, furniture, windows and power points	<i>Very Good</i>	

Bathrooms (3.7 - Common Standards Reference)**Very Good (76%)**

Decoration		Very Good
Decoration	Very Good	Very well presented with all grout and seals stain free
Fixtures and fittings		Very Good
Sanitary ware, fixtures and fittings	Very Good	All of a very good size and all well maintained
Flooring		Good
Flooring	Good	As mentioned the carpet in some bathrooms is planned to be replaced in due course
Lighting, heating and ventilation		Very Good
Lighting	Very Good	
Heating	Very Good	
Ventilation	Very Good	
Towels and toiletries		Very Good
Towels	Very Good	Very good size and absorbancy
Toiletries	Very Good	
Space, comfort and ease of use		Very Good
Layout and space within the room	Very Good	
Size and usability of fixtures and fittings (including water pressure)	Very Good	

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.