

Greenlands Barn

Lamberts Lane, EARLS COLNE, Essex, CO6 2LE

Summary

STAR RATING

★★★★

Gold Award

DESIGNATOR

Self-Catering

QUALITY SCORE

90%

VISIT DATE

08 March 2018

VISIT TYPE

Day Assessment

CONTACT

Mr/s David and Carol Williams Owners

Greenlands Barn continues to be maintained to the highest standards with a very comfortable Four Star rating being awarded at the time of this assessment, the housekeeping is excellent and actually achieves a higher level, as does the bathroom and public areas, although wisely owners Carol and David are opting to stay at a Four Star level, thus ensuring guests expectations are exceeded. Due to the high percentages achieved, I have no hesitation in awarding the coveted Gold Accolade once again.

It is refreshing to see a property that continues to be invested in, with standards being improved where physically possible, year on year.
It is hoped the visit and this report assist.

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
40% - 49%	50% - 64%	65% - 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%

Greenlands Barn

90%

4 Star

	SCORE	PERCENTAGE	RATING
Exterior	15	100%	
Building Appearance	5		
Grounds/Gardens/Roadways/Parking	5		
Environment & Setting	5		
Cleanliness	20	100%	5 Star
Bedrooms	5		
Bathrooms	5		
Living/Dining Area	5		
Kitchen	5		
Management & Efficiency	14	93%	
Pre-arrival Information Inc. Brochure	4		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
Public Areas	23	92%	5 Star
Decoration	5		
Flooring	5		
Furniture/Fittings/Furnishings	5		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Bedrooms	30	85%	4 Star
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	3		
Bathrooms	22	88%	5 Star
Decoration	5		
Flooring	5		
Fixtures/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	3		
Kitchen	34	85%	4 Star
Decoration	4		
Flooring	4		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	5		
Electrical/Gas Equipment	4		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	4		
Space/Comfort/Ease of use	5		

Exterior

Set in peaceful, tranquil countryside down a quiet lane with no passing traffic, yet being within easy reach of a number of places of interest, Greenlands Barn provides an ideal location to either use as a base from which to tour the area or just as a "get away from it all" holiday.

Grounds have been further improved this year, with a fir tree next to the parking area removed, which allows extra natural lighting into the Barn.

The herringbone brick driveway being in excellent condition, with guests benefiting from their own entry gate, entrance and parking area.

Cleanliness

An immaculate standard noted which is no mean feat bearing in mind the plethora of exposed beams which normally attract the odd stray cobweb.

In the bathroom the tiles, glass screen and mirrors sparkled, with obvious attention being given to the appearance of the grouting and sealant.

In the kitchen the extract was grease free, fridge and freezer seals being crumb and debris free, the oven being spotless, with all draws and cupboards being checked.

In the bedroom edges and ledges were checked and found to be dust free.

A real achievement and a credit to those who undertake the cleaning.

Management & Efficiency

Guests are met personally on arrival, with keys to the barn then given.

An excellent welcome pack left to welcome guests with a selection of hot drinks, fresh flowers, home baked bread, juice etc left for guests.

Carol and David have equipped the barn with a plethora of homely items such as books, games, jigsaws, local information and even a pair of binoculars, allowing guests to make the most of their stay.

Public Areas

The lounge / dining room is well proportioned and has the benefit of a very high ceiling, giving an impression of additional space. The exposed ceiling beams giving an excellent aspect to the decor. Quality carpeting is very well fitted and has a thick underlay, enhancing both the softness underfoot and guest comfort.

The lounge suite has been upgraded this year, with all furniture being of the highest quality.

Lighting is very well positioned, with high levels of both natural and overhead lighting with added free standing lamps being well positioned. The natural lighting having been further enhanced this year by the removal of a fir tree next to the parking area. Thermostatically controlled radiators, with an additional freestanding heater provided - the attractive stove in the corner being purely for decoration, not use.

Bedrooms

The bedroom is cosy in style, but furniture has been well positioned to maximise ease of use. A large built in wardrobe facility provides an excellent level of storage for guests belongings.

Excellent quality carpeting being carried through from the lounge area.

The attractive metal framed bed is dressed to the highest standards, with the mattress being firm and supportive. A new mattress topper having been added this year for enhanced guest comfort.

New ceiling spotlights have been added this year, with a very good lighting level noted. Central heating radiators being fitted with individual thermostats for ease of guest use and comfort.

Bathrooms

Again a cosy room, having a shower rather than a bath, easing use for less agile guests. The room is fully tiled, with tiles being in excellent condition, obvious attention being given to the appearance of the grouting and sealant. Flooring being attractive and well fitted, whilst being practical for cleaning purposes. Fittings are modern and appear easy to understand and operate, with no damage, wear or tear noted. The oversized heated towel rail keeping the room comfortably warm, whilst providing warm, dry towels. Ceiling spotlights give a very effective level of overall illumination. Towels are soft and thick, with a thoughtful and excellent range of toiletries provided for guest use.

Kitchen

A very spacious kitchen with an excellent layout, giving easy access to all areas, with a high level of work surface space for food preparation and serving. Flotex style carpeting is well fitted and is practical for cleaning purposes. A new "smeg" brand dishwasher has been added this last year, with all other equipment presenting well. Ample matching crockery, cutlery and glassware provided, the cheery poppy crockery giving a lovely country feel. Ceiling spotlights giving an excellent level of illumination, with the kitchen extract being quiet in operation. The kitchen benefiting from a heating radiator should this be needed in the cooler weather.

Units Seen

The barn was seen with owners Carol and David.

Website Feedback

A Google search for self catering cottages in Earls Colne saw Greenlands Barn listed third on page one. The website loads quickly and has a very good presentation, with accurate photography of the barn, highlighting its exposed beams and unique features well.

Good to note an access statement is provided, with the VisitEngland logo and Gold Award clearly seen.

As discussed could consider changing the order of the guest book comments, as at first glance it appears there have been no comments added since 2015, which of course is incorrect.

The site is well laid out and easy to navigate.

A test was made to see if the website was smart phone friendly on the Google test site www.google.co.uk/webmasters/tools/mobile-friendly. Whilst this said it was not mobile friendly, David brought up the page on a portable device at the time of the visit, which clearly showed it could be viewed on mobile devices.

Overall, a well presented website that accurately promotes the facilities.

Potential for Improvement

So very little to suggest as Carol and David continually improve the barn.

Small suggestions made at the time of the visit included :-

Changing the layout of the guest comments on the webpage.

Consider providing a re-useable hessian type shopping bag for guests to use during their stay.

Highlights

The barn benefits from its own private entrance and car parking area and whilst Carol and David live next door and are available if required, guests can be assured of complete privacy during their stay.

The housekeeping is immaculate, giving an excellent first impression.

The barn was very sympathetically restored and the plethora of unique features, including the exposed beams really are impressive.

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.

Name Greenlands Barn

Standard Self-Catering

Designator Converted Barn

Rating 4 Star Gold Award

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

Specialities (optional)

These have not been awarded or assessed.

Useful Numbers

Customer Services 01256 491111 VisitEnglandAssessmentServices@theAA.com

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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.