

Greenlands Barn

Lamberts Lane, EARLS COLNE, Essex, CO6 2LE

Summary

STAR RATING

★★★★

Gold Award

DESIGNATOR

Self-Catering

QUALITY SCORE

90%

VISIT DATE

04 March 2019

VISIT TYPE

Day Assessment

CONTACT

Mrs Carol Williams Owner

Following this year's assessment, Greenlands Barn retains a Four Star Self Catering rating with Gold Award. The property sits extremely high in the banding with commendable scoring throughout.

The visit and debrief was carried out with Mr and Mrs Williams, the owners, who are both very happy to retain the rating.

Since the last visit new lighting has been installed in the kitchen and hall and new coconut matting laid at the entrances. The microwave and stereo has also been replaced. The barn is going to be redecorated and a new kitchen floor put in. The owners are extremely keen to increase bookings, this was discussed at length and suggestions given on the visit and within the report, their online presence needs to be increased and recommendations were given.

The barn continues to present extremely well. Continual hard work and investment from the caring owners, maintains and improves the high standards thus giving guests a great experience.

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
60% - 64%	65% - 69%	70% - 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%

	SCORE	PERCENTAGE	RATING
Exterior	15	100%	
Appearance of Buildings/Kerb Appeal	5		
Grounds/Gardens/Parking	5		
Privacy/Peace & Quiet	5		
Cleanliness	20	100%	5 Star
Bedrooms	5		
Bathrooms	5		
Living/Dining Areas	5		
Kitchen	5		
Management & Efficiency	14	93%	
Pre-arrival Information	4		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
Public Areas	23	92%	5 Star
Decoration	5		
Flooring	5		
Furniture/Furnishings/Fittings	5		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Bedrooms	30	85%	4 Star
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	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		
Furniture/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	3		
Kitchen	34	85%	4 Star
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	5		
Electrical & Gas Equipment	4		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	4		
Space/Comfort/Ease of use	5		

Exterior

The property presents extremely well from the road with clear signage. The property is situated in the stunning Essex countryside. Attractive and beautifully kept gardens surround the barn. Outdoor furniture is available for guest use. Extremely well maintained blocked paved driveway to one side of the barn. A peaceful location ideal for relaxing or exploring the local area.

Cleanliness

High standards of cleanliness creating a positive impression for arriving guests and a credit to all involved. High and low level ledges and fittings dust and cobweb free throughout with comparable attention to detail also evident to furniture, soft furnishings and lighting/heating fittings. Mixed flooring thoroughly vacuumed to skirtings and in to corners, care also taken around bases of bathroom fittings and kitchen units. Sanitary ware clean and bright, glazed surfaces and chrome fittings polished to a shine; grouting and silicon sealant also presenting to a high standard. Kitchen units clean and attention evident to drawer and cupboard interiors. White goods, tableware and cookware also demonstrating attention to detail.

Management & Efficiency

The owners manages all bookings personally, sending thorough property details and terms and conditions to guests prior to arrival.

Guests are always welcomed on arrival and a tour of the barn given and facilities explained. The owners live close by and are always on hand should assistance be required. An excellent welcome pack includes hot beverage making items, homemade cake and bread, fruit juice and butter.

Guest information is comprehensive and well presented and includes local leaflets and information.

Many personal touches noted including Sky TV, books and games.

Public Areas

The open plan lounge and dining area is extremely well decorated. Exposed beams and an attractive fire place adds to the character. Space is utilised well to maximise comfort with the high ceilings giving a sense of additional space. Thick carpet continues to present excellently and is beautifully maintained. Furnishings and furniture are well coordinated and of a very high standard. The dining set and attractive sofa and chairs are very comfortable and extremely well looked after. Excellent natural and well placed artificial lighting. Controllable central heating is effective.

Bedrooms

The bedroom continues to present very well. Space is slightly limited, however the room is completely practical with furniture well placed. Carpet is in excellent condition and beautifully laid. Large built in wardrobe provides ample storage space. The room feels light and airy, with well placed artificial lighting and thermostatically controlled radiators. Pillows, firm mattress and topper are all very well protected. Well laundered high quality linen and attractive cushions and throws dress the bed.

Bathrooms

The bathroom is in excellent decorative order with fully tiled walls presenting as new. Practical flooring continues to be very well maintained. Modern sanitary ware and tiled surround presents extremely well with sealant and grouting immaculate. Spot lighting and task lighting is extremely well placed.

Large controllable towel rail and extraction seems in very good working order.

High quality towels and toiletries are provided for guests. A good amount of space for guest use.

Kitchen

The kitchen presents extremely well and has been very well designed to provide ample surface and floor space. Flotex style flooring is well maintained with no marks or stains. Immaculate storage units and drawers provide guests with ample storage. Stainless steel pans, equipment and utensils are of a very high quality and range. Excellent spot lighting, central heating and an extractor fan is noted. High quality crockery, tableware and glassware is of very good quantity and quality, suggest adding champagne glasses as discussed. All appliances seem in very good working order.

Units Seen

Greenlands Barn, kindly shown by David and Carol.

Website Feedback

When carrying out a general Google search on a laptop for self catering barns near Earls Colne, Greenlands Barn appears on the first page.

Carol and David are keen to improve their online visibility, online booking was discussed through Eviivo. Also considering contacting Premier Cottages or Groves Cottages to help market the barn. Updating Facebook more frequently may also help and advertising through RHS was also discussed.

Website reviewed www.greenlandsfarm.co.uk

The website is mobile compatible. The attractive website is easy to navigate and with very good use of photos and clear property descriptions that reflect the style of accommodation. Good information on the local area also present.

The 'VisitEngland' logos are well positioned as are the contact details and tariff.

VisitEngland strongly recommend updating the Access Statement to the new Accessibility Guides format. There is no strict timetable for moving over, allowing you to make the switch within a convenient time frame. For more information and template see:

<https://www.visitbritain.org/writing-accessibility-guide>

Very good reviews from guests on the website.

Facebook page is active, however strongly suggest updating more often.

Potential for Improvement

Improve online visibility to increase bookings.

Add champagne glasses to the kitchen.

Highlights

Beautifully presented barn in the heart of countryside.

Exceptional levels of cleanliness.

Very high quality furnishings.

Well presented gardens.

Caring owners who continually invest to ensure very high standards are met and guests are made to feel welcome and relaxed.

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 House

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.



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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.