



Quality in Tourism

Visit Report

Self-Catering Standard

## Swilland Mill

Swilland

★★★★★ **Self Catering** **95%**

*Gold Award*

Hearing impaired (level 2)

**Visit date:** 18 Jan 2017

**Visit type:** Day

**QiT No:** 607969

Group/Unit Name: The Granary

	Score
<b>Exterior</b>	
Appearance of buildings	5
Grounds, gardens and parking	5
Environment and setting	5
	100%
<b>Management Efficiency</b>	
Pre arrival info including brochure	5
Welcome and arrival procedure	5
In unit guest info and personal touches	5
	100%
<b>Public Areas</b>	
Decoration	5
Flooring	5
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	4
	96%
<b>Bedrooms</b>	
Decoration	5
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	4
	91%
<b>Bathrooms and WCs</b>	
Decoration	5
Flooring	5
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	88%
<b>Kitchen</b>	
Decoration	5
Flooring	5
Furniture and fittings	5
Lighting, heating and ventilation	5
Kitchen equipment	5
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	5
Space, comfort and ease of use	5
	97%
<b>Additional Facilities</b>	
Recreation	4
	80%
<b>Cleanliness</b>	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	<b>95%</b>

**Key Scores and Sectional Consistencies**

**Overall**

95% = Level 5; (87% to 100%)

**Cleanliness**

100% = Level 5; (90% to 100%)

**Public Areas**

96% = Level 5; (87% to 100%)

**Bedrooms**

91% = Level 5; (87% to 100%)

**Bathrooms**

88% = Level 5; (87% to 100%)

**Kitchen**

97% = Level 5; (87% to 100%)

In order to achieve a star rating the following elements of the assessment need to be satisfied.

1. All Minimum Entry Requirements must be met. (See Minimum Entry Requirement page in this report for detail)
2. The Star rating will be no higher than the level achieved by the overall percentage.
3. Key Area Scores: All sectional consistency areas must be equal to or higher than the overall rating (No areas to be below the overall)
4. The Star rating will be capped if Key Requirements are not met at each rating level.

Group/Unit Name: The Lucam

	Score
<b>Exterior</b>	
Appearance of buildings	5
Grounds, gardens and parking	5
Environment and setting	5
	100%
<b>Management Efficiency</b>	
Pre arrival info including brochure	5
Welcome and arrival procedure	5
In unit guest info and personal touches	5
	100%
<b>Public Areas</b>	
Decoration	5
Flooring	5
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	4
	96%
<b>Bedrooms</b>	
Decoration	5
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	4
	91%
<b>Bathrooms and WCs</b>	
Decoration	5
Flooring	5
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	88%
<b>Kitchen</b>	
Decoration	5
Flooring	5
Furniture and fittings	5
Lighting, heating and ventilation	5
Kitchen equipment	5
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	5
Space, comfort and ease of use	5
	97%
<b>Additional Facilities</b>	
Recreation	4
	80%
<b>Cleanliness</b>	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	<b>95%</b>

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Kitchenware, pans and utensils	5
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Recreation	4
	80%
<b>Cleanliness</b>	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	<b>95%</b>

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### Hearing Accessibility Review

A review was completed for the Hearing Accessibility rating. The owner has confirmed that no amendments have been made to the properties allowing the Level Two accreditation to be reconfirmed.

### Overview

Swiland Mill consists of Three properties. All of these continue to retain the Five Star gradings following the recent assessment under the Self Catering criteria.

All of the properties sit very securely within the Five Star banding, although bathrooms in all three properties sit towards the lower end of the rating banding. This has, however, enabled the Gold Award to be reconfirmed for a further year.

The continuation of the grading and accolade is very much the desire of the owner.

### Units Seen

Swiland Mill consists of 3 properties. All 3, The Granary, The Lucam and The Mylen were seen.

Walk around completed and debrief following with Mr Wright( Owner).

### Website Feedback

A search was made upon the Google search engine utilising a lap top computer with a search being made for Self Catering Mills in Suffolk with the properties website([www.swilandmill.co.uk](http://www.swilandmill.co.uk)) being found at the top of the 2nd page .

The web site is very easy to navigate.

Very good use of pictures noted tether with a video also being provided. Text provided portraying the property very well and accurately.

The tariff is clearly provided with an availability chart also noted with the on line booking facility.

Social media was discussed and the use of You Tube also mentioned. The use of a drone with camera could provide a video which could be downloaded and also placed upon You Tube.

Telephone number is clearly shown for those wishing to book by this method.

Very good to see that the website is mobile friendly.

Grading logo is shown for the properties whilst this has recently changed. New logos will be forwarded s that these can be amended.

Very good links to local places of interest with map also provided.

Guest comments noted with a link to Trip Advisor seen and the property classified under the correct heading 25 reviews with all of these excellent. 1 google review also noted.

Provision of the properties accessibility statement is advised.

### Cleanliness/Housekeeping

Excellent housekeeping standards noted throughout all of the properties.

Some properties were in the process of being cleaned and set up for the next incoming guests.

The attention to detail is to be complimented.

The lounge and dining areas present extremely well with attention to seat edges. Hall stairs and landing areas also present extremely well and offer a number of challenges with the style of building and fixtures and fittings.

Bedrooms similarly present extremely well. Attention to tops of furnishings noted whilst areas around and underneath beds have also received attention.

The bathrooms gleam. Tiling polished, fixtures and fittings gleaming, attention to extract units.

All of the kitchens showing the same attention to detail. The black units can be unforgiving with regard to any dust build up whilst sparkling at the time of the visit. All equipment has seen attention to the difficult to reach areas and drawer and cupboard space has seen attention.

Compliments upon the excellent standards being achieved.

### Public Areas

Decoration to the lounge areas together with the staircase and landing areas continues to present extremely well with paintwork crisp in appearance whilst the timber and metalwork add further to the presentation.

Quality carpet noted with no visible markings seen.

Most comfortable leather lounge seating with occasional furniture to the areas presenting extremely well.

Heating is extremely well provided with log burners provided and central heating noted. Well placed lighting whilst further illumination over the football table in The Lucam could be considered.

The properties do vary in size whilst overall offering very good space for the number of guests

accommodated.

## **Bedrooms**

Decoration to the bedrooms continues to present extremely well with the style most appropriate for the properties. Paintwork and woodwork presenting extremely well. Quality carpet throughout the bedrooms being well fitted and with no visible markings seen.

Furniture provided is of a very good quality and appropriate for the market whilst further markings could be achieved for bespoke items if felt appropriate or necessary. Glass tops noted to protect surfaces. Ample storage space for guests clothing and an ample provision of coat hangers noted.

Well dressed windows throughout.

Heating is very well provided with central heating continuing and thermostatic controls noted. Lighting well placed whilst enhancement of the central light fittings over the bed would be more in keeping with the style of the properties.

Excellent quality beds with solid frames and deep and supportive mattresses. No dipping found to any of these. Regular turning advised.

Quality linens provided and beds presenting very well and creating a very good impression for arriving guests. Well planned bedrooms allowing ample movement for the guests.

## **Bathrooms**

Bathrooms do create a "Wow" for the guests with the initial impression of the walls and flooring tiling.

Grouting to these areas presenting extremely well.

Fixtures and fittings have been very well planned again to give an extremely good impression with shaped bath and with showers over bath and separate showers. Some en suites are a further benefit for the guests occupying those rooms.

Lighting has again been very well planned covering all areas and heating well provided ensuring guest comfort whilst in the bathrooms and forced ventilation noted ensuring that condensation does not occur.

Well planned and spacious bathrooms.

## **Kitchen**

The kitchens are a further area creating the "Wow" factor.

Walls presenting extremely well and finishes around the main working areas presenting well.

Flooring is most appropriate for the areas allowing for easy cleaning. Some very slight wear in these high traffic areas noted whilst as discussed, easily dealt with.

The fitted units presenting extremely well with excellent work surface and ample storage space for guests food items and a range of kitchen items and utensils.

A wide range of equipment provided and again this in itself adds further to the Wow factor for the arriving guests.

Lighting very well placed and ensuring that guests are not working in their own shadows. Ample heating and extraction provided over the main cooking areas.

An ample provision of very good quality crockery, cutlery and glassware and appropriate for the market.

Kitchen ware is extensive and again presents well.

Very well planned kitchen areas being open plan and allowing very good conversation for all members of the families and groups.

## **Management Efficiency**

All bookings are dealt with by the owner and a personal welcome is provided with guided tour also provided explaining all of the facilities. Welcome items are provided for the incoming guests.

An extensive range of accessories are provided for the guests entertainment with additional items such as projector and football table also supplied together with a range of books and games.

Further services to offer a pampering service including catering and nail services add to the package available.

Information about the properties is very well provided and a selection of tourist information also made available.

## **Potential for Improvement**

A rolling programme of work ensures that quality standards continues to be extremely well maintained.

Provision of further illumination over the football table could be considered within Lucam.

As discussed, the enhancing of the light fitting to the central area at the head of the beds could be enhanced in presentation.

Some wear to the soap holder to the shower area will need some attention.

## **Highlights**

Three fascinating properties. Externally presenting very well indeed. Internally the mixture of the industrial style and classic building, all adds to the initial impression.

The hot tub is a well used facility and again adds to the overall experience for the guests.

Excellent housekeeping standards noted.

It is without doubt the owners attention to detail for all aspects that helps ensure that the grading continues.

The owner is very much aware of the requirements of the market and its expectations. An eye for presentation and cleanliness standards again adds to the overall presentation.

All the very best for the future.

## Minimum Entry Requirements

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**Unit:** The Granary

**Standard:** Self-Catering

**Designator:** Self Catering

**Rating:** Five Star Gold

For a rating to be awarded by VisitEngland a property must meet all Minimum Entry Requirements  
Key Requirements, as appropriate to the Star level  
Any Additional Requirements

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

**Unit:** The Lucam

**Standard:** Self-Catering

**Designator:** Self Catering

**Rating:** Five Star Gold

For a rating to be awarded by VisitEngland a property must meet all Minimum Entry Requirements  
Key Requirements, as appropriate to the Star level  
Any Additional Requirements

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

**Unit:** The Mylen

**Standard:** Self-Catering

**Designator:** Self Catering

**Rating:** Five Star Gold

For a rating to be awarded by VisitEngland a property must meet all Minimum Entry Requirements  
Key Requirements, as appropriate to the Star level  
Any Additional Requirements

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



*Visit Report*

*Your VisitEngland quality assessment report, comprising scores, star rating and commentary reflects the experience of the Quality in Tourism assessor on the day of the visit.*

*Appeals procedure*

*If for any reason you wish to appeal against the rating awarded, VisitEngland has an established appeals procedure, which Quality in Tourism operates on its behalf. A fee is payable, which is refunded if the appeal is upheld. Applications should be made within 14 days of receipt of the report. For details please contact Quality in Tourism at [qualityintourism@uk.g4s.com](mailto:qualityintourism@uk.g4s.com) or telephone 0845 300 6996. Details can also be found at [www.qualityintourism.com](http://www.qualityintourism.com).*

*Additional visits*

*Visits are generally carried out annually, but if you are aiming for a higher rating or accolade and prefer an earlier visit during the same participation year, this can be arranged for an additional fee. Contact Quality in Tourism for details.*

*Publishing of reports*

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