



Quality in Tourism

Visit Report

Self-Catering Standard

**Chiefs St Ely**

Ely

**★★★ Self Catering 73%**

**Visit date: 27 Mar 2012**

**Visit type: Day**

**QiT No: 504829**

	Score
<b>Exterior (1 - Common Standards Reference)</b>	
Appearance of buildings	3
Grounds, gardens, roadways and car parking	3
Environment and Setting	3
	60%
<b>Management Efficiency (3 - Common Standards Reference)</b>	
Pre-arrival information including brochure	4
Welcome and arrival procedure	3
In-unit guest information and personal touches	3
	66%
<b>Cleanliness (2 - Common Standards Reference)</b>	
Cleanliness - Living and dining area	4
Cleanliness - Bedroom	4
Cleanliness - Bathroom	4
Cleanliness - Kitchen	4
	80%
<b>Public Areas (4 - Common Standards Reference)</b>	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	80%
<b>Bedrooms (5 - Common Standards Reference)</b>	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	3
Lighting, heating and ventilation	4
Beds	3
Bedding and bed linen	3
Space, comfort and ease of use	4
	71%
<b>Bathrooms and WCs (6 - Common Standards Reference)</b>	
Decoration	4
Flooring	4
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	3
	76%
<b>Kitchen (7 - Common Standards Reference)</b>	
Decoration	4
Flooring	4
Furniture, fixtures and fittings	4
Lighting, heating and ventilation	4
Electrical and gas equipment	4
Crockery, cutlery and glassware	3
Kitchenware, pans and utensils	4
Space, comfort and ease of use	3
	75%
	<b>73%</b>

**Key Scores and Sectional Consistencies**

**Overall**

73% = 3 star; high (60% to 74%)

**Cleanliness**

80% = 4 star; safe (75% to 89%)

**Public Areas**

80% = 4 star; safe (75% to 86%)

**Bedrooms**

71% = 3 star; safe (60% to 74%)

**Bathrooms**

76% = 4 star; low (75% to 86%)

**Kitchen**

75% = 4 star; low (75% to 86%)

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 awarded will be no higher than the rating achieved in the Overall assessment.

3 Key Area Scores:

All Key Area sections must achieve or exceed the Star rating awarded.

4 The Star rating will be capped if Key Requirements are not met at each rating level.

Where the Overall score or a Key Area is marked as 'High' this indicates that the score for this area is close to achieving a higher level. Where the Overall score or a Key Area is marked as 'Safe' this indicates that the score for this area sits comfortably within this level. Where the Overall score or a Key Area is marked as 'Low' this indicates that the score in this area is in danger of being reduced to a lower level at the next assessment visit and as a result the Star rating might need to be reduced.

### **Overall - High 3★**

Chiefs Street Ely achieves a Three Star rating for a further year.

The property provides comfortable, family style accommodation in the centre of Ely and sits at the top end of the rating.

### **Website Feedback**

The property has a good web presence with the new web site providing accurate and very good information about the accommodation offered.

### **Cleanliness - Safe 4★**

Housekeeping shows a attention to detail with all areas very well cleaned.

### **Public Areas - Safe 4★**

The spacious living room provides both comfortable lounge seating and practical dining facilities. Decor is very good with the two fireplaces creating focal points. Paintwork is well maintained. Carpets are professionally fitted with rugs laid over the areas of heavy foot traffic. Soft furnishings complement the decor and lighting is very good. The property benefits from central heating throughout.

### **Bedrooms - Safe 3★**

The property sleeps four guests in two single bedrooms and one double. Decor is of a painted finish and very good in all rooms. Practical styles of furniture provides sufficient storage for guests personal belongings with hanging space curtained off from view. Flooring continues to be well maintained. Beds have deep and supportive mattresses with a new mattress recently fitted to the double bed. The small single room is the weaker of the three mattresses and should be next in line for replacement. Bed linen is freshly laundered and well co-ordinated with the room decor.

### **Bathrooms - Low 4★**

The property benefits from a ground floor cloakroom and a first floor bathroom. Both are fitted with modern sanitary ware with the bathroom having a suite of shower, washbasin and lavatory. Tiling and paintwork is maintained well with just some minor discolouration to the grouting in the shower. Washable flooring is fitted with effective provision for heat, ventilation and lighting.

### **Kitchen - Low 4★**

Guests can prepare and cook meals in the well arranged kitchen. A range of fitted units and spacious work tops provides very good storage and set down for kitchen ware and guests own food items. A broad range of equipment is fitted and includes a dishwasher and washing machine. Crockery, cutlery and glassware is provided in sufficient quantities with some new Pyrex cookware noted since the last assessment.

### **Highlights**

A well presented house which offers a very practical and homely standard of accommodation. Improvements to the front porch have created an interior lobby which provides more space for hanging coats and placing dirty shoes. Guests receive clear information prior to arrival and personal greeting. Parking is provided at the rear of the property or unrestricted on the roadside. There is a garden which is well tended and furnished with weatherproof furniture in the warmer weather. Many homely touches are noted including books, games, local information and televisions with i pod dock and cd player.

## **Potential for Improvement**

As discussed, the grouting in the shower could be refreshed to ensure that it presents in a pristine condition. When finances permit consideration could be given to replacing the small single bedroom mattress to match the quality on the other beds.

## Minimum Entry Requirements

---

**Unit:** Chiefs St Ely  
**Standard:** Self-Catering  
**Designator:** Self Catering  
**Rating:** Three Star

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 30 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*

This report may, at your discretion, be displayed in its entirety in any printed material or via electronic media.