

Craven House Apartments

Hampton Court

Summary

Star Ratings			
Park Suite	★★★★	Gold	93%
Court Suite	★★★★	Gold	94%
Studio	★★★★	Gold	89%
Upper Garden Suite	★★★★	Gold	90%
Lower Garden Suite	★★★★	Gold	90%
Designator	Serviced Apartment		
Date of Assessment	31/05/2017		
Type of Assessment	Day Visit		
Discussion with	Lucy Schiel		
Position	Owner		

Your Star Rating

How the Star Rating is Achieved

Your star rating is reached by assessment of three elements: (1) Overall Quality (2) Sectional Consistency (the Five Areas of Quality, which are of particular importance - Cleanliness, Public Areas, Bedrooms, Bathrooms and Kitchen) (3) your Provision of Services & Facilities. You must provide all the services and facilities for Self Catering minimum entry (All Star Ratings) these are all listed in the Quality Standards booklet. All three elements must be met to achieve a rating.

Overall Quality

How the Overall Quality Rating is Achieved

The minimum overall quality score for your target star rating must be met. We assess 46 aspects of your property (under nine area headings) and score each aspect from 1 to 5 (1 being acceptable; 5 being excellent).

Bands				
1*	2*	3*	4*	5*
34%	48%	60%	75%	87%

Additionally, five of the "Assessment Areas" must meet Sectional Consistency, as these are the most significant in terms of guest expectation. These are Cleanliness, Public Areas, Bedrooms, Bathrooms and Kitchen. Each of the five Sectional Consistency Areas must reach the standard required for your Star rating and must fall into the relevant band for your target star rating.

Park Suite

Exterior	93%		Appearance of the Building	5
			Grounds, Garden & Parking	4
			Environment, First Impression	5
Cleanliness	100%	5	Public Areas	5
			Bedrooms	5
			Bathrooms	5
			Kitchen	5
Management & Efficiency	100%		Guest Info Including Brochure	5
			Welcome and Arrival Procedure	5
			In Unit Guest Information & Personal Touches	5
Public Areas	92%	5	Décor	4
			Flooring	5
			Fixtures, Fittings, Furnishings and Furniture	5
			Lighting, Heating	4
			Space, comfort, ease of use.	5
Bedrooms	91%	5	Décor	5
			Flooring	5
			Fixtures, Fittings, Furnishings and Furniture	5
			Lighting/heating/ventilation	4
			Beds	4
			Bedding/Linen	5
Bathrooms	92%	5	Décor	5
			Flooring	5
			Fixtures, Fittings and Sanitary Ware	5
			Lighting, Heating and Ventilation	4
			Space, Comfort & Ease of Use	4
Kitchen	88%	5	Décor	5
			Flooring	5
			Fittings and Furniture	4
			Lighting, Heating and Ventilation	5
			Electrical Equipment	4
			Crockery, Cutlery and Glassware	4
			Kitchenware & Utensils	4
			Space, Comfort and Ease of Use	4
Additional Facilities	N/A		Reception, Shop, Bar and Restaurant	n/a
			Laundry	n/a
			Recreation	n/a

Court Suite

Exterior	93%		Appearance of the Building	5
			Grounds, Garden & Parking	4
			Environment, First Impression	5
Cleanliness	100%	5	Public Areas	5
			Bedrooms	5
			Bathrooms	5
			Kitchen	5
Management & Efficiency	100%		Guest Info Including Brochure	5
			Welcome and Arrival Procedure	5
			In Unit Guest Information & Personal Touches	5
Public Areas	92%	5	Décor	4
			Flooring	5
			Fixtures, Fittings, Furnishings and Furniture	5
			Lighting, Heating	4
			Space, comfort, ease of use.	5
Bedrooms	94%	5	Décor	5
			Flooring	5
			Fixtures, Fittings, Furnishings and Furniture	5
			Lighting/heating/ventilation	4
			Beds	4
			Bedding/Linen	5
			Space, Comfort ease of use	5
Bathrooms	92%	5	Décor	5
			Flooring	5
			Fixtures, Fittings and Sanitary Ware	5
			Lighting, Heating and Ventilation	4
			Space, Comfort & Ease of Use	4
Kitchen	88%	5	Décor'	5
			Flooring	5
			Fittings and Furniture	4
			Lighting, Heating and Ventilation	5
			Electrical Equipment	4
			Crockery, Cutlery and Glassware	4
			Kitchenware & Utensils	4
			Space, Comfort and Ease of Use	4
Additional Facilities	N/A		Reception, Shop, Bar and Restaurant	n/a
			Laundry	n/a
			Recreation	n/a

Studio

Exterior	93%		Appearance of the Building	5
			Grounds, Garden & Parking	4
			Environment, First Impression	5
Cleanliness	100%	5	Public Areas	5
			Bedrooms	5
			Bathrooms	5
			Kitchen	5
Management & Efficiency	100%		Guest Info Including Brochure	5
			Welcome and Arrival Procedure	5
			In Unit Guest Information & Personal Touches	5
Public Areas	88%	5	Décor	4
			Flooring	5
			Fixtures, Fittings, Furnishings and Furniture	4
			Lighting, Heating	4
			Space, comfort, ease of use.	5
Bedrooms	86%	4	Décor	4
			Flooring	4
			Fixtures, Fittings, Furnishings and Furniture	5
			Lighting/heating/ventilation	5
			Beds	4
			Bedding/Linen	5
			Space, Comfort ease of use	3
Bathrooms	84%	4	Décor	5
			Flooring	5
			Fixtures, Fittings and Sanitary Ware	4
			Lighting, Heating and Ventilation	4
			Space, Comfort & Ease of Use	3
Kitchen	83%	4	Décor'	5
			Flooring	5
			Fittings and Furniture	4
			Lighting, Heating and Ventilation	4
			Electrical Equipment	4
			Crockery, Cutlery and Glassware	4
			Kitchenware & Utensils	4
			Space, Comfort and Ease of Use	3
Additional Facilities	N/A		Reception, Shop, Bar and Restaurant	n/a
			Laundry	n/a
			Recreation	n/a

Upper Garden Suite

Exterior	93%		Appearance of the Building	5
			Grounds, Garden & Parking	4
			Environment, First Impression	5
Cleanliness	100%	5	Public Areas	5
			Bedrooms	5
			Bathrooms	5
			Kitchen	5
Management & Efficiency	100%		Guest Info Including Brochure	5
			Welcome and Arrival Procedure	5
			In Unit Guest Information & Personal Touches	5
Public Areas	88%	5	Décor	4
			Flooring	4
			Fixtures, Fittings, Furnishings and Furniture	4
			Lighting, Heating	5
			Space, comfort, ease of use.	5
Bedrooms	89%	5	Décor	4
			Flooring	5
			Fixtures, Fittings, Furnishings and Furniture	4
			Lighting/heating/ventilation	5
			Beds	4
			Bedding/Linen	5
			Space, Comfort ease of use	4
Bathrooms	84%	4	Décor	4
			Flooring	5
			Fixtures, Fittings and Sanitary Ware	4
			Lighting, Heating and Ventilation	4
			Space, Comfort & Ease of Use	4
Kitchen	85%	4	Décor'	4
			Flooring	5
			Fittings and Furniture	4
			Lighting, Heating and Ventilation	4
			Electrical Equipment	4
			Crockery, Cutlery and Glassware	4
			Kitchenware & Utensils	4
			Space, Comfort and Ease of Use	5
Additional Facilities	N/A		Reception, Shop, Bar and Restaurant	n/a
			Laundry	n/a
			Recreation	n/a

Lower Garden Suite

Exterior	93%		Appearance of the Building	5
			Grounds, Garden & Parking	4
			Environment, First Impression	5
Cleanliness	100%	5	Public Areas	5
			Bedrooms	5
			Bathrooms	5
			Kitchen	5
Management & Efficiency	100%		Guest Info Including Brochure	5
			Welcome and Arrival Procedure	5
			In Unit Guest Information & Personal Touches	5
Public Areas	84%	4	Décor	4
			Flooring	4
			Fixtures, Fittings, Furnishings and Furniture	4
			Lighting, Heating	5
			Space, comfort, ease of use.	4
Bedrooms	89%	5	Décor	4
			Flooring	5
			Fixtures, Fittings, Furnishings and Furniture	4
			Lighting/heating/ventilation	5
			Beds	4
			Bedding/Linen	5
			Space, Comfort ease of use	4
Bathrooms	84%	4	Décor	4
			Flooring	5
			Fixtures, Fittings and Sanitary Ware	4
			Lighting, Heating and Ventilation	4
			Space, Comfort & Ease of Use	4
Kitchen	88%	5	Décor'	5
			Flooring	5
			Fittings and Furniture	4
			Lighting, Heating and Ventilation	4
			Electrical Equipment	4
			Crockery, Cutlery and Glassware	4
			Kitchenware & Utensils	4
			Space, Comfort and Ease of Use	5
Additional Facilities	N/A		Reception, Shop, Bar and Restaurant	n/a
			Laundry	n/a
			Recreation	n/a

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Assessment Summary

Overview	<p>Craven House Apartments in Hampton Court offers a very good standard of accommodation and achieves a Four Star Self Catering rating at this assessment.</p> <p>The accommodation sits towards the top of the grading given with sectional scores for some areas achieving a higher level, however the studio apartment scores slightly lower in some sections due to space limitations as discussed. A well deserved Gold Accolade is again recommended for each apartment for a further year.</p> <p>The visit and debrief was carried out with Lucy Schiel, services limit the apartments from achieving a higher rating, the owner who is content with the current ratings.</p>
Units Seen	<p>Kindly shown around by Lucy Schiel on the day assessment, all apartments being viewed, with only Court and Park Suites being vacant at the time. (5 of 5)</p>
Cleanliness	<p>The housekeeping standards are maintained to an excellent level throughout the property and all those concerned are to be congratulated.</p> <p>In the public areas there is clear evidence of a regular thorough cleaning schedule with high and low reach areas well presented. Within bedrooms the interior of drawers and wardrobes are dust free.</p> <p>Chrome work and mirrors are sparkling within bathrooms and flat surfaces and corners are dust free.</p> <p>Equipment is spotless in the kitchen with excellent attention to detail.</p>
Living Areas	<p>The exterior front of the property is currently being decorated, with refreshing carried out during the year as required. The living areas are generally light and airy with views over the park to the rear of the property. Decoration is maintained in very good condition with light emulsion walls and interesting artwork. Ample comfortable seating is provided for the capacity of the apartments on sofas and chairs, with new leather sofas having recently been purchased for the Lower Garden Suite apartment. The floor coverings are maintained in very good condition and present well. Could add non slip matting under rugs on wooden floors in Upper Garden Suite as discussed. The dining chairs could also be fitted with felt pads or dames of silence. The provision of new umbrellas and pot planters will be appreciated by guests.</p>
Bedrooms	<p>The bedrooms are presented in excellent decorative order. The individual pieces of furniture provide ample storage for guest clothing items. Carpets are maintained in excellent condition being comfortable under foot. The addition of USB plug sockets would be appreciated by some guests. Consider a smear of silicon grease to the draw runners for ease of opening. The mattresses and pillows are protected well and offer a very good resistance. Cotton bedding is neatly laundered and presents well. Light, heat and ventilation appear to be effective.</p>
Bathrooms	<p>The bathrooms are generally maintained in excellent decorative order with tile grout and sealants neat and tidy. Sanitary ware along with fixtures and fittings present well. Tiled floors are professionally laid being hygienic and easy to maintain clean. Light, heat and forced air extraction appears to be effective. A selection of absorbent towels and toiletries are thoughtfully provided for the convenience of guests.</p>
Kitchen	<p>Near Krupp's coffee machines have recently been purchased for all apartments with a selection of coffee pods provided. The kitchens are maintained in very good order having recently been refurbished. Kitchen cabinets provide good storage and work surface space. The floor coverings are appropriate for food preparation areas and maintained in excellent condition. Lighting is positioned well with extraction fitted over the cooking areas. A very good selection of matching crockery, cutlery and glassware is provided. The wooden kitchen trays with the property name are a nice touch. Cooking equipment and utensils are maintained in very good order.</p>
Management Efficiency	<p>The booking procedure is straight forward and all guests are met and inducted around the property on arrival.</p> <p>The owners are close at hand should guests require any assistance during their stay.</p> <p>There are several personal touches throughout the apartments to ensure the guests feel at home.</p>

<p>Website Feedback & Business Advice</p>	<p>When using a Google search for accommodation in the Hampton Court area on a laptop a listing was found on the first page. When searched by name the "www.http://cravenhouse.net/" site is simple to navigate with an accurate description and clear photos. Social media networking is being used effectively, there is a link to Google maps and positive Trip Advisor reviews. The VisitEngland logo is displayed along with the property access statement.</p> <p>To enhance the marketing of the property consider attaching further links to places of interest, a local weather channel, a virtual tour, a schematic plan of the property and a Google business listing. Ensure the website is responsive to different types of mobile devices. Further advice is available on the VisitEngland website along with a marketing tool kit on www.visitengland.com/onlinemarketing</p>
<p>Potential For Improvement</p>	<p>Could add non slip matting under rugs on wooden floors in Upper Garden Suite as discussed.</p> <p>The dining chairs could also be fitted with felt pads or damps of silence.</p> <p>The addition of USB plug sockets would be appreciated by some guests.</p> <p>Consider a smear of silicon grease to the draw runners for ease of opening.</p>
<p>Highlights</p>	<p>The provision of new umbrellas and pot plants will be appreciated by guests.</p> <p>Excellent standards of cleanliness.</p> <p>Well presented neat and tidy apartments with comfortably appointed accommodation.</p> <p>The property benefits from being a short walk from local amenities.</p> <p>Good access to road networks to explore the surrounding area and attractions.</p> <p>An ongoing maintenance programme ensures the high standards are maintained.</p> <p>The owners are keen to ensure guests are made to feel comfortable and at home.</p>

Provision of Minimum Entry Requirements

To be recognised within the Self Catering scheme the minimum requirements listed in the Standard need to be met. Sufficient quality should be provided to meet the minimum requirements for One Star, in all areas of the operation covered by the quality indicators in the Standard.

The key minimum entry requirements for achieving a Self Catering One Star rating are:

All areas of operation meet the minimum quality requirements for cleanliness, maintenance and physical quality as well as facilities and the delivery of advertised services. All the current statutory obligations must be met. Public Liability insurance cover must be provided.

For Provision of Minimum Entry Requirements your rating is:	Meets
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Areas requiring action before next assessment
All areas meet the requirements of your star rating. No remedial action has been identified at this time.

Visit Report

Your VisitEngland quality assessment report, comprising scores, star rating and commentary reflects the experience of the 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, please contact the helpdesk for information. 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 the VisitEngland helpdesk at visitenglandassessmentservices@theaa.com or telephone 01256 491111.

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 the helpdesk for details.

Publishing of reports

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