



Quality in Tourism

Visit Report

Self-Catering Standard

## **Apartment 29, One Lusty Glaze**

Newquay

**★★★★★ Self Catering 94%**

*Gold Award*

**Visit date: 26 Oct 2016**

**Visit type: Day**

**QiT No: 648964**

**Group/Unit Name:** Apartment 29, One Lusty Glaze

	Score
<b>Exterior</b>	
Appearance of buildings	5
Grounds, gardens and parking	4
Environment and setting	5
	93%
<b>Management Efficiency</b>	
Pre arrival info including brochure	5
Welcome and arrival procedure	5
In unit guest info and personal touches	4
	93%
<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	4
Flooring	5
Furniture, furnishings and fittings	5
Lighting, heating and ventilation	5
Mattress, bed bases and headboards	5
Bedding and bed linen	4
Space, comfort and ease of use	4
	91%
<b>Bathrooms and WCs</b>	
Decoration	5
Flooring	5
Fixtures, fittings and sanitary ware	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	5
	100%
<b>Kitchen</b>	
Decoration	4
Flooring	5
Furniture and fittings	5
Lighting, heating and ventilation	5
Kitchen equipment	5
Crockery, cutlery and glassware	5
Kitchenware, pans and utensils	4
Space, comfort and ease of use	4
	92%
<b>Cleanliness</b>	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	<b>94%</b>

**Key Scores and Sectional Consistencies**

**Overall**

94% = 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**

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

**Kitchen**

92% = 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.

## Overview

Apartment 29, One Lusty Glaze successfully achieves a new Five Star Self Catering rating. A very well deserved Gold Award also achieved on this visit.

Overall and in all areas, the award and rating score very safely.

The apartment is new for this year as part of the One Lusty Glaze development and already has enjoyed a very positive first season and a number of forward bookings for 2017.

Owners are delighted to have achieved this rating and have clearly furnished and styled the property to a high standard.

## Units Seen

Walk around accompanied by Mark and Alli Carter, owners.

## Website Feedback

A Google search for "29, One Lusty Glaze" lists a positive first page of results including the dedicated website, Owners Direct listing and the developers website.

Website viewed: <http://www.onelustyclaze.com/index.html>

The website is professional and contains all the relevant information required including contact details, location, property layout and facilities. All information provided is correct for the star rating level including sleeping numbers and required facilities.

Images are clear and up-to-date.

The correct star rating and VisitEngland logos proudly listed on the website.

Great to see the Access Statement is provided for guest information.

The site is mobile optimised and was checked using Google mobile friendly test.

A TripAdvisor listing is not provided which may be a consideration to help with promotion if felt appropriate.

Online booking is provided and guests can also use Owners Direct.

The Owners Direct listing was checked and mirrors the information provided on the website- all being correct as per the rating.

The Online Marketing Toolkit is a useful resource and can be viewed with the following link :

<https://www.visitbritain.org/marketing-advertising-and-booking-online>

## Cleanliness/Housekeeping

Excellent levels of cleanliness and housekeeping standards observed in all areas. Carpeting/flooring well vacuumed, no dust build-up found on light fittings, room corners, in drawers or under beds. Surfaces sparkled and glazing throughout kept smear free. All kitchen appliances were immaculate with no grease or marks found.

Bins kept fresh in the bathrooms and kitchen, attention paid to shower traps and plug holes. All seals on the fridge, freezer and washing machine pristine.

## Public Areas

The lounge and dining space is well appointed and furnished to a high standard- coordinated John Lewis furniture, comfortable easy seating, underfloor heating, excellent wood flooring and well placed lighting levels all feature. Paint work is immaculate and enhanced by the variety of colourful local artwork.

## Bedrooms

Paint work is neatly presented and maintained. Bedroom carpeting is high quality and soft underfoot.

Furniture and fittings very similar to the public areas and well co-ordinated. Super quality pocket sprung mattresses are deep, supportive and dressed with high quality cotton linens.

## Bathrooms

The main bathroom and ensuite both fitted virtually identically and displaying excellent quality standards. Floor and wall tiling is superb in quality and professionally fitted. The areas feature underfloor heating and additional independently controlled heated towel rails. All sanitary ware is high quality and pristine in condition.

## **Kitchen**

The kitchen features Bosch appliances, wood flooring, well appointed storage space and well placed LED lighting. Owners will fit a splashback around the sink and hob in due course. The inventory is very well supplied with useful cookware, utensils, excellent quality Dartington cutlery, Dualit small appliances and a super range of glassware.

## **Management Efficiency**

Owners manage all marketing, bookings and enquiries with the apartment enjoying a very successful first season and positive forward bookings.

Guests enjoy a thoughtful range of welcome goodies with the emphasis on local produce including a bottle of champagne, fudge, chocolates, Trevarno toiletries, flowers, milk and well supplied tea tray.

A lovely bespoke information file and matching guest book is supplied- all required emergency and local contacts are provided clearly.

A local housekeeper is available to assist as required.

## **Potential for Improvement**

The apartment is new and owners have worked hard to furnish and equip the property to a high standard, drawing on experience gained in the sister property in Newquay. Only fitting a splashback in the kitchen is recommended.

## **Highlights**

The apartment enjoys an outstanding location overlooking Lusty Glaze with far reaching sea and coastal views. The main attractions of town and local beaches all within easy walking distance.

Guests can enjoy the spacious balcony and fully opening lounge doors.

Off road and very well allocated parking is provided.

Internally the property is finished and fitted to a high standard with underfloor heating, super quality flooring, immaculate bathroom facilities, comfortable beds and high quality bedding/linen.

Excellent cleaning levels throughout.

a great range of entertainment equipment provided including a games console, Wi-Fi, bedroom televisions, bluetooth sound system and smart television in the lounge.

## Minimum Entry Requirements

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**Unit:** Apartment 29, One Lusty Glaze

**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*

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