



Quality in Tourism

## Visit Report

### Self-Catering Standard

## **Yannon Towers**

Teignmouth



### **Self Catering**

**Assessor:** Liz Roughley

**Visit date:** 08 Jul 2009

**Visit type:** Day

**QiT No:** 592471



## Executive Summary

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### Summary

Under the British Common Standard for Self Catering Yannon Towers achieves a Four Star rating. Part of the Standard is that all critical areas of the property; cleanliness, living areas, bedrooms, bathrooms and kitchen must each achieve a grade commensurate with the overall rating. Following this assessment the establishment meets these requirements, enabling the rating indicated above to be confirmed.

Yannon Towers provides good quality and comfortable accommodation. On this visit Yannon Towers achieve four stars but is sitting on the borderline due the grounds and the lounge which needs some work to be carried out to improve the presentation

### Physical areas

Yannon Towers is situated in a superb location - amazing views over the coastline

Good quality and comfort provided throughout - suggest the lounge suite could be considered for upgrading to fit enough people to sit comfortably within the room. Suggestions have been added to the report if the higher grading is sought

### Management efficiency and cleanliness

Website presents well

### Fire risk assessment

The Regulatory Reform (Fire Safety) Order 2005 came into force in October 2006, now requiring a fire risk assessment to be completed for each property irrespective of the number of guests accommodated and type of establishment (Hotel, Guest Accommodation, Self-Catering). It was verbally confirmed at the time of the visit that a fire risk assessment had been completed but not recorded as the business has less than 5 employees. VisitBritain strongly recommends that a record is made of the risk assessment but understands that, as a risk assessment has been completed, this property now meets the requirements of the Regulatory Reform (Fire Safety) Order 2005

Confirmed by Mr Molton Job Title owner



## Minimum Entry Requirements

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**Unit:** Yannon Towers

**Standard:** Self-Catering

**Designator:** Self Catering

**Rating:** Four Star

To be recognised within the VisitBritain Quality Assessment Scheme a property must meet all "Minimum Entry Requirements". Also any "Additional Requirements" or "Key Requirements" needed at the designated level must be provided. Quality standards also need to meet the minimum level in all areas of the operation.

At the time of the visit, this property did not meet all of the 'Minimum Entry Requirements' and/or 'Additional Requirements/Key Requirements'. The items/services listed below are those required in order to participate within the scheme at the designated level. The rating level may be revised if all of the listed items/services are not provided by the time of the next visit. Reference numbers below refer to the section within the Quality Advisory Report to which the missing item/service is relevant.

The term 'Progressing' is used to indicate that the establishment is working towards providing the missing items, facilities or services listed.

### Public Areas (4 - Common Standards Reference)

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Dining table and seating for maximum number of advertised occupants	Progressing
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Easy seating sufficient for maximum number of advertised occupants	Progressing
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### Bedrooms (5 - Common Standards Reference)

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Heating provision to be available at all times	Progressing	Turret bedroom
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### Bathrooms and WCs (6 - Common Standards Reference)

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Bath / shower mat to be provided, unless non-slip surface	Progressing	Non slip bath mat - bath
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Windows to be fitted with opaque curtains or blinds	Progressing	Upstairs bathroom
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## General Feedback (All Units/Groups)

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### Additional Deficiencies

Please ensure the Turret room is clearly described to guests on the booking



## Quality Scores

This section of the report contains information with regard to the quality grading awarded to the property. The quality indicator terms used are to express the different levels of quality.

Your assessor might also have added observations, suggestions or advice. These are suggestions only and can be acted upon or disregarded.

It is hoped that the information contained within this report will provide a valuable management tool and assist in the maintaining, developing or improving of quality standards in the future.

**Unit / Group:** Yannon Towers

	Score (%)	Level
<b>Overall</b>	<b>78</b>	<b>4</b>
Cleanliness	80	4
Bedroom	80	4
Bathroom	80	4
Kitchen	80	4
Public Areas	76	4



## Visit Report

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**Unit / Group:** Yannon Towers

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<b>Exterior (1 - Common Standards Reference)</b>	<b>Good (73%)</b>
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<b>Appearance of buildings</b>	<b>Good</b>
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Appearance of buildings and signage	Good	Appearance of the building in good order - however as discussed some of the exterior will need to have some work to be carried out - suggest a name could be located at the entrance
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<b>Grounds, gardens, roadways and car parking</b>	<b>Very Good</b>
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Grounds, gardens and garden furniture	Good	Good to hear the grounds will be tidier - by cutting the grass and removing the clutter
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Car parking surface, signage and illumination	Very Good	Hard wearing surface
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<b>Environment and Setting</b>	<b>Very Good</b>
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First impression on arrival	Very Good	The building has an amazing first impression when on reaching it from the top of the hill
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Environment	Excellent	Stunning views overlooking Teignmouth and the coastline
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<b>Management Efficiency (3 - Common Standards Reference)</b>	<b>Good (73%)</b>
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<b>Pre-arrival information including brochure</b>	<b>Very Good</b>
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Pre-arrival information including brochure	Very Good	Website presents well
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<b>Welcome and arrival procedure</b>	<b>Good</b>
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Welcome and arrival procedure	Good	Good welcome and arrival procedure in place - suggest a welcome tray of beverages could be laid out - as discussed for five stars some form of welcome hamper / gift would need to be provided
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<b>In-unit guest information and personal touches</b>	<b>Very Good</b>
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In-unit guest information and personal touches	Very Good	Wide selection of accessories and personal touches - television, stereo,
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**Public Areas (4 - Common Standards Reference)****Very Good (76%)****Decoration****Very Good**

Decoration in lounge and dining areas

Very Good

Decor in very good order

Decoration in other areas e.g. corridors, stairs

Very Good

**Flooring****Very Good**

Flooring

Very Good

Original wooden floor well maintained

**Furniture, furnishings and fittings****Very Good**

Furniture, furnishings and fittings

Very Good

Suggest the lounge suite could match - a corner suite could help to provide a better ambiance and layout in the room as discussed

**Lighting, heating and ventilation****Very Good**

Provision and controllability of heating and ventilation

Very Good

Effective central heating

Position and controllability of lighting

Very Good

**Space, comfort and ease of use****Good**

Space, comfort and ease of use

Good

A little compact for ten persons - as discussed for a higher grading it would need reducing down to eight persons for the use of the lounge is a little compact for ten persons at five stars



**Bedrooms (5 - Common Standards Reference)****Very Good (80%)****Decoration****Very Good**

Decoration	Very Good	Decor in very good order
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**Flooring****Very Good**

Flooring	Very Good	Wooden floors well maintained
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**Furniture, furnishings and fittings****Very Good**

Furniture	Very Good	High quality period furniture - suggest at this high level the furniture in the children's room needs to be upgrading at this level and definitely for five stars
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Furnishings and fittings	Very Good	
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**Lighting, heating and ventilation****Very Good**

Position and controllability of lighting	Good	
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Provision and controllability of heating and ventilation	Very Good	Effective central heating - as discussed in the turret room the heating needs to be of a better quality at this grading - suggest it could be fixed to the wall for better health and safety
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**Beds****Very Good**

Mattress, bed bases and headboards	Very Good	Double mattresses are very firm - as discussed the single bed mattresses in the twin room would need to be of a better quality for five stars - suggest pocket sprung or the foam mattresses
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**Bedding and bed linen****Very Good**

Bedding and bed linen	Very Good	Beds dressed in high quality linen
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**Space, comfort and ease of use****Very Good**

Space, comfort and ease of use	Very Good	Very spacious bedrooms
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**Bathrooms and WCs (6 - Common Standards Reference)****Very Good (80%)****Decoration****Very Good**

Decoration	Very Good	Decor in very good order
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**Flooring****Very Good**

Flooring	Very Good	Flooring well maintained - unfortunate marks in the en suite bathroom
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**Fixtures, fittings and sanitary ware****Very Good**

Fixtures, fittings and sanitary ware (lights, taps, shelving etc)	Very Good	High quality sanitary ware - amazing steam shower and large roll top bath
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**Lighting, heating and ventilation****Very Good**

Position and controllability of lighting	Very Good	Effective lighting
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Provision and controllability of heating	Very Good	
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Ventilation	Very Good	
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**Space, comfort and ease of use****Very Good**

Space, comfort and ease of use	Very Good	Wide range of bathrooms provided
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<b>Kitchen (7 - Common Standards Reference)</b>			<b>Very Good (80%)</b>
<b>Decoration</b>			<b>Very Good</b>
Decoration	Very Good	Decor in very good order	
<b>Flooring</b>			<b>Very Good</b>
Flooring	Very Good	Non slip flooring is well fitted	
<b>Furniture, fixtures and fittings</b>			<b>Very Good</b>
Furniture and fitted units including handles and light fittings	Very Good	High quality wooden cupboards and worksurfaces	
<b>Lighting, heating and ventilation</b>			<b>Very Good</b>
Position and controllability of lighting	Very Good	Effective spotlighting	
Provision and controllability of heating and ventilation	Very Good		
<b>Electrical and gas equipment</b>			<b>Very Good</b>
Kitchen equipment, cookers, fridges etc	Very Good	Wide range of equipment provided	
<b>Crockery, cutlery and glassware</b>			<b>Very Good</b>
Crockery, cutlery and glassware	Very Good	High quality crockery	
<b>Kitchenware, pans and utensils</b>			<b>Very Good</b>
Kitchenware, pots, pans and utensils	Very Good	Pans are well maintained	
<b>Space, comfort and ease of use</b>			<b>Very Good</b>
Space, comfort and ease of use	Very Good	Very spacious kitchen	
<b>Cleanliness (2 - Common Standards Reference)</b>			<b>Very Good (80%)</b>
<b>Living and dining areas</b>			<b>Very Good</b>
Living and dining areas	Very Good	High levels of cleanliness throughout - for five stars the cleanliness needs to be of an exceptional standard	
<b>Bedroom</b>			<b>Very Good</b>
Bedrooms	Very Good		
<b>Bathroom</b>			<b>Very Good</b>
Bath and shower rooms	Very Good		
<b>Kitchen</b>			<b>Very Good</b>
Kitchen areas	Very Good		



#### *Notes for Proprietors / Managers*

*The copy of our Visit Report provides information on our assessment of your accommodation and services. The form may be amended from time to time if we discover that this information can be presented in ways that are more helpful. When making quality assessments the assessor is assessing each aspect against the standards of excellence established by VisitBritain. Assessors are trained to ignore their own personal preferences and prejudices when making these assessments. This report is provided in confidence and its contents may not be displayed in any printed material or via electronic media, or indeed quoted verbally. This restriction also applies to any verbal comment made by the assessor at the time of the visit.*

#### **PLEASE NOTE**

*The observations in the Visit Report are intended to be helpful by drawing particular points to your attention. There is no implication that it was these aspects alone that influenced the overall assessment, or that, if they are acted upon, a higher overall grade would be necessarily achieved. Should a proprietor/manager disagree with the grade given, there is an Appeal Procedure, details of which are available from Quality in Tourism (QualityInTourism@GSLGlobal.com, Tel 0845 300 6996). A separate charge is made for an appeal assessment.*