



Quality in Tourism

Visit Report

Self-Catering Standard

## High Mill Pickering

Pickering

★★★★ **Self Catering** 81%

Cyclists Welcome, Walkers Welcome

**Visit date:** 06 May 2014

**Visit type:** Day

**QiT No:** 593508

**Group/Unit Name:** High Mill Pickering

	Score
<b>Exterior</b>	
Appearance of buildings	4
Grounds, gardens and parking	4
Environment and setting	4
	80%
<b>Management Efficiency</b>	
Pre arrival info including brochure	5
Welcome and arrival procedure	4
In unit guest info and personal touches	5
	93%
<b>Public Areas</b>	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	3
	76%
<b>Bedrooms</b>	
Decoration	4
Flooring	4
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	4
Mattress, bed bases and headboards	4
Bedding and bed linen	3
Space, comfort and ease of use	4
	77%
<b>Bathrooms and WCs</b>	
Decoration	4
Flooring	4
Fixtures, fittings and sanitary ware	4
Lighting, heating and ventilation	4
Space, comfort and ease of use	4
	80%
<b>Kitchen</b>	
Decoration	4
Flooring	4
Furniture and fittings	4
Lighting, heating and ventilation	4
Kitchen equipment	4
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	4
Space, comfort and ease of use	3
	77%
<b>Cleanliness</b>	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	<b>81%</b>

**Key Scores and Sectional Consistencies**

**Overall**

81% = Level 4; (75% to 86%)

**Cleanliness**

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

**Public Areas**

76% = Level 4; (75% to 86%)

**Bedrooms**

77% = Level 4; (75% to 86%)

**Bathrooms**

80% = Level 4; (75% to 86%)

**Kitchen**

77% = Level 4; (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 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

High Mill Pickering achieves a healthy Four Star Self Catering rating.  
A high standard of exceptionally well maintained and sparkling clean comfortable accommodation.  
Walk around and debrief of both High Mill House and The Limes with the owner Mrs Cheryl Potter.  
As highlighted last year Mrs Potter remains happy with the current rating and does not intend to aim any higher, other than to maintain current standards.

## Website Feedback

A very professionally produced website, now mobile compatible, clear detail and very concise, providing an excellent overview of the accommodation.  
Suggest the address, postcode and logo information at the bottom of the home page moved closer to the top to capture browsers.  
Good to note links to Facebook and the promotion of Wi-Fi.  
Useful links, map and directions.  
Availability check and calendar.  
Access statement noted in place.  
Very good up to date testimonials

## Cleanliness/Housekeeping

Excellent attention to detail, superior professional cleaning and finishes.  
High standards with the living areas, thoroughly vacuumed dusting to high and low areas.  
All surfaces sparkling and dust free in the bedrooms and bathrooms.  
Toilets and sanitary ware polished and finish with a toilet band, a real credit to Cheryl.  
All bedding is laundered in house and is very well presented and fresh smelling.  
Drawers and wardrobes wiped out and neatly presented.

## Public Areas

Very good well maintained paintwork, and very high quality local artwork or railway memorabilia noted in both properties.  
Very good floorings professionally fitted, carpets all deep cleaned.  
All furniture and furnishings of a sensible design and fabric, solid dining furniture and occasional furniture.  
Very good lighting levels, effective modern controllable central heating in both cottages, along with a feature fire place in High Mill.  
A cosy seating space in the open plan living space of the limes and well proportioned living / dining space in High Mill.

## Bedrooms

Again simple very effective level of decoration in both properties, suitably relieved with very good framed artwork.  
Well fitted carpeting and the best use made of the space with built in and free standing furniture, some more of a practical style to suite the interior and space.  
Very high quality beds and supportive mattresses.  
All beds dressed with good sound bedding and easy care poly cotton bed linens for ease of laundering a high number especially in the large family property.  
Duvet and pillows all very well protected.  
New bedding this year purchased for The Limes.  
Well proportioned bedrooms with ample movement/ storage/ hanging space even in the family rooms.

## Bathrooms

High Mill House - A very good provision of facilities to meet market demand with en suites. A smart modern ground floor wet room, perfect for cyclists/walkers, adjoining the utility room.  
Quality surfaces and modern fittings, hygienic flooring solutions.  
Thoughtful touches and a wide range of complimentary toiletries provided in both properties.  
The Limes - A good sized bathroom facility with both bath and shower over, as before meeting expectation at four star.

## **Kitchen**

High Mill House - As previously assessed, lots of storage space provided, a very good quality fitted kitchen. Supplied with a good quality range and more than ample supplies of crockery, cutlery and glassware all in pristine condition.

Generously sized pans and cookware for larger groups noted - many new pans this year added.

An additional stool provided here again assisting guests to those hard to reach areas.

The Limes - compact kitchen fitted and furnished to the same specification as High Mill House, full compliment of appliances and new frying pan.

## **Management Efficiency**

High Mill continues to be comprehensively managed by the owners.

On arrival guests are personally welcomed on arrival.

A welcome tray is provided in each kitchen - a very good selection of teas, coffee and biscuits.

Complimentary rubber ducks - attractively presented for guests to use and take home.

Media and entertainment has been well provided with guest information folders neatly presented and detailed.

Excellent wi fi access and many additional extras provided to compliment the growing market of outdoor activity groups.

Very good out door space for each property, ample clearly identified parking and garden furniture.

New garden ornaments in place.

## **Potential for Improvement**

The owners are happy with the grade awarded and continue to improve and refine standards, ie the sun room for High Mill is still on going.

The owners happy to maintain the rating with routine maintenance which is clearly evident throughout both the properties.

## **Highlights**

High Mill Cottages are very well managed and presented both internally and externally, displaying superb standards of cleanliness and overall maintenance.

Perfect railway enthusiasts location overlooking the NYMR in the heart of Pickering.

The grounds and gardens are very maintained, New hedging planted to fill in the gaps.

The owners living on site providing a very warm welcome and high levels of customer care very much acknowledge in the visitor books.

The on going building of the garden/sun room for High Mill.

Carpets all professionally cleaned

Website now mobile compatible.

New pans / frying pans

Continuous renewal of bedding, linen and towels, decoration emulsion and gloss.

New pictures and occasional bedside lamps.

New hedging to fill in the gaps

## Minimum Entry Requirements

---

**Group:** High Mill Pickering  
**Standard:** Self-Catering  
**Designator:** Self Catering  
**Rating:** Four Star  
**Specialities:** Cyclists Welcome, Walkers Welcome  
(High Mill House, The Limes)

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.*