

Wheeldon Trees Farm

Earl Sterndale, NEAR BUXTON, Derbyshire, SK17 0AA

Premier Cottages

Summary

STAR RATING

★★★★

DESIGNATOR

Self-Catering

QUALITY SCORE

88% - 89%

Gold Award

Walkers Welcome, Cyclists Welcome, Families Welcome, Welcome Pets!

VISIT DATE

09 November 2020

VISIT TYPE

Day Assessment

CONTACT

Mrs Deborah Hofman Owner

Following this year's assessment, Wheeldon Trees Farm (Critchlow, Elliott, Lomas, Mycock, Nadin, Ollerenshaw, Priestley, Sheldon and Walkers Rest) retains a very comfortable Four Star Self Catering rating with the Gold Award being retained on each cottage.

All requirements remain in place for the VisitEngland Walkers and Cyclists Welcome, Families Welcome and Welcome Pets! designators.

The visit and debrief was carried out with Mrs Deborah Hofman, owner, who is happy to retain the ratings.

Despite the current year being a very difficult one, investment has continued to be made in the cottages. New cycle shed for E-bikes and bike equipment, hangers have been added to each wardrobe, bean bag chairs for the Long Room, JosephJoseph sink drainers, a new fridge in Lomas, a new oven in Critchlow, new JosephJoseph silicone toilet brushes, new Amazon Echoes, the carpet in the hallway in Sheldon has been removed and a hard floor fitted, lots of work has been carried out externally including much pointing. Master Cancel has been added to the insurance which is a great comfort to potential guests.

The visit and debrief was carried out with Mrs Deborah Hofman, proprietor, who is happy to retain the ratings and is thanked for her time on the day.

Quality Rating

How the Overall Quality Rating is Achieved

When VisitEngland assessors visit your property, they will evaluate and give a quality score to all aspects of the accommodation and service.

The total of all these scores establishes an overall percentage score for quality.

Based on this score, establishments will be given an overall quality rating on a scale of One to Five Stars, based on the chart below, as long as all minimum entry requirements for the star rating are met.

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

There are five levels of quality ranging from One to Five Stars. To obtain a higher star rating a progressively higher quality and range of services and physical facilities should be provided across all areas with particular emphasis in the following five key areas:

BEDROOMS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

BATHROOMS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

CLEANLINESS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
60% - 64%	65% - 69%	70% - 79%	80% - 89%	90%-100%

PUBLIC AREAS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

KITCHENS

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

Group: Wheeldon Trees Cottages

88%

4 Star

	SCORE	PERCENTAGE	RATING
Exterior	13	86%	
Appearance of Buildings/Kerb Appeal	4		
Grounds/Gardens/Parking	4		
Privacy/Peace & Quiet	5		
Cleanliness	20	100%	5 Star
Bedrooms	5		
Bathrooms	5		
Living/Dining Areas	5		
Kitchen	5		
Management & Efficiency	15	100%	
Pre-arrival Information	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
Public Areas	21	84%	4 Star
Decoration	5		
Flooring	4		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Bedrooms	29	82%	4 Star
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	3		
Bathrooms	21	84%	4 Star
Decoration	5		
Flooring	4		
Furniture/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Kitchen	36	90%	5 Star
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	5		
Electrical & Gas Equipment	4		
Crockery/Cutlery/Glassware	5		
Kitchenware/Pans/Utensils	5		
Space/Comfort/Ease of use	4		
Additional Facilities	8	80%	
Laundry	4		
Recreation	4		

	SCORE	PERCENTAGE	RATING
Exterior	13	86%	
Appearance of Buildings/Kerb Appeal	4		
Grounds/Gardens/Parking	4		
Privacy/Peace & Quiet	5		
Cleanliness	20	100%	5 Star
Bedrooms	5		
Bathrooms	5		
Living/Dining Areas	5		
Kitchen	5		
Management & Efficiency	15	100%	
Pre-arrival Information	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
Public Areas	22	88%	5 Star
Decoration	5		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Bedrooms	30	85%	4 Star
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	4		
Bathrooms	21	84%	4 Star
Decoration	4		
Flooring	5		
Furniture/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Kitchen	36	90%	5 Star
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	5		
Electrical & Gas Equipment	4		
Crockery/Cutlery/Glassware	5		
Kitchenware/Pans/Utensils	5		
Space/Comfort/Ease of use	4		
Additional Facilities	8	80%	
Laundry	4		
Recreation	4		

Group: Walkers Rest

88%

4 Star

	SCORE	PERCENTAGE	RATING
Exterior	13	86%	
Appearance of Buildings/Kerb Appeal	4		
Grounds/Gardens/Parking	4		
Privacy/Peace & Quiet	5		
Cleanliness	20	100%	5 Star
Bedrooms	5		
Bathrooms	5		
Living/Dining Areas	5		
Kitchen	5		
Management & Efficiency	15	100%	
Pre-arrival Information	5		
Welcome & Arrival Procedure	5		
In-unit Guest Info & Personal Touches	5		
Public Areas	21	84%	4 Star
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	3		
Bedrooms	30	85%	4 Star
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Beds	5		
Bedding & Bed Linen	5		
Space/Comfort/Ease of use	3		
Bathrooms	22	88%	5 Star
Decoration	5		
Flooring	5		
Furniture/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Kitchen	35	87%	5 Star
Decoration	4		
Flooring	5		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	5		
Electrical & Gas Equipment	4		
Crockery/Cutlery/Glassware	5		
Kitchenware/Pans/Utensils	5		
Space/Comfort/Ease of use	3		
Additional Facilities	8	80%	
Laundry	4		
Recreation	4		

Exterior

Wheeldon Trees Cottages

And all of the cottages

Well presented cottages with clear signage both at the roadside and on each building. Ample on-site parking relatively close to the cottages and with a car charging point being available.

Each cottage has its own dedicated outdoor furniture.

Grounds and gardens are well tended for the time of year.

Cleanliness

Wheeldon Trees Cottages

The majority of the cottages were in the process of being cleaned (with the exception of Elliott and Ollerenshaw which were clean).

There were no problems noted with regards to underlying levels and deep cleaning will commence next week.

With regards to the present pandemic, a hand sanitiser is left in each cottage for guests use, the cottages are cleaned when guests have left and then Mr Hofman 'fogs' each one. Some soft furnishings have been removed to reduce the number of touch points. Check in times have been pushed back and guests are requested to depart earlier too.

Management & Efficiency

Wheeldon Trees Cottages

Very good web presence with the cottages also being marketed by Premier Cottages.

Bookings are handled by the owner with great care being taken to ensure all guests requirements are fulfilled. Additional extras can be booked via Supercontrol.

The cottages are currently left unlocked and guests are asked to let themselves in and make themselves at home. Deborah or Martin will then welcome them from a safe distance.

The guest information folders have been removed and are replaced with several laminated sheets with all essential information on.

An excellent welcome pack is left for guests arrival with bespoke ones for canine guests. Currently, hand sanitiser is also left.

Mr & Mrs Hofman live on site and can be easily contacted should a problem arise during guests stay.

The cottages have accessible wifi, modern televisions and an Amazon Echo.

Public Areas

Wheeldon Trees Cottages

and all cottages

Living areas are open plan and offer very comfortable spatial aspects for the number of guests accommodated. Decorative standards are clean and tidy. Excellent tiled flooring gives a most practical surface for ease of cleaning and maintenance. Easy seating, furniture and furnishings have been very well maintained. The areas are well lit and heating throughout appears to be effective with windows being easily opened.

Bedrooms

Wheeldon Trees Cottages

and all cottages

Overall, bedrooms offer a good amount of space with the exception of Sheldon which has larger rooms. Decor is in very good order. Free standing furniture is provided giving guests ample hanging and storage space. Good to see the plentiful wooden hangers! Carpets are wearing well. Excellent beds with supportive, well protected mattresses in place. High quality linen where beds are made up.

Bathrooms

Wheeldon Trees Cottages

and all cottages

Tiled decoration is excellent and presents well. High quality durable flooring is most suitable in these areas. Sanitary ware and fittings appear to be in very good working repair. The facilities are well heated with all task areas being effectively lit and with effective ventilation. Guests will appreciate the 'Faith in Nature' toiletries

Kitchen

Wheeldon Trees Cottages

and all cottages

The kitchens offer a very comfortable working space and have been fitted with very good units and work surfaces. Excellent hygienic flooring. Appliances appear to be in sound working condition. All of the properties are well equipped with tableware, cookware and other sundry items including a soda stream and coffee pod machine. Appreciate that owing to the current pandemic, some surplus items have been removed but guests are able to ask for these and Deborah will provide them.

Additional Facilities

Wheeldon Trees Cottages

The laundry provides a very good facility with plenty of appliances. This also accommodates the shop with all manner of items available.

The Long Room provides a games and kitchen facility although it is currently unavailable owing to Covid-19. Guests are still able to borrow books, DVDs, games, maps or guidebooks. They are asked to wear gloves whilst in the Long Room and then when they leave their cottage, the items are left in their and they will be quarantined for 72 hours.

Units Seen

Elliott, Lomas, Nadin, Ollerenshaw, Sheldon and Walkers Rest were viewed.

Website Feedback

The web site www.wheeldontreesfarm.co.uk is very modern in design and easily navigated.

Offering very good images, a video, online availability and booking via Supercontrol, links to social media and clear contact details at the bottom of the home page.

Correct VisitEngland and welcome logos being displayed.

Plenty of information regarding the local area and cottage facilities.

VisitEngland strongly recommend updating the Access Statements to the new Accessibility Guide format. For more information and a template see: <https://www.visitbritain.org/writing-accessibility-guide>

A cookie and a privacy policy are provided.

Other information you may find useful - www.visitbritain.org/inbound-research-insights and visitbritain.org/business-advice-hub.

All Visit England assessed properties are now listed on the official site - along with a list of participant 'benefits' etc. www.visitenglandassessmentservices.com

Please review your entry on our new combined AA/VisitEngland site - <https://www.ratedtrips.com>

Potential for Improvement

All cottages are being well maintained.

Consider fitting the electric socket plates with integrated USB charging points - maybe one per bedroom and/or one in the public areas.

Highlights

The cottages at Wheeldon Trees Farm offer a very comfortable standard of accommodation.

Stunning views from the cottages and many walks from the door are available.

High standards of housekeeping.

Ongoing investment ensures that the current high standards are maintained.

Minimum Entry Requirements

For a rating to be awarded by VisitEngland, a property must meet all Minimum Entry Requirements and any additional requirements appropriate for the star rating level.

Group Wheeldon Trees Cottages

Standard Self-Catering
Designator Cottage
Rating 4 Star Gold Award

At the time of our visit, all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

Group Sheldon

Standard Self-Catering
Designator Cottage
Rating 4 Star Gold Award

At the time of our visit, all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

Group Walkers Rest

Standard Self-Catering
Designator Cottage
Rating 4 Star Gold Award

At the time of our visit, all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

Specialities (optional)

The following specialities have been awarded:



Walkers Welcome

Deficiencies: None



Cyclists Welcome

Deficiencies: None



Families Welcome

Deficiencies: None



Welcome Pets!

Deficiencies: None



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VisitEngland Inspection Appeals Procedure

Proprietors who wish to appeal against the results of a VisitEngland assessment carried out at their establishment must follow the procedure outlined below:

1. Any appeal must be made in writing to VisitEngland Assessment Services within 21 days of the original report being received.
2. The Appeal should detail the main reason for the appeal.
3. Should the appeal be about the level of star rating proprietors should ensure that their establishment meets all the necessary minimum requirements outlined in the Quality Standards booklet (a PDF or hard copy may be requested from Customer Services).
4. Appeals will be formally acknowledged within 7 working days of receipt of the appeal together with a form to organise an appeal visit on a day basis.
5. The appeal visit will be subject to a non-refundable fee which will not be organised until full payment had been received.
6. Once the application and fee is received, an appeal visit from a member of the senior assessor team will take place within 4-6 weeks of receipt (Subject to the establishment's availability).
7. The findings of the appeal visit will be fed back in the normal way of both discussions and a report following the visit.
8. The outcome of this report will supersede the previous visit and will be final.

Appeal Visit Fees (non-refundable) are available on request from Customer Services.