

Thalia Holiday Home

152 Westway, LONDON, Greater London, SW20 9LS

Summary

STAR RATING

★★★★

DESIGNATOR

Self-Catering

QUALITY SCORE

82%

Families Welcome

VISIT DATE

05 June 2019

VISIT TYPE

Day Assessment

CONTACT

Mr Peter Briscoe-Smith Proprietor

Thalia Holiday Home near Wimbledon continues to offer a very good standard of accommodation and achieves a Four Star Self Catering rating for a further Year.

The sectional scores attain a higher score for cleanliness with all other sections scoring well within the Four Star range.

The visit and debrief was carried out with Mr and Mrs Briscoe-Smith who are thanked for their time and good luck is wished for the forthcoming year.

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%

	SCORE	PERCENTAGE	RATING
Exterior	13	86%	
Appearance of Buildings/Kerb Appeal	5		
Grounds/Gardens/Parking	4		
Privacy/Peace & Quiet	4		
Cleanliness	20	100%	5 Star
Bedrooms	5		
Bathrooms	5		
Living/Dining Areas	5		
Kitchen	5		
Management & Efficiency	12	80%	
Pre-arrival Information	4		
Welcome & Arrival Procedure	4		
In-unit Guest Info & Personal Touches	4		
Public Areas	20	80%	4 Star
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Bedrooms	28	80%	4 Star
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Beds	4		
Bedding & Bed Linen	4		
Space/Comfort/Ease of use	4		
Bathrooms	20	80%	4 Star
Decoration	4		
Flooring	4		
Furniture/Fittings/Sanitaryware	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Kitchen	32	80%	4 Star
Decoration	4		
Flooring	4		
Furniture/Furnishings/Fittings	4		
Lighting/Heating/Ventilation	4		
Electrical & Gas Equipment	4		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	4		
Space/Comfort/Ease of use	4		

Exterior

The exterior of the building continues to present in excellent condition. The bedding and potted plants adding positive first impressions.

Ample off road parking is provided to the front of the property and there is rear garden and patio for guests to enjoy in the warmer summer months.

Cleanliness

The standard of cleanliness throughout the property is maintained to an excellent level and all involved should be congratulated.

The bathrooms are sparkling with mirrors, glass and chrome work polished. Extractors are regularly maintained and dust free.

Bedrooms are generally maintained to a very good standard of cleanliness, wardrobes are drawers are dust free, bedding neatly presented.

The carpets throughout are maintained in very good order.

The kitchen drawers, fridge seals and interior of the microwave are cleaned thoroughly.

Management & Efficiency

The website is continually being updated, new photos have recently been added.

Comprehensive pre arrival instructions and information is provided for guests.

The owners are close at hand should guests require any assistance during their stay.

Public Areas

The lounge benefits from a new comfortable sofa and chairs since the last assessment. A new standard type lamp has also been purchased and will be appreciated by guests.

Could consider a wall mounted iron stand as discussed.

Bedrooms

The bedrooms present in very good decorative order with interesting art work. Solid furniture provides ample storage for clothing items.

Carpets remain in very good condition. Mattresses and pillows are protected well and offer a comfortable resistance.

Some wear noted to wooden surfaces within some bedrooms as discussed. The addition of USB sockets would be appreciated by some guests. Some pillows are flattening and would benefit from replacement.

Bathrooms

The bathrooms is maintained well, with tiled walls presenting in very good order. A new extractor has recently been fitted. The fixtures and fittings appear to be in good working order. Floors coverings are hygienic and present well. Light and ventilation is effective. Heating is effective with a heated towel rail provided.

Kitchen

The kitchen is open plan to the dining room and overlooks the rear garden.

Good work surface space is provided with under cabinet task lighting fitted. A very good selection of crockery, cutlery, glassware and utensils are provided for the convenience of guests.

Units Seen

Mr and Mrs Briscoe-Smith kindly showed me around the property. (1 of 1)

Website Feedback

The property website "www.thaliaholidayhome.co.uk" is easy to navigate with scrolling accommodation photos and an accurate description. There are social media links, a link to Google maps and logos are being advertised.

Could consider updating the VisitEngland logo, attaching a local weather or news channel link that continually refreshes. There is a plan of the property, consider a virtual or 3D tour, the Access Guide could also be linked to the site. A listing was not found on the first three pages of a Google search for accommodation in the Wimbledon area.

Further advice is available on the VisitEngland website along with a marketing tool kit on www.visitengland.com/onlinemarketing

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

Potential for Improvement

Some wear noted to wooden surfaces within some bedrooms.
The addition of USB sockets would be appreciated by some guests.
Some pillows are flattening and would benefit from replacement.
Could consider a wall mounted iron stand as discussed.

Highlights

The new lounge furniture will be appreciated by guests.
High standards of cleanliness throughout.
Convenient location, close to local amenities.
The owners are close at hand.

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.

Name Thalia Holiday Home

Standard Self-Catering

Designator Self-Catering Unit

Rating 4 Star

Observations and Requirements

General

Health/Safety/Security

Below

Please fit retainers to all blind pull cords as discussed.

Specialities (optional)

The following specialities have been awarded:



Families Welcome

Deficiencies: None



Our Quality Assessors are industry professionals and will assess your business against an agreed set of quality standards for your sector.

Your VisitEngland accreditation will tell your visitors that your business has been independently verified by the National Tourist Board. Our focus is on helping tourism businesses across England to maximise their potential, stand out amongst the competition, and champion the accreditations we award.

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Useful Numbers

Customer Services 01256 491111 VisitEnglandAssessmentServices@theAA.com

All establishment enquiries, including assessments, reports, ratings, credit control, signage and logo requests.



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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.