

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!

M1: Older & Less Agile Guests, M2: Part Time Wheelchair User

VISIT DATE

24 June 2019

VISIT TYPE

Day Assessment

CONTACT

Mrs Deborah Hofman Owner

The cottages at Wheeldon Trees Farm all retain a very comfortable Four Star Self Catering rating. The Gold awards are also retained.

All requirements are in place for Walkers and Cyclists Welcome, Welcome Pets and Families Welcome.

A National Accessibility Scheme review was carried out and Sheldon retains Mobility Levels One and Two.

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

As in previous years, the owners have invested heavily in the properties ensuring that standards are maintained and improved.

Carpets have been professionally cleaned and new seating, mattresses and eco friendly duvets have been purchased for some cottages. A roll out mat is available for wheelchair users to cars and soft closers have been fitted to kitchen doors. A car charging point has been installed.

Improved guest facilities include a new cycle shed, increased range of freezer meals and groceries, home made hen food, new children's play equipment, two new lambs, a cot in each cottage and products to borrow for children.

The owners endeavour to create an environmentally friendly site and to this end now have degradable bags in each cottage, reusable linen bags for bread, biodegradable dog poo bags, beeswax wraps and have dispensed with plastic liners for waste bins.

Future plans include grab rails and bean bags for the Long Room. New upstairs flooring for Nadin, child locks on kitchen doors and a baby/toddler welcome pack. new headboards for three cottages

and eco friendly duvets in Priestley. Additions to bathrooms to include radiator towel hooks, larger heated towel rail for Walkers Rest, quieter bathroom fans and additional shelf/soap dish for Sheldon. Electric bikes are also to be upgraded.

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	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	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

The properties present very well externally with clear signage both from the road and on each cottage.

Frontages are attractive and very well tended. There are plans to install a planter and gates to slow the traffic outside Priestley.

Very good parking provision.

Rurally located and enjoying delightful views.

Cleanliness

Wheeldon Trees Cottages

The majority of cottages were either occupied or servicing was being completed however the serviced cottages had excellent standards of cleanliness.

Hard flooring is very well cleaned and carpets are thoroughly vacuumed.

Furniture is well polished with no signs of debris in drawers and wardrobes.

Bed linen is expertly laundered.

Sanitary ware gleams and extractor fans are well dusted.

Kitchen appliances are thoroughly cleaned. Kitchen cupboards and drawers are debris free.

Management & Efficiency

Wheeldon Trees Cottages

The booking procedure is professionally managed with the aid of Supercontrol. The guest login on this system now allows guests to pre order supplies.

A personal welcome is extended to guests and they receive an excellent welcome pack on arrival.

An additional supplier of cakes and biscuits has been sourced. A welcome basket is provided for canine guests and a baby/toddler welcome basket is planned. A quiz is also to be offered to guests on arrival with a tasty prize for the winner.

A wide range of accessories and personal touches create a very good first impression. Excellent guest information and if guests use public transport, their fares are refunded on presentation of their tickets. Very good entertainment systems and wi fi are provided. New Wheeldon Trees mugs have been purchased.

Public Areas

Wheeldon Trees Cottages

Architectural features and wall relief adds interest to the very well decorated lounge/dining rooms. Excellent hard flooring although some door mats are balding and replacement is encouraged. Very good quality seating, dining and occasional furniture with very well coordinated furnishings. A new reclining leather sofa has been purchased for Walkers Rest and a new recliner/massage chair for Sheldon. Heating and lighting levels appear very comfortable.

Bedrooms

Wheeldon Trees Cottages

Very well applied decoration with wall relief enhancing. Carpets are generally of very good quality although the carpet in Walkers Rest does not seem to be wearing as well. Discussions were had regarding the merits of hard flooring e.g. oak. Smart oak furniture provides very good storage. The possibility of removing the large wardrobe in Critchlow and replacing with a smaller fitted wardrobe was discussed. This would create more available space. Furnishings coordinate very well. Heating and lighting levels are very comfortable however an extra lamp at the dressing table area in Sheldon may be appreciated. Mattresses are of high quality particularly in Sheldon where two new Millbrook mattresses have been purchased. High quality organic bedding dresses the beds with plump pillows and microfibre duvets. Double duvets could be considered for single beds.

Bathrooms

Wheeldon Trees Cottages

Expertly tiled and painted bathrooms. High quality practical flooring. Sanitary ware is extremely well maintained. Lighting is very well considered. Heating and extraction are efficient and a new heated towel rail is planned for Walkers Rest. Also towel hooks for radiators. The over basin light pull in the wet room of Sheldon could be longer for ease of use.

Kitchen

Wheeldon Trees Cottages

Very well decorated and having excellent tiled flooring. Very good quality units provide good storage and working space. Appliances are of very good specification. Lighting, heating and ventilation are very well provided. Denby crockery, glassware from recycled glass and unusual cutlery are of high quality. Pans and utensils are very well provided with Joseph Joseph brand being favoured.

Additional Facilities

Wheeldon Trees Cottages

A very well presented laundry also accommodates the shop with meals, groceries and sundries available for purchase.

The Long Room is the entertainment centre with table football and table tennis available along with a TV showing BT Sport. A kitchen facility and toilet are also provided.

A new cycle shed has been erected and electric bikes are to be upgraded.

Children not forgotten, there is a well equipped children's play area.

Alpacas and lambs complete the entertainment.

Units Seen

Walkers Rest, Sheldon, Critchlow, Mycock, Nadin, Priestley, Ollerenshaw, Elliott and Lomas viewed kindly accompanied by Deborah

Website Feedback

When carrying out a general Google search on a lap top for self catering cottages near Buxton, www.wheeldontreesfarm.co.uk appeared on page three. There is also a Google business listing. The web site is fully mobile compatible. The properties are also represented by Premier Cottages.

An attractive web site with very good imagery , 3D tours and descriptions. Excellent use of social media and there is a language translator. The VisitEngland logos are displayed. On line booking via Supercontrol is available.

VisitEngland strongly recommend updating the Access Statement to the new Accessibility Guides format. There is no strict timetable for moving over, allowing you to make the switch within a convenient timeframe. For more information and template see:
<https://www.visitbritain.org/writing-accessibility-guide>

Correctly represented by TripAdvisor, ranking 1/6 properties in Hartington. 810 reviews, 809 of which are very positive.

Potential for Improvement

Suggestions for consideration include:

- Lamp for chest in double room in Sheldon
- Double duvets for single beds
- Monitoring/replacing of balding door mats
- Replacement bedroom flooring for Walkers Rest
- Net drawstring bags for non slip bath mats
- Longer light pull for Sheldon wet room

Highlights

The nine cottages are located in a rural position and enjoy far reaching outlooks.

Exceptional facilities are provided for guests' enjoyment.

Excellent standards of cleanliness.

The owners invest continually in the properties to maintain high standards and strive to provide an eco friendly environment.

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
Accessibilities **M1: Older & Less Agile Guests**
M2: Part Time Wheelchair User
*Recommendations: 14.10 Clear under space of for dressing table area 18.9
Toilet paper holder usable with one hand*

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.