

HomefromHolme.com

St Peter's Mews, 101 B St Peter's Street, ST ALBANS, Hertfordshire, AL1 3EN, England

Summary

STAR RATING

★★★★

Gold Award

DESIGNATOR

Serviced Apartments

QUALITY SCORE

82% - 85%

VISIT DATE

11 June 2019

VISIT TYPE

Day Assessment

CONTACT

Ms Jenny Muir Proprietor

Holmefromholme.com in StAlbans continues to offer a very good standard of accommodation and achieves a Four Star Serviced Apartments rating for both St Peter's Mews and Alban House at this assessment.

Regular maintenance is being carried out within the properties that ensures the high standards are maintained. A well deserved Gold Accolade is recommended for a further year for Alban House.

A short debrief was carried out with Ms Jenny Muir, and the visit was carried out with Fiona Clark, the Deputy Director and Shane Pretorius the Property Manager who are thanked for their time in showing me around.

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
40% - 49%	50% - 64%	65% - 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	11	73%	
Building Appearance	4		
Grounds/Gardens/Frontage/Parking	4		
Environment & First Impression	3		
Cleanliness	20	100%	5 Star
Living/Dining Area	5		
Bedrooms	5		
Bathrooms	5		
Kitchen	5		
Management & Efficiency	12	80%	
Pre-arrival Information Inc. Brochure	4		
Welcome & Arrival Procedure	4		
In-unit Guest Info & Personal Touches	4		
Public Areas	18	72%	3 Star
Decoration	4		
Flooring	3		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	3		
Living/Dining Areas	21	84%	
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Bedrooms	27	77%	4 Star
Decoration	4		
Flooring	4		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Beds	4		
Bedding & Bed Linen	4		
Space/Comfort/Ease of use	3		
Bathrooms & WCs	22	88%	5 Star
Decoration	4		
Flooring	5		
Fixtures/Fittings/Sanitaryware	5		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Kitchen	33	82%	4 Star
Decoration	4		
Flooring	4		
Furniture/Fixtures/Fittings	5		
Lighting/Heating/Ventilation	4		
Electrical/Gas Equipment	4		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	4		
Space/Comfort/Ease of use	4		

	SCORE	PERCENTAGE	RATING
Exterior	13	86%	
Building Appearance	5		
Grounds/Gardens/Frontage/Parking	4		
Environment & First Impression	4		
Cleanliness	20	100%	5 Star
Living/Dining Area	5		
Bedrooms	5		
Bathrooms	5		
Kitchen	5		
Management & Efficiency	12	80%	
Pre-arrival Information Inc. Brochure	4		
Welcome & Arrival Procedure	4		
In-unit Guest Info & Personal Touches	4		
Public Areas	21	84%	4 Star
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Living/Dining Areas	21	84%	
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Space/Comfort/Ease of use	4		
Bedrooms	28	80%	4 Star
Decoration	4		
Flooring	4		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Beds	5		
Bedding & Bed Linen	4		
Space/Comfort/Ease of use	3		
Bathrooms & WCs	22	88%	5 Star
Decoration	4		
Flooring	5		
Fixtures/Fittings/Sanitaryware	5		
Lighting/Heating/Ventilation	5		
Space/Comfort/Ease of use	3		
Kitchen	34	85%	4 Star
Decoration	4		
Flooring	5		
Furniture/Fixtures/Fittings	5		
Lighting/Heating/Ventilation	4		
Electrical/Gas Equipment	4		
Crockery/Cutlery/Glassware	4		
Kitchenware/Pans/Utensils	4		
Space/Comfort/Ease of use	4		
Additional Facilities			

Exterior

St Peter's Mews

The exteriors of both buildings are maintained to a high level. The gardens and planting to Alban House adding to the positive first impressions. Clearly marked off road parking bays are provided for each building.

Cleanliness

St Peter's Mews

The standard of cleanliness throughout the properties 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 an excellent standard of cleanliness.

The public areas are spotlessly clean and detailed cleaning schedule is adhered to.

Management & Efficiency

St Peter's Mews

The website has clear and accurate information about the apartments, detailed pre arrival information is provided.

All guests are personally met and inducted around the properties on arrival. There are several personal touches throughout the properties to make guests feel at home.

Public Areas

St Peter's Mews

The public areas within the apartments blocks are limited, although Alban House has slightly larger public areas due to the design and layout. All areas are maintained well and the decor is constantly being refreshed.

Living/Dining Areas

St Peter's Mews

Several new furniture items have been replaced, along with new rugs and cushions in both buildings where appropriate. Apartments 3 and 6 in St Peter's Mews benefit from new sofas. The wifi in Alban House is currently being looked into for improvement and possible fibre or optic internet provided.

Could update the TV licences in the guest information folder as discussed. In apartment 4 St Peter's Mews the front door would benefit from varnishing where showing wear. Could add non slip under rugs in the lounge areas. Some wear evident to the sofas in apartment 2 Alban House. The apartments benefit from an open plan living style with the lounge, dining areas and kitchens. Ample comfortable seating is provided for the capacities within apartments. Careful consideration has been given to furniture, lighting and heating to make the apartments comfortable for guests.

Bedrooms

St Peter's Mews

New beds have been purchased for apartments 5 and 7a in Alban House. The bedrooms present in very good decorative order with feature walls and interesting art work. Solid furniture provides good storage for clothing items.

Carpets remain in very good condition. Mattresses and pillows are protected well and offer a comfortable resistance. The addition of USB and continental plug sockets will be appreciated by some guests. Floor space is a little limited in some bedrooms.

Bathrooms & WCs

St Peter's Mews

Some water damage evident in the bathroom of apartment 3. Could add door stops in the bathrooms of apartment 2 and 5 Alban House. Bathrooms are maintained well, with tiled walls and floors presenting in very good order. The fixtures and fittings appear to be in good working order. Floors coverings are hygienic and present well. Light and ventilation is effective, with heated towel rails provided.

Kitchen

St Peter's Mews

A new dishwasher has been purchased for apartments 6 in Alban House. Apartment 3 in St Peter's Mews benefits from a new vinyl floor in the kitchen area. Ensure any chipped crockery is replaced (apartment 3 St Peter's Mews) The open plan kitchens are designed well within the space available. High quality crockery, cutlery and glassware is provided. A very good selection of cooking equipment, stainless steel pots and pans are available in each apartment.

Accommodation Seen

In St Peters Mews apartments 3 and 4 were viewed, in Alban House apartments 1, 2, 5 and 6 were viewed, kindly shown around by Fiona Clark and Shane Pretorius. (6 of 15)

Website Feedback

The property website "www.homefromholme.com" is easy to navigate with scrolling photos and an accurate description. There is an on line booking function, social media links, a link to Google maps and logos are being advertised.

Could consider adding the VisitEngland logo on the first page, attaching a local weather or news channel link that continually refreshes. 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 St Albans 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

Faster wifi is being explored for Alban House.

Could update the TV licences in the guest information folders.

In apartment 4 St Peter's Mews the front door would benefit from varnishing.

Could add non slip under rugs in the lounge areas.

Some wear evident to the sofas in apartment 2 Alban House.

Consider USB and continental plug sockets in apartments.

Some water damage evident in the bathroom of apartment 3.

Could add door stops in the bathrooms of apartment 2 and 5 Alban House.

Ensure any chipped crockery is replaced (apartment 3 St Peter's Mews)

Highlights

Several improvements made since last year.

High standards of cleanliness throughout.

Convenient location, close to local amenities.

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 St Peter's Mews

Standard Serviced Apartments
Designator Apartment
Rating 4 Star

Observations and Requirements

Bedrooms

2 St Peter's Mew: Furniture/Furnishings/Fittings Below
In at least one double or twin room in each apartment, provision of a dressing table facility (or equivalent) with mirror. (missing in apartment 2 Alban House)

Group Alban House

Standard Serviced Apartments
Designator Apartment
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)

These have not been awarded or assessed.



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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.