



Quality Standards Report

Minimum Requirements All Star Ratings												
LIGHTING HEATING AND VENTILATION: - WINDOWS	Standard Meets no further action required	Windows and ventilation: - Every bedroom must have at least one opening window with clear glass to provide natural light and adequate ventilation. Rooms without windows are not acceptable. If windows are sealed, a Local Planning Authority approved ventilation system should be provided. Windows should be well-fitted, easy to open and close and must be able to remain open unassisted. Security fittings installed on all bedroom windows where, when open, access could be gained from outside – for example, patio or French doors, ground floor windows and windows overlooking fire escapes. You should make an effort to insulate against external noise. You should provide a pole for opening high “Velux” style or skylight windows, where these are the only opening windows.										
LIGHTING HEATING AND VENTILATION: - HEATING AND LIGHTING	Standard Meets no further action required	Heating: - There should be adequate in-room heating provided at no extra cost. Additional heating should be available on request at no extra charge. Free-standing, radiant bar heaters are unacceptable. Lighting: - Bedrooms should be well lit and there should be adequate Natural light. Low energy light bulbs are acceptable (see table below). The control switch for the main lights should be near the door. There should be adequate bedside lighting controllable from each Bed. It is acceptable for twin beds to share a centrally situated Light. 75cms (2ft 6ins) bunk beds are exempt from providing a light. All bulbs, unless decorative, should have a shade or cover.										
LIGHTING HEATING AND VENTILATION: - LIGHT BULB CONVERSION	Standard Meets no further action required	<table border="0"> <tr> <td>Energy Saving Bulb</td> <td>Ordinary Light Bulb</td> </tr> <tr> <td>20 WATT – 23 WATT</td> <td>100 WATT</td> </tr> <tr> <td>15 WATT – 18 WATT</td> <td>75 WATT</td> </tr> <tr> <td>11 WATT – 13 WATT</td> <td>60 WATT</td> </tr> <tr> <td>9 WATT</td> <td>40 WATT</td> </tr> </table>	Energy Saving Bulb	Ordinary Light Bulb	20 WATT – 23 WATT	100 WATT	15 WATT – 18 WATT	75 WATT	11 WATT – 13 WATT	60 WATT	9 WATT	40 WATT
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BEDROOM ACCESSORIES	Standard Meets no further action required	These are NOT requirements but, if they are provided, their quality, range, presentation and ease of use will be taken into account in the assessment. Examples include: ingredients and equipment for making hot drinks, digital TV, iPod docks, Wi-Fi access, hairdryer, in-room information, telephone, fruit, sweets, complimentary bottled water, fresh flowers or plants, reading material, clothes brushes, mending kits, biscuits, hot water bottles, fridge, tissues etc.										
BEDROOM BEVERAGE MAKING FACILITIES	Standard Meets no further action required	If there are no facilities for making hot drinks in the bedroom and they are not available on request, a service of hot drinks should be available morning and evening. Where in-room facilities are provided, for safety reasons it is unacceptable for kettles to be boiled on the floor. Fresh milk should be available on request and ingredients for making hot drinks should be wrapped or kept in lidded containers.										
BEDROOM TELEPHONES WHERE PROVIDED	Standard Meets no further action required	When telephones are provided, all the call charges must be clearly indicated. It is generally expected that you will provide, as a minimum, the following information to guests: - The cost of one 5 minute local call at peak rate. The cost of one 5 minute local call at off-peak rate. The cost of one 5 minute long-distance call at peak rate. The cost of one 5 minute long-distance call at off-peak rate. The cost of one 5 minute international call at peak rates, e.g. USA. The cost of one 5 minute international call at off-peak rate, e.g. USA. In addition, an explanation of what constitutes a local and long-distance call should be given and a clear explanation of peak and off-peak.										