



## Quality Standards Report

Minimum Requirements All Star Ratings		
<b>PUBLIC BATHROOMS</b>	Standard Meets no further action required	Access to bath/shower rooms from a bedroom through a lounge; dining room etc. is not acceptable. No charge should be made for the use of these facilities. In addition to the requirements listed before under 2.5.5 Fixtures and fittings for all bath/shower rooms, all public bathrooms and/or shower rooms should have: Heating. A bathmat that is changed daily. Soap as well as the soap provided in the bedrooms. Hand drying facilities. All public bathrooms need to be well lit.
<b>BATHROOMS FIXTURES AND FITTINGS</b>	Standard Meets no further action required	All bath and/or shower rooms should have: A bath or shower. A lidded WC, a toilet roll holder with toilet paper. A soap dish with fresh soap provided for each new guest. If liquid soap dispensers are used, you need to pay particular attention to their cleanliness and hygiene. A covered bin/open bin with sanitary disposal bags. An internal lock/bolt (not for en suites). Separate private bathrooms need a lock and key so that the guest has sole use and can confidently leave their belongings in the bathroom. Appropriate flooring. Best practice suggests that washable flooring is more hygienic than carpeting. Opaque window curtains or blinds for privacy and comfort. An extractor fan for adequate ventilation or a window that opens and adequate heating.
<b>BATHROOMS FIXTURES AND FITTINGS</b>	Standard Meets no further action required	All bathrooms with an external window must have heating. A hook for clothes. A non-slip bathmat should be available on request when shower trays and baths are not non-slip. A towel rail or equivalent. A radiator is not acceptable, but a towel ring or a hanging rack on a radiator is. A clean hand and bath towel for each guest. Unless there is a clearly advertised environmental policy they should be changed at least every three days. A clean bathmat for each new let. An electric razor point or adapter available within easy reach of the mirror. This may be located in a bedroom or bathroom. All bathrooms need to be well lit by a covered light. Hot water for bathing should be available at all reasonable times.
<b>PUBLIC AREAS GENERAL</b>	Standard Meets no further action required	There should be a dining room or breakfast area available unless meals are only served in bedrooms, in which case guests need to be told of this when they book. Where televisions are not provided in the bedrooms, there should be access to a lounge that has comfortable easy seating and a colour television at no extra charge. If you have a Peace and Quiet policy that is clearly advertised in your brochure and/or on your website, and guests are advised at the time of booking, a dispensation may then be made at the discretion of the assessing body. A payphone should be provided or guests should, on request, be able to make or receive phone calls on the proprietor's own telephone. A charge may be made for this facility. Corridors and stairs should be in good repair and free from obstruction. The levels of lighting in all public areas should be adequate for safety and comfort. Stairways and landings should also have sufficient light at night. All public areas should have an adequate level of heating. (Applies to all Star Ratings)
<b>BUILDINGS, APPEARANCE AND MAINTENANCE</b>	Standard Meets no further action required	Buildings, their fixtures, fittings and exterior decor must be maintained in a sound, clean condition and must be fit for the purpose intended. All electrical or gas equipment should be safely maintained and in good working order.