

Criteria for Self Catering Classification

INTRODUCTION

The following criteria will have to be met by establishments wishing to use the classification

SELF CATERING

The definition of **SELF CATERING** is as follows:

A property which is let normally on a weekly basis to tenants, which requires no service elements during the time of the guests' stay.

MINIMUM ENTRY REQUIREMENTS

These are the minimum entry requirements for a One Star grade. To obtain a higher quality grade it will be necessary to meet the level of quality and condition specified in the quality indicators for the Star Level desired and any additional requirements specified. For example to obtain a rating of Three Star, all the minimum entry requirements for One Star and Two Star should be met along with any additional requirements for Three Star.

■ Records

- Data Protection
- Immigration Hotel Records
- Consumer Protection

■ Trade Descriptions

- Advertising
- Pricing
- Unfair Contract Terms

Proprietors will be asked to maintain Public Liability Insurance Cover and to provide a signed confirmation, at application and renewal of participation, that the above requirements are being fulfilled.

General Requirements

1 STATUTORY OBLIGATIONS

Fulfilment of your statutory obligations including, but not limited to, those relating to:

■ Safety

- Health and Safety at Work
- Fire, Gas and Electrical Safety
- Electrical Appliance Testing
- Product Safety
- Bunk bed regulations
- British Standards applying to items such as cots, high chairs and play pens.

■ Premises

- Planning Permission
- Private Water Supplies
- Housing
- TV Licensing

■ Discrimination

- Sex Discrimination
- Race Discrimination
- Disability Discrimination

2 GENERAL MISCELLANEOUS

In assessing the acceptability of 'enclosed' floor area available, assessors will take account of usable space around furnishings and fittings. It is unlikely that the minimum requirements will be met where accommodation is less than the following:

18.60 sq.m (200 sq. ft.) for a 2 person unit plus 7.40 sq.m (80 sq.ft.) for each additional person normally accommodated. Enclosed floor area includes living, sleeping, cooking and bathroom areas. Consideration should be given to freedom of movement, the ceiling height for the major part of the room to be sufficient for a person of 183 cm (6 ft) to move around without stooping. Sloping eaves and roofs are acceptable providing these do not restrict guests' movements to an unacceptable degree.

Additionally, for a Star Level higher than the base level of One Star, floor area available will need to be greater with significantly more usable space around furnishings and fittings.

There must be reasonable space for movement in bedrooms/sleeping and living room areas and for easy access to beds, doors and drawers.

Doors and drawers to be fully openable. Account should be taken of space needed for convertibles, e.g. bed settees.

All fixtures, furniture, furnishings, crockery and cutlery to be adequate for the maximum number of occupants, including any extra sleeping accommodation.

Additional requirements to meet:

For non – self contained units, the following would apply:

One Star

All facilities to be for the sole use of one unit.

Two Star

There should not be no more than one non-self contained unit on each floor.

Three Star

Non self-contained units where there is only one unit and guests have sole use of the upper floor are acceptable up to a Three Star level.

Four Star

All units must be totally self contained. What does self contained mean? A self contained unit must have bedrooms, bathrooms, public areas and kitchen all contained behind one main door, where occupants have sole access.

All Self Contained Properties:

Five Star

No coin meters or smart card systems for fuel payment. However meter readings are acceptable.

An additional two items from the following list should be provided:

- Tumble drier
- Telephone capable of making and receiving calls (prepaid credit mobile acceptable)
- Hi – Fi
- Video recorder
- DVD player

3 MAINTENANCE

All electrical and gas or oil fired equipment must meet all relevant statutory obligations (see general requirements), must be safely maintained, in good working order and serviced regularly, as appropriate.

Fixtures, furnishings, floor coverings and fittings must also meet all relevant statutory obligations, particularly in relation to fire safety (see general requirements). These must be maintained in a sound, clean condition and be fit for the purpose intended.

The exterior should be free from hazards on roads and pathways and the building itself.

4 HEALTH, SAFETY AND SECURITY

A high degree of general safety and security maintained, including information on procedures in the event of an emergency.

If the proprietor is not resident on the premises, his/her name, address and telephone number or that of his/her agent, who must have a set of keys, to be prominently displayed. Together with clear details of how to summon the assistance of the emergency services.

Prominently displayed printed details of how to summon the assistance of emergency services to be provided e.g. doctor, dentist, location of nearest payphone and casualty unit and vets (if pets accepted).

All units to be provided with suitable refuse disposal arrangements as required by the Local Authority. Dustbins, where provided, must have lids. Arrangements for refuse collection to be specified and prominently displayed.

Occupiers to be provided with a key to the entrance door of their unit, and where applicable a key giving access to the building and any other relevant facilities.

At least one smoke alarm (battery or hard wired) to be provided in all units, situated appropriately within a hallway or landing area. Larger units or those with a more unusual layout may require more than one alarm.

Adequate levels of lighting at night for safety and comfort in all public areas, including on stairways and landings and in car parks and paths/steps to the property at night, should be provided.

Electricity should be available (not necessarily mains supply). Where it is not, this must be stated. Voltage to be stated if not on mains.

Where electricity is available, an adequate number of power sockets to be provided, commensurate with the number of electrical appliances provided.

Some form of emergency lighting to be available, e.g. torch or night-lights. Candles are not acceptable.

Cleanliness

5 Cleanliness is of paramount importance to guests, so a high standard of cleanliness must be achieved and maintained throughout the property. Particular attention must be given to kitchens, bathrooms, shower rooms and toilets and items involving direct contact for guests, such as bedding, linen, towels, baths, showers, washbasins, WCs, flooring, seating, crockery, cutlery, glassware, kitchen utensils and equipment.

It is the proprietor's responsibility to ensure that all properties are thoroughly cleaned throughout, before each new let, irrespective of whether the guests have cleaned it prior to departure. Any broken or damaged items should be replaced.

Exterior

6 APPEARANCE OF BUILDINGS

Buildings maintained in a sound, clean condition and fit for the purpose intended. Entrance adequately lit.

7 GROUNDS AND GARDENS

Gardens and/or open areas that are part of the unit maintained in good order.

Where gardens are available then garden furniture should be provided.

If the property has ancillary areas, the facilities provided will be taken into account in the assessment of the establishment. They should be well surfaced, in good condition and adequately lit.

Management Efficiency

8 BOOKINGS AND PRICES

To make clear to guests exactly what is included in the prices quoted for the property including service charge, taxes and other surcharges, e.g. electricity, fuel, linen, towels, cots etc. Where VAT is applicable, all prices to be shown inclusive of VAT at standard rate.

Full details of accommodation, including sleeping arrangements and bathroom (whether it is equipped with a bath or a shower) provided in writing or printed form in advance of normal booking. Where sleeping accommodation is provided by means of bed settees, wall beds, 'Z' beds, camp beds etc., in addition to the bedroom accommodation, the type, size and number of bed spaces to be clearly indicated.

Details of any in-house policies, e.g. no smoking, no pets must be communicated at time of booking. If requested, allow guests to see the property before booking. If property is occupied, this may not be possible.

A printed (or type written) brochure or information leaflet to be available. A floor plan is encouraged. Arrangements for access communicated pre-arrival.

Prospective guests should be made aware, prior to booking, of charges for additional services or facilities available, including cancellation terms, housekeeping and/or breakage deposits.

Visitors advised at the time of booking or subsequently in the event of any change in booking details.

Prices quoted at time of booking not exceeded.

Visitors provided with details of payments due and a receipt if required.

The receipt to be clearly presented and well laid out.

The following information readily available prior to booking:

- **Car parking arrangements near unit**
- **Arrangements for pets**
- **Distance of unit from nearest shop(s), etc.**
- **Distance of unit from nearest public transport**

- **Nature of water supply, if not mains (or water supply meets all statutory regulations for drinking water)**
- **Types of energy supply if not electric**
- **Electricity voltage, if not standard**
- **A map and/or directions provided showing the location of the unit on booking or with brochure. (This may be provided in more detail after booking)**

9 GUEST AND TOURIST INFORMATION

Tourist Information to be available.

Public Areas (Living and Dining Areas)

10 GENERAL

Dining table and seating facilities for the maximum number of occupants.

Where there is a functional open fireplace, a fireguard, poker, hearth brush, tongs, shovel, fuel container and ashes bucket provided.

Easy chair and/or sofa seats provided, sufficient for the maximum number of advertised occupants.

A colour TV to be provided where a TV signal is available, at no extra charge. Where terrestrial TV channels are not available every effort should be made to provide an alternative such as satellite TV.

Non-flammable waste paper bins provided in living areas.

Four Star:

All easy seating to be provided in the main lounge/ lounges

Five Star:

Please refer to requirements under general miscellaneous.

11 FLOORING

All rooms/areas, passages and staircases must have suitable finishes or coverings.

12 FURNITURE, FURNISHINGS AND FITTINGS

All exterior windows in living areas fitted with opaque curtains, blinds or shutters. Glass in exterior/interior doors will also require covering where the lounge is used for sleeping or where lack of privacy could be an issue. (The apex of an 'A' framed window and

roof light windows require to be curtained only where the lounge is used as sleeping accommodation).

Where there is sleeping accommodation in living areas, there must be adequate storage for bedding and guests' clothes.

13 HEATING AND VENTILATION

Adequate means of heating must be available at all times which will mean heating will be provided in living areas. (Free standing paraffin and Calor gas heaters are discouraged for safety reasons)

Heating should normally be under guests' control.

All living room areas to have at least one window opening directly into the open air.

14 LIGHTING

All living areas must be adequately lit and lights must have shades (unless bulbs are decorative e.g. candle. Minimum lighting levels 140 watts (cumulative) or low wattage equivalent for living areas. Greater wattage and range of lighting will be expected in larger rooms.

Bedrooms

15 FLOORING

All rooms must have suitable floor finishes or coverings.

Non-slip rugs or carpets provided at bedsides.

16 FURNITURE, FURNISHINGS AND FITTINGS

A bedside table/shelf and light for each permanent bed, including bunk beds (twin beds may share a table and light and top bunk to have light, but shelf provided only where safe to do so).

Non-flammable waste bins to be provided.

A dressing table (or equivalent) with mirror, wardrobe or clothes hanging rail and adequate drawer space in each unit, in at least one double or twin room, to be provided. Hooks on backs of doors etc are not acceptable, garments should be able to hang free.

Six hangers per person. Wire hangers are not acceptable. (Shelf space is an acceptable alternative to drawers).

Also required for Three Star:

Bedside table or shelf and light for each occupant (twin beds may share). For bunk beds a light per occupant is required and a shelf for the top bunk should be provided, except where it is not safe to do so.

17 BEDS AND BEDDING

Single beds: 183 x 76 cm/6' x 2'6" } Min.
Double beds: 183 x 1200cm/6' x 4' } size

At least one adult room without bunk beds. i.e. one bed for adults which is not bunk beds.

All mattresses sprung or foam or similar quality and in sound condition.

Bedding supplied in sufficient quantity i.e. bedspread and two blankets per bed, or one duvet of suitable tog rating, and two pillows per person. For winter, late or early season letting, the amount of bedding should be increased. Bedding clean and well aired.

A mattress protector or under blanket fitted to all beds. (Plastic or rubber mattress protectors are not acceptable for normal use. Where a rubber cover is provided for children, it should be as an optional extra in addition to the normal mattress protector).

Where linen is provided, it should be changed for all new occupants and weekly change offered during the letting period. Spare linen and bedding available on request. Sheets must be poly-cotton or cotton.

Where a bedroom is accessed via another bedroom, then this must be clearly advertised in the brochure

Where a bathroom is accessed via a bedroom, then these units must be designated, and advertised in the brochure, as only being suitable for single family occupation.

Additional requirements to meet:

Two Star

All beds to be full size (except those clearly specified in brochures etc as being for children's use; or bed settees)

Adult single 190 x 90 cm/6'3" x 3' } Min.
Adult double 190 x 137 cm/6'3" x 4'6" } size
Child size 183 x 76 cm/6' x 2'6"

Three Star

All double beds to have access to both sides.

Bed linen available with or without extra charge. (Cot bedding not included).

Four Star

All advertised sleeping spaces are to be in bedrooms only. (Where studio flats are clearly advertised as such, an exemption will be made to this).

Bed linen provided and included in the hire charge. Beds must be made up for guest's arrival.

Five Star

All beds are to be full sized beds including beds for children (excludes 'Z' beds used on a temporary basis for children only.)

It is unlikely that where a bedroom or bathroom is accessed via another bedroom that this would ever achieve Five Star.

18 GALLERIED BEDROOMS

Where a property accommodates only two people, any grade can be achieved. The galleried bedroom must be advertised as such in the brochure.

Where the property accommodates more than two guests and there is a galleried bedroom, this must be clearly advertised in the brochure. The highest grading that could be achieved is Four Stars. This is due to lack of privacy, light exclusion and noise interruption.

19 HEATING AND VENTILATION

Means of heating must be available at all times which will, in most cases, mean heating to be provided in each bedroom. All bedrooms to have at least one window opening directly into the open air; windows to have opaque curtains, blinds or shutters.

20 LIGHTING

All bedrooms must be adequately lit and lights must have shades. Minimum lighting levels 140 watts (cumulative) or low wattage equivalent. Greater wattage and range of lighting will be expected in larger rooms.

Bathrooms and WCs

21 GENERAL

All units to have at least one bathroom and WC for every eight guests. The bathroom to be equipped with a bath or shower, bathmat, towel rail (pegs and hooks are not accepted),

shelf or flat surface and washbasin. Where the base of the bath or shower is not anti-slip then a non-slip mat must be available. Soap dish to be provided in showers.

Where no bath is available, this must be indicated in the brochure.

Unless ensuite, access through a bedroom to the bathroom is not normally acceptable, except where the unit is for single family occupation.

Washbasin in main bathroom is a minimum of 36cm x 24cm internal (14" x 9"), although a standard size wash basin is always recommended where space allows. (Additional basins offered in ensembles or separate WC's where basin in main bathroom complies, could be of a smaller dimension).

A mirror above or adjacent to the wash basin.

All units to have at least one WC equipped with toilet paper and holder, toilet brush, and disposal bin with sanitary bags, or a lidded bin.

All windows to have opaque curtains, blinds or shutters. (Glass doors to bathrooms and WC's must also have opaque curtain or blind)

A means to provide hot water available at all times.

A lock or bolt to be provided on all bathroom/WC doors.

Shaver point adjacent to mirror, preferably with light. An adapter is acceptable alternative provided elsewhere in the unit, providing it can be used close to a mirror.

Additional requirements to meet:

Three Star

Where more than six guests are accommodated a shower should be available. This must be hands free, but can be fitted over a bath e.g. mixer tap.

Four Star

Extra WC and washbasin (which may be in another bath/shower room) to be provided if the unit sleeps more than six. Bathroom ratio of 1:6 to be provided.

Towels (one hand and one bath towel per person) available with or without extra charge.

Five Star

Bath and shower available. (Exceptions may be made for level entry showers built specifically for use by guests with mobility impairment.)

Extra bath or shower, toilet and washbasin, if more than 6 guests accommodated. Ratio to be maintained e.g. 12 guests require 2 bath or shower rooms with WC and basin (one may be ensuite).

Towels provided and included in the hire cost.

22 FLOORING

All bathrooms/WCs must have suitable floor coverings. Consideration should be given to the suitability of floor coverings for hygiene and housekeeping reasons

23 HEATING AND VENTILATION

Heating to be provided in all bathrooms where there is an external window. A heated towel rail is acceptable. Heated light bulbs are discouraged.

All bathrooms and WCs to have an opening window or Local Planning Authority approved ventilation system.

24 LIGHTING

All bathrooms/WCs must be adequately lit and all lights must have shades or be suitably protected.

Kitchen

25 GENERAL

A cooker with an oven, with at least two shelves, a grill and at least 4 boiling rings that may be used simultaneously with the oven or grill. If 2 people only are accommodated then a two boiling rings plus oven and grill must be provided. For any larger numbers i.e. 12 or more, accommodated, it is anticipated that additional cooking facilities will be provided.

A microwave is an acceptable alternative for one boiling ring. A combination microwave (oven, grill and microwave) is acceptable as a grill or oven, provided that a three-ring hob is also available separately.

Cookers to be clean and in sound condition and functioning properly.

A microwave oven to be provided and microwave cookware or compatible crockery provided.

A refrigerator with an ice making compartment (unless a freezer is also provided).

A sink equipped with a draining board, dish drying rack, hot water and cold drinking water supply to be provided.

At least one hygienic work surface.

An opening window or local Planning Authority approved ventilation system. Opaque curtains, shutters or blinds on external glass doors and windows.

A covered waste disposal bin to be provided, with liner.

A fire extinguisher designated as suitable for kitchen fires, or fire blanket to be readily available. This should ideally be between the cooker and the door, and wall mounted. Storage in a cupboard or over the cooker is not acceptable. It could be sited outside the kitchen, provided it is quickly and easily accessible.

Storage space suitable for food.

Vacuum cleaner provided in each unit, unless daily cleaning service provided.

Where a dishwasher is provided, crockery and utensils should be dishwasher safe. Extra crockery should also be provided, so dishwasher does not have to be operated at each mealtime.

Sufficient storage space for crockery, cutlery, kitchen and cleaning equipment provided.

Additional requirements to meet:

Four Star

Access to washing machine if not in the unit. Ratio of 1 machine to every 5 units. 24 hour return laundry service also acceptable.

Freezer space available (** icebox in a fridge is acceptable). Ratio of 1 large freezer to 5 units on a multi-unit site is acceptable. On multi-unit sites thought should be given to security of each property's food items.

Five Star

Freezer provided within the unit (icebox not acceptable at this level).

Dishwasher provided within the unit (consider size for number the unit accommodates).

Washing machine provided in the unit or 24-hour return laundry service with uplift and delivery.

26 FLOORING

All kitchens must have suitable floor finishes or coverings. Consideration should be given to the suitability of floor coverings for housekeeping and hygiene reasons.

27 HEATING AND VENTILATION

Adequate means of heating must be available at all times which will, in most cases, mean heating provided in the kitchen, if large or separate. There should be an opening window or local planning authority approved ventilation system.

28 LIGHTING

Kitchens must be adequately lit and all lights must have shades or be suitably protected. As guidance, minimum lighting levels, 140 watts (accumulative) or low wattage equivalent. Greater wattage and range of lighting will be expected in larger rooms.

KITCHEN INVENTORY

Consideration should be given to the number of items provided in respect of guest's visitors and the minimum and maximum number of occupants

Per Person

Matching crockery

Bowl – cereal or soup

Plate – large and small

Egg cup

Mug

Teacup and saucer

Tumblers – large and small

Wine glass

Knives – table and side

Forks – table and dessert

Spoons – soup, dessert and tea

(It is acceptable to provide double the amount i.e. two of each rather than table and or side/dessert)

Per Unit

Ashtrays – if smoking permitted

Baking tray or tin

Basic clothes drying facility – line or rack

Biscuit or cake tin or storage container

Bread board or chopping board

Bread bin

Bread knife

Broom

Bucket

Butter dish

Cafetiere

Coffee maker

Casserole dish with lid

Carving knife, fork and dish

Cleaning agents including washing up liquid – appropriate to equipment supplied

Clothes pegs – at least 24

Colander

Condiment set

Corkscrew and bottle opener

Cutlery box or drawer divider

Dish cleaning cloths

(Changed for each new let)

Door mat at exterior doors

Duster

Dustpan and brush

Fish slice

Floor cloth and/or mop

Frying pan

Grater

Ice making tray

Iron and ironing board (1:5 in multiple units and readily available)

Kettle – automatic electric

Kitchen scissors

Ladle

Measuring jug

Milk jug

Mixing bowls – large and small

Mug rack

Oven cloth or mitts

Oven roasting tray

Pie dish

Potato masher

Potato peeler

Saucepans – large, medium, small with lids (Two additional large saucepans if 8 or more guests are accommodated)

Serving dishes x 4 (to include salad bowl and vegetable dishes)

Sieve

Spare light bulbs (at least one for each type used)

Sugar basin

Table cloth (or one place mat per person)

Teapot

Tea towels with hooks, rail or suckers

Tin opener

Toast rack

Toaster

Tray

Vacuum cleaner

Vegetable knife

Washing up bowl with brush or sponge

Water jug

Whisk

Wooden/plastic mixing spoon



Copyright VisitScotland 2009