

## Criteria for Serviced Apartments Classification

### INTRODUCTION

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

The definition of SERVICED APARTMENTS is as follows :-

Serviced Apartments are normally located within one building and usually in city centre locations. They will be equipped with a kitchen facility or offer a meal service in the apartment or communal location. All will provide a cleaning service on 5 or 7 days per week.

### General

#### 1 SAFETY AND SECURITY

The entrance should be clearly identified.

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

In addition there must be printed details of how to summon the assistance of emergency services.

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

Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night should be provided.

#### 2 CLEANLINESS

A high standard of cleanliness should be maintained throughout the property. Properties must be thoroughly cleaned between each let.

Particular attention should be given to bathrooms, shower rooms and toilets.

#### 3 MAINTENANCE

Buildings, their fixtures, furnishings, fittings and exterior and interior decor, must be maintained in a sound clean condition and must be fit for the purpose intended.

All electrical equipment should be safely maintained and in good working order.

#### 4 ANNEXES

Where an establishment has an annexe, the facilities provided in the annexe will be taken into account in determining the overall suitability of the establishment. Paths or passageways to the annexe must be in good condition, well surfaced and adequately lit.

Visitors must be advised at the time of booking and subsequently of any change, if the accommodation offered is in an unconnected annexe, or has separate external access. The location of such accommodation should also be indicated.

#### 5 RESERVATIONS AND PRICES

There should be friendly and efficient service appropriate to the style of accommodation. All enquires, requests, reservations, correspondence and complaints from visitors should be handled promptly and courteously.

It should be made clear to visitors exactly what is included in the prices quoted for accommodation, meals and refreshments, including service charge and other surcharges e.g. credit cards. A leaflet or brochure should be available. The price agreed at the time of booking must not be exceeded and **all** prices must include VAT. **All** accommodation providers, irrespective of the size of business, should display the following in the entrance or reception area.

- Current prices of cheapest and most expensive single room
- Current prices of cheapest and most expensive twin or double room
- Current prices of cheapest and most expensive family room, i.e. a room for more than two people, specifying number of people that can be accommodated in each
- Prices may be displayed either "per room" or "per person"
- Prices must be displayed inclusive of VAT
- Where a single supplement applies this must be indicated

Details of charges, if any, for additional services or facilities available and full details of the establishment's cancellation policy should also be made clear to guests at the time of booking. This includes telephone, fax and email communication, as well as in brochures.

The amenities, facilities and services provided by the establishment, whether by advertisement, brochure, word of mouth or any other means should be described fairly to all visitors and prospective visitors. Details of any in house policies e.g. no smoking, should be communicated at the time of booking. Visitors should be allowed to see the accommodation if they wish before booking.

Prospective guests should be told of any seasonal closure, major refurbishment work in progress.

Prospective guests should be confident that their booking has been recorded accurately.

## 6 ADMINISTRATION

To provide each visitor details of payments due and a receipt if required.

The receipt should be clearly presented and well laid out.

## 7 STATUTORY OBLIGATIONS

To fulfil the statutory obligations (and amendments), where applicable, including:

- Fire Precautions Act 1971
- Price Display Orders 1977/79
- Food Safety Act 1990
- The Hotel Proprietors Act 1963

- Licensing (Scotland) Act 1976
- The Health & Safety Act 1974
- Trade Descriptions Act 1968
- Furniture & Furnishings (fire) (safety) regulations 88 (amended 1996)
- Disability Discrimination Act 1995
- Consumer Protection Act 1997
- The Race Relations Act 1976

### ***Establishments must also maintain Public Liability Insurance Cover.***

Cots, high chairs (with harness), play pens, electrical goods etc. should meet all current BS Standards.

Our representative may require to see evidence that these requirements are being fulfilled.

## 8 MANAGEMENT

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 complete set of keys, must be prominently displayed, together with those of emergency services.

An inventory of equipment must be available.

All exterior and interior decorations, furnishings, floor coverings and fittings must be maintained in good condition.

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

Basic clothes drying (e.g. clothes horse) and ironing facilities must be available.

A laundry service should be available in addition to ironing and drying facilities.

Gardens and/or open areas in the vicinity of units must be maintained in good order.

A printed (or typewritten) brochure must be available.

## 9 INFORMATION FOR HIRERS

Full details of accommodation, including sleeping arrangements, should be 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 and number must be clearly indicated. In addition, the following information must be readily available:-

Car parking arrangements near unit.  
Arrangements for pets.  
Where or not arrangements can be made for advance ordering of groceries and other provisions.  
Distance of unit from nearest shop(s), post office etc.  
Distance of unit from nearest public transport.  
Nature of water supply if not mains.  
Type of energy supply if not electric.  
Electricity voltage, if not standard.

A map and/or directions should be provided showing the location of the unit.

Price lists must clearly show cost of "extras" and refundable deposits, if payable. Where VAT is applicable, all prices should be shown inclusive of VAT at the standard rate.

## **10 GENERAL/MISCELLANEOUS**

All apartments must be self-contained.

Bedroom telephones should be provided where appropriate to the market. Where they are not provided, guests must be informed.

Where bedroom telephones are installed, establishment should indicate typical charges, to include examples of costs per unit and the length of time that unit represents, for peak and off peak rates.

Telephone rate cards, in rooms, should state the date the telephone tariff information was gathered.

In addition to the above the times that apply to off peak calls should also be shown.

All in-room phones should display the restaurant/reception telephone number, together with the extension or bedroom number.

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

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

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

All rooms/areas, passages and staircases must be adequately ventilated.

All living rooms/areas and bedrooms must have at least one window opening directly into the open air.

Non-flammable waste paper bins must be provided in bedrooms and living rooms.

Tourist Information must be available.

Some form of emergency lighting must be available e.g. torch, safety candles (i.e. night lights) and matches.

There must be adequate storage space for crockery, cutlery, kitchen and cleaning equipment.

## **11 CURTAINS/BLINDS**

All windows in living areas, bedrooms, bathrooms and kitchens must be equipped with opaque curtains or blinds. This also applies to skylights and roof lights in bedrooms to exclude light, and for privacy in bathrooms, where appropriate.

Apex windows in chalets only require to be curtained where the lounge is used as sleeping accommodation or view is given directly into an upper bedroom.

## **12 HEATING**

Adequate means of heating the apartment must be available at all times (taking into account seasonal variations) which will in most cases mean heating to be provided in living area, each bedroom and bathroom.

## **13 LIGHTING**

All bedrooms/sleeping areas, living rooms/areas and kitchens must be adequately lit and all lights must have shades or mantles suitably protected. Minimum

lighting levels: 120 watts or equivalent in bedrooms, living room and kitchen.

All passages, corridors and staircases must be adequately lit for the safety of occupants.

## 14 MINIMUM DIMENSION

Apartments should have "an enclosed" floor area (i.e. not including balconies etc.) of not less than 200 sq. ft (18.60 sq. m) for a 2 person unit plus 80 sq. ft (7.40sq. m) for each additional person normally accommodated in bedrooms. The enclosed floor area includes living, sleeping, bathroom and kitchen area (if provided). Consideration should be given to freedom of movement. Account should be taken of space needed for convertibles e.g. bed settees.

Please note this is a minimum, and any property of these dimensions will not be able to satisfy the requirements for a higher quality grade. At 4 and 5 stars a higher level of general ambience and spaciousness will be required in all areas.

## 15 POWER SUPPLY

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

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

Where accommodation consists of 8 or more units, a payphone (which need not accept incoming calls) must be available unless a phone is provided in each unit.

## 16 BEDROOMS

### Minimum bed sizes

Adult Single	190 x 90 cm/6'3" x 3'
Adult Double	190 x 137 cm/6'3" x 4'6"
Child Size	183 x 76 cm/6' x 2'6"

All mattresses must be sprung interior, foam or similar quality, and in sound condition. Bedding must be clean and kept well aired. Nylon sheets are not acceptable.

Bedding must be supplied in sufficient quantity. Spare linen and bedding should be available on request.

Non-slip rugs or carpets must be provided at bedsides if a solid wood floor.

There should be a dressing table or equivalent with mirror, wardrobe (with 4 hangers) or clothes hanging space, and adequate drawer space to be available in each apartment and in at least one adult double or twin room. (Adequate shelf space is an acceptable alternative to drawers).

Any bunk beds provided must be for children only and stated in the brochure.

There should be a bedside table and light for each occupant. Twin beds may share a table and light. Children's beds are exempt from this requirement.

## 17 BATHROOMS/WCs

All apartments must have at least one bathroom equipped with a bath or shower, non-slip bathmat, towel rail, and washbasin (except where washbasins are available in all bedrooms). A mirror must be above or adjacent to the washbasin. Unless ensuite, access through a bedroom is not normally acceptable, except where the unit is for single family occupation. (Minimum size for washbasin normally 14" x 9.5" internal).

All apartments must have at least one interior WC, equipped with toilet paper and holder, toilet brush, and disposable bin with sanitary bags.

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

Means to provide hot water must be available at all times.

A lock or bolt must be provided to bathrooms/WC doors.

Shaver point (preferably with light) adjacent to mirror.

A bath and hand towel provided per person.

## 18 LIVING/DINING ROOM AREAS

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

Where there is a functional open fireplace; fireguard, poker, hearthbrush, tongs, shovel, fuel container and ashes bucket must be provided.

A TV should be provided at no extra charge. Where there is no signal or no TV is provided for other reasons, this must be advertised to guests.

An easy chair and/or sofa seats should be provided sufficient for the maximum number of advertised occupants.

## 19 KITCHEN

*(Note:- Some Serviced Apartments may not have a kitchen. Where this is the case it should be made clear in any advertising and a meal service must be offered).*

There should be a cooker with an oven and a grill with at least three boiling rings that may be used simultaneously with the oven or grill. If six or more people are accommodated then a four ring cooker must be provided. Cookers must be clean and in sound condition and functioning properly.

The refrigerator should have an ice making compartment unless a freezer is also provided.

There should be a sink equipped with a draining board, dish drying rack, hot water and cold drinking water supply.

There should be at least one hygienic working surface.

There should be an opening window or Local Planning Authority approved ventilation system.

A covered waste disposal bin must be provided.

There should be a fire extinguisher, designated as suitable for kitchen fires, or fire blanket 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.

A smoke alarm is recommended.

There should be storage space suitable for food.

## 20 RECEPTION

There will normally be a reception area or office where guests will register. Once guests are registered they should have access to the establishment and their apartment at all times.

Proprietor and/or staff to be available generally throughout the day.

## 21 HOUSEKEEPING/SERVICE

All apartments must be cleaned daily and all beds made daily.

All bed linen and towels (including duvet covers where appropriate) should be changed once every 4 days and for each new let.

Basic requirements applicable to all properties.

Note :- If a kitchen is not provided then only the bedding requirements will apply.

### One per person:-

Knife, fork, (table and dessert), spoon (tea, soup, dessert), plate (large and small), teacup and saucer, mug, cereal/soup/dessert bowl, tumbler, wine glass, egg cup, table spoon (to a maximum of four). Tea and dinner service must each be of matching patterns.

### Per bed :-

One underblanket, two blankets and a bedspread, or one duvet (and cover) of suitable tog rating, two pillows per person.

Additional blankets to be available for non-summer lettings and traditionally colder areas.

**One per unit:**

Breadbin  
Sieve  
Bread Board and a  
Chopping Board  
Automatic Electric Kettle  
OvenCloth/Mitt  
Table Cloth (or one placemat  
per person)  
Tray  
Washing Up Bowl with  
Brush or Sponge  
Biscuit/Cake Tin  
Butter Dish  
Condiment Set, (two pieces)  
Mixing Bowl  
Milk Jug  
Measuring Jug  
Teapot  
Toast Rack  
Water Jug  
Cutlery Box or Drawer Divider  
Breadknife  
Carving Knife, Fork and Dish  
Corkscrew and Bottle Opener  
Fish Slice  
Grater  
Kitchen Scissors  
Ladle  
Potato Peeler  
Potato Masher  
Sharp Vegetable Knife  
Tea Strainer  
Whisk  
Wooden Spoon  
Baking Tin/Tray  
Casserole Dish and Lid, adequate size  
Colander  
Frying Pan  
Saucepans (large, medium, small)  
One Additional Large Saucepan  
(if six or more people accommodated)  
Oven Roasting Tray  
Pie Dish  
Slotted Draining Spoon  
KNIFES SHOULD BE SHARP ENOUGH FOR THEIR INTENDED USE

**General:-**

Broom  
Cloths  
Bucket  
Cleaning Agents  
12 Clothes Pegs  
Duster  
Dustpan and Brush  
Floor Cloth  
Spare Light Bulbs  
Door Mat  
Washing Up Liquid  
Dish cloths  
Ice Tray  
Cafetiere/Coffee maker  
Sugar Basin

**Two per unit:-**

Vegetable dishes  
Ashtrays (if smoking permitted)

## ADDITIONAL REQUIREMENTS AT 4 AND 5 STAR GRADES ARE :-

### 4 Star

Extra toilet and washbasin (and bath or shower) to be provided if unit is capable of taking more than 6 guests.

### 5 Star

Toilet, washbasin, bath and shower provided and extra toilet, washbasin, bath or shower if unit capable of taking more than 6 guests.

TV and video, and/or satellite/cable TV  
Microwave  
Dishwasher  
Freezer  
Telephone  
Hi-fi  
Washing machine and dryer in unit

Provision of the following key facilities and services will be verified by the Quality Advisor. The symbols representing these facilities and services can be used in any advertising placed by the operator and will feature in VisitScotland publications at our discretion.

-  Payphone available
-  Ensuite bath and/or shower room(s) in unit
-  Washing machine
-  Laundry facilities on site
-  Telephone in unit
-  Hi-fi
-  Video
-  TV in unit
-  Satellite/cable TV
-  No TV
-  Tumble dryer
-  Dishwasher
-  Microwave
-  Freezer
-  Restaurant
-  Evening Meal
-  Room Service
-  Full alcohol drinks licence
-  Restricted alcohol drinks licence
-  Not all properties have all facilities

