

Serviced Accommodation

Minimum Standards



Property Safety & Legal Liabilities

You have a duty of care to ensure that the property you are letting out is safe.

Please refer to the Quality North Lincolnshire Application Form for details of legal and safety liabilities and responsibilities.

Fire Risk Assessment

- To comply with the Regulatory Reform (Fire Safety) Order 2005 you must supply evidence that a Fire Risk Assessment has been carried out annually. For guidance refer to www.visitengland.org/fire

Public Liability

- Proprietors will be asked to provide evidence that Public Liability Cover is being maintained. Cover of £5m is advised.

Landlord Gas Safe Certificate

- An annual landlord's gas certificate is required if you have gas in your property.

Food Safety / Hygiene

- Registration with North Lincolnshire Council Food & Safety Team is required.

Maintenance

- All electrical and gas or oil fire equipment must meet all relevant statutory obligations, 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. These must be maintained in a sound, clean condition and be for the purpose intended.

Access Statement

- Proprietors will be asked to provide evidence that they have written, and made publically available, an Access Statement – a description of facilities and services offered, specifically in relation to accessibility, to inform people with access needs. For guidance and a free tool refer to www.visitengland.org/accesstatements

Cleanliness

- As the cleanliness of guest accommodation is of paramount importance to the customer, consistent standards of cleanliness are essential. Particular attention should be given to items involving direct contact for guests including:
 - Bedding, linen and towels.
 - Baths, showers, washbasins and WCs.
 - Flooring and seating.
 - Crockery, cutlery and glassware.
 - All bathrooms and shower rooms cleaned daily and checked to ensure appropriate standards of cleanliness.
 - Bathrooms and shower rooms clean and fresh smelling. Particular attention paid to WCs, plugholes, shower curtains, mirrors and extractor fans.

Exterior and condition of buildings

- The main entrance should be clearly identified and the doorway illuminated.
- Any potentially hazardous paths or steps from the parking area, to be illuminated at night.
- All car parks should be adequately lit.
- Buildings, their fixtures, fittings and exterior décor must be maintained in a sound, clean condition and must be fit for the purpose intended.
- Gardens and exterior areas that are part of the unit should be maintained in good order.
- Where gardens are available then garden furniture should be provided.
- Refuse bins and storage areas need to be tidy and well positioned.
- If you have garden ponds, these must be fenced if you take children.
- If you are offering guests accommodation in an unconnected annexe or with separate external access, you must tell them at the time of booking. You must also advise them if there is any change to a booking that involves an annexe of separate external access. You should also tell them where the annexe is.

Bookings and Pre-Arrival Information

- Guests and prospective guests should be given an accurate description of the amenities, facilities and services that your establishment provides – in any advertisement, brochure or any other printed or electronic media used.
- You should make clear to guests exactly what is included in the price you quote for accommodation, meals and refreshments. You must include service charges, taxes and other surcharges. Legally, you should not exceed the price you agree at the time of booking.
- You should explain in detail any charges for additional services or available facilities and cancellation terms, if applicable. If a deposit is required, you need to tell guests at the time of booking, explain how it will be taken and whether or not it is refundable if they cancel.
- When taking a booking you should describe in detail any in-house policies e.g. no smoking policy, payment methods, access restrictions.
- If prospective guests ask to see the accommodation before they book, you must show them if possible.
- You must tell all prospective visitors about any major refurbishment work that might affect their stay.

Guest Arrival, Welcome and Access

- The owner or a member of staff should be on duty during the main arrival and departure periods and during meal times. It is acceptable that the entrance may be locked and the guests may have to ring or knock for access
- Registration of all guests on arrival is a legal requirement.
- Once guests have registered, they should have access to the establishment and to their bedrooms at all times, unless they were previously told about any restrictions. A key or security code may be given for the main entrance.
- You should provide a service that is appropriate to the style of accommodation, and deal promptly with all enquiries, requests, reservations, correspondence and complaints from guests.
- There must be an effective means for guests to call for the attention of the proprietor or staff, who need to be available at all reasonable times (as above). If the proprietor or staff are temporarily off-site or live away from the property, guests must be provided with a means to call for personal assistance 24 hours a day, without the need to use their own mobile phone. The contact telephone number needs to be clearly displayed. If foreign guests are accommodated, consideration needs to be given to the best ways of helping them understand this information, possibly by using symbols and/or diagrams.
- Participants (or their designated representative) must be available to attend promptly in case of emergency.

Guest Payment / Departure

- The means of payment must be clearly detailed to guests i.e. how and where they pay. If payment is requested on arrival then this should be made clear at the time of booking, especially if cash is only accepted.
- You should provide written details of payments due and a receipt to any visitor who requests it. You need to clearly identify the VAT element of the bill where applicable.

Breakfast

- A cooked or substantial continental breakfast should be available. If a cooked breakfast is not available, guests must be made aware at the time of booking and this highlighted on the property website and any third party websites.
- There should be a dining room or breakfast area available, unless meals are only served in bedrooms, in which case guests
- The owner and/or a member of staff should be available at breakfast for responding to the needs of guests e.g. clearing of dishes, replenishing buffet and offering top-ups of tea and coffee.
- Where breakfast is served in bedrooms, service should be of an equivalent or better level than if it were to be served in a breakfast room. This includes service of hot beverages. Customers must be made aware of this at the time of booking and this should be highlighted on the property website and any third party websites.
- It is acceptable to offer a buffet style cooked breakfast.
- All food should be properly cooked and carefully prepared and presented.
- Dietary requirements should be taken into consideration where possible. If requested at the time of booking, there must be at least one vegetarian option available.

Bedrooms

- Bedrooms should have fully fitted carpets or hard flooring.
- Bedrooms must be adequately lit and lights must have shades, unless decorative.
- There should be at least one light controlled from the door.
- A bedside table/shelf and reading light is required for each permanent bed, including bunkbeds (twin beds may share a central bedside table and light, but a shelf should only be provided where safe to do so).
- There should be adequate in-room heating provided.
- All bedrooms must have at least one opening window with clear glass to provide natural light and adequate ventilation. Windows should have opaque curtains, blinds or shutters
- Where blinds are used and they have looped cords, or cords could form a loop, they should be made safe. Safety devices are available to keep the cord or chain securely tidied away.
- There should be reasonable free space around beds, doors and drawers.
- There should be a dressing table (or equivalent) with mirror, wardrobe or clothes hanging rail and adequate drawer space in each unit.
Shelf space is an acceptable alternative to drawers.
Hooks on backs of doors are not acceptable as garments should be able to hang free.
- There should be sufficient hangers per person. At least 6 per guest is suggested. Wire hangers are not acceptable.
- A non-flammable waste bin should be provided.
- A hairdryer should be provided.
- One drinking tumbler should be provided per guest. This should be glass or a wrapped disposable.
- Bedrooms with shared bathrooms must have a towel rail with one hand towel and one bath towel per person.
- In every bedroom there must be printed details explaining to guests how to summon help if there is an emergency during the night.
- If the proprietor or staff are temporarily off-site or live away from the property, guests must be provided with means to call for personal assistance 24 hours a day, without the need to use their own mobile phone. The owner/manager must be available to attend promptly in case of emergency.
- Tourist Information details to be available in all rooms.
- Tea/coffee making facilities should be available and accessible 24 hours, either in bedrooms or in public areas. Self service or vending options in public areas are acceptable.
- Ingredients for making hot drinks should be provided and kept topped up. They should be wrapped or in lidded containers.
- Kettles must be placed on a solid surface. They must not need to be operated at floor level.
- If telephones are provided in rooms, there must be clear information on charges.
- Where a bedroom is accessed via another bedroom, this must be clearly advertised and for family use only.
- Adequate measures should be taken to protect the security of guests and their property. In particular you need to consider the safety and security of guests staying in bedrooms on the ground floor.

Beds and Bedding

- Minimum bed sizes are: Single – 183cm x 776cm/6' x 2'6". Double – 183cm x 120cm/6'x4".
- Beds of 183cm x 75cm/6' x 2" will only be acceptable for children and can only be used as part of a family room.
- There should be at least one bed for adults, which is not a bunk bed.
- All mattresses must be sprung or foam and in a sound clean condition.
- A headboard (or equivalent) should be provided for all permanent beds.
- Bedding should be of good quality and condition. Sheets should be poly-cotton or cotton.
- As a guide each bed should have either:
 - a) two sheets, two blankets and a bedspread or
 - b) a duvet with duvet cover and one or two sheets.
- If duvets are provided, alternative bedding should be available on request.
- It is advisable that two pillows in individual pillowcases are provided per person.
- If feather pillows or duvets are provided, a non-allergenic alternative should be available on request.
- Mattress protectors and pillow protectors to be used on 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.
- All bedding should be clean and in sufficient quantity, according to the season and needs of guests. Spare blankets and pillows should be available on request.
- All bed linen (sheets, pillowcases and duvet covers) should be fresh for each new guest. It should be changed at least once in every week for longer staying guests.
- All beds should be made daily.

Bathrooms

- Bathrooms to be equipped with a bath or shower, bathmat, towel rail, shelf or flat surface and wash basin.
- If there is no bath available, this must be clearly advertised.
- Washbasin to be a minimum of 36cm x 24cm/14" x 9" internal, although a standard size wash basin is always recommended where space allows.
- There should be a mirror above or adjacent to the washbasin.
- There should be a shaver point adjacent to the mirror, preferably with light.
- Where the base of the bath or shower is not anti-slip then a non-slip mat must be available.
- A soap dish must be provided in all showers.
- A means to provide hot water should be available at all times.
- A lidded WC equipped with a full toilet roll and holder, toilet brush and disposal bin with sanitary bags or a lidded bin must be provided.
- All windows must have opaque curtains, blinds or shutters. Glass doors to bathrooms and WCs must also have opaque curtains or blinds.
- A lock or bolt must be provided on all bathroom/WC doors.
- All bathrooms/WCs must have suitable floor coverings for safety reasons, with consideration also given to the suitability for hygiene and housekeeping reasons.
- Heating to be provided in all bathrooms where there is an external window. A heated towel rail is acceptable.

Plus, for separate private bathrooms

- The bathroom should be on the same floor and close to the bedroom.
- The door must have a lock and a key.
- There must be an internal lock or bolt

Plus, for shared bathrooms and toilets

- There can only be a maximum of 6 users of the bathroom, including the owners.
- There must be a separate WC if the bathroom is for more than 4 bed spaces.
- The bath mat must be changed daily.
- Where the shared bathroom is accessed via another bedroom, then these rooms must be designated, and advertised, as only suitable for family occupation.