



# AA Quality Assured Accommodation Programme

## Assessment Report



### Rose Cottage

**Assessment Date:** 19/02/13  
**Assessor:** Vik Balusik  
**Category:** Holiday Home

THE AUTOMOBILE ASSOCIATION OF SOUTH AFRICA NPC  
AA Quality Assured Accommodation Programme  
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*Our Assessor visited your property on 19/02/13 and compiled the following report.*

### Check In

Day visit only. Prompt phone answering, accommodation was arranged, mail replied to by manager John Burton: prompt with communications, calls returned. John as keyholder with a positive, friendly attitude. I was in pleasant manner, warmly welcomed on arrival.

### General Efficiency

Impressions of very good levels of efficiency. An organised approach for dealing with enquiries. Prompt verbal communications. Messages responded to in good time.

### Cleanliness

No serious concerns, or overlooked areas found. Clean and tidy, overall neatness evident. Evidence to attention to detail, methodical cleaning, hygiene. Swept, tidy grounds. Public areas neat and tidy, clean softs, well dusted. Clean window panes, polished window sills, light switches etc. Kitchens, meals preparation areas clean, utensils, cookware neatly stored, in drawers polished cutlery, polished surfaces. Tidy and neat accommodation, well dusted; clean softs, fresh linen: note – number of stained pillows noted. Gleaming bathrooms, high attention to hygiene, detail, grouting sound. All areas well aired, fresh smell.

### Maintenance

All items of furniture, fixtures, fittings, bathroom ware, appliances as tested in working order. No damages, overlooked items found or noted in areas as seen. N.B. few complaints noted from guests regarding geysers.

### Friendliness

Self catering. John with very good level of hospitality and interpersonal skills. Punctual, courteous, well presented, greets guests with with pleasant and positive attitude. Very good first impressions, establishing a good rapport with guests. Guests shown to their rooms, units. Room amenities explained. As discussed luggage assistance can be offered on request.

### Local Knowledge

John will gladly provide information, directions, will suggest places to eat, itineraries, places of interest. Owners compiled and good presentation of information folders in units.

### Service & Efficiency

Day visit only, cannot fully comment. S/catering units. Starter beverages provided. As experienced all requests dealt with pleasantly. As advertised: credit cards facility; laundry service; braai facilities; airport shuttle service.

### Bedrooms Type 1 - Space, Comfort & Décor

Varied design accommodation but of similar standards in 13 different properties under generic Rose Cottage name: Blue Crane, Rieder, Hammerkop, Rooibekkie, Swallow, Suikerbekkie, Mossie, Falcon, Ting Tienke, Flamingo, Albatross, Lorie.

Recently large number of units and facilities remodeled, improved or refurbished to similar comforts standards. Either semi open plan or enclosed bedrooms. Previous prefab accommodation adapted for commercial use. All properties of similar practical domestic traditional or current modern classic, homely level of appointments. Varying in sizes and layouts from very spacious traditional home to good, fair in size cottage design: with no serious obstruction or too limiting access to furniture. Number with more traditional style of lounge suites, tables, seating etc. Large portion of recent, better qualities items of contractual furniture installed. Built in cupboards, very good personal storage in most. Beds varied, not all with headboards. Bedside stands of standard size, one per occupant. Number with recent of very good quality beds and bases or sleigh type, incl new padded modern headboards or older units with bedding in sound condition. Protectors and base frill, Linen: domestic fresh white or matched printed/ornamental polycotton/acrylic linen; 2 standard pillows per person; duvets; spare blankets available. Good to very good bedside lamps: one per occupant, sound lamp shades. Central ceiling lights. Very good daylight levels. Overall good to very good level of comforts. Not all air conditioned. Oil heaters, fans in number of rooms. Flooring: fitted good carpeting or well laid glazed tiles and bedside mats (not at all beds). Decor overall freshly painted white walls or veneer paneled walls; some extra ornamentation, various pictures for good

effect. Number of improvements since last visit.

### **Bathrooms Type 1 - Space, Comfort & Décor**

Varied: domestic traditional to modern home style. Houses with spacious older but well refreshed existing bathrooms en suite in master bedroom or shared in passage for spare bedrooms,. Cottages with various, number recent, modernised; one in bedroom or few small, functional. Overall good standard appointments. Choices of baths or showers. Matching sanitary ware, fittings from modern recent to older in sound order. Limited guests toiletries storage; smaller vanity mirrors in number of bathrooms. Some units with separate enclosed WC. Neat finishes, tiling, fresh grouting. Privacy window curtains in most. No personal toiletries; air freshener, liquid soap; wc brush; 2 ply paper. Fresh towel sets per person, very good. Central ceiling standard basic lighting. Solar geysers installed.

### **Public Areas**

No central premises: each unit with own seating/dining. Varied: number very attractive, comfortable. Some improved recently. From separate lounge rooms to open plan style. Each unit with seating and dining area. Home style, domestic furniture, d/tables with matching seating; occasional seating/suites, cabinetry of modern recent or of older vintage in very good condition, of better qualities. Number of mix and match items: coffee tables, TV stands. Flat panel TV's with limited DSTV range installed. Reading lamps noted. Glazed floor tiling, number with loose plain carpet. Homely minimalist good decor individuality, to owners taste; domestic touches, various extra ornamentation, framed prints etc on the whole pleasant homely atmosphere.

### **Building Exterior**

Varied in sizes, but similar structures design. From free standing to semi detached. More modest, practical single storey holiday homes: minimalist look. Large number improved with large wooden cottage panes windows, doors. Older vintage, simpler in style prefabricated dry walling homes from the dam building era, adapted over time by owners to suit purpose. On the whole surprisingly well built, spacious. Cottages various, similar, with extra entrances of aluminium sliding doors or wooden cottage panes windows/doors. Recently painted, all good with fresh look, minimal if any weathering. Few extra ornamental features.

### **Parking**

Large number of units with shaded, covered parking, close to accommodation or in secure grounds in the open. Paved driveways.

### **Grounds & Gardens**

Varied but similar, smaller suburban, with charming to attractive classic homes landscaping of the area; some features, good, well looked after plant beds, rockeries, terraces, shrubbery and citrus/fruit trees, grapes pergola and similar. Small solar lights installed in places. Number of pot plants, personalised touches. Some units with pools, two with small lapa style relaxation area. All with patio seating: benches, camping or PVC chairs.

### **Security**

Fenced in properties, varied. Lockable gates. Practical minimal domestic precautions, when vacant alarms activated. Window and doors burglar proofing. No mini/room safes. Emergency numbers displayed. Emergency lighting installed. Extinguishers available. Check if proper fire precautions are in place, appropriate notices for safety and emergencies are properly displayed considering the Consumer Protection Act.

### **Food Quality**

All units with self catering facilities, recently upgraded. Very good groceries space; comfortable working tops area. From practical older to modernised, attractive: from smaller kitchenettes with plate/oven combo to full size domestic kitchens with stove, oven. All with microwave, good size fridge. New, in very good condition practical utensils, recent cutlery incl steak knives, crockery. Mugs, glassware sets. S/steel pots. Cleaning materials present. Braais at units. Overall thoughtfully appointed for the purpose and market.

### **Comments Overall**

Establishment to ensure that all public liability, insurance, municipal bylaws, laws, rulings are complied with. Most

concerns, suggestions were discussed. Management was informed on their AA QA status and category. Collection of various but similar properties of the ex dam construction working class suburbia of older vintage but very well rejuvenated by the owners. Units recently either completely modernised or some improved in detail, with thought to the establishment market needs. Well appointed self catering facilities/kitchenettes/kitchens to suit relevant clientele. Accommodation from more modest homely to modernised attractive; clean and neat, tidy, very good attention to detail. Well run, inexpensive accommodation for purpose of self catering families on holiday getaway, to contractual or parastatal, or transient commercial clientele. Scoring very well on services and maintenance. Despite number of modernised, attractively appointed units and improved level of comforts, due to the variety of accommodation in size, styles, layouts and judged on some qualities of detailing (curtains, carpets, toiletries, bath heating etc) it is prudent to assess the establishment as a whole on number of current lowest denominators.

The above establishment AAQA status is proposed as Recommended endorsement and subject to approval by the AAQA committee.

## **Website Review**

On number of hosting websites the pictures and information can be updated.