



TOURISM GRADING COUNCIL
OF SOUTH AFRICA

Quality in Tourism

Squirrel & Vine Self-catering Apartment

Stellenbosch, Western Cape

Member Id: 20708363

Three Star Self catering - Exclusive

Assessor: Deborah Goveia

Visit: 1 August 2018

Executive Summary

Summary

A comfortable, well equipped one bedroom, one bathroom apartment with an open plan lounge, dining and kitchen area. The balcony is provided with outdoor furniture and overlooks an historic street of Stellenbosch, which has been beautifully landscaped with indigenous plants at the cost of the residents. The flat, which has its own undercover parking bay, is owner managed and maintained to an excellent standard. The renewal of the 3 star rating is recommended.

Building Exterior: Strengths

Remote control gates with signage indicating the number of the flat at the entrance to property. Electric fencing on boundary walls. Poly carbonate burglar bars at the windows of the apartment as well as a security gate at the entrance door. Well maintained balcony with outdoor furniture and pot plants. A list of emergency numbers provided, as well as all other key information.

Building Exterior: Areas for Improvement

None identified.....

Bedrooms: Strengths

Very good quality decor and furniture. A pleasing appearance and ambience to this spacious, well laid out bedroom. High quality laminate flooring provides an updated look. An air conditioner is provided. A useful stand with clothes hooks in the corner, as well as a full length mirror and bench. Full length block out curtains. Bed is made up to a high standard with fresh white percale linen and a warm throw. Chocolates provide a nice personal touch. Excellent wardrobe space.

Bedrooms: Areas for Improvement

None identified.....

Bathrooms: Strengths

The bathroom comprises a spacious vanity area with twin wash basins, generous shelf and cupboard space and a large well-lit framed mirror. Both a shower and a corner bath with hand shower are provided. Fresh cotton bath linen, a range of toiletries, 2 ply toilet paper and tissues are provided. Excellent provision of hot and cold water at all times. Grouting well maintained and all fixtures and fittings of an excellent quality and condition. Excellent natural and electrical lighting. Extractor fan and windows.

Bathrooms: Areas for Improvement

None identified.....

Kitchens: Strengths

Excellent quality of wall coverings. Evidence of co-ordinated design. Professionally fitted cupboards and granite work tops. High quality tiles around work areas / splashback. Excellent standard of illumination - especially in important working areas. Excellent range of electrical equipment, all in excellent working order (glass top hob with overhead extractor hood, stove, fridge/freezer, etc). Wide range of kitchen and dining equipment of high quality. Excellent standard of cooking pots, casseroles, serving dishes. All matching or co-ordinated design. A coffee pod machine is provided.

Kitchens: Areas for Improvement

None identified.....

Lounge, Dining Room & Patio: Strengths

Well maintained wall paint, kept fresh, light and bright. High quality wood laminate flooring. Full length lined curtains. Matching items of lounge and dining furniture with comfortable cushions. Weatherproof table and chairs on the balcony. Effective indoor and outdoor lighting. Air conditioner, ceiling fan and wall panel heater. Flat screen TV with HD DSTV decoder. DVD player.

Lounge, Dining Room & Patio: Areas for Improvement

None identified.....

Public Areas: Strengths

Not applicable.....

Public Areas: Areas for Improvement

Not applicable.....

General Services & Service: Strengths

Cheerful demeanour and attitude by owner who has the assistance of a dedicated housekeeper. Efficient reservations and meet and greet procedures in place. Guests are provided with comprehensive information on the accommodation as well as extensive local tourism information. Complimentary tea, coffee, hot chocolate and rusks provided, as well as a lovely range of toiletries. Chocolates placed on the bed for new arrivals. Washing machine, iron and ironing board in the apartment, as well as a clothes rack. Great attention to detail with several personal touches.

General Services & Service: Areas for Improvement

None identified.....

Housekeeping Service: Strengths

Excellent housekeeping standards throughout the apartment. All areas well vacuumed, swept, dusted and polished. Bathroom surfaces gleaming, with a clean, fresh smell. Balcony kept clean and tidy.

Housekeeping Service: Areas for Improvement

None identified.....

Additional Facilities & Services: Strengths

Scoring provided for additional facilities provided on the score sheet. A sunny balcony with comfortable outdoor furniture overlooks a pretty garden and historic Herte Street. Full DSTV with an HD decoder. DVD player. Electronic safe. Baby cot. WiFi. Covered parking. Extensive guest and tourism information, maps, etc provided. Board games. Magazines. Nespresso machine as well as sachets of hot chocolate, milk, rusks, coffee, tea, sugar, etc. Book exchange. Umbrella and walking stick. Friendly host available to assist with any additional information or requests.

Additional Facilities & Services: Areas for Improvement

None identified.....

Reponsible Environmental & Business Practices: Strengths

Energy saving light bulbs. Limiter watering required (balcony with pot plants). Recycling bags provided. Emergency info and numbers provided. New water saving signage provided.

Reponsible Environmental & Business Practices: Areas for Improvement

None identified.....

UA: Strengths

Not applicable.....

UA: Areas for Improvement

Not applicable.....

Score Summary

Overall Assessment	Score	Outcome
Overall Impression	73%	Three Star
Criteria Scores		
Building Exterior	71%	
Bedrooms	77%	
Bathrooms	82%	
Kitchens	77%	
Lounge, Dining Room & Patio	73%	
General Services & Service	76%	
Housekeeping Service	80%	
Additional Facilities & Services	18%	
Responsible Environmental & Business Practices	35%	

Additional Feedback

13 **Bathrooms**

13.1 **Type of Bathroom**

13.1.1 In multiple bedroom units; at least 1 ensuite bathroom provided to main bedroom in all units
No en suite but directly opposite the only bedroom in the flat

17 **General Services & Service**

17.2 **Reservation, Check-in and General Efficiency**

17.2.2 Reception operating hours: Extensive: 13 hours

n/a - no reception - owner meets guests at the flat at the expected time of arrival

17.2.6 After hours access (night bell / designated direct phone-line to general manager).
24/7 telephonic contact

19 **Additional Self-Catering Establishment Facilities**

19.3 **Additional Recreational Facilities**

19.3.5 Organised entertainment programmes

DSTV, DVD player

19.3.16 Landscaped gardens

Balcony has pot plants and overlooks beautiful gardens and views