

SELF-CATERING

Update to self-catering star ratings and gold award

Star rating scores



Star rating scores	1 Star	2 Star	3 Star	4 Star	5 Star
Overall	34%	48%	60%	75%	87%
Cleanliness	40%	50%	65%	80%	90%
Public areas	34%	48%	60%	75%	87%
Bedrooms	34%	48%	60%	75%	87%
Bathrooms	34%	48%	60%	75%	87%
Kitchen	34%	48%	60%	75%	87%

Cleanliness scores remain at a higher level compared to other areas and have increased at 4 star to reinforce the importance of good housekeeping. The cleanliness standards achieved at the time of the assessment should remain consistent throughout the year, particularly at 4 and 5 star, so guests are not ever disappointed.

Gold award scores



Gold award	3 Star	4 Star	5 Star
Overall	75%	84%	91%
Cleanliness	85%	85%	95%
Public areas	70%	80%	87%
Bedrooms	70%	80%	87%
Bathrooms	70%	80%	87%
Kitchen	70%	80%	87%

Whilst the overall scores required at 4 and 5 star to achieve the Gold award remain the same, the minimum score required for cleanliness has increased at all star ratings in order to meet guest expectations at this level. At 5 star, cleanliness has been moved from 80% to 95% (minimum required currently to achieve a 5 star rating is 90%) and the other key/sectional consistency areas are now set to match what is already expected at 5 star. At 3 star, all other areas have been reduced, including the overall score required to achieve Gold.