



Star Rating Report

SITE-ASSESSMENT for YOUR **SELF CATERING**

Alexander Holiday Apartments
Self Catering
1 & 2 Bedroom-Primary



Self Catering

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Management



The Star Ratings Australia Program is a division of The Australian Tourism Industry Council (ATIC). The Star Ratings scheme is managed by the Australian Tourism Industry Council state Program Managers.

The Star Ratings Program is a stand-alone accreditation module that is focused on producing trusted and reliable rating results for domestic and international visitors.

The Australian Star Rating scheme has been around since the 1950s, steadily developing to offer a national ratings model. In the 1980s and 1990s, the scheme was expanded to offer ratings for different accommodation types, including hosted accommodation, serviced apartments, caravan parks and self-catering properties.

For more detailed information on the Star Rating scheme in Australia, visit qualitytourismaustralia.com.au or contact your relevant State Program Manager. Contact details can be found at: <https://www.starratings.com.au/home/contact-us>

Disclaimer

The information contained in this document or in any property review conducted by an Australian Tourism Industry Council License made pursuant to these criteria and the standards and guidelines:

- Does not constitute a representation or warranty that your Property complies with applicable laws.
- Should not be relied on as the reason you do or do not do anything, to the full extent permitted by law, Australian Tourism Industry Council, its shareholders, officers, directors, employees and agents will not be under any liability to any person in any respect of any loss or damage (including any consequential loss or damage) which any person may directly or indirectly suffer as a result of using or relying on any information contained in these standards and guidelines or on any property review made pursuant to.

Where any statute implies any term in relation to any person's use of these standards and guidelines which cannot be excluded then



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that term is included, and the liability of Australian Tourism Industry Council, its shareholders, directors, officers employees and agents for breach of that term is limited to the re-supply of the relevant service to which the breach relates



Self Catering

Standards how they affect your rating

Your provisional Pre-Assessment Star Rating is awarded according to how highly you score in two key areas of assessment:

- Facilities & Services
- Quality & Condition

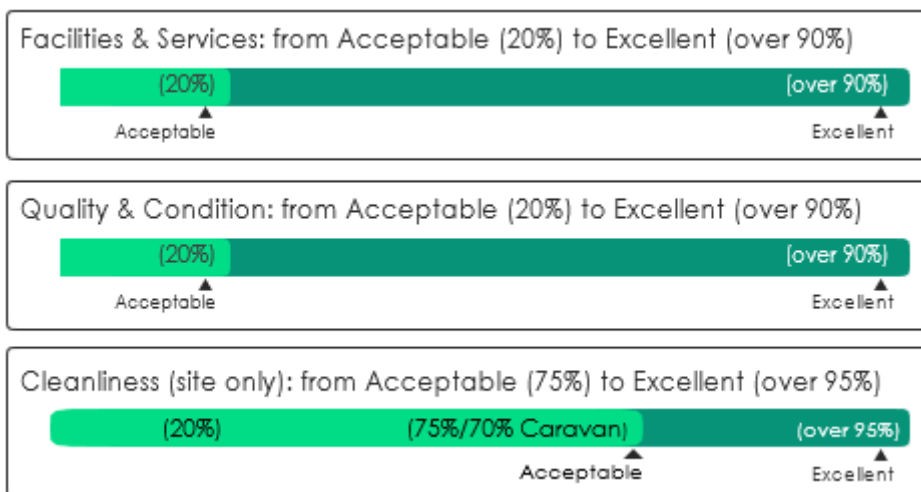
A provisional pre-assessment rating can be digitally used until a site verification visit has been undertaken to verify Facilities & Services and Quality & Condition standards.

In addition to the Facilities & Services and Quality & Condition standards, during the site visit an additional area of assessment is undertaken. Cleanliness standards are incorporated into the rating score. The official final rating can be promoted by your business across all digital and print collateral.

The Final Star Rating is awarded according to how highly you score in three key areas of assessment:

- Facilities & Services
- Quality & Condition
- Cleanliness (Site Assessment only)

A percentage score is calculated for each of these areas:



Your score in each area will be accorded a Star Rating: the lowest score you earn out of the assessment areas is the Star Rating you will receive.

The table below shows the results for a 4 Star pre-assessment. Note how it achieves superior for Quality and has a very good range of Guest Facilities and Services but is rated according to the lowest result – 4 Stars for the provision of facilities and services.



Pre-Assessment

Star Rating	Facilities & Services	Quality & Condition
5 Star	Excellent (85-100%)	Excellent (90-100%)
4.5 Star	Superior (70-84%)	Superior (75-89%)
4 Star	Very Good (60-69%)	Very Good (65-74%)
3.5 Star	Good (50-59%)	Good (55 – 64%)
3 Star		Reasonable (45-54%)
2.5 Star	Moderate (30-49%)	Moderate (35-44%)
2 Star		Adequate (30-34%)
1.5 Star	Acceptable (20-29%)	Satisfactory (25-29%)
1 Star		Acceptable (20-24%)
Rating Under Review	Rating Under Review (0-19%)	Rating Under Review (0-19%)

Following the Pre-Assessment, you will receive a site verification from an independent assessor, where an Assessor will assess all three areas. As a result, your star rating may vary if quality and condition and cleanliness are not maintained at the same standard of the pre-assessment rating. Your Assessor will discuss any changes in rating with you.

The table below shows the results for a 4 Star property. Note how it achieves superior for quality and condition and has a very good range of guest facilities but is rated according to the lowest result – 4 Stars for the provision of facilities and services. quality and condition of guest facilities.

Site Assessment (Independent Assessment)

Star Rating	Facilities & Services	Quality & Condition	Cleanliness
5 Star	Excellent (85-100%)	Excellent (90-100%)	Excellent (95-100%)
4.5 Star	Superior (70-84%)	Superior (75-89%)	Very Good (85-94%)
4 Star	Very Good (60-69%)	Very Good (65-74%)	
3.5 Star	Good (50-59%)	Good (55 – 64%)	
3 Star		Reasonable (45-54%)	
2.5 Star	Moderate (30-49%)	Moderate (35-44%)	Good (70-84%) Caravan Park (75-84%) All other categories
2 Star		Adequate (30-34%)	
1.5 Star	Acceptable (20-29%)	Satisfactory (25-29%)	
1 Star		Acceptable (20-24%)	
Rating Under Review	Rating Under Review (0-19%)	Rating Under Review (0-19%)	



What Your Guest Wants

More than 200 criteria have been ranked by Australian travellers according to what's important to them. The 'Consumer Importance Weighting Index' is a proven evaluation technique originally developed by the Sustainable Tourism CRC at Victoria University.

Each of the three key assessment areas – Facilities and Services, Cleanliness, and Quality and Condition – are applied to aspects of a property, for instance, bedrooms, bathrooms, recreational facilities, in-room facilities and so on.

Within each of these aspects, guests have similarly placed greater and lesser value on things that make up their experience. So, within the bedroom, guests place most value on the bed/size of the mattress, followed by bedding and window coverings/privacy.

Look carefully at those things that guests value most and compare your standards across the three areas of assessment. They carry more weight in the assessment of your property and this way help you improve your chances of earning the Star Rating you expect.



Prioritising Your Results

Your Pre-Assessment results will outline how you scored against each criteria. Criteria has been ranked according to the Consumer Importance Weighting, helping you to identify which areas you could address first to improve your Star Rating.

If you would like to upgrade any services or facilities or make any changes to your property to improve your condition and quality prior to the site assessment and awarding of your Final Star Rating you are able to request from your state's program manager to retake the Pre-Assessment.

Following the site verification visit, at any stage you are able to undertake a new pre-assessment, followed by a site verification visit to obtain your Final Star Rating. Each property is entitled to a complimentary new assessment rating every three years after the awarding of the initial Final Star Rating.

Understanding Your Results

Facilities & Services Standards measure the presence or not of various facilities and services that a property may provide or, the level to which a property provides that facility or service with various options. Facilities & Services standards are each awarded a score.

Quality Standards measure the level of Quality of facilities that exist within a property. The assessment of quality includes design elements, material, construction technique, sustainability, experiential and functional. Consumer research also showed 'modernity' (stylishness, freshness, innovativeness, avant-garde) to be a significant component of quality. Quality criteria are given a score based on the level of the quality.

Condition Standards measure the level of Condition of facilities that exist within a property. Condition is defined as the absence of defects, tears, stress or wear, holes, or frays at the time of assessment. For each condition criteria, the degree and frequency are selected and then an average score is calculated for the criteria



Site-Assessment Results

Room Assessment Details

Total Rooms: 23
1 & 2 Bedroom: 23

Room Category Assessed: Self Catering
Assessed By: Carlie Mitchell

Assessed Room Type

1 & 2 Bedroom-Primary

Pre-Assessment Star Rating: 4 Star

Star Rating Awarded

Facilities & Services Rating: 79.00%
Quality & Condition Rating: 69.00%
Cleanliness Rating: 95.00%

Site-Assessment Star Rating: 4 Star

Star Rating	Facilities & Services	Quality & Condition	Cleanliness
5 Star	Excellent (85-100%)	Excellent (90-100%)	Excellent (95-100%)
4.5 Star	Superior (70-84%)	Superior (75-89%)	Very Good (85-94%)
4 Star	Very Good (60-69%)	Very Good (65-74%)	
3.5 Star	Good (50-59%)	Good (55 – 64%)	Good (70-84%) Caravan Park (75-84%) All other categories
3 Star		Reasonable (45-54%)	
2.5 Star	Moderate (30-49%)	Moderate (35-44%)	
2 Star		Adequate (30-34%)	
1.5 Star		Satisfactory (25-29%)	
1 Star	Acceptable (20-29%)	Acceptable (20-24%)	
Rating Under Review	Rating Under Review (0-19%)	Rating Under Review (0-19%)	Rating Under Review (0-69%) Caravan Park (0-74%) All other categories

Overall Assessor Comments:

Jackie was available for consultation before and after the inspection. Since the last inspection, rooms have gradually been renovated / received new furniture, etc. and bedroom 44 (recently renovated), currently stands as a good benchmark for the remaining apartments.

Notes / Recommendations:

- Microwave requires cleaning. Quite marked on the outside.
- Clean over the dryer.
- Offer clamp hangers in all wardrobes.
- Replace draws in wardrobe eventually.
- No towels in the bathroom.
- Replace bathroom bench eventually due to discolouring.
- Number of rooms within the letting pool has changed from 33 to 22. Owners have sold for various reasons.



Self Catering

Overall Business Comments:

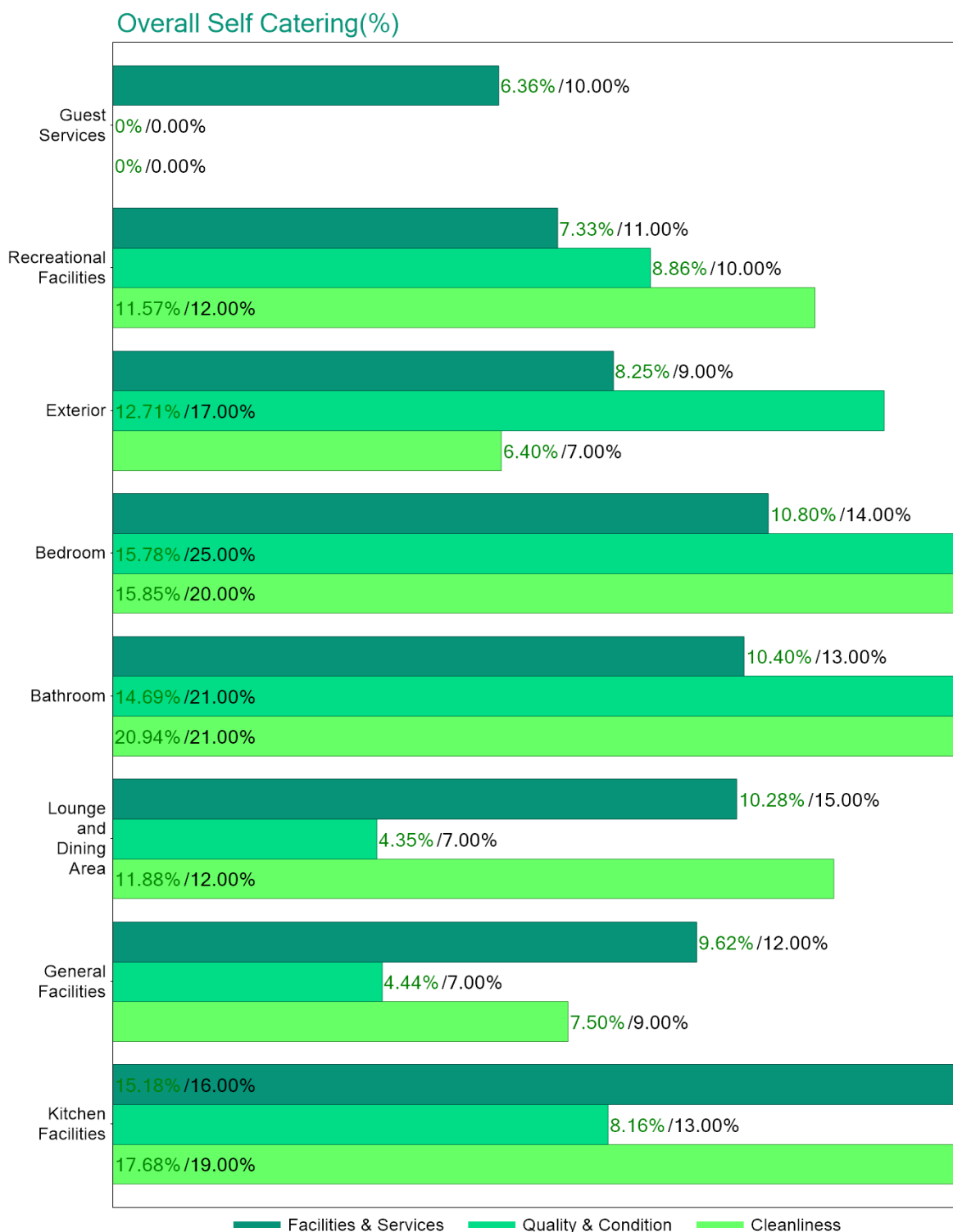
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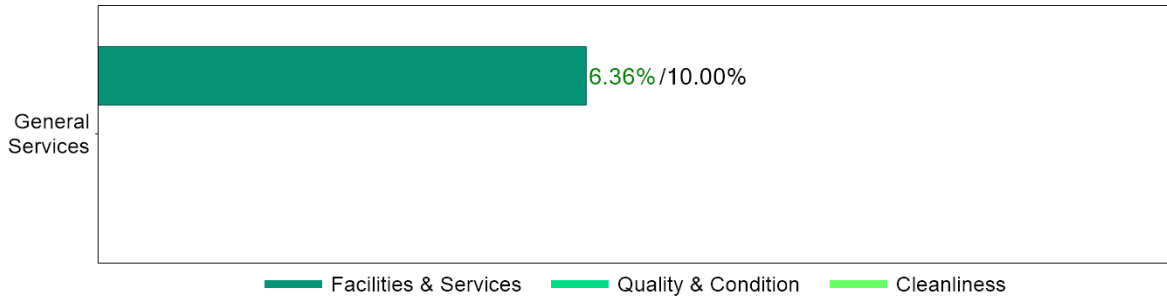
Self Catering

Pre-Assessment Results - Consumer Importance Weighting Index

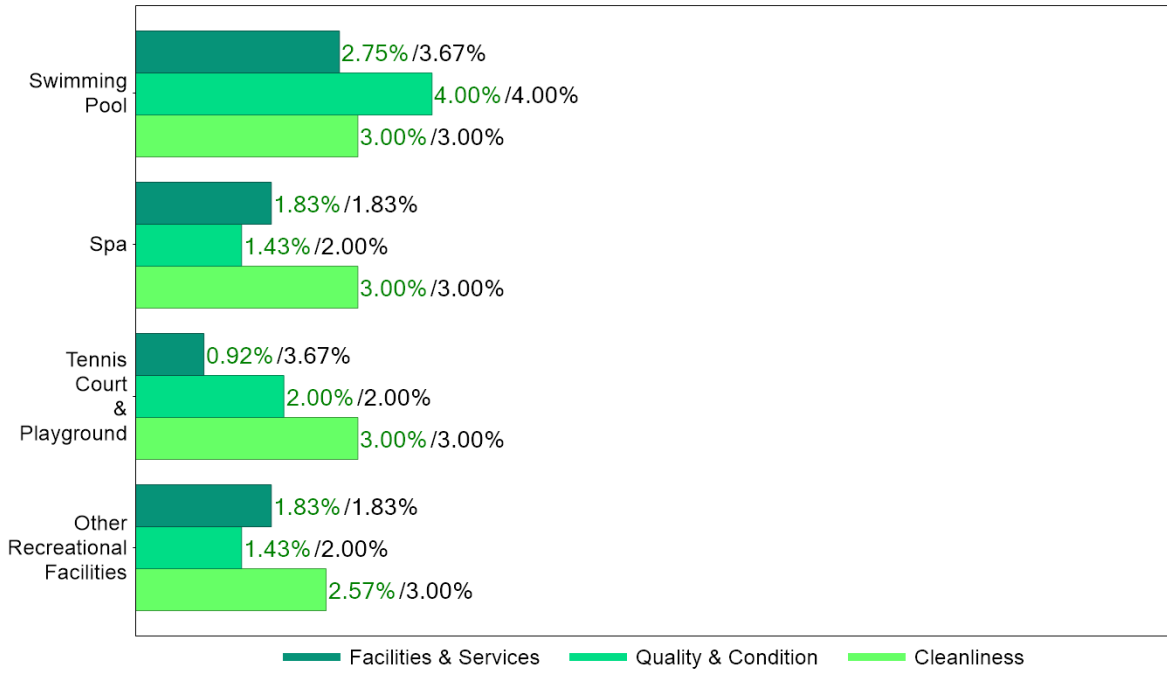
Below you will find a summary of your performance/score in relation to the total possible Consumer Weighting Index Score for each criteria.



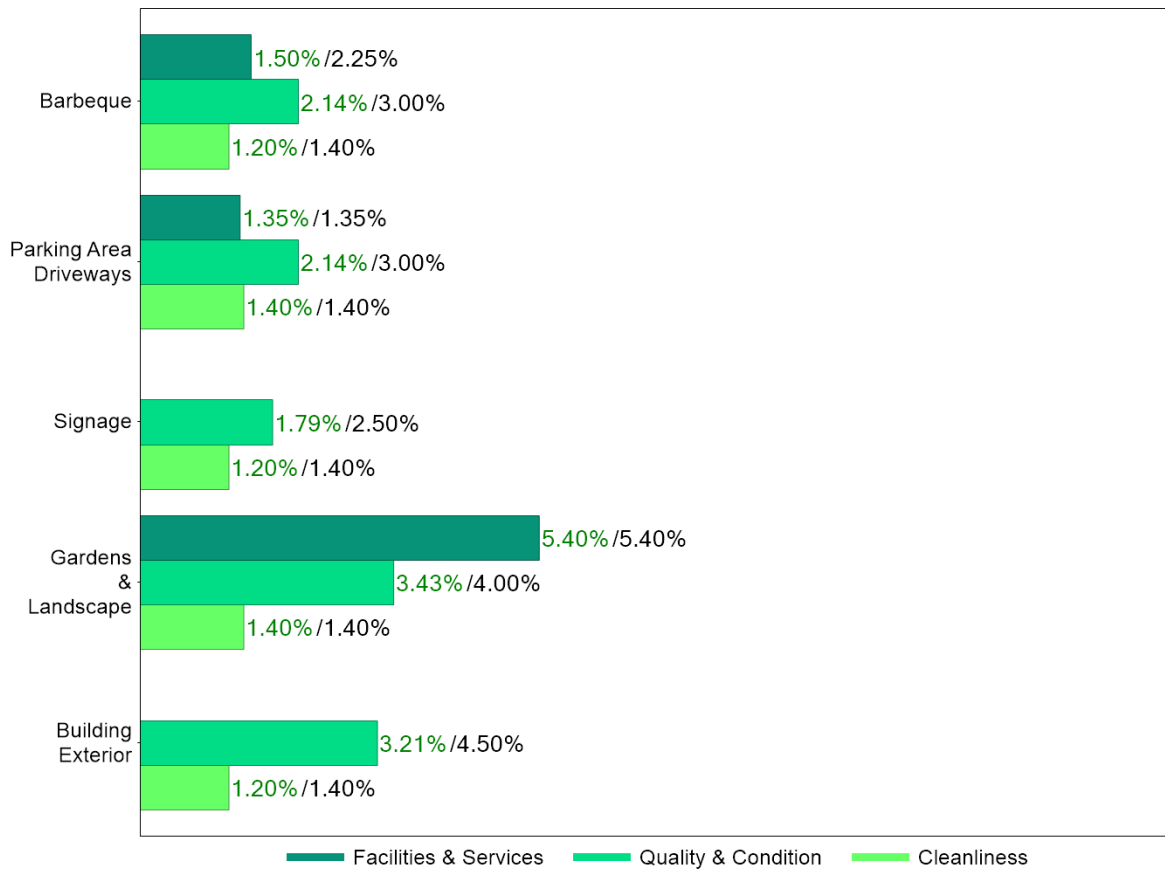
Guest Services



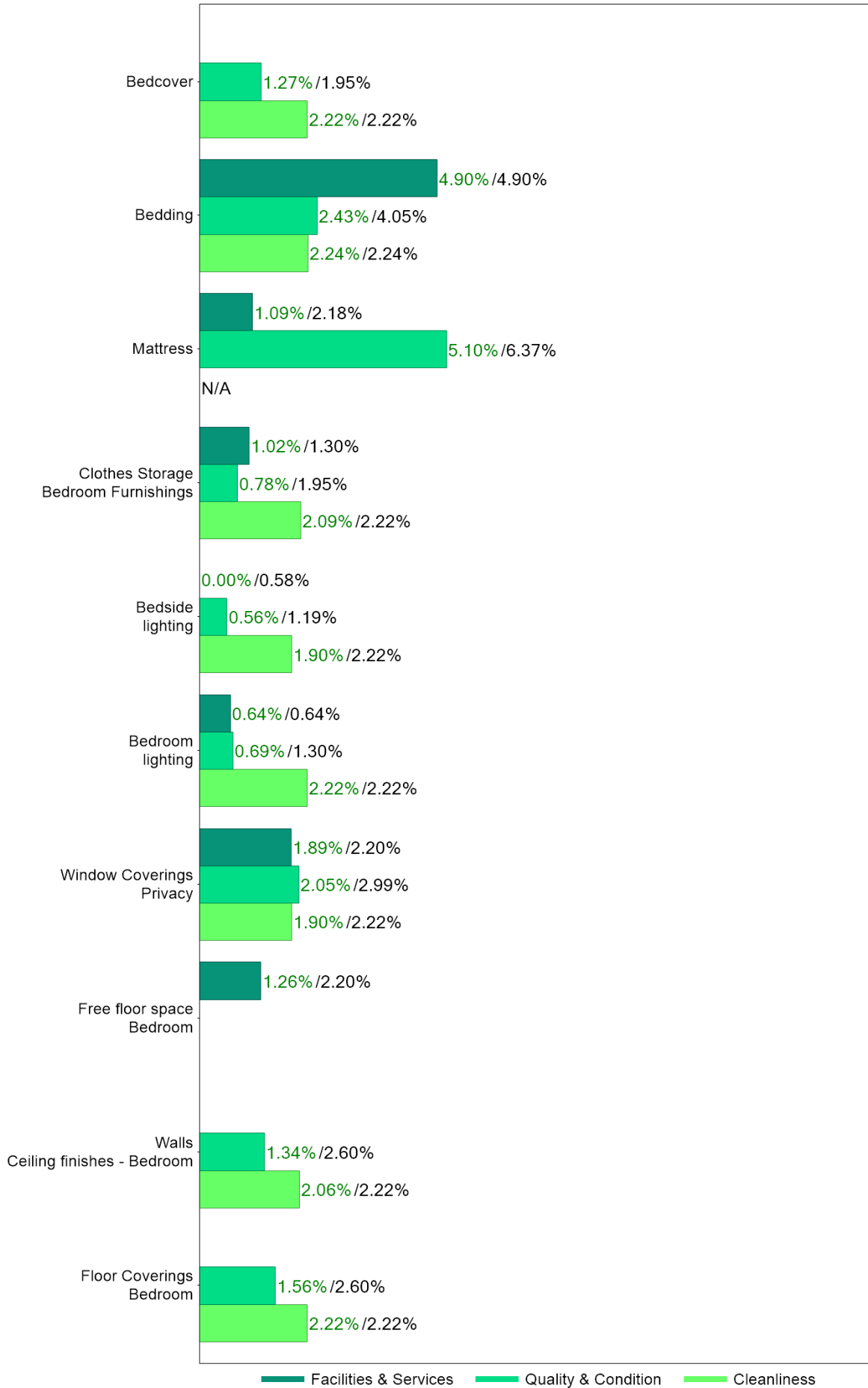
Recreational Facilities



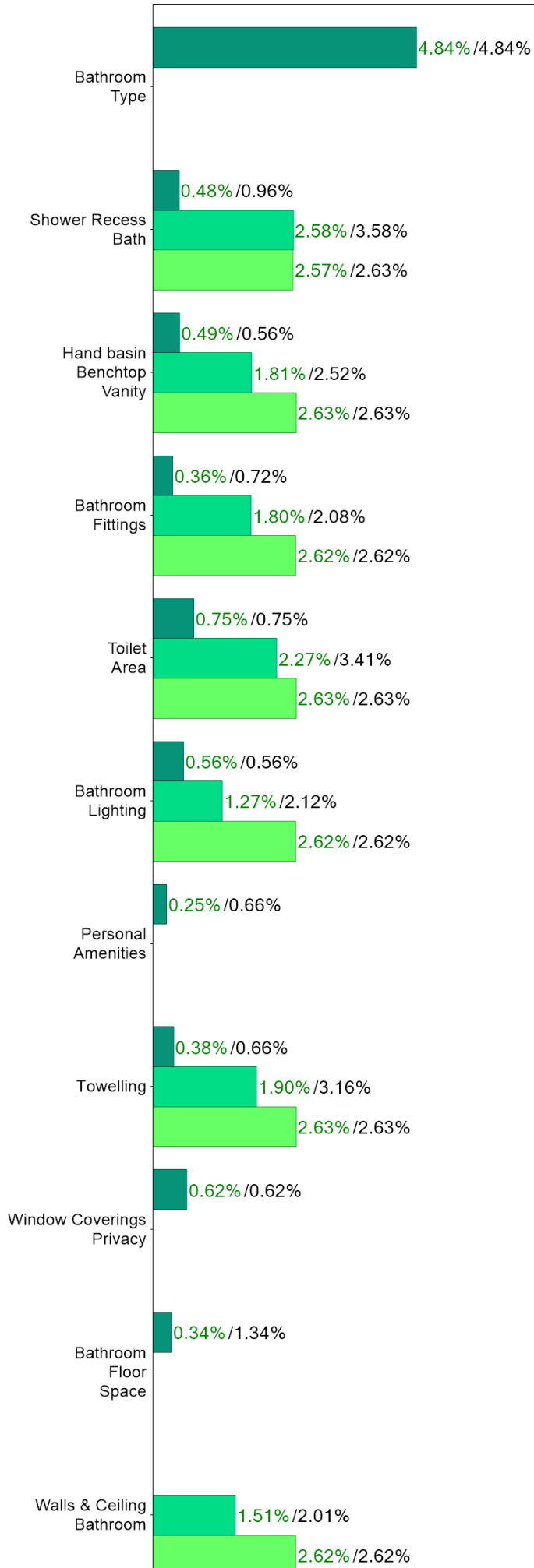
Exterior



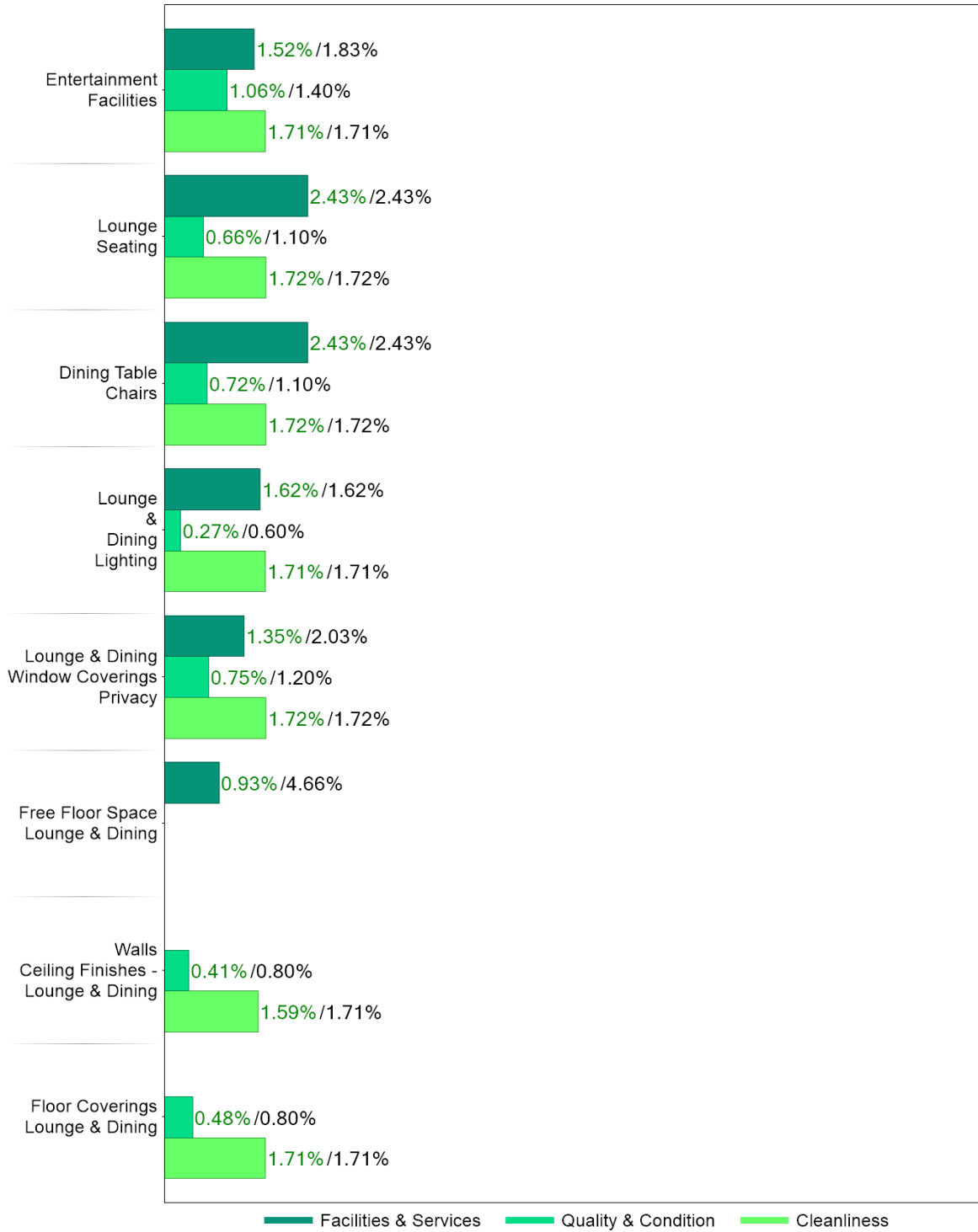
Bedroom



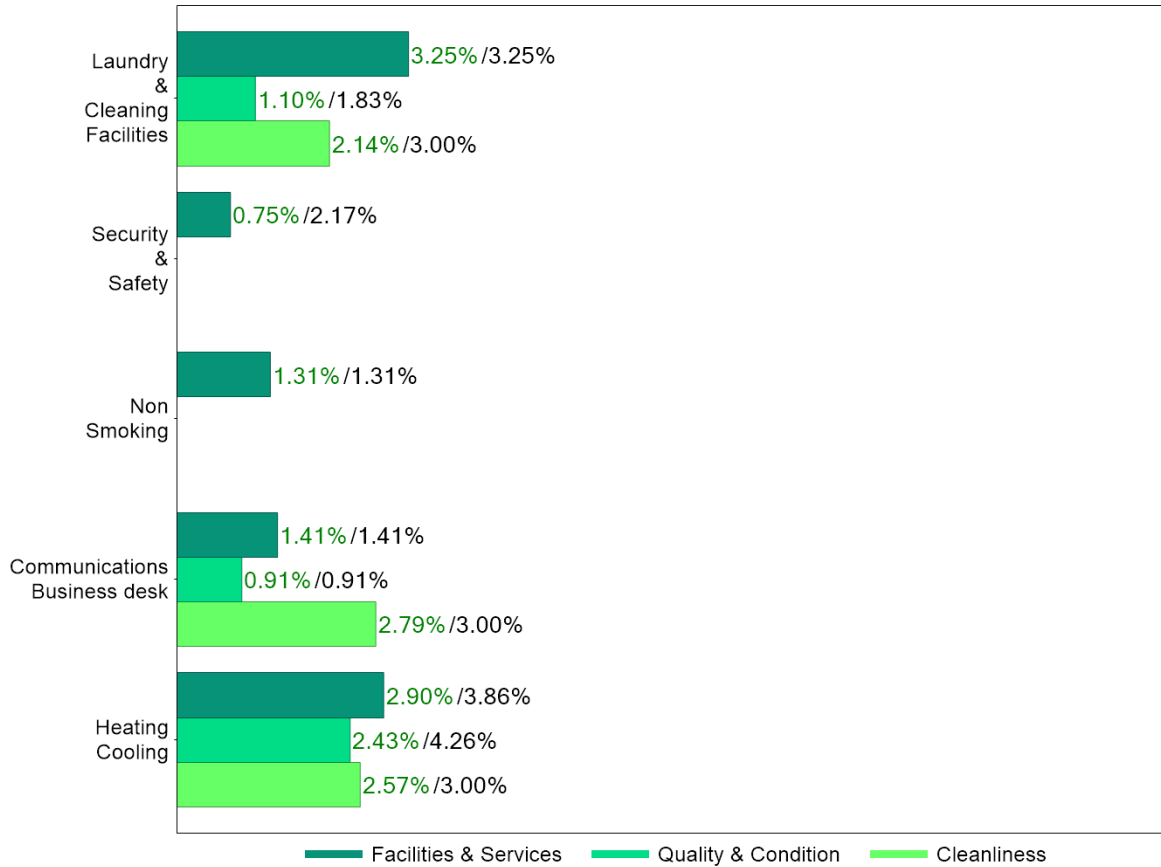
Bathroom



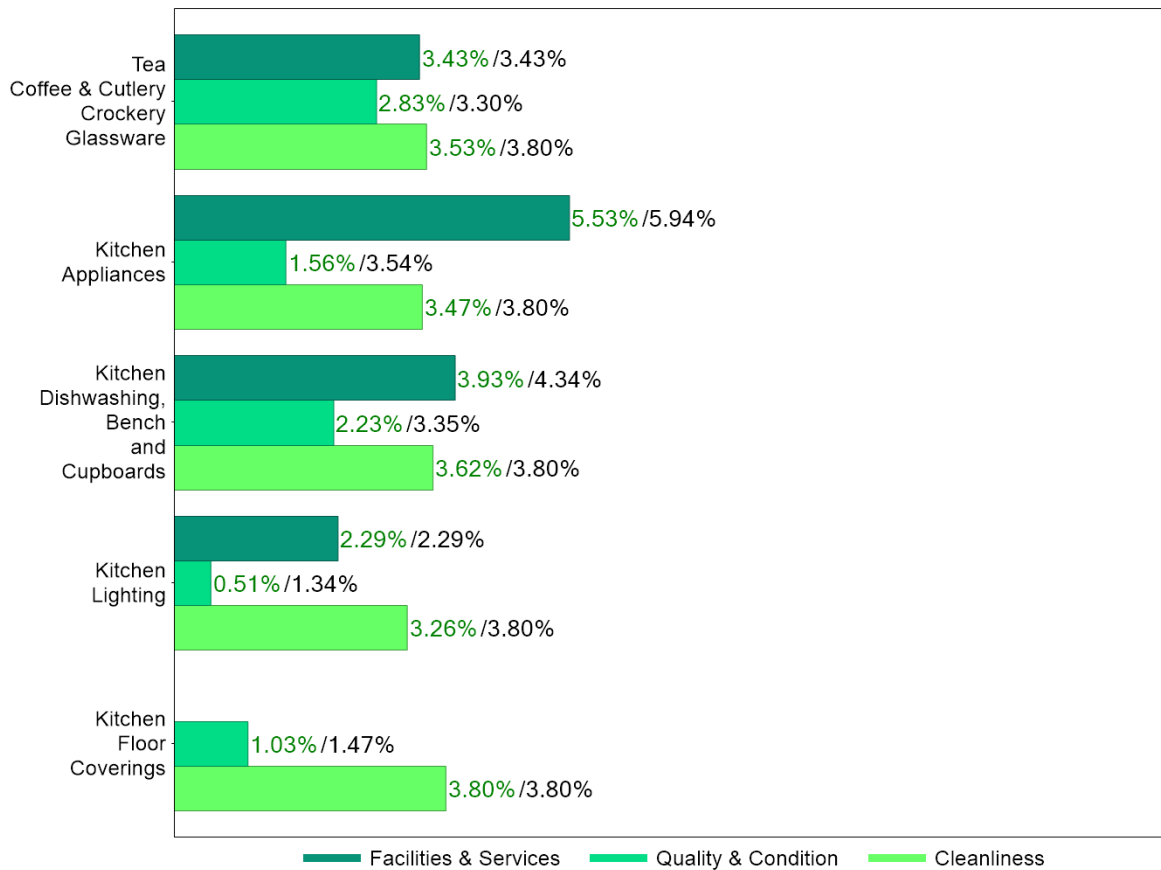
Lounge and Dining Area



General Facilities



Kitchen Facilities



Overall Results Summary

Room Criteria	Facilities & Services	Your Score	Quality & Condition	Your Score	Cleanliness	Your Score
Guest Services						
General Services	10.00%	6.36%				
Recreational Facilities						
Swimming Pool	3.67%	2.75%	4.00%	4.00%	3.00%	3.00%
Spa	1.83%	1.83%	2.00%	1.43%	3.00%	3.00%
Tennis Court & Playground	3.67%	0.92%	2.00%	2.00%	3.00%	3.00%
Other Recreational Facilities	1.83%	1.83%	2.00%	1.43%	3.00%	2.57%
Exterior						
Barbeque	2.25%	1.50%	3.00%	2.14%	1.40%	1.20%
Parking Area/Driveways	1.35%	1.35%	3.00%	2.14%	1.40%	1.40%
Signage			2.50%	1.79%	1.40%	1.20%
Gardens & Landscape	5.40%	5.40%	4.00%	3.43%	1.40%	1.40%
Building Exterior			4.50%	3.21%	1.40%	1.20%
Bedroom						
Bedcover			1.95%	1.27%	2.22%	2.22%
Bedding	4.90%	4.90%	4.05%	2.43%	2.24%	2.24%
Mattress	2.18%	1.09%	6.37%	5.10%	2.22%	N/A
Clothes Storage/Bedroom Furnishings	1.30%	1.02%	1.95%	0.78%	2.22%	2.09%
Bedside lighting	0.58%	0.00%	1.19%	0.56%	2.22%	1.90%
Bedroom lighting	0.64%	0.64%	1.30%	0.69%	2.22%	2.22%
Window Coverings/Privacy	2.20%	1.89%	2.99%	2.05%	2.22%	1.90%
Free floor space - Bedroom	2.20%	1.26%				
Walls/Ceiling finishes - Bedroom			2.60%	1.34%	2.22%	2.06%
Floor Coverings - Bedroom			2.60%	1.56%	2.22%	2.22%
Bathroom						
Bathroom Type	4.84%	4.84%				
Shower Recess/Bath	0.96%	0.48%	3.58%	2.58%	2.63%	2.57%
Hand basin/Benchtop/Vanity	0.56%	0.49%	2.52%	1.81%	2.63%	2.63%
Bathroom Fittings	0.72%	0.36%	2.08%	1.80%	2.62%	2.62%
Toilet Area	0.75%	0.75%	3.41%	2.27%	2.63%	2.63%
Bathroom Lighting	0.56%	0.56%	2.12%	1.27%	2.62%	2.62%
Personal Amenities	0.66%	0.25%				
Towelling	0.66%	0.38%	3.16%	1.90%	2.63%	2.63%
Window Coverings/Privacy	0.62%	0.62%				
Bathroom Floor Space	1.34%	0.34%				
Walls & Ceiling - Bathroom			2.01%	1.51%	2.62%	2.62%
Floor Coverings - Bathroom			2.12%	1.55%	2.62%	2.62%
Ventilation	1.33%	1.33%				
Lounge and Dining Area						
Entertainment Facilities	1.83%	1.52%	1.40%	1.06%	1.71%	1.71%
Lounge Seating	2.43%	2.43%	1.10%	0.66%	1.72%	1.72%
Dining Table/Chairs	2.43%	2.43%	1.10%	0.72%	1.72%	1.72%
Lounge & Dining Lighting	1.62%	1.62%	0.60%	0.27%	1.71%	1.71%
Lounge & Dining Window Coverings/Privacy	2.03%	1.35%	1.20%	0.75%	1.72%	1.72%
Free Floor Space - Lounge & Dining	4.66%	0.93%				
Walls/Ceiling Finishes - Lounge & Dining			0.80%	0.41%	1.71%	1.59%
Floor Coverings - Lounge & Dining			0.80%	0.48%	1.71%	1.71%
General Facilities						
Laundry & Cleaning Facilities	3.25%	3.25%	1.83%	1.10%	3.00%	2.14%



Self Catering

Security & Safety	2.17%	0.75%				
Non-Smoking	1.31%	1.31%				
Communications/Business desk	1.41%	1.41%	0.91%	0.91%	3.00%	2.79%
Heating/Cooling	3.86%	2.90%	4.26%	2.43%	3.00%	2.57%
Kitchen Facilities						
Tea/Coffee & Cutlery/Crockery/Glassware	3.43%	3.43%	3.30%	2.83%	3.80%	3.53%
Kitchen Appliances	5.94%	5.53%	3.54%	1.56%	3.80%	3.47%
Kitchen Dishwashing, Bench and Cupboards	4.34%	3.93%	3.35%	2.23%	3.80%	3.62%
Kitchen Lighting	2.29%	2.29%	1.34%	0.51%	3.80%	3.26%
Kitchen Floor Coverings			1.47%	1.03%	3.80%	3.80%
TOTAL MAX POSSIBLE	100.00%	78.22%	100.00%	68.99%	97.78%	92.82%
CWI adjusted	100.00%	79.00%	100.00%	69.00%	100.00%	95.00%

There may be some sections that are not applicable to you, these are marked as NA in the column 'Your Score'. The maximum you could therefore get would be less than 100% . So as not to disadvantage you, the overall score has been adjusted to be out of 100% - this is the CWI adjusted score which is the score used to evaluate you. The same applies for individual question within sections. You are assessed only on those applicable to you.

The cells highlighted in yellow are those where the Site-Assessment score has changed from the Pre-Assessment score. To see exactly which questions have changed, please refer to the sections below. The original Pre-Assessment response is highlighted in yellow and the new score is green.



Property Results Summary



Self Catering

Guest Services

General Services

Facilities & Services

CWI Score: 10.00%

Actual Property CWI Score: 6.36%

Public broadband or WIFI access from communal or shared areas	Max Score	Score Awarded
Yes	3	★
No	0	
Housekeeping services		
Housekeeping services available upon request and included in the rate.	4	★
Housekeeping services available upon request and fee-based.	3	
None	0	
Guest access to light snacks/drinks via vending machine		
Yes	2	
No	0	★
Other guest services (max.1) -		
Yes	2	
No	0	★

Condition & Quality

Quality

No Quality Guidelines apply.

Condition

No Condition Guidelines apply.

Cleanliness

Cleanliness

No Cleanliness Guidelines apply.



Self Catering

Recreational Facilities

Swimming Pool

Facilities & Services

CWI Score: 3.67%

Actual Property CWI Score: 2.75%

Swimming pool size	Max Score	Score Awarded
Large swimming pool (minimum size 15m x 5m or 75 sqm).	4	
Medium swimming pool (minimum size of 10m x 4m or 40sqm)	3	★
Small swimming pool (minimum size 24sqm)	2	
Swimming pool (size less than 24sqm)	1	
None	0	

Condition & Quality

CWI Score: 4.00%

Actual Property CWI Score: 4.00%

Quality

No Quality Guidelines apply.

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Pool condition			
	None	7	★
	Light	5	
	Moderate	2.5	
	Severe/Heavy	0.5	
	N/A	CWI Adjusted	
Pool condition			
	None	7	★
	Few Issues (< 3)	5	
	Some Issues (3-4)	2.5	
	Major Issues (> 4)	0.5	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 3.00%

Actual Property CWI Score: 3.00%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Pool cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	



Self Catering

Pool cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Spa

Facilities & Services

CWI Score: 1.83%

Actual Property CWI Score: 1.83%

Spa/hot tub available to guests, within the complex.	Max Score	Score Awarded
Yes	2	★
No	0	

Condition & Quality

CWI Score: 2.00%

Actual Property CWI Score: 1.43%

Quality

No Quality Guidelines apply.

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Spa condition			
	None	7	
	Light	5	★
	Moderate	2.5	
	Severe/Heavy	0.5	
	N/A	CWI Adjusted	
Spa condition			
	None	7	
	Few Issues (< 3)	5	★
	Some Issues (3-4)	2.5	
	Major Issues (> 4)	0.5	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 3.00%

Actual Property CWI Score: 3.00%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Spa cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Spa cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Tennis Court & Playground

Facilities & Services

CWI Score: 3.67%

Actual Property CWI Score: 0.92%

Tennis Court	Max Score	Score Awarded
Full size tennis court available to guests, within the complex.	2	
Half court tennis court available to guests, within the complex.	1	★
None	0	
Playground		
Playground with a minimum of three separate child play facilities/equipment.	2	
Playground with less then three separate child play facilities/equipment.	0	
No playground.	0	★

Condition & Quality

CWI Score: 2.00%

Actual Property CWI Score: 2.00%

Quality

No Quality Guidelines apply.

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Tennis Court & Playground condition			
	None	7	★
	Light	5	
	Moderate	2.5	
	Severe/Heavy	0.5	
	N/A	CWI Adjusted	
Tennis Court & Playground condition			
	None	7	★
	Few Issues (< 3)	5	
	Some Issues (3-4)	2.5	
	Major Issues (> 4)	0.5	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 3.00%

Actual Property CWI Score: 3.00%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Tennis Court & Playground cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Tennis Court & Playground cleanliness			
	None	7	★



Self Catering

	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Other Recreational Facilities

Facilities & Services

CWI Score: 1.83%

Actual Property CWI Score: 1.83%

Maximum 1 'other' recreational facility to apply	Max Score	Score Awarded
Yes	2	★
No	0	

Condition & Quality

CWI Score: 2.00%

Actual Property CWI Score: 1.43%

Quality

No Quality Guidelines apply.

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Other condition			
	None	7	
	Light	5	★
	Moderate	2.5	
	Severe/Heavy	0.5	
	N/A	CWI Adjusted	
Other condition			
	None	7	
	Few Issues (< 3)	5	★
	Some Issues (3-4)	2.5	
	Major Issues (> 4)	0.5	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 3.00%

Actual Property CWI Score: 2.57%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Other cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Other cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Exterior

Barbeque

Facilities & Services

CWI Score: 2.25%

Actual Property CWI Score: 1.50%

Barbeque facilities	Max Score	Score Awarded
Individual barbeque provided for each unit, villa, apartment, cottage or house.	3	
Communal barbeque provided for use by all guests within the complex.	1	★
None	0	
Barbeque facilities are fully protected from weather (e.g. rain/wind) with protection on two sides and overhead.		
Yes	3	★
No	0	

Condition & Quality

CWI Score: 3.00%

Actual Property CWI Score: 2.14%

Quality

No Quality Guidelines apply.

Condition

Condition Element	Condition Description	Max Score	Score Awarded
BBQ Area condition			
	None	7	
	Light	5	★
	Moderate	2.5	
	Severe/Heavy	0.5	
	N/A	CWI Adjusted	
BBQ Area condition			
	None	7	
	Few Issues (< 3)	5	★
	Some Issues (3-4)	2.5	
	Major Issues (> 4)	0.5	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 1.40%

Actual Property CWI Score: 1.20%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
BBQ Area cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	



Self Catering

	N/A	CWI Adjusted	
BBQ Area cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Parking Area/Driveways

Facilities & Services

CWI Score: 1.35%

Actual Property CWI Score: 1.35%

Onsite parking for each unit, apartment, villa, cottage, or house, allowance for CBD properties of car space for 25% of guest accommodation	Max Score	Score Awarded
Yes	4	★
No	0	
Parking accessible via key, intercom, or electronic card provided onsite.		
Yes	2	★
No	0	
Under cover parking provided on site for all rooms, city allowance applies.		
Yes	3	★
No	0	
Video surveillance of car parking area and external common areas.		
Yes	3	★
No	0	

Condition & Quality

CWI Score: 3.00%

Actual Property CWI Score: 2.14%

Quality

No Quality Guidelines apply.

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Parking Area/Driveways condition			
	None	7	
	Light	5	★
	Moderate	2.5	
	Severe/Heavy	0.5	
	N/A	CWI Adjusted	
Parking Area/Driveways condition			
	None	7	
	Few Issues (< 3)	5	★
	Some Issues (3-4)	2.5	
	Major Issues (> 4)	0.5	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 1.40%

Actual Property CWI Score: 1.40%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Parking Area/Driveways cleanliness			
	None	7	★
	Light	6	
	Moderate	4	



Self Catering

	Severe/Heavy	1	
	N/A	CWI Adjusted	
Parking Area/Driveways cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Signage

Facilities & Services

No Facilities and Services score applies.

Condition & Quality

CWI Score: 2.50%

Actual Property CWI Score: 1.79%

Quality

No Quality Guidelines apply.

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Signage condition			
	None	7	
	Light	5	★
	Moderate	2.5	
	Severe/Heavy	0.5	
	N/A	CWI Adjusted	
Signage condition			
	None	7	
	Few Issues (< 3)	5	★
	Some Issues (3-4)	2.5	
	Major Issues (> 4)	0.5	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 1.40%

Actual Property CWI Score: 1.20%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Signage cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Signage cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Gardens & Landscape

Facilities & Services

CWI Score: 5.40%

Actual Property CWI Score: 5.40%

External areas of property are landscaped, including garden areas.	Max Score	Score Awarded
Yes	4	★
No	0	
Outdoor settings		
Outdoor setting provided at individual unit, apartment, villa, cottage, or house.	3	★
Communal outdoor setting provided sufficient for all in house guests.	1	
None	0	

Condition & Quality

CWI Score: 4.00%

Actual Property CWI Score: 3.43%

Quality

No Quality Guidelines apply.

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Gardens & Landscapes condition			
	None	7	★
	Light	5	
	Moderate	2.5	
	Severe/Heavy	0.5	
	N/A	CWI Adjusted	
Gardens & Landscapes condition			
	None	7	★
	Few Issues (< 3)	5	
	Some Issues (3-4)	2.5	
	Major Issues (> 4)	0.5	
	N/A	CWI Adjusted	
Outdoor Setting condition			
	None	7	
	Light	5	★
	Moderate	2.5	
	Severe/Heavy	0.5	
	N/A	CWI Adjusted	
Outdoor Setting condition			
	None	7	
	Few Issues (< 3)	5	★
	Some Issues (3-4)	2.5	
	Major Issues (> 4)	0.5	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 1.40%

Actual Property CWI Score: 1.40%



Self Catering

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Gardens & Landscapes cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Gardens & Landscapes cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Outdoor Setting cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Outdoor Setting cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Building Exterior

Facilities & Services

No Facilities and Services score applies.

Condition & Quality

CWI Score: 4.50%

Actual Property CWI Score: 3.21%

Quality

No Quality Guidelines apply.

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Building Exterior condition			
	None	7	
	Light	5	★
	Moderate	2.5	
	Severe/Heavy	0.5	
	N/A	CWI Adjusted	
Building Exterior condition			
	None	7	
	Few Issues (< 3)	5	★
	Some Issues (3-4)	2.5	
	Major Issues (> 4)	0.5	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 1.40%

Actual Property CWI Score: 1.20%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Building Exterior cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Building Exterior cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Bedroom

Bedcover

This area includes the bed cover; bedspread; decorative sheet; quilt cover; decorative pillow/throws; bed base covering/valance. The durability of commercial products is recognised, however these may not always meet guests' expectations for the luxury market - e.g. down quilts.

Facilities & Services

No Facilities and Services score applies.

Condition & Quality

CWI Score: 1.95%

Actual Property CWI Score: 1.27%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Bedsread quality			
	Quilted (custom designed), quality luxury fabric such as silk, high thread count fine cotton.	5	
	Quilted (tailored), high quality fabric such as silk blend, high thread count poly cotton mix or throw over (e.g. matelassé).	4	
	Quilted, channeled or throw over (e.g. jacquard).	3	★
	Standard quilted reversible throw cover.	2	
	Basic throw over, single layer of fabric.	1	
	No Bedsread.	0	
	NA	CWI Adjusted	
Top Sheet, Doona Cover and Display Pillow quality			
	Fabric - high quality luxury fabric such as 100% cotton. May have jacquard pattern. Thread count 330 plus, weight 175-190 GSM. Professionally pressed.	5	
	Fabric - polyester/cotton with cotton component equal to or greater than 75%. May have jacquard pattern. Thread count 250 plus, weight approximately 170 GSM. Professionally pressed.	4	
	Fabric - polyester cotton with cotton component equal to or greater than 50%. May have jacquard pattern. Thread count 180-240, weight approximately 165 GSM. Professionally pressed.	3	★
	Fabric - polyester cotton with cotton component less than 50%. Thread count 120-180, weight approximately 125 GSM.	2	
	Fabric - polyester or polyester/cotton mix with cotton component less than 50%. Thread count 120-180, weight approximately 110 GSM.	1	
	No Topsheet	0	
	NA	CWI Adjusted	
Valance quality			
	Custom designed - high quality luxury fabric such as silk, may be quilted.	5	
	Fitted of quality heavy fabric or lined, may be quilted.	4	
	Fitted, tailored. Factory upholstered.	3	★
	Poly cotton.	2	
	Uncovered base or basic synthetic 'gathered' style.	1	
	No valance	0	
	NA	CWI Adjusted	
Bedding Styling and Design quality			
	Custom designed bedcovers with obvious use of elements and principles of design.	5	
	Coordinated style and design elements used in selection of Bedcovers.	4	★
	Limited coordination of style or design used in selection of bedcovers.	2	



	No coordination of style or design used in selection of bedcovers.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Bedcover condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Bedcover condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 2.22%

Actual Property CWI Score: 2.22%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Bedcover cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Bedcover cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Bedding

This area includes the quilt/blankets, sheets, pillowcases, mattress & pillow protectors & pillows. The durability of commercial products is recognised, however these may not always meet guest's expectations for the luxury market (e.g. down quilts).

Facilities & Services

CWI Score: 4.90%

Actual Property CWI Score: 4.90%

Bedding provided	Max Score	Score Awarded
Bedding provided (and made up) for all beds.	5	★
Bedding provided (and made up) but not to all beds.	3	
Bedding is available for hire.	1	
None	0	
All pillows have protective cover.		
Yes	3	★
No	0	
All mattresses have a protective cover. May/may not have stain/waterproof barrier.		
Yes	3	★
No	0	
Additional blanket/quilt provided for each bed – available in room or from 24 hour housekeeping.		
Yes	2	★
No	0	

Condition & Quality

CWI Score: 4.05%

Actual Property CWI Score: 2.43%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Quilt quality			
	Goose or duck down fill, with a minimum 90% down or wool.	5	
	Microfiber blend fill with a minimum 350 GSM, feather down.	4	
	Microfiber blend fill (less than 350 GSM), feather down.	3	
	Synthetic cotton mix fill.	2	
	Synthetic fill.	1	
	No quilt.	0	
	NA	CWI Adjusted	★
Doona Cover quality			
	Outer fabric - down proof japara.	5	
	Outer fabric - japara cotton.	4	
	Outer fabric - cotton/polyester.	3	★
	Outer fabric - synthetic/cotton mix woven fabric.	2	
	Outer fabric - spun or non woven fabric.	1	
	No Doona Cover	0	
	NA	CWI Adjusted	
Blankets quality			
	Wool, cashmere or fine cotton.	5	
	Cotton.	4	
	Cotton blends, wool blends, or polyester fleece (min 400 GSM).	3	★



	Cotton mix acrylic, polyester fleece (min 370 GSM), or velour.	2	
	Synthetic (e.g. acrylic polyester).	1	
	No blanket.	0	
	NA	CWI Adjusted	
Sheets and Pillowcases quality			
	Fabric - 100% cotton or 100% linen. Thread count approximately 320, weight approximately 145-155 GSM. Professionally laundered/pressed. Pillow case - decorative header such as hem stitched piping, pillowcases may be finished with self flange.	5	
	Fabric - polyester/cotton with cotton component equal to or greater than 75%. Thread count approximately 250, weight approximately 155 GSM. Professionally laundered/creaseless. Pillow case – header, decorative enhancement such as cuffed and twin stitching, or self flange.	4	
	Fabric - polyester/cotton, with cotton component equal to or greater than 50%. Thread count approximately 180, weight approximately 165 GSM. Professionally laundered.	3	★
	Fabric - polyester/cotton, with cotton component less than 50%. Thread count 120 - 170, weight approximately 125 GSM. Creaseless, pressed pillowcases.	2	
	Fabric - polyester/cotton, with cotton component less than 50%. Thread count 120 - 170, weight approximately 110 GSM. Creased, pillowcases un-pressed.	1	
	None	0	
	NA	CWI Adjusted	
Mattress/Pillow Protectors quality			
	Mattress protector thickly quilted, cotton. Mattress protector fitted sheet style with elastic straps. Pillow protector quilted tightly, woven cotton, may have zipped closure.	5	
	Quilted cotton/poly cotton protectors. Mattress protector with elastic straps/fitted sheet style. Pillow protector quilted cotton envelope slip cover.	4	
	Quilted cotton/poly cotton protectors. Mattress protector with elastic straps. Pillow protector quilted cotton/blend, envelope slip cover.	3	★
	Synthetic fabric. Mattress protector with elastic anchor straps. Pillow protector, envelope style or zip closure.	2	
	Synthetic or bonded fabric e.g. polypropylene. Mattress protector with elastic anchor straps. Pillow protect or envelope style or zip closure.	1	
	No mattress or pillow protector.	0	
	NA	CWI Adjusted	
Pillows quality			
	Fill – down or feather and down (minimum 85% down), may have core weight equal to or greater than 900 grams (for standard size pillow). Cover – down proof 100% japura cotton. Latex. King size pillow approximately 50x90cm, minimum weight 1200 grams of microfiber blend (min 80% microfiber).	5	
	Fill – microfiber or feather and down. Weight equal to or less than 900 grams (standard size pillow), feather & down. Cover – woven fabric japura cotton. Memory foam.	4	
	Fill – microfiber blend, feather. Cover – woven fabric e.g. cotton or cotton/ synthetic mix.	3	★
	Fill – polyester/microfiber mix. Cover - woven synthetic fabric e.g. polyester.	2	
	Fill – polyester. Cover – bonded fabric e.g. polypropylene.	1	
	No Pillow	0	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Bedding condition			
	None	7	★
	Light	6	



	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Bedding condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 2.24%

Actual Property CWI Score: 2.24%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Bedding cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Bedding cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Mattress

This area includes the mattress (and topper if provided).

Facilities & Services

CWI Score: 2.18%

Actual Property CWI Score: 1.09%

Bed size	Max Score	Score Awarded
King Size Bed (2030mm x 1830mm) or split king or 2 x king singles.	6	
Queen size bed (minimum 2030mm x 1530mm).	5	
Standard double bed (minimum 1900mm x 1370mm).	3	★
Standard single/twin bed (minimum 1800mm x 920mm).	3	
Bed size - additional bedrooms.		
King Size Bed (2030mm x 1830mm) or split king or 2 x king singles.	6	
Queen size bed (minimum 2030mm x 1530mm).	5	
Standard double bed (minimum 1900mm x 1370mm) OR 2 x full size single beds	3	★
Bunk Beds with purpose designed ladder and safety barrier	3	
Other Bedding size	0	

Condition & Quality

CWI Score: 6.37%

Actual Property CWI Score: 5.10%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Mattress and Base quality			
	High technology pocket spring, with deep comfort layers (min 5) or high technology coil innerspring with deep comfort layers (min 5) or latex with gel top layer. Ticking (fabric) – knit.	5	
	Coil innerspring with minimum 4 comfort layers or pocket spring, with minimum 4 comfort layers. Ticking (fabric) – damask.	4	★
	Standard bonnell coil with minimum of 3 comfort layers or standard pocket coil with minimum of 3 comfort layers. Ticking (fabric) – cotton chintz.	3	
	200mm (approx.) high density foam block or standard bonnell coil with minimum 2 comfort layers. Ticking (fabric) – cotton twill.	2	
	100mm (approx.) foam block or standard bonnell coil with no comfort layers. Ticking (fabric) cotton.	1	
	NA	CWI Adjusted	
Topper quality			
	Separate mattress topper – down/feather (min 40% down) fill or latex.	5	
	Separate mattress topper – microfiber blend fill, minimum 95 GSM fill or feather and down fill (less than 40% down).	4	
	Separate mattress topper – microfiber/polyester fill.	3	
	Separate mattress topper – polyester fill.	2	
	No topper.	1	
	NA	CWI Adjusted	★

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Mattress and Base condition			
	None	7	★
	Light	6	



Self Catering

	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Mattress and Base condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 2.22%

Actual Property CWI Score: NA%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Mattress and Base cleanliness			
	None	7	
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	★
Mattress and Base cleanliness			
	None	7	
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	★



Self Catering

Clothes Storage/Bedroom Furnishings

This area includes the clothes storage, i.e. wardrobes(s), drawers, shelving, dressing table, handles/knobs, bedside tables/shelves, bedhead, mirrors.

Facilities & Services

CWI Score: 1.30%

Actual Property CWI Score: 1.02%

Bedside Table/Shelf	Max Score	Score Awarded
Bedside table/shelf provided adjacent to all permanent sleeping positions (except upper bunk).	3	
Bedside table/shelf provided adjacent to at least 50% of all permanent sleeping positions (except upper bunk).	2	★
Bedside table/shelf provided adjacent to less than 50% of all permanent sleeping positions	0	
None	0	
Minimum space of 900sqmm for each permanent sleeping position.		
Yes	2	★
No	0	
Clock/Alarm (may be part of television)/Docking Station		
Clock/Alarm (may be part of television)/Docking Station provided in all bedrooms.	3	
Clock/Alarm (may be part of television)/Docking Station provided in 50% or more of bedrooms.	2	★
Clock/Alarm (may be part of television)/Docking Station provided in less than 50% of bedrooms.	0	
No Clock/Alarm provided.	0	
Mirror Size		
Full length mirror with a size of 1200mm(H) x 400mm(W) (minimum height of 1800mm from floor to upper edge of mirror).	3	★
Medium mirror, with a minimum size of 600mm(H) x 350mm(W).	2	
Small mirror, with a size less than 600mm(H) x 350mm(W)	1	
None	0	
Mirror provided in all bedrooms		
Yes	2	★
No	0	
Wardrobe or purpose built hanging space in bedroom.		
Wardrobe or purpose built hanging space in all bedrooms.	3	★
Wardrobe or purpose built hanging space - less than all bedrooms.	2	
No wardrobe or purpose built hanging space in bedrooms.	0	
Wardrobe screened from room with doors or walk in robe.		
Yes	2	★
No	0	
Wardrobe size		
Spacious wardrobe with a minimum of free hanging space - 1550mm(H) x 750mm(W) x 550mm(D).	2	★
Adequate wardrobe with a minimum of free hanging space - 1400mm(H) x 450mm(W) x 450mm(D).	1	
Wardrobe with free hanging space less than - 1400mm(H) x 450mm(W) x 450mm(D).	0	
Sufficient clothes hangers, with a minimum of 3 clothes hangers per sleeping position.		
Yes	2	★
No	0	
Clamp hanger provided, with a minimum 1 clamp hanger per wardrobe.		
Yes	2	
No	0	★
Drawers/Shelf Space		
Sufficient drawers or enclosed shelf space. Minimum 400mm(W) x 300mm(D) x 100mm(H) for	2	★



Self Catering

each permanent sleeping position, measurements maybe accumulative.		
Sufficient drawers or shelf space not enclosed. Minimum 400mm(W) x 300mm(D) x 100mm(H) for each permanent sleeping position, measurements maybe accumulative.	1	
Drawer space or shelf space provided, less then mimimum size guidelines	0	
None	0	
Fixed or portable luggage rack in each bedroom.		
Fixed or portable luggage rack in each bedroom.	2	
Fixed or portable luggage rack in bedroom (less then all bedrooms)	1	
No fixed or portable luggage racks in any bedroom.	0	★

Condition & Quality

CWI Score: 1.95%

Actual Property CWI Score: 0.78%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Furnishings/Storage Materials quality			
	Solid timbers. Marble/stone top, or solid timber.	5	
	Designer timber veneers. Glass tops with polished edges reconstituted stone, timber.	4	
	Timber plywood, melamine, timber veneers. Laminate, glass tops with unpolished edges, laminate.	3	
	Melamine, imitation timber veneers, laminates. Basic laminate tops.	2	★
	Aged/dated melamine/laminate/timber MDF, PVC. Aged laminate tops.	1	
	NA	CWI Adjusted	
Mirror quality			
	Custom designed. Wardrobe doors - beveled edge frameless mirrored door, solid timber.	5	
	Beveled, polished edge.	4	
	Powder coated frame, aluminum/powder coated framed.	3	★
	Basic plastic frame.	2	
	Unframed, unpolished edge.	1	
	N/A - only select if no mirror selected	CWI Adjusted	
Wardrobe Doors quality			
	Concealed hardware, automated interior illumination. Custom designed handles/openers.	5	
	Frameless mirrored , timber/timber veneer. Concealed hardware, interior illumination. Brass or stainless steel handles.	4	
	Mirrored wardrobe doors, melamine/laminate. Backed, drawer runners, screws. Metal or timber handles.	3	★
	Aged/dated melamine/laminates. Drawer runners, glued joints. Plastic handles.	2	
	Basic wardrobe doors, painted chipboard. No backing, no runners, staples. Aged plastic handles.	1	
	No wardrobe doors	0	
	N/A only select if no wardrobe or purpose built hanging space is selected	CWI Adjusted	
Bedroom Furnishings Styling and Design quality			
	Clothes storage and furnishings coordinated with obvious use of elements and principles of design.	5	
	Clothes storage and furnishings custom design and coordinated with overall room style/theme.	4	
	Clothes storage and furnishings have a coordinated style/design elements.	3	★
	Clothes storage and furnishings have limited co-ordination of style or design.	2	
	Clothes storage and furnishings have no co-ordination of style or design.	1	
	NA	CWI Adjusted	



Condition

Condition Element	Condition Description	Max Score	Score Awarded
Bedside Tables/Shelf condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Bedside Tables/Shelf condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Clock Radio condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Clock Radio condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Mirror condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Mirror condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Wardrobes/Hanging Space/Clothes Hangers condition			
	None	7	
	Light	6	
	Moderate	4	★
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Wardrobes/Hanging Space/Clothes Hangers condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	



	N/A	CWI Adjusted	
Drawer/Shelf Space condition			
	None	7	
	Light	6	
	Moderate	4	
	Severe/Heavy	1	★
	N/A	CWI Adjusted	
Drawer/Shelf Space condition			
	None	7	
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	★
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 2.22%

Actual Property CWI Score: 2.09%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Bedside Tables/Shelf cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Bedside Tables/Shelf cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Clock Radio cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Clock Radio cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Mirror cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	



Self Catering

	N/A	CWI Adjusted	
Mirror cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Wardrobes/Hanging Space/Clothes Hangers cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Wardrobes/Hanging Space/Clothes Hangers cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Drawer/Shelf Space cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Drawer/Shelf Space cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Bedside lighting

This area includes bedside light fittings which may be wall hung, ceiling or lamps. It does not include illumination.

Facilities & Services

CWI Score: 0.58%

Actual Property CWI Score: 0.00%

Bedside lighting	Max Score	Score Awarded
Bedside lighting to all permanent sleeping positions.	3	
Bedside lighting to at least 50% of all permanent sleeping positions.	2	
Bedside lighting to less than 50% of all permanent sleeping positions	0	★
None	0	
Separate switches that operate individual lights/lamps to all permanent sleeping positions.		
Yes	2	
No	0	★

Condition & Quality

CWI Score: 1.19%

Actual Property CWI Score: 0.56%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Bedside Lighting quality			
	Architectural designed down lights - one piece unit down light, specifically designed and manufactured for the purpose or application. Optional lighting illumination. AND/OR Designer bedside lamps with solid construction.	5	
	Custom design down lights - one piece recessed downlight, round chrome fitting. AND/OR custom made bedside lamps, weighted base.	4	
	Standard down lights - painted white fitting or wall mounted lights. AND/OR Weighted bedside lamp, may have directional head.	3	
	Fluorescent lighting. AND/OR basic lightweight lamp base with basic shade, touch lights.	2	★
	Dated pelmet, fluorescent lighting. AND/OR small ineffective bedside lamps.	1	
	N/A only select if no bedside lighting selected	CWI Adjusted	
Bedside Lighting Power Cords quality			
	Power cords concealed.	5	
	Attempt to conceal power leads.	3	
	Power cords exposed.	2	★
	N/A only select if no bedside lighting selected	CWI Adjusted	
Bedside Lighting Styling and Design quality			
	Coordinated with obvious use of elements and principles of design.	5	
	Custom design and coordinated with overall room style/theme.	4	
	Coordinated style/design elements.	3	★
	Limited coordination of style or design.	2	
	Lack of coordination of style or design.	1	
	N/A only select if no bedside lighting selected	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Bedside lighting condition			
	None	7	★
	Light	6	



	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Bedside lighting condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 2.22%

Actual Property CWI Score: 1.90%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Bedside lighting cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Bedside lighting cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Bedroom lighting

This area includes all bedroom lighting (except bedside) light fittings and switches. It does not include illumination.

Facilities & Services

CWI Score: 0.64%

Actual Property CWI Score: 0.64%

Sufficient, effective lighting to all functional areas of bedroom.	Max Score	Score Awarded
Yes	3	★
No	0	
Spare power point/s provided in each room - double adaptors and power boards (without individual switches) are not acceptable.		
Yes	2	★
No	0	

Condition & Quality

CWI Score: 1.30%

Actual Property CWI Score: 0.69%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Bedroom Lighting Ceiling Lights quality			
	Architectural design down lights - one piece unit down light, specifically designed and manufactured for the purpose or application.	5	
	Custom design down lights - one piece recessed downlight, round chrome fitting.	4	
	Standard down lights - painted white fitting.	3	★
	Fluorescent lighting, diffuser panels.	2	
	Exposed globes or fluorescent tubes.	1	
	NA	CWI Adjusted	
Bedroom Lighting Fittings and Fixtures quality			
	Optional lighting illumination. Designer light fittings may have electronic control management system, digital touch pads.	5	
	Optional lighting illumination. Custom light shades, maybe sensor lighting with manual over-ride.	4	
	Oyster fitting.	3	★
	Basic oyster lighting.	2	
	Dated light fixtures and fitting.	1	
	NA	CWI Adjusted	
Bedroom Lighting Styling and Design quality			
	Coordinated with obvious use of elements and principles of design.	5	
	Custom design and coordinated with overall room style/theme.	4	
	Coordinated style/design elements.	3	
	Limited coordination of style or design.	2	★
	Lack of coordination of style or design.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Lighting/Power fittings & fixtures condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	



Self Catering

	N/A	CWI Adjusted	
Lighting/Power fittings & fixtures condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 2.22%

Actual Property CWI Score: 2.22%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Lighting/Power fittings & fixtures cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Lighting/Power fittings & fixtures cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Window Coverings/Privacy

This area includes blinds, curtains, drapes, window trims (including pelmets). For studio apartments/units where there is no separate bedroom/living area, even if the windows are located adjacent to the living/dining area, the following criteria applies.

Facilities & Services

CWI Score: 2.20%

Actual Property CWI Score: 1.89%

Adequate day privacy with bedroom window screening (e.g. sheer curtain, blinds, window tinting) allows in-room guest to see 'out' and gives privacy from external.	Max Score	Score Awarded
Yes	6	★
No	0	
Adequate night privacy with all windows/glass sliding doors fitted with covering for total privacy.		
Yes	6	★
No	0	
Insect screens with fine mesh screening on all opening windows/sliding doors.		
Yes	2	
No	0	★
NA (not warranted for style of accommodation i.e. high rise property where windows do not open)	2	

Condition & Quality

CWI Score: 2.99%

Actual Property CWI Score: 2.05%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Window Coverings quality			
	Thick quality drapes with generous fullness with separate lining and separate insulated backing (may be motorised) with quality sheers with generous fullness (may be motorised). OR quality timber venetians/shutters. OR custom designed/made roman blinds, motorised.	5	
	Thick quality drapes with separate insulated lining with sheers with generous 'fullness'. OR contemporary timber venetians/shutters. OR woven fiberglass, channeled roller blinds. OR roman blinds or designer fabric panels.	4	★
	Curtain self lined fabric with bonded rubber backing with standard sheer curtains. OR imitation timber venetians/shutters. OR 'woven' plastic roller blinds. OR standard roman blinds or standard fabric panels.	3	
	Curtain fabric with bonded backing with sheer curtains with little or no fullness. OR plastic venetians. OR plastic roller blinds, vertical blinds. OR budget roman or budget fabric panels.	2	
	No window coverings.	0	
	N/A window coverings not required.	CWI Adjusted	
Window Coverings Tracking quality			
	Bulkheads, pelmets/or other design elements concealing tracking/hardware.	5	
	Bulkheads, pelmets concealed tracking.	4	★
	Tracking exposed, designer rods.	3	
	Exposed tracking/conduit rods.	2	
	No window coverings.	0	
	N/A window coverings not required.	CWI Adjusted	
Window Coverings Styling and Design quality			
	Coordinated with obvious use of elements and principles of design.	5	
	Custom design and coordinated with overall room style/theme.	4	★



Self Catering

	Coordinated style/design elements.	3	
	Limited coordination of style or design.	2	
	Lack of coordination of style or design.	1	
	N/A window coverings not required.	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Curtains & Curtain Tracks condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Curtains & Curtain Tracks condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Windows/Window Sills condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Windows/Window Sills condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 2.22%

Actual Property CWI Score: 1.90%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Curtains & Curtain Tracks cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Curtains & Curtain Tracks cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Windows/Window Sills cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Windows/Window Sills cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Free floor space - Bedroom

Facilities & Services

CWI Score: 2.20%

Actual Property CWI Score: 1.26%

Floor space	Max Score	Score Awarded
Spacious area with a minimum 12sqm or greater of free floor space.	4	
Medium area with a minimum 9 sqm or greater of free floor space.	3	
Small area with a minimum of 6sqm or greater of free floor space.	1	★
Area less than 6sqm of free floor space	0	
All bedrooms separate to lounge/dining area with doors.		
Yes	3	★
No	0	

Condition & Quality

Quality

No Quality Guidelines apply.

Condition

No Condition Guidelines apply.

Cleanliness

Cleanliness

No Cleanliness Guidelines apply.



Self Catering

Walls/Ceiling finishes - Bedroom

Walls and Ceilings includes wall/ceiling finish/skirting/doors/architraves and door handles.

Facilities & Services

No Facilities and Services score applies.

Condition & Quality

CWI Score: 2.60%

Actual Property CWI Score: 1.34%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Bedroom Walls/Ceiling Quality			
	Plaster walls/ceilings, architecturally designed. May be polished plaster walls.	5	
	Plaster walls/ceilings with feature brick walls.	4	
	Plaster walls/ceilings AND/OR painted brick walls.	3	★
	Paneled walls/ceilings with visible joints AND/OR exposed plain brick/concrete block walls.	2	
	Paneled walls/ceilings with visible joints AND/OR dated plain brick/concrete block walls.	1	
	NA	CWI Adjusted	
Bedroom Skirting/Cornice Quality			
	Decorative skirting/cornice of generous proportions.	5	
	Decorative skirting/cornice of square set corners.	4	
	Plain skirting/cornice with no decorative enhancement.	3	★
	Basic narrow skirting/cornice.	2	
	Quad trim used for skirting's/cornice.	1	
	No cornice/skirting's.	0	
	NA	CWI Adjusted	
Bedroom Walls/Ceilings Styling and Design Quality			
	Fully coordinated AND/OR customised design to match overall room style with decorative enhancements such as commissioned artwork.	5	
	Colour has been used to create coordinated theme/harmony with use of decorative enhancements.	4	
	Colour has been used to create theme/harmony with use of decorative enhancements.	3	★
	Little use of colour to create theme/harmony with basic decorative enhancements.	2	
	No use of colour to create theme/harmony with lack of decorative enhancements.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Bedroom Walls/Ceilings condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Bedroom Walls/Ceilings condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	



	N/A	CWI Adjusted	
Bedroom Skirting's/Doors/Vents condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Bedroom Skirting's/Doors/Vents condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 2.22%

Actual Property CWI Score: 2.06%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Bedroom Walls/Ceilings cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Bedroom Walls/Ceilings cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Bedroom Skirting's/Doors/Vents cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Bedroom Skirting's/Doors/Vents cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Floor Coverings - Bedroom

This area includes all floor finishes except for bathroom floor finishes. Multiple flooring may be used.

Facilities & Services

No Facilities and Services score applies.

Condition & Quality

CWI Score: 2.60%

Actual Property CWI Score: 1.56%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Bedroom Carpet quality			
	High density pure wool carpet with thickness of pile.	5	
	High density wool mix carpet (e.g. 80/20) or high density solution dyed nylon carpet.	4	
	Medium density synthetic/mix carpet or standard solution dyed nylon carpet	3	
	Nylon carpet, low density.	2	
	Poly propylene carpet, low density.	1	
	N/A no carpet.	CWI Adjusted	★
Bedroom Floorboard quality			
	Polished solid hardwood quality timber floors (e.g. Jarrah).	5	
	Polished solid hardwood timber floors (e.g. Brushbox).	4	
	Laminated timber floor boards.	3	
	N/A no floorboards.	CWI Adjusted	★
Bedroom Floor Tiles quality			
	Natural stone, marble, limestone, reconstituted stone.	5	
	Contemporary tiles.	4	
	Standard tiles.	3	
	Basic tiles.	2	
	Dated tiles.	1	
	N/A no tiles.	CWI Adjusted	★
Bedroom Floor Vinyl quality			
	Designer vinyl.	5	
	Standard vinyl.	3	★
	Basic vinyl.	2	
	Dated vinyl.	1	
	N/A no vinyl.	CWI Adjusted	
Bedroom Floor Coverings Styling and Design quality			
	Custom design and coordinated with overall room/style theme.	5	
	Coordinated with obvious use of elements and principles of design.	4	
	Coordinated style/design elements.	3	★
	Limited coordination of style or design.	2	
	Lack of coordination of style or design.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Floor Coverings condition			
	None	7	★
	Light	6	



Self Catering

	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Floor Coverings condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 2.22%

Actual Property CWI Score: 2.22%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Floor Coverings cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Floor Coverings cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Bathroom

Bathroom Type

Facilities & Services

CWI Score: 4.84%

Actual Property CWI Score: 4.84%

Bathroom type	Max Score	Score Awarded
Ensuite bathroom that has direct access from main bedroom.	5	★
Bathroom located within unit, or one bedroom/studio when more than 3 permanent sleeping positions.	3	
Communal bathroom.	1	
None	0	
Additional bathroom		
Additional full bathroom in unit. Minimum - shower, toilet and hand basin	4	★
Additional toilet and/or shower in unit, or separate toilet for studio or one bedroom apartment.	2	
None	0	

Condition & Quality

Quality

No Quality Guidelines apply.

Condition

No Condition Guidelines apply.

Cleanliness

Cleanliness

No Cleanliness Guidelines apply.



Self Catering

Shower Recess/Bath

This area includes the bath (does not include the bath surrounds), shower floor/grate, shower walls, shower screen.

Facilities & Services

CWI Score: 0.96%

Actual Property CWI Score: 0.48%

Shower/Bath	Max Score	Score Awarded
Separate shower and full size bath (minimum size of 1300mm x 600mm) plus shower recess.	5	
Shower over full size bath/spa (minimum size of 1300mm x 600mm).	4	
Shower recess only.	3	★
None	0	
Shower type		
Large shower recess (minimum 1800mm length plus width).	5	
Adequate shower recess (minimum 1500mm length plus width).	4	
Small shower recess (less than 1500mm length plus width).	0	★
Spa bath or plunge bath.		
Yes	2	
No	0	★
Height of shower is a minimum 1900mm with an adjustable arm acceptable to meet dimension.		
Yes	2	★
No	0	
Dedicated soap holder or mounted soap dispenser.		
Yes	2	★
No	0	
Dedicated shelf/space for guest toiletries.		
Yes	2	★
No	0	

Condition & Quality

CWI Score: 3.58%

Actual Property CWI Score: 2.58%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Shower Walls Material quality			
	Stone, fully tiled.	5	
	Contemporary tiles, reconstituted stone, fully tiled.	4	★
	Standard tiles, designer moulded fiber glass, paneling with no visible joints.	3	
	Budget tiles, moulded fibre glass, paneling with no visible joints.	2	
	Dated tiles, 'aged' moulded plastic/fibre glass, paneling with visible joints.	1	
	NA	CWI Adjusted	
Shower Base quality			
	Hobless, stone	5	
	Hobless, contemporary tiles, reconstituted stone, designer moulded base.	4	
	Standard tiles or moulded fibre glass.	3	★
	Budget tiles.	2	
	Dated tiles, 'aged' moulded plastic/fibreglass.	1	
	N/A no shower base (shower over bath).	CWI Adjusted	



Self Catering

Shower Screen quality			
	Frameless glass.	5	
	Semi frameless glass shower screen.	4	
	Framed shower screen or designer curtain.	3	★
	Shower curtain, segmented glass sliding doors.	2	
	Lightweight plastic curtain, aged shower screen.	1	
	N/A - shower screen not required.	5	
Shower Grate quality			
	Designer steel grate.	5	
	Tile insert grate.	4	★
	Chrome grate.	3	
	Plastic/chrome grate.	2	
	Plastic grate.	1	
	N/A no shower base (shower over bath).	CWI Adjusted	
Shower Bath Styling and Design quality			
	Coordinated with obvious use of elements and principles of design.	5	
	Custom design and coordinated with overall room style/theme.	4	★
	Coordinated style/design elements.	3	
	Limited coordination of style or design.	2	
	Lack of coordination of style or design.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Shower Base/Bath condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Shower Base/Bath condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Shower Walls/Grouting condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Shower Walls/Grouting condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Shower Screens/Curtains condition			
	None	7	★



	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Shower Screens/Curtains condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Shower Head/Rose condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Shower Head/Rose condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Soap Holder/Shampoo Holder condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Soap Holder/Shampoo Holder condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Taps condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Taps condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 2.63%



Self Catering

Actual Property CWI Score: 2.57%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Shower Base/Bath cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Shower Base/Bath cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Select the cleanliness of the Shower Walls/Grouting			
Shower Walls/Grouting cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Shower Walls/Grouting cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Shower Screens/Curtains cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Shower Screens/Curtains cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Shower Head/Rose cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Shower Head/Rose cleanliness			
	None	7	★



Self Catering

	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Soap Holder/Shampoo Holder cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Soap Holder/Shampoo Holder cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Taps cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Taps cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Hand basin/Benchtop/Vanity

This area includes the hand basin, plugs, bench/shelf space, drawers including handles.

Facilities & Services

CWI Score: 0.56%

Actual Property CWI Score: 0.49%

Bench/shelf space	Max Score	Score Awarded
Sufficient bench/shelf space with a minimum dimensions of 300mm x 200mm.	3	
Adequate bench/shelf space is less than 300mm x 200mm. Minimum dimensions of 150mm x 150mm.	2	★
No bench space or bench space less than 150mm x 150mm.	0	
Basin size		
Sufficient sized hand basin with a minimum size of 400mm x 250mm.	3	★
Adequate sized hand basin less than 400mm x 250mm.	2	
Separate shelving with a minimum measurement of 150mm		
Yes	2	★
No	0	

Condition & Quality

CWI Score: 2.52%

Actual Property CWI Score: 1.81%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Hand basin Design quality			
	Customised design and style/theme.	5	
	Contemporary design.	4	
	Standard design.	3	★
	Basic design.	2	
	Dated design.	1	
	NA	CWI Adjusted	
Hand basin Materials quality			
	High quality finished stone, glass, ceramic.	5	
	Quality finishes - e.g. ceramics, reconstituted stone.	4	
	Polymarble, acrylic.	3	★
	Moulded acrylic.	2	
	Plastic, aged polymarble.	1	
	NA	CWI Adjusted	
Hand basin/Vanity Plumbing quality			
	All plumbing is concealed.	5	★
	Exposed plumbing decorative finish.	4	
	Exposed plumbing chrome finish.	3	
	Exposed PVC plumbing.	2	
	NA	CWI Adjusted	
Bathroom Bench Space Materials quality			
	Stone, glass.	5	
	Reconstituted stone, designer laminate.	4	★
	Standard laminate, polymarble.	3	
	Basic laminate sheeting, moulded acrylic.	2	
	Dated laminate sheeting, dated moulded acrylic.	1	



	N/A only select if no bathroom bench/shelf space selected.	CWI Adjusted	
Bathroom Hand basin/Bench Space/Vanity Styling and Design quality			
	Coordinated with obvious use of elements and principles of design.	5	
	Custom design and coordinated with overall room style/theme.	4	
	Coordinated style/design elements.	3	★
	Limited coordination of style or design.	2	
	Lack of coordination of style or design.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Hand Basin condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Hand Basin condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Vanity/Bench Space condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Vanity/Bench Space condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 2.63%

Actual Property CWI Score: 2.63%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Hand Basin cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Hand Basin cleanliness			
	None	7	★



Self Catering

	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Vanity/Bench Space cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Vanity/Bench Space cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Bathroom Fittings

Area include taps, spout, hooks, towel rails, mirror lighting, towel racks, shower head/rose, soap holders, hooks, toilet roll holder and toilet brush.

Facilities & Services

CWI Score: 0.72%

Actual Property CWI Score: 0.36%

Mixer taps with flick mixer or separate tap set with common spout.	Max Score	Score Awarded
Yes	2	★
No	0	
Mirror Size		
Large mirror (minimum size 600(H) x 450mm (W)).	3	
Adequate mirror (minimum size 450mm (H) x 350mm (W)).	2	★
Small mirror (less than 450mm(H) x 350mm(W)).	1	
None	0	
Conveniently located mirror located above the hand basin/vanity unit, minimum measurement from floor between 1200mm and 1800mm.		
Yes	2	★
No	0	
Purpose designed towel rails.		
Yes	2	
No	0	★
Adequate towel rails provided with a minimum of 450mm per sleeping position. Pull out/portable clothes line is acceptable to include.		
Yes	2	
No	0	★
Adequate clothes hooks provided with a minimum of 2 separate hooks or one double hook. Small adhesive hooks are not sufficient.		
Yes	2	
No	0	★
Additional Bathrooms provide mirror, towel rails, clothes hooks, bin, toilet brush.		
Yes	1	★
No	0	

Condition & Quality

CWI Score: 2.08%

Actual Property CWI Score: 1.80%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Bathroom Fittings quality			
	Custom designed fittings, stainless steel or designer finish.	5	
	Custom designed chrome fittings.	4	★
	Standard range fittings, predominantly chrome.	3	
	Basic fittings with plastic finishing.	2	
	Dated fitting with plastic finishing.	1	
	NA	CWI Adjusted	
Bathroom Mirror quality			
	Large bevel edged designer mirror with quality framing or mirror recessed into filing.	5	★
	Large framed bevel edged mirror.	4	
	Framed mirror.	3	
	Plastic framed mirror.	2	



Self Catering

	Frameless standard mirror with unpolished edge.	1	
	No mirror.	0	
	NA	CWI Adjusted	
Bathroom Fittings Styling and Design quality			
	Coordinated with obvious use of elements and principles of design.	5	
	Coordinated with overall room style/theme.	4	★
	Coordination of fittings and fixtures are matching.	3	
	Limited coordination of fittings and fixtures.	2	
	Lack of coordination of fittings and fixtures.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Taps/Plugs condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Taps/Plugs condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Mirror/Mirror Lighting condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Mirror/Mirror Lighting condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 2.62%

Actual Property CWI Score: 2.62%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Taps/Plugs cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	



Self Catering

Taps/Plugs cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Mirror/Mirror Lighting cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Mirror/Mirror Lighting cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Toilet Area

Area includes toilet suite (including cistern and seat), paper dispenser, waste bin, hooks, door and door lock and plumbing.

Facilities & Services

CWI Score: 0.75%

Actual Property CWI Score: 0.75%

Minimum of one rubbish bin provided in each bathroom. Additional rubbish bin for separate toilet.	Max Score	Score Awarded
Yes	2	★
No	0	
One or more additional toilet rolls provided.		
Yes	2	★
No	0	
Toilet brush and holder provided.		
Yes	2	★
No	0	

Condition & Quality

CWI Score: 3.41%

Actual Property CWI Score: 2.27%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Toilet Suite quality			
	High quality porcelain/ceramic finish. Wall faced/wall hung pan, may have a concealed cistern. High quality chrome buttons.	5	
	Wall faced/wall hung toilet suite.	4	
	Close coupled toilet suite.	3	★
	Two piece toilet suite, enclosed 'S' trap.	2	
	Two piece toilet suite with exposed 'S' trap.	1	
	NA	CWI Adjusted	
Toilet Cistern quality			
	High quality porcelain/ceramic finish. All plumbing concealed.	5	
	Porcelain/ceramic finish.	4	★
	Mid range finish. Combination of ceramic bowl & designer hard plastic cistern.	3	
	Basic plastic cistern.	2	
	Aged plastic cistern.	1	
	NA	CWI Adjusted	
Toilet Styling and Design quality			
	Coordinated with obvious use of elements and principles of design.	5	
	Custom design and coordinated with overall room style/theme.	4	
	Coordinated style/design elements.	3	★
	Limited coordination of style or design.	2	
	Lack of coordination of style or design.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Cistern/Plumbing/Pedestal/Seat/Lid/Pan condition			
	None	7	★
	Light	6	



Self Catering

	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Cistern/Plumbing/Pedestal/Seat/Lid/Pan condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Toilet Paper Holder and Dispenser/Bin condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Toilet Paper Holder and Dispenser/Bin condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 2.63%

Actual Property CWI Score: 2.63%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Cistern/Plumbing/Pedestal/Seat/Lid/Pan cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Cistern/Plumbing/Pedestal/Seat/Lid/Pan cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Toilet Paper Holder and Dispenser/Bin cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Toilet Paper Holder and Dispenser/Bin cleanliness			
	None	7	★
	Few Issues (< 3)	6	



Self Catering

	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Bathroom Lighting

Areas considered include lighting, light shades, diffusers, power points, switches and heat lamps.

Facilities & Services

CWI Score: 0.56%

Actual Property CWI Score: 0.56%

Sufficient lighting, with lighting positioned so no area of the bathroom lacks efficient light. It must effectively cover all areas (mirror, shower, bath, vanity, and toilet).	Max Score	Score Awarded
Yes	3	★
No	0	
Spare power point/s provided.		
Yes	2	★
No	0	

Condition & Quality

CWI Score: 2.12%

Actual Property CWI Score: 1.27%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Bathroom Lighting Quality			
	Architectural design down lights, one piece unit down light.	5	
	Custom design down lights, one piece recessed downlight, round chrome fitting.	4	
	Standard down lights, painted white fittings.	3	★
	Fluorescent lighting diffuser panels.	2	
	Exposed globes or fluorescent tubes.	1	
	NA	CWI Adjusted	
Bathroom Light Fittings Quality			
	Optional lighting illumination. Designer light fittings, may have electronic control management system.	5	
	Optional lighting illumination. Custom light shades, may be sensor lighting with manual over-ride.	4	
	Oyster fittings with design elements.	3	★
	Basic oyster lighting.	2	
	Dated lighting fixtures and fittings.	1	
	NA	CWI Adjusted	
Bathroom Lighting Styling and Design Quality			
	Coordinated with obvious use of elements and principles of design.	5	
	Custom design and coordinated with overall room style/theme.	4	
	Coordinated style/design elements.	3	★
	Limited coordination of style or design.	2	
	Lack of coordination of style or design.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Lighting/Fittings condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	



Lighting/Fittings condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 2.62%

Actual Property CWI Score: 2.62%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Lighting/Fittings cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Lighting/Fittings cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Personal Amenities

Facilities & Services

CWI Score: 0.66%

Actual Property CWI Score: 0.25%

Amenities	Max Score	Score Awarded
Sufficient personal amenities, with a minimum of 5 items including separate shampoo, separate conditioner, tissues plus 2 other items such as moisturizer, shower cap. Liquid dispensers for shampoo-conditioner are acceptable.	3	
Adequate personal amenities, with a minimum of 3 items including shampoo, tissues and one additional item	2	
No amenities or less than 3 items.	0	★
Soap (or Soap Dispenser) provided for guests.		
Yes	3	★
No	0	
Hairdryer provided in bathroom/guest room.		
Yes	2	
No	0	★

Condition & Quality

Quality

No Quality Guidelines apply.

Condition

No Condition Guidelines apply.

Cleanliness

Cleanliness

No Cleanliness Guidelines apply.



Self Catering

Towelling

Area includes towels, face towels, and bath mat.

Facilities & Services

CWI Score: 0.66%

Actual Property CWI Score: 0.38%

Towels provided	Max Score	Score Awarded
Towel provided for each permanent sleeping position	4	★
Towels are available to hire	1	
Towels not provided	0	
An additional towel provided for each sleeping position (2 towels per sleeping position).		
Yes	2	
No	0	★
Minimum of 1 face cloth provided to each bathroom.		
Yes	2	★
No	0	
Minimum of 1 hand towel provided to each bathroom.		
Yes	2	★
No	0	
Bath robe provided for each sleeping position.		
Yes	2	
No	0	★
Bath sheet (minimum of 800mm x 1600mm) provided for each sleeping position.		
Yes	2	
No	0	★

Condition & Quality

CWI Score: 3.16%

Actual Property CWI Score: 1.90%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Towel Size quality			
	Large towel (approx. 750 x 1500mm).	5	
	Standard size towel (approx. 680 x 1320mm).	3	★
	Basic towel (approx. 600 x 1300mm).	2	
	NA	CWI Adjusted	
Towelling Materials quality			
	Cotton towelling. Minimum weight 620 GSM for all towelling items.	5	
	Cotton towelling. Minimum weight 550 GSM for all towelling items.	4	
	Cotton or cotton rich (86/14) towelling. Minimum weight 475 GSM for all towelling items.	3	★
	Light weight cotton, cotton/polyester towelling. Minimum weight 425 GSM for all towelling items.	2	
	Lightweight cotton, cotton/polyester. Minimum weight 400 GSM for all towelling items.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Towelling condition			
	None	7	★



Self Catering

	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Toweling condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 2.63%

Actual Property CWI Score: 2.63%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Toweling cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Toweling cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Window Coverings/Privacy

Facilities & Services

CWI Score: 0.62%

Actual Property CWI Score: 0.62%

Bathroom door provided for privacy.	Max Score	Score Awarded
Yes	3	★
No	0	
Privacy at bathroom window		
Adequate privacy at bathroom windows with opaque glass/blinds, curtains for all bathroom windows.	6	
No	0	
N/A No windows.	6	★
Insect screens		
Insect screens with fine mesh screening on all opening windows/sliding doors.	2	
N/A No windows.	2	★
No insect screens on windows.	0	

Condition & Quality

Quality

No Quality Guidelines apply.

Condition

No Condition Guidelines apply.

Cleanliness

Cleanliness

No Cleanliness Guidelines apply.



Self Catering

Bathroom Floor Space

Facilities & Services

CWI Score: 1.34%

Actual Property CWI Score: 0.34%

Bathroom free floor space.	Max Score	Score Awarded
Spacious area with a minimum of 4 sqm of free floor space.	4	
Adequate area equal to or greater than 2 sqm of free floor space.	3	
Small area less than 2 sqm but greater than 1 sqm of free floor space.	1	★
Area less the 1 sqm.	0	

Condition & Quality

Quality

No Quality Guidelines apply.

Condition

No Condition Guidelines apply.

Cleanliness

Cleanliness

No Cleanliness Guidelines apply.



Self Catering

Walls & Ceiling - Bathroom

Area includes wall/ceiling finishes, skirting, doors, architraves and door handles.

Facilities & Services

No Facilities and Services score applies.

Condition & Quality

CWI Score: 2.01%

Actual Property CWI Score: 1.51%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Bathroom Tiles/Wall Finishing quality			
	Designer wall tiles, natural stone tiles, glass/mirrored walls.	5	
	Contemporary wall tiles, reconstituted stone.	4	
	Standard tiles.	3	★
	Basic tiles, painted brick or concrete walls.	2	
	Dated tiles, concrete block walls.	1	
	NA	CWI Adjusted	
Bathroom Walls quality			
	Full wall coverage with tiles.	5	★
	Combination of tiles and plaster/rendered walls, or panelling with no visible joints. May have single tile only on skirting area.	2	
	Combination of tiles and modular panelling with visible joints.	1	
	NA	CWI Adjusted	
Bathroom Ceiling quality			
	Plaster with design features.	5	
	Plaster.	4	★
	Sprayed concrete.	3	
	Panelling with visible joints.	2	
	NA	CWI Adjusted	
Bathroom Walls and Ceiling Styling and Design			
	Coordinated with obvious use of elements and principles of design.	5	
	Colour has been used to create coordinated theme/harmony.	4	
	Colour has been used to create a harmony/theme.	3	★
	Little use of colour to create theme/harmony.	2	
	No use of colour to create theme/harmony.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Walls/Ceilings condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Walls/Ceilings condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	



	N/A	CWI Adjusted	
Skirting's/Doors condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Skirting's/Doors condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Windows condition			
	None	7	
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	★
Windows condition			
	None	7	
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	★

Cleanliness

CWI Score: 2.62%

Actual Property CWI Score: 2.62%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Walls/Ceilings cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Walls/Ceilings cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Skirting's/Doors cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	



Self Catering

	N/A	CWI Adjusted	
Skirting's/Doors cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Windows cleanliness			
	None	7	
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	★
Windows cleanliness			
	None	7	
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	★



Self Catering

Floor Coverings - Bathroom

Area includes floor covering finishes and grate.

Facilities & Services

No Facilities and Services score applies.

Condition & Quality

CWI Score: 2.12%

Actual Property CWI Score: 1.55%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Bathroom Floor Coverings Materials Quality			
	Designer tiles, natural stone.	5	
	Contemporary tiles, reconstituted stone.	4	
	Standard vinyl, standard tiles.	3	★
	Basic vinyl sheeting, basic tiles.	2	
	Dated vinyl sheeting, dated tiles.	1	
	NA	CWI Adjusted	
Bathroom Floor Grate quality			
	Designer tile insert floor grate.	5	★
	Steel floor grate.	4	
	Chrome floor grate.	3	
	Plastic floor grate.	2	
	Aged plastic floor grate.	1	
	NA	CWI Adjusted	
Bathroom Floor Coverings Styling and Design			
	Coordinated with obvious use of elements and principles of design.	5	
	Custom design and coordinated with overall room style/theme.	4	
	Coordinated style/design elements.	3	★
	Limited coordination of style or design.	2	
	No coordination of style or design.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Floor Coverings condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Floor Coverings condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 2.62%

Actual Property CWI Score: 2.62%



Self Catering

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Floor Coverings cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Floor Coverings cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Ventilation

Facilities & Services

CWI Score: 1.33%

Actual Property CWI Score: 1.33%

Ventilation	Max Score	Score Awarded
A mechanical exhaust system for removal of moisture & odours.	4	★
Ventilation provided by opening window	2	
None	0	

Condition & Quality

Quality

No Quality Guidelines apply.

Condition

No Condition Guidelines apply.

Cleanliness

Cleanliness

No Cleanliness Guidelines apply.



Self Catering

Lounge and Dining Area

Entertainment Facilities

This area includes the television, the TV presentation, (cabinet/stand/wall mounted), sound system, DVD.

Facilities & Services

CWI Score: 1.83%

Actual Property CWI Score: 1.52%

TV provided	Max Score	Score Awarded
TV provided in unit, apartment, cottage, villa, or house.	4	★
Communal TV provided in shared room/ lounge.	1	
None	0	
TV size		
Large TV screen that is equal to or greater than 107cm/42 inch (diagonal measurement).	4	
Medium TV screen that is equal to or greater than 80cm/32 inch (diagonal measurement).	3	★
Small TV screen that is less than 80cm/32 inch and equal to or greater than 66cm/26 inch (diagonal measurement).	2	
Very small TV screen that is less than 66cm/26 inch (diagonal measurement).	0	
TV channels		
A minimum of 6 TV channels (excluding free-to-air channels).	4	★
Less than 6 TV channels (excluding free-to-air channels).	3	
Minimum of 1 additional TV provided in unit		
Yes	2	
No	0	★
DVD player in-room		
Yes	2	★
No	0	
CD player/sound system/MP3 docking station		
Yes	2	
No	0	★
Provision of Nintendo, PlayStation, X-Box type games system.		
Yes	2	
No	0	★
Maximum 1 'other' entertainment facility (e.g. board games).		
Yes	2	★
No	0	

Condition & Quality

CWI Score: 1.40%

Actual Property CWI Score: 1.06%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
TV quality			
	Large LED TV, state-of-the-art features such as HD TV, maybe have 3D available, surround sound audio or wireless sound system.	5	
	Large plasma, LCD, LED TV, state-of-the-art features such as HD TV, surround sound audio.	4	★
	Flat screen, medium sized (e.g. 32") TV.	3	
	Small TV (min 26")	2	



Self Catering

	Dated TV	1	
	N/A (if no TV selected in services and facilities)	CWI Adjusted	
TV Cabinet/Mounting quality			
	TV is positioned in a custom-built entertainment unit/stand, coordinated with room style.	5	
	TV on wall or cabinet coordinated with the overall theme of the room.	4	★
	Wall mounted, swivel mount or purpose built entertainment unit/stand/turntable.	3	
	TV on wall or bench.	2	
	N/A (if no TV selected in services and facilities)	CWI Adjusted	
Sound System quality			
	Sound system is integrated into TV system.	5	
	Sound system screened in cabinet (connected to TV).	4	★
	Basic stereo sound system/unit, DVD player.	3	
	Portable CD and DVD player.	2	
	No CD or DVD player.	0	
	N/A (if no TV selected in services and facilities)	CWI Adjusted	
Remote quality			
	Digital/touch pad remote control.	5	
	Standard remote control	4	★
	No remote control	0	
	N/A (if no TV selected in services and facilities)	CWI Adjusted	
Concealment of Cords and Cables quality			
	Cables and cords are all concealed.	5	
	Attempt to conceal cords/cables (some visible).	3	★
	Exposed cords/cables (majority).	1	
	N/A (if no TV selected in services and facilities)	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Television condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Television condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Other entertainment facilities condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Other entertainment facilities condition			
	None	7	★
	Few Issues (< 3)	6	



	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 1.71%

Actual Property CWI Score: 1.71%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Television cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Television cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Other entertainment facilities cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Other entertainment facilities cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Lounge Seating

This area includes lounge seating, occasional seating such as tub chairs and accessories such as cushions, throws etc.

Facilities & Services

CWI Score: 2.43%

Actual Property CWI Score: 2.43%

Lounge seating	Max Score	Score Awarded
Purpose designed lounge seating which may have arms and is fully upholstered. May be cane/wicker lounge seating with fully padded cushions.	4	★
Purpose designed occasional seating which may include tub chairs, occasional chairs, foam lounges.	3	
Other basic lounge seating.	0	
None	0	
Sufficient lounge seating provided for the maximum number of permanent sleeping positions.		
Yes	2	★
No	0	
Room provided with lounge type seating plus additional dining chairs.		
Yes	2	★
No	0	

Condition & Quality

CWI Score: 1.10%

Actual Property CWI Score: 0.66%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Cushioned Lounge Seating quality			
	Solid construction, thick padding/high density foam, cushions with down filling, quality tightly woven fabric, tightly upholstered.	5	
	Solid construction, thickly padded with high density foam, tightly woven commercial grade fabric, tightly upholstered.	4	
	Mid-range furniture, materials - medium density foams, close weave fabrics.	3	★
	Basic construction materials - low density foam, loose weave fabric.	2	
	Dated construction, materials - low density foam, loose weave fabric.	1	
	N/A no cushioned lounge/chairs (other/rattan/cane type of lounge seating provided)	CWI Adjusted	
Cushioned Lounge Base quality			
	Well-padded sprung base.	5	
	Sprung base.	4	
	Web base.	3	★
	Slat base.	2	
	Solid base.	1	
	N/A no cushioned lounge/chairs (other/rattan/cane type of lounge seating provided).	CWI Adjusted	
Rattan/Cane Lounge Furniture quality			
	Designer rattan/lounge/chairs.	5	
	Contemporary rattan/cane/lounge chairs.	4	
	Mid-range cane lounge/chairs.	3	
	Basic cane lounge/chairs.	2	
	Dated cane lounge/chairs.	1	
	N/A no rattan/cane lounge/chairs (cushioned type of lounge seating provided).	CWI Adjusted	★
Lounge /Occasional Seating Styling and Design quality			



	Coordinated with obvious use of elements and principles of design.	5	
	Custom design and coordinated with overall room style/theme.	4	
	Coordinated style/design elements.	3	
	Limited coordination of style or design.	2	
	Lack of coordination of style or design.	1	
	N/A only select if no occasional/lounge seating is selected.	CWI Adjusted	★

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Seating condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Seating condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 1.72%

Actual Property CWI Score: 1.72%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Seating cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Seating cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Dining Table/Chairs

Areas include dining table and dining seating, stool and bench seating.

Facilities & Services

CWI Score: 2.43%

Actual Property CWI Score: 2.43%

Provision of purpose built dining table/bench and chairs.	Max Score	Score Awarded
Yes	4	★
No	0	
Sufficient seating provided for the maximum number of sleeping positions.		
Yes	3	★
No	0	
Sufficient dining table/bench space provided for all permanent sleeping positions.		
Yes	2	★
No	0	

Condition & Quality

CWI Score: 1.10%

Actual Property CWI Score: 0.72%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Dining Table Materials quality			
	Solid quality timbers (e.g. cedar), designer timber veneers, marble and stone, stainless steel frames, designer cane/rattan.	5	
	Solid timber (e.g. oak), designer laminate, melamine, timber veneers, reconstituted stone, glass, chrome or brushed steel frames, contemporary cane/rattan.	4	
	Laminate, melamine, standard timber (e.g. pine), timber veneers, glass, chrome or brushed steel frames, plywood, pine, high grade plastic, standard cane/rattan.	3	★
	Plastic, MDF, laminates, steel tube frames.	2	
	Dated plastic, MDF, dated laminates, basic steel tube frames.	1	
	N/A only select if no dining table/bench and chairs selected.	CWI Adjusted	
Dining Chair Materials quality			
	High grade fabrics.	5	
	Commercial grade fabric.	4	
	Vinyl.	3	★
	Dated vinyl.	2	
	N/A no upholstery on dining chairs.	1	
Type of Dining Chair quality			
	All dining chairs consist of individual chairs with a back.	5	★
	Dining seating consists of stools, benches or fixed seating.	3	
	N/A only select if no dining table/bench and chairs selected.	CWI Adjusted	
Dining Facilities Styling and Design Quality			
	Coordinated with obvious use of elements and principles of design.	5	
	Custom designed and coordinated with overall room style/theme.	4	
	Coordinated style/design elements.	3	★
	Basic design, limited coordination and style.	2	
	Lack of coordination of style or design.	1	
	N/A only select if no dining table/bench and chairs selected.	CWI Adjusted	

Condition



Self Catering

Condition Element	Condition Description	Max Score	Score Awarded
Dining facilities - Seating condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Dining facilities - Seating condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Dining facilities - Table condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Dining facilities - Table condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 1.72%

Actual Property CWI Score: 1.72%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Dining facilities - Seating cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Dining facilities - Seating cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Dining facilities - Table cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	



	N/A	CWI Adjusted	
Dining facilities - Table cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Lounge & Dining Lighting

This area includes all bedroom lighting (except bedside) light fittings and switches. It does not include illumination.

Facilities & Services

CWI Score: 1.62%

Actual Property CWI Score: 1.62%

Sufficient, effective lighting to all functional areas of living/dining area.	Max Score	Score Awarded
Yes	3	★
No	0	
Spare power point/s provided in each room - double adaptors and power boards (without individual switches) are not acceptable.		
Yes	2	★
No	0	

Condition & Quality

CWI Score: 0.60%

Actual Property CWI Score: 0.27%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Lounge & Dining Lighting Ceiling Lights quality			
	Architectural design down lights - one piece unit down light, specifically designed and manufactured for the purpose or application.	5	
	Custom design down lights - one piece recessed downlight, round chrome fitting.	4	
	Standard down lights - painted white fitting.	3	★
	Fluorescent lighting, diffuser panels.	2	
	Exposed globes or fluorescent tubes.	1	
	NA	CWI Adjusted	
Lounge & Dining Lighting Fittings and Fixtures quality			
	Optional lighting illumination. Designer light fittings may have electronic control management system, digital touch pads.	5	
	Optional lighting illumination. Custom light shades, maybe sensor lighting with manual over-ride.	4	
	Oyster fitting.	3	★
	Basic oyster lighting.	2	
	Dated light fixtures and fitting.	1	
	NA	CWI Adjusted	
Lounge & Dining Lighting Styling and Design quality			
	Coordinated with obvious use of elements and principles of design.	5	
	Custom design and coordinated with overall room style/theme.	4	
	Coordinated style/design elements.	3	
	Limited coordination of style or design.	2	★
	Lack of coordination of style or design.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Lounge & Dining Lighting/Power fittings & fixtures condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	



Self Catering

	N/A	CWI Adjusted	
Lounge & Dining Lighting/Power fittings & fixtures condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 1.71%

Actual Property CWI Score: 1.71%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Lounge & Dining Lighting/Power fittings & fixtures cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Lounge & Dining Lighting/Power fittings & fixtures cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Lounge & Dining Window Coverings/Privacy

This area includes blinds, curtains, drapes, window trims (including pelmets). For studio rooms where there is no separate bedroom/living area and windows, this criteria must still be completed (answers replicated from bedroom criteria).

Facilities & Services

CWI Score: 2.03%

Actual Property CWI Score: 1.35%

All windows/sliding glass doors fitted with covering for total privacy	Max Score	Score Awarded
Yes	6	★
No	0	
Insect screens with fine mesh screening on all opening windows/sliding doors.		
Insect screens with fine mesh screening on all opening windows/sliding doors.	3	
N/A Insect screen not warranted for style of accommodation (i.e. high rise)	3	
No insect screens on windows.	0	★

Condition & Quality

CWI Score: 1.20%

Actual Property CWI Score: 0.75%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Lounge & Dining Window Coverings quality			
	Thick quality drapes with generous fullness with separate lining and separate insulated backing (may be motorised) with quality sheers with generous fullness (may be motorised). OR quality timber venetians/shutters. OR custom designed/made roman blinds, motorised.	5	
	Thick quality drapes with separate insulated lining with sheers with generous 'fullness'. OR contemporary timber venetians/shutters. OR woven fiberglass, channeled roller blinds. OR roman blinds or designer fabric panels.	4	★
	Curtain self lined fabric with bonded rubber backing with standard sheer curtains. OR imitation timber venetians/shutters. OR 'woven' plastic roller blinds. OR standard roman blinds or standard fabric panels.	3	
	Curtain fabric with bonded backing with sheer curtains with little or no fullness. OR plastic venetians. OR plastic roller blinds, vertical blinds. OR budget roman or budget fabric panels.	2	
	No window coverings.	0	
	N/A window coverings not required.	CWI Adjusted	
Lounge & Dining Window Coverings Tracking quality			
	Bulkheads, pelmets/or other design elements concealing tracking/hardware.	5	
	Bulkheads, pelmets concealed tracking.	4	★
	Tracking exposed, designer rods.	3	
	Exposed tracking/conduit rods.	2	
	No window coverings.	0	
	N/A window coverings not required.	CWI Adjusted	
Lounge & Dining Window Coverings Styling and Design quality			
	Coordinated with obvious use of elements and principles of design.	5	
	Custom design and coordinated with overall room style/theme.	4	
	Coordinated style/design elements.	3	★
	Limited coordination of style or design.	2	
	Lack of coordination of style or design.	1	
	N/A window coverings not required.	CWI Adjusted	

Condition



Self Catering

Condition Element	Condition Description	Max Score	Score Awarded
Lounge & Dining Curtains & Curtain Tracks condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Lounge & Dining Curtains & Curtain Tracks condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Lounge & Dining Windows/Window Sills condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Lounge & Dining Windows/Window Sills condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 1.72%

Actual Property CWI Score: 1.72%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Lounge & Dining Curtains & Curtain Tracks cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Lounge & Dining Curtains & Curtain Tracks cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Lounge & Dining Windows/Window Sills cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	



Self Catering

	N/A	CWI Adjusted	
Lounge & Dining Windows/Window Sills cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Free Floor Space - Lounge & Dining

Facilities & Services

CWI Score: 4.66%

Actual Property CWI Score: 0.93%

What floor space is provided in the Lounge & Dining	Max Score	Score Awarded
Spacious area with a minimum 20sqm or greater of free floor space for lounge, dining. Kitchen, halls. Minimum dimensions 500mm.	5	
Medium area with a minimum 12sqm or greater for lounge, dining. Kitchen, halls. Minimum dimensions 500mm.	4	
Small area with a minimum of 9sqm or greater of free floor space for lounge, dining. Kitchen, halls. Minimum dimensions 500mm.	1	★
Area less than 9sqm of free floor space	0	

Condition & Quality

Quality

No Quality Guidelines apply.

Condition

No Condition Guidelines apply.

Cleanliness

Cleanliness

No Cleanliness Guidelines apply.



Self Catering

Walls/Ceiling Finishes - Lounge & Dining

Walls and Ceilings includes wall/ceiling finish/skirting/doors/architraves and door handles.

Facilities & Services

No Facilities and Services score applies.

Condition & Quality

CWI Score: 0.80%

Actual Property CWI Score: 0.41%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Lounge & Dining Walls/Ceiling Quality			
	Plaster walls/ceilings, architecturally designed. May be polished plaster walls.	5	
	Plaster walls/ceilings with feature brick walls.	4	
	Plaster walls/ceilings AND/OR painted brick walls.	3	★
	Paneled walls/ceilings with visible joints AND/OR exposed plain brick/concrete block walls.	2	
	Paneled walls/ceilings with visible joints AND/OR dated plain brick/concrete block walls.	1	
	NA	CWI Adjusted	
Lounge & Dining Skirting/Cornice Quality			
	Decorative skirting/cornice of generous proportions.	5	
	Decorative skirting/cornice of square set corners.	4	
	Plain skirting/cornice with no decorative enhancement.	3	★
	Basic narrow skirting/cornice.	2	
	Quad trim used for skirting's/cornice.	1	
	No cornice/skirting's.	0	
	NA	CWI Adjusted	
Lounge & Dining Walls/Ceilings Styling and Design Quality			
	Fully coordinated AND/OR customised design to match overall room style with decorative enhancements such as commissioned artwork.	5	
	Colour has been used to create coordinated theme/harmony with use of decorative enhancements.	4	
	Colour has been used to create theme/harmony with use of decorative enhancements.	3	★
	Little use of colour to create theme/harmony with basic decorative enhancements.	2	
	No use of colour to create theme/harmony with lack of decorative enhancements.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Lounge & Dining Walls/Ceilings condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Lounge & Dining Walls/Ceilings condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	



	N/A	CWI Adjusted	
Lounge & Dining Skirting's/Doors/Vents condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Lounge & Dining Skirting's/Doors/Vents condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 1.71%

Actual Property CWI Score: 1.59%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Lounge & Dining Walls/Ceilings cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Lounge & Dining Walls/Ceilings cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Lounge & Dining Skirting's/Doors/Vents cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Lounge & Dining Skirting's/Doors/Vents cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Floor Coverings - Lounge & Dining

This area includes all floor finishes except for bathroom floor finishes. Multiple flooring may be used.

Facilities & Services

No Facilities and Services score applies.

Condition & Quality

CWI Score: 0.80%

Actual Property CWI Score: 0.48%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Lounge & Dining Carpet quality			
	High density pure wool carpet with thickness of pile.	5	
	High density wool mix carpet (e.g. 80/20) or high density solution dyed nylon carpet.	4	
	Medium density synthetic/mix carpet or standard solution dyed nylon carpet	3	
	Nylon carpet, low density.	2	
	Poly propylene carpet, low density.	1	
	N/A no carpet.	CWI Adjusted	★
Lounge & Dining Floorboard quality			
	Polished solid hardwood quality timber floors (e.g. Jarrah).	5	
	Polished solid hardwood timber floors (e.g. Brushbox).	4	
	Laminated timber floor boards.	3	
	N/A no floorboards.	CWI Adjusted	★
Lounge & Dining Floor Tiles quality			
	Natural stone, marble, limestone, reconstituted stone.	5	
	Contemporary tiles.	4	
	Standard tiles.	3	
	Basic tiles.	2	
	Dated tiles.	1	
	N/A no tiles.	CWI Adjusted	★
Lounge & Dining Floor Vinyl quality			
	Designer vinyl.	5	
	Standard vinyl.	3	★
	Basic vinyl.	2	
	Dated vinyl.	1	
	N/A no vinyl.	CWI Adjusted	
Lounge & Dining Floor Coverings Styling and Design quality			
	Custom design and coordinated with overall room/style theme.	5	
	Coordinated with obvious use of elements and principles of design.	4	
	Coordinated style/design elements.	3	★
	Limited coordination of style or design.	2	
	Lack of coordination of style or design.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Lounge & Dining Floor Coverings condition			
	None	7	★
	Light	6	



	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Lounge & Dining Floor Coverings condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 1.71%

Actual Property CWI Score: 1.71%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Lounge & Dining Floor Coverings cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Lounge & Dining Floor Coverings cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

General Facilities

Laundry & Cleaning Facilities

Area includes washing machine, dryer, laundry tub, bench, plumbing.

Facilities & Services

CWI Score: 3.25%

Actual Property CWI Score: 3.25%

Laundry facilities	Max Score	Score Awarded
Laundry with a washing machine and dryer or clothes line in each unit, apartment, villa, cottage, or house.	5	★
Communal guest laundry on site, including washing machine and dryer or clothes line.	1	
No laundry facilities	0	
Ironing		
Iron and full size ironing board - approx. 1150mm(L) x 340mm(W) located in each unit, apartment, villa, cottage, or house.	3	★
Iron and 3/4 size ironing board - approx. 1150mm(L) x 340mm(W) located in each unit, apartment, villa, cottage, or house.	2	
Iron and ironing board available for all guests in communal laundry.	1	
None	0	
Broom and/or vacuum cleaner available in each unit, apartment, villa, cottage, or house.		
Yes	2	★
No	0	
Mop and bucket available in each unit, apartment, villa, cottage, or house.		
Yes	2	★
No	0	

Condition & Quality

CWI Score: 1.83%

Actual Property CWI Score: 1.10%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Washing Machine quality			
	Front loader with digital display. Matching appliances. Eco features.	5	
	Front loader. Matching appliances. Eco features.	4	★
	Top loader with digital display controls.	3	
	Top loader with basic dials/controls.	2	
	Dated top loader/twin tub washing machine.	1	
	N/A No washing Machine	CWI Adjusted	
Dryer quality			
	Dryer with condenser, moisture sensor/automatic stop.	5	
	Dryer with a stainless steel drum/automatic anti crease.	4	
	Standard dryer with a painted enamel drum.	3	★
	Basic dryer with no additional features.	2	
	Dated dryer.	1	
	N/A No Dryer	CWI Adjusted	
Laundry Tub quality			
	Sink made from porcelain or stainless steel. Under bench mounted.	5	
	Sink made from stainless steel. Incorporated into bench/mounted.	4	



	Standard stainless steel laundry tub/cabinet.	3	★
	Basic plastic or concrete laundry tub/cabinet.	2	
	Aged/dated laundry tub/cabinet.	1	
	N/A no laundry tub.	CWI Adjusted	
Laundry Plumbing quality			
	All plumbing concealed.	5	
	Concealed or decorative plumbing.	4	
	Attempts to conceal plumbing or exposed chrome finish plumbing.	3	★
	Exposed PVC plumbing.	2	
	N/A no laundry tub.	CWI Adjusted	
Laundry Benchtop quality			
	Benchtop made from high quality materials, e.g. natural stone or similar.	5	
	Benchtop made from quality materials, e.g. reconstituted stone, designer laminate or similar.	4	
	Benchtop made from standard materials, e.g. standard laminate or similar.	3	
	Bench tops made from low quality materials, e.g. basic laminate/tiles or similar.	2	
	Benchtops made from dated materials, e.g. dated laminate/files.	1	
	N/A no bench space.	CWI Adjusted	★

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Washing Machine & Dryer condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Washing Machine & Dryer condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Iron & Ironing Board/Cover condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Iron & Ironing Board/Cover condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Laundry Fixtures (tub & taps) condition			
	None	7	
	Light	6	★
	Moderate	4	



	Severe/Heavy	1	
	N/A	CWI Adjusted	
Laundry Fixtures (tub & taps) condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Laundry Floor Surface, Walls and Ceiling condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Laundry Floor Surface, Walls and Ceiling condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 3.00%

Actual Property CWI Score: 2.14%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Washing Machine & Dryer cleanliness			
	None	7	
	Light	6	
	Moderate	4	
	Severe/Heavy	1	★
	N/A	CWI Adjusted	
Washing Machine & Dryer cleanliness			
	None	7	
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	★
	N/A	CWI Adjusted	
Iron & Ironing Board/Cover cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Iron & Ironing Board/Cover cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	



Self Catering

	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Laundry Fixtures (tub & taps) cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Laundry Fixtures (tub & taps) cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Laundry Floor Surface, Walls and Ceiling cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Laundry Floor Surface, Walls and Ceiling cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Security & Safety

Facilities & Services

CWI Score: 2.17%

Actual Property CWI Score: 0.75%

Security	Max Score	Score Awarded
Electronic unit entry.	5	
Automated locking with entrance door that automatically locks to external entry.	4	
Internal locking with entrance door, lockable internally by guest.	3	★
None of the above	0	
Locks on all external doors		
Yes	3	★
No	0	
Intercom		
Video intercom in unit	4	
Intercom in unit	3	
None	0	★
Security floor access, with access to room floor only available via room key		
Yes	3	
No	0	★
Viewing hole in front door, security screen door or security chain.		
Yes	2	★
No	0	
Purpose built safe provided in each unit, apartment, villa, cottage, or house (with operating instructions).		
Yes	2	
No	0	★
Allowance for properties where facilities are not relevant/applicable (e.g. houses, cottages, villas).		
Yes	4	
No	0	★

Condition & Quality

Quality

No Quality Guidelines apply.

Condition

No Condition Guidelines apply.

Cleanliness

Cleanliness

No Cleanliness Guidelines apply.



Self Catering

Non-Smoking

Facilities & Services

CWI Score: 1.31%

Actual Property CWI Score: 1.31%

100% of guest rooms to be non-smoking and must be accompanied by signage at the property and in-rooms.	Max Score	Score Awarded
Yes	4	★
No	0	

Condition & Quality

Quality

No Quality Guidelines apply.

Condition

No Condition Guidelines apply.

Cleanliness

Cleanliness

No Cleanliness Guidelines apply.



Self Catering

Communications/Business desk

Facilities & Services

CWI Score: 1.41%

Actual Property CWI Score: 1.41%

Minimum of one telephone in room accessible 24 hours.	Max Score	Score Awarded
Yes	2	★
No	0	
Local Phone Book in-room.		
Yes	1	★
No	0	
Broadband and/or Wi Fi access in room.		
Yes	3	★
No	0	
Compendium with an extensive range of property and local visitor information, including local phone numbers – digital and/or print.		
Yes	2	★
No	0	

Condition & Quality

CWI Score: 0.91%

Actual Property CWI Score: 0.91%

Quality

No Quality Guidelines apply.

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Compendium condition			
	None	7	★
	Light	5	
	Moderate	2.5	
	Severe/Heavy	0.5	
	N/A	CWI Adjusted	
Compendium condition			
	None	7	★
	Few Issues (< 3)	5	
	Some Issues (3-4)	2.5	
	Major Issues (> 4)	0.5	
	N/A	CWI Adjusted	
Phone condition			
	None	7	★
	Light	5	
	Moderate	2.5	
	Severe/Heavy	0.5	
	N/A	CWI Adjusted	
Phone condition			
	None	7	★
	Few Issues (< 3)	5	
	Some Issues (3-4)	2.5	



Self Catering

	Major Issues (> 4)	0.5	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 3.00%

Actual Property CWI Score: 2.79%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Compendium cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Compendium cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Phone cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Phone cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Heating/Cooling

Facilities & Services

CWI Score: 3.86%

Actual Property CWI Score: 2.90%

Heating	Max Score	Score Awarded
Sufficient heating provided from an air conditioners (split/invertors or ducted systems) steam/water heater, gas ducted or convection heating.	5	★
Moderate heating provided from an oil column or fan heater.	2	
None	0	
Cooling		
Sufficient cooling provided from a refrigerated air-conditioner (split or ducted systems) or ducted evaporative cooler.	5	★
Moderate cooling provided a ceiling fan or portable evaporative cooling system.	4	
None	0	
Individual temperature control/indicator, with setting in degrees.		
Yes	2	★
No	0	
Heating/cooling provided in all rooms (bathroom excluded) within unit.		
Yes	4	
No	0	★

Condition & Quality

CWI Score: 4.26%

Actual Property CWI Score: 2.43%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Heating quality			
	Ducted air-conditioning (with heating) with individual temperature control to each unit.	5	
	Ducted air-conditioning, or integrated split system (with heating).	4	
	Split system reverse cycle air-conditioner (with heating) with individual temperature control and remote control.	4	★
	Window/wall reverse cycle air-conditioner unit (with heating) with individual temperature control.	3	
	Log fire.	3	
	Column heater.	2	
	Box style reverse air-conditioner.	2	
	Wall hung strip heater or fan heater.	1	
	No heating.	0	
	NA	CWI Adjusted	
Air-conditioning quality			
	Ducted air conditioning with individual temperature control to each unit.	5	
	Ducted air conditioning, or integrated split system.	4	
	Split system reverse cycle air conditioners with individual temperature control and remote control.	3	★
	Window/wall reverse cycle air conditioner units with individual temperature control.	2	
	Box style reverse air conditioners.	1	
	No air-conditioning.	0	
	NA	CWI Adjusted	
Fan quality			



Self Catering

	Designer ceiling fan with electronic fan control.	5	
	Contemporary ceiling fan.	4	
	Standard ceiling fans.	3	★
	Basic ceiling fans.	2	
	Free standing fans.	1	
	Air-conditioned - no fan required.	5	
	No fan.	0	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Heating/cooling appliances condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Heating/cooling appliances condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 3.00%

Actual Property CWI Score: 2.57%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Heating/cooling appliances cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Heating/cooling appliances cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Kitchen Facilities

Tea/Coffee & Cutlery/Crockery/Glassware

Facilities & Services

CWI Score: 3.43%

Actual Property CWI Score: 3.43%

Tea/coffee facilities	Max Score	Score Awarded
Sufficient complimentary tea/coffee provisions (2 per person) including packaged tea, coffee and sugar sachets with either fresh or UHT milk. A kettle must be provided.	4	★
Communal/shared tea/coffee facilities provided to guests.	1	
None	0	
Sufficient quantities and range of crockery and cutlery including, mugs and or cups, saucers and spoons per permanent sleeping position.		
Yes	3	★
No	0	
Sufficient glassware provided for each permanent sleeping position including standard drinking glasses and wine/champagne glasses.		
Yes	3	★
No	0	

Condition & Quality

CWI Score: 3.30%

Actual Property CWI Score: 2.83%

Quality

No Quality Guidelines apply.

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Kettle condition			
	None	7	
	Light	5	★
	Moderate	2.5	
	Severe/Heavy	0.5	
	N/A	CWI Adjusted	
Kettle condition			
	None	7	
	Few Issues (< 3)	5	★
	Some Issues (3-4)	2.5	
	Major Issues (> 4)	0.5	
	N/A	CWI Adjusted	
Crockery/Cutlery/Glassware condition			
	None	7	★
	Light	5	
	Moderate	2.5	
	Severe/Heavy	0.5	
	N/A	CWI Adjusted	
Crockery/Cutlery/Glassware condition			
	None	7	★



Self Catering

	Few Issues (< 3)	5	
	Some Issues (3-4)	2.5	
	Major Issues (> 4)	0.5	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 3.80%

Actual Property CWI Score: 3.53%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Kettle cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Kettle cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Crockery/Cutlery/Glassware cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Crockery/Cutlery/Glassware cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Kitchen Appliances

Facilities & Services

CWI Score: 5.94%

Actual Property CWI Score: 5.53%

Fridge	Max Score	Score Awarded
Large fridge (minimum 200 litres)	4	★
Adequate fridge (minimum 140 litres)	3	
Small fridge (less than 140 litres)	2	
Fridge provided in shared/communal area	1	
none	0	
Toaster provided		
Toaster provided in unit.	3	★
Toaster in communal kitchen.	1	
None	0	
Oven in communal kitchen.		
Domestic oven in unit.	5	★
Combined convection and microwave oven in unit.	3	
Stovette (stove plugs into power point) in unit.	2	
Oven in communal kitchen.	1	
None	0	
Microwave		
Microwave in unit.	2	★
Microwave in communal kitchen.	1	
None	0	
Slide tray grill or separate grill.		
Yes	2	★
No	0	
Stove		
Stovetop with a minimum 3 hot plates.	3	★
Stovetop with a minimum of 1 hot plate.	2	
Hotplates in communal kitchen (minimum 4).	1	
None	0	
Extraction fan/rangehood.		
Yes	2	★
No	0	
Cooking equipment - (minimum) two saucepans with lids, fry pan, 2 bowls (salad/mixing), and chopping board.		
Yes	3	★
No	0	
Cooking utensils - (minimum) egg lifter, peeler, 2 utility knives (1 large), serving spoon, mixer spoon, can opener, cork screw, tongs.		
Yes	3	★
No	0	
Additional appliances such as an electric frypan, coffee machine, sandwich maker etc.		
Yes	2	
No	0	★

Condition & Quality

CWI Score: 3.54%

Actual Property CWI Score: 1.56%



Self Catering

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Kitchen Appliance quality			
	Top range appliances - i.e. induction cook tops with touch controls; gas stainless steel cook top with electronic ignition with a variety of cooking zones.	5	
	High range appliances - i.e. ceramic cook top with touch controls; gas with electronic ignition.	4	
	Mid range appliances - i.e. ceramic cook top or gas cook top with rotary controls.	3	★
	Basic range appliances - i.e. coil/solid hobs; basic free standing upright gas stove, enamel top.	2	
	Aged/dated basic range appliances - i.e. stovette.	1	
	NA	CWI Adjusted	
Kitchen Appliance Integration quality			
	Appliances integrated into the kitchen design.	5	
	Appliances fully incorporated into cabinets.	4	
	Appliances incorporated into kitchen design.	3	
	Majority of appliances free standing/exposed - i.e. microwave on bench top.	2	★
	Appliances 'exposed' - i.e. refrigerator free standing.	1	
	NA	CWI Adjusted	
Kitchen Exhaust quality			
	Integrated or designer rangehood.	5	
	Standard rangehood incorporated into overhead cupboards.	3	★
	Exposed rangehood.	2	
	Ceiling exhaust fan.	1	
	N/A no rangehood/exhaust/extraction fan.	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Refrigerator - Seals/Interior/Defrosting condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Refrigerator - Seals/Interior/Defrosting condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Toaster condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Toaster condition			
	None	7	
	Few Issues (< 3)	6	★



	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Oven/Microwave/Grill/Stovetop condition			
	None	7	
	Light	6	
	Moderate	4	★
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Oven/Microwave/Grill/Stovetop condition			
	None	7	
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	★
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Ventilation/Rangehood condition			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Ventilation/Rangehood condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Kitchen Equipment; Utensils/Bowls/Pots & Pans condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Kitchen Equipment; Utensils/Bowls/Pots & Pans condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 3.80%

Actual Property CWI Score: 3.47%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Refrigerator - Seals/Interior/Defrosting cleanliness			
	None	7	
	Light	6	★



Self Catering

	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Refrigerator - Seals/Interior/Defrosting cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Toaster cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Toaster cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Oven/Microwave/Grill/Stovetop cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Oven/Microwave/Grill/Stovetop cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Ventilation/Rangehood cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Ventilation/Rangehood cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Kitchen Equipment; Utensils/Bowls/Pots & Pans cleanliness			
	None	7	★
	Light	6	
	Moderate	4	



	Severe/Heavy	1	
	N/A	CWI Adjusted	
Kitchen Equipment; Utensils/Bowls/Pots & Pans cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Kitchen Dishwashing, Bench and Cupboards

Facilities & Services

CWI Score: 4.34%

Actual Property CWI Score: 3.93%

Dishwashing facilities	Max Score	Score Awarded
Double sink with plugs.	4	
Kitchen sink with plug.	2	★
Dishwashing facilities available in communal area.	1	
None	0	
Flick mixer or separate taps with common spout.		
Yes	2	★
No	0	
Sufficient bench space provided (1000mmx 600mm), measurements may be accumulative. Minimum measurement of 150mm.		
Yes	3	★
No	0	
Sufficient cupboard space provided (500mm x 600mm), measurements may be accumulative. Minimum measurement of 150mm.		
Yes	2	★
No	0	
Additional/spare power points provided in the kitchen area.		
Yes	2	★
No	0	
Dishwasher provided.		
Yes	5	★
No	0	
Rubbish Bin provided - minimum 8 litre		
Yes	1	★
No	0	
Kitchen bin, lined and lidded, or in cupboard.		
Yes	1	★
No	0	
Detergents, dishcloth, tea towel, scorer, dish-rack.		
Yes	1	★
No	0	

Condition & Quality

CWI Score: 3.35%

Actual Property CWI Score: 2.23%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Kitchen Splash back quality			
	Splash back made from glass, stainless steel, stone or glass tiles.	5	★
	Splash back made from reconstituted stone, or contemporary tiles.	4	
	Splash back made from standard tiles or tile laminate.	3	
	Splash back on a limited area, made from basic tiles.	2	
	No splash back.	1	
	NA	CWI Adjusted	
Kitchen Benchtop Material quality			



Self Catering

	Natural stone.	5	
	Reconstituted stone or designer laminate.	4	★
	Standard laminate.	3	
	Basic laminate or tiles.	2	
	Dated laminate or tiles.	1	
	NA	CWI Adjusted	
Kitchen Cupboards/Drawer Handles quality			
	Designer/stainless steel or handleless/recessed grooves.	5	
	Standard chrome.	3	★
	Basic plastic or timber.	2	
	NA	CWI Adjusted	
Kitchen Cupboards/Doors/Drawers Material quality			
	Solid timbers. May have soft closing drawers.	5	
	Timber veneer or designer laminate/melamine.	4	
	Standard laminate/melamine or vinyl wrap.	3	★
	Painted melamine/laminate.	2	
	Painted dated melamine/laminate.	1	
	NA	CWI Adjusted	
Kitchen Cupboards/Drawers Internal Material quality			
	Melamine/laminate.	5	★
	Unsealed.	2	
	NA	CWI Adjusted	
Kitchen Sink quality			
	Under bench mounted, made from porcelain, stone, or stainless steel.	5	
	Under bench mounted, made from stainless steel.	4	
	Stainless steel sink.	3	
	Basic stainless steel sink.	2	★
	Dated stainless steel sink.	1	
	NA - no sink	CWI Adjusted	
Kitchen Tapware quality			
	Designer stainless steel or high quality alternatives.	5	
	Stainless steel or high quality alternatives.	4	
	Standard chrome.	3	★
	Basic materials.	2	
	Basic mismatched materials.	1	
	NA	CWI Adjusted	
Kitchen Styling and Design quality			
	Coordinated with obvious use of elements and principles of design.	5	
	Custom design and coordinated with overall room style/theme.	4	
	Coordinated style/design elements.	3	★
	Limited coordination of style or design.	2	
	Lack of coordination of style or design.	1	
	NA	CWI Adjusted	
Condition			
Condition Element	Condition Description	Max Score	Score Awarded
Sink/Bench/Cupboard	Space condition		
	None	7	
	Light	6	★
	Moderate	4	



	Severe/Heavy	1	
	N/A	CWI Adjusted	
Sink/Bench/Cupboard Space condition			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Dishwasher condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Dishwasher condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Rubbish Bin condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Rubbish Bin condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 3.80%

Actual Property CWI Score: 3.62%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Sink/Bench/Cupboard Space cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Sink/Bench/Cupboard Space cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	



Self Catering

	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Dishwasher cleanliness			
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Dishwasher cleanliness			
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	
Rubbish Bin cleanliness			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Rubbish Bin cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Kitchen Lighting

Facilities & Services

CWI Score: 2.29%

Actual Property CWI Score: 2.29%

Sufficient lighting, with effective lighting to all functional areas of the kitchen.	Max Score	Score Awarded
Yes	3	★
No	0	

Condition & Quality

CWI Score: 1.34%

Actual Property CWI Score: 0.51%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Kitchen Lighting Ceiling Lights quality			
	Architectural design down lights - one piece unit down light, specifically designed and manufactured for the purpose or application.	5	
	Custom design down lights - one piece recessed downlight, round chrome fitting.	4	
	Standard down lights - painted white fitting.	3	★
	Fluorescent lighting, diffuser panels.	2	
	Exposed globes or fluorescent tubes.	1	
	NA	CWI Adjusted	
Kitchen Lighting Fittings and Fixtures quality			
	Optional lighting illumination. Designer light fittings may have electronic control management system, digital touch pads.	5	
	Optional lighting illumination. Custom light shades, maybe sensor lighting with manual over-ride.	4	★
	Oyster fitting.	3	
	Basic oyster lighting.	2	
	Dated light fixtures and fitting.	1	
	NA	CWI Adjusted	
Kitchen Lighting Styling and Design quality			
	Coordinated with obvious use of elements and principles of design.	5	
	Custom design and coordinated with overall room style/theme.	4	
	Coordinated style/design elements.	3	★
	Limited coordination of style or design.	2	
	Lack of coordination of style or design.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Kitchen Lighting/Power fittings & fixtures condition			
	None	7	
	Light	6	
	Moderate	4	★
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Kitchen Lighting/Power fittings & fixtures condition			
	None	7	
	Few Issues (< 3)	6	



	Some Issues (3-4)	4	★
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 3.80%

Actual Property CWI Score: 3.26%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
	Kitchen Lighting/Power fittings & fixtures cleanliness		
	None	7	
	Light	6	★
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
	Kitchen Lighting/Power fittings & fixtures cleanliness		
	None	7	
	Few Issues (< 3)	6	★
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Kitchen Floor Coverings

Facilities & Services

No Facilities and Services score applies.

Condition & Quality

CWI Score: 1.47%

Actual Property CWI Score: 1.03%

Quality

Quality Element	Quality Description	Max Score	Score Awarded
Kitchen Floor Materials quality			
	High quality tiles (stone), natural rubber flooring, designer polished concrete (no added agate), or hardwood timber.	5	
	Contemporary tiles (reconstituted stone), contemporary vinyl (with cushion underlay), or timber.	4	★
	Standard vinyl, laminate, standard tiles, or polished concrete (with added agate).	3	
	Basic thin vinyl, or basic tiles.	2	
	Dated vinyl, vinyl sheeting, or dated files.	1	
	NA	CWI Adjusted	
Kitchen Floor Coverings Styling and Design Quality			
	Custom design and coordinated with overall room/style theme.	5	
	Coordinated with obvious use of elements and principles of design.	4	
	Coordinated style/design elements.	3	★
	Limited coordination of style or design.	2	
	Lack of coordination of style or design.	1	
	NA	CWI Adjusted	

Condition

Condition Element	Condition Description	Max Score	Score Awarded
Lounge & Dining Floor Coverings condition			
	None	7	★
	Light	6	
	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Lounge & Dining Floor Coverings condition			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	

Cleanliness

CWI Score: 3.80%

Actual Property CWI Score: 3.80%

Cleanliness

Cleanliness Element	Cleanliness Description	Max Score	Score Awarded
Lounge & Dining Floor Coverings cleanliness			
	None	7	★
	Light	6	



Self Catering

	Moderate	4	
	Severe/Heavy	1	
	N/A	CWI Adjusted	
Lounge & Dining Floor Coverings cleanliness			
	None	7	★
	Few Issues (< 3)	6	
	Some Issues (3-4)	4	
	Major Issues (> 4)	1	
	N/A	CWI Adjusted	



Self Catering

Glossary of Terms

When we developed our guidelines for Quality and Condition we consulted widely with design professionals and commercial operators across the Australian accommodation sector.

An assessment of quality incorporates experiential and functional design elements, material, construction techniques and sustainability. Consumer research also showed that 'modernity' (e.g. the stylishness, freshness, innovativeness, or avant-garde of facilities and design) had a significant influence on their perception of quality.

The assessment of condition is the most important and influential factor in determining a Star Rating. Effective maintenance practices and a commitment to ongoing refurbishments have proven to be highly valuable in managing defective facilities, stress and wear of guest facilities.

Term	Area of Assessment	Description
Aged	Condition	Determined by the effects of time or 'wear and tear' on fittings fixtures and/or furnishings. Ongoing maintenance may address some effects, but the overall impact of sustained guest use has led to the deterioration of quality standards; for example, faded, chipped, worn, and saggy. Please note: antique or collectible furnishings will not be defined a 'aged' in the absence of condition issues.
Basic	Quality	Determined by the practicality and purpose of use as opposed to incorporating or complementing a distinct design element or theme – of plain appearance and functional application. For example, a framed mirror with no additional design element or feature such as bevelled edges or recessed into surrounding tiles.
Coordination	Quality	Determined by the integration of design and decor elements to produce a complementary theme. For example, the coordination of beddings such as throws, cushions/pillows, sheets, valance, sheets and bedcovers that demonstrates an obvious attempt to coordinate each element.
Contemporary	Quality	Determined by the functional and modern design elements that are engaged by commercial designers, retailers and hospitality professionals. For example, a 'contemporary' modular lounge suite when compared to a 'dated' cane lounge suit.
Custom Designed and/or Custom Made	Quality	Determined by the functional design elements specific to the overall decor theme of a property and guest experience. This may include products that have been tailored to satisfy specific requirements. For example, the use of a bed-head that complements an overall decor and theme for the bedroom, or a dining table and chairs that complement the overall decor and theme of the living area.
Comfort Layer (Mattress)	Quality	Determined by the types of foams and fibres used in the uppermost layers of a mattress, as well as their overall thickness or density. For example, a standard mattress may have 2 comfort layers while the benchmark for high technology mattresses is a minimum of 5 deep comfort layers.



Glossary of Terms

Term	Area of Assessment	Description
Dated	Quality	Determined by the modernity of the facilities and the design elements or theme. For example, an older-styled segment glass sliding door for the shower recess compared to a frameless shower door.
Design Element	Quality	Determined by the creative components or aspects of an item or visual setting - within accommodation settings this can specifically relate to the basic units of an item of furniture and/or the composition of a room (e.g. its colour, texture, space and shape). Overall, it is about the elements that bring a space together in terms of appearance and functionality. For example, the 'footprint' of the furniture should complement the size of the room.
GSM – Grams Per Square Metre	Quality	The weight of the towel is determined by the grams of fibre per square metre. The greater the weight per square metre the higher the quality of the towel.
Integrated	Quality	Determined by the seamless integration of finishing, work and design elements. For example, the cabinetry to house kitchen appliances such as the refrigerator, dishwasher, oven and/or microwave is built to measure exactly with the specifications of each or all appliances
Quality	Quality	The assessment of quality includes design elements, material, construction technique, sustainability, experiential and functional. Consumer research also showed 'modernity' (stylishness, freshness, innovativeness, avant-garde) to be a significant component of quality.
Style	Quality	Determined by the integration and/or application of design elements used to support a distinct theme or décor. For example, chandeliers traditionally represent a 'classic' style and will complement all facets of a room such as the dining and lounge seating facilities, whereas recessed downlights represent a 'contemporary' style.
Theme	Quality	Determined by the overall integration of design elements of the property and its room types. For example, common hospitality design themes may include Classic, Contemporary, Art Deco, Victorian, Edwardian, Modernism or Eco-Sustainable.
Thread Count	Quality	A measure of bed linen that is determined by the number of threads woven together in a 10 square centimetre box. For example, a 250 thread count reflects 112 threads on one side of the 10 sqcm box (e.g. warp), with 138 threads on the side (e.g. weft). The warp and weft sides are each 3.16cm long.

