

STAR Ratings Australia

Property ID: 27339

Alexander Holiday Apartments



Self Catering

Primary Assessment

Assessment Report

★★★★★[®]
starratingsaustralia



20/12/2016

Jackie Liu
Alexander Holiday Apartments
2943 Gold Coast Hwy, cnr Thornton St
Surfers Paradise
Queensland 4217

Dear Jackie

RE: STAR RATING PROPERTY ASSESSMENT REPORT

Thank you for your support of the independent Star Rating scheme in Australia and for welcoming us onto your property.

As you are aware, Star Ratings Australia now operates as a “quality-based” scheme that focuses on the cleanliness, quality and condition of your guest facilities. Importantly, each of the criteria we use to review your property has been ranked by Australian travellers according to its importance to their overall guest experience.

Following are the results of your property’s review, including your overall Star Rating and the rankings associated with each Area of Assessment such as the Bedroom and Bathroom (the most important according to the consumer), as well as the individual criteria. We have also provided a brief overview of your results and general feedback where appropriate or relevant.

As you read our report, please also have the Standards & Guidelines for your Star Rating accommodation category at hand as they are very important in providing you with the level of detail and insights as to the standards and guidelines we apply. For example, please re-visit the Consumer Importance Weighting Index to understand how the criteria have been ranked, as well as the individual guidelines for determining quality. The two documents work best in conjunction with each other.

You may download the Standards & Guidelines for your category from our website -starratings.com.au - and select **Rating Criteria** in the **Join Now** menu.

Thank you again and please don’t hesitate to contact us on (03) 9601 3325 or email info@starratings.com.au if you have any questions.

Kind regards

Janet O'Brien
Operations Manager



General Comments

The Star Rating review conducted by Margaret Milbourne achieved a 3.5 Star Rating. The result was discussed with Jacky Liu including ReviewPro.

Improvements made since last review include but not limited to:

- refurbishment of reception
- resurfacing of sun decking
- replacement of lift foyer carpet has commenced (up to 8th floor)
- replacement of mechanism for the lifts

Guest Services

Other guest services: tour booking.

Recreational Facilities

Recreational facilities are well maintained for their age; indoor pool and spa area hand railing is due to be painted.

Exterior

Exterior is well maintained overall, pathway paving showing wear which is consistent with age.

Bedroom

Areas where Condition is impacting include but are not limited to: wardrobe sliding door track showing age and wear.

Areas where Quality may be improved include but are not limited to: when replacing in future, upgrading of doona, pillow and pillow protector recommended.

Bathroom

Areas where Condition is impacting include but are not limited to: shower wall and grout discolouring; some chrome fittings corroding, e.g. tap, soap holder and railing; toilet cistern worn.

Lounge/Dining Area

Lounge and dining area is well maintained.

General Facilities

General facilities are well maintained.

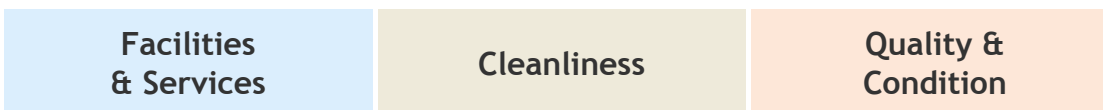
Kitchen Area

Kitchen is well maintained for its age; bench top showing wear.

Areas where Cleaning requires attention: rangehood filter.

How to use this report

Colour coding is used throughout this report to identify the 3 key areas of assessment as follows:



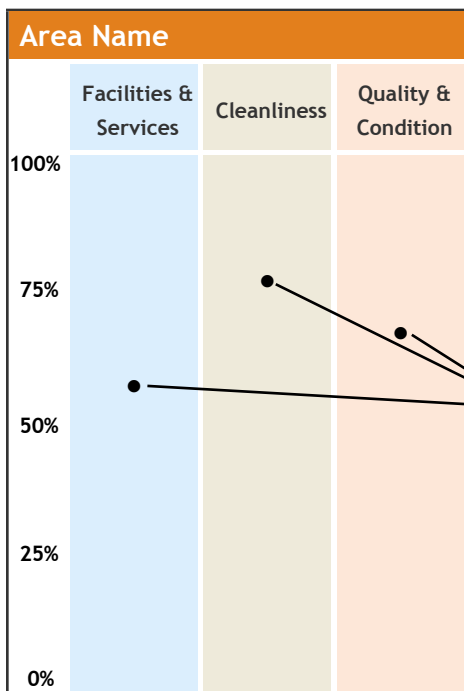
The options for ranking Cleanliness, Quality and Condition are as follows:

Cleanliness Standard	Quality Standard	Condition Standard
<input type="radio"/> No Issues	<input type="radio"/> Excellent	<input type="radio"/> No Issues
<input type="radio"/> Minor	<input type="radio"/> Very Good	<input type="radio"/> Minor
<input type="radio"/> Some	<input type="radio"/> Good	<input type="radio"/> Some
<input type="radio"/> Major	<input type="radio"/> Moderate	<input type="radio"/> Major
	<input type="radio"/> Satisfactory	

Throughout the assessment report, only the ranking achieved is shown.

The charts on page 5 show the ranking achieved in the 3 key areas at each area. The ranking is indicated by a black dot.

For example:



Page 6 onwards show you standards awarded in each area.

For example:

Area Name

Component Name

Facilities & Services Standard

- Standard Option 1
- Standard Option 2
- Standard Option 3

Cleanliness Standard

- Cleanliness Result

Condition Standard

- Condition Result

Quality Standard



The table below shows a 3.5 STAR Rating for Alexander Holiday Apartments. The result has been determined by the property's Quality & Condition, which has the lowest ranking of the three key areas of assessment.

Facilities & Services	Cleanliness	Quality & Condition	STAR Rating
78%	94%	60%	3.5 STAR
Excellent (85%-100%)	Excellent (95%-100%)	Excellent (90%-100%)	★★★★★
Superior (70%-84%)	Very Good (85-94%)	Superior (75%-89%)	★★★★☆
Very Good (60%-69%)		Very Good (65%-74%)	★★★★
Good (50%-59%)		Good (55%-64%)	★★★☆☆
		Reasonable (45%-54%)	★★★
		Moderate (35%-44%)	★★★☆☆
Moderate (30%-49%)	Good (75-84%)	Adequate (30%-34%)	★★
		Satisfactory (25%-29%)	★★☆☆
Acceptable (20%-29%)		Acceptable (20%-24%)	★
Rating Under Review (0%-19%)		Rating Under Review (0-74%)	Rating Under Review (0%-19%)

Scheme Entry Criteria Met:

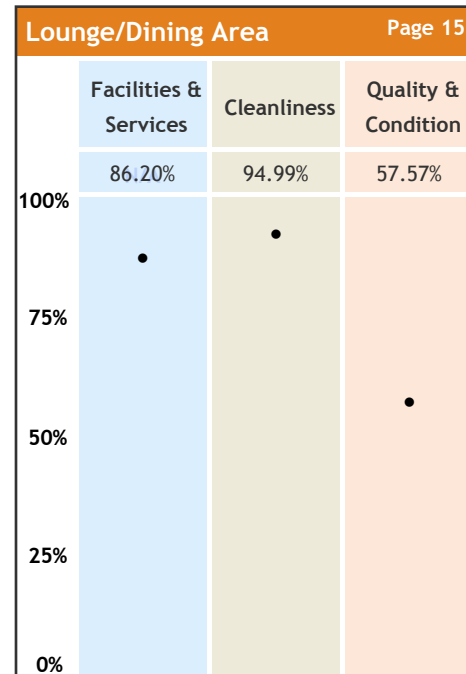
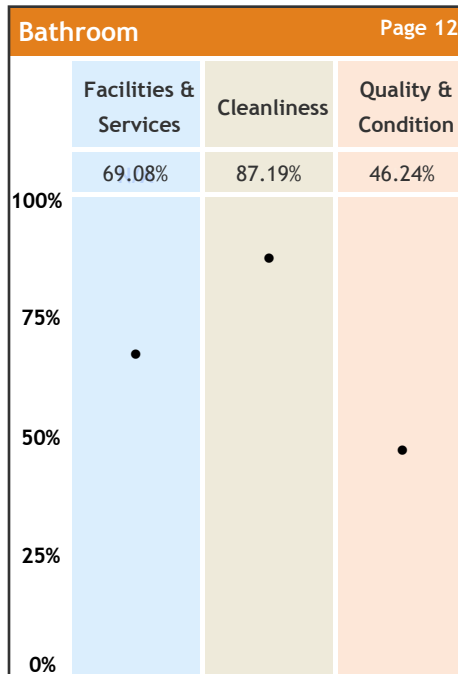
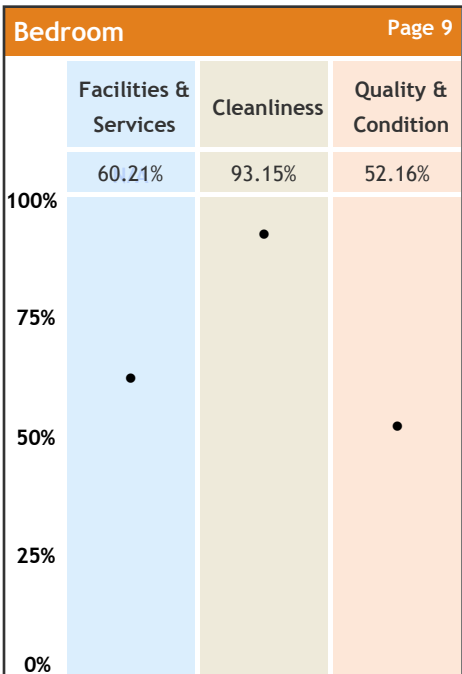
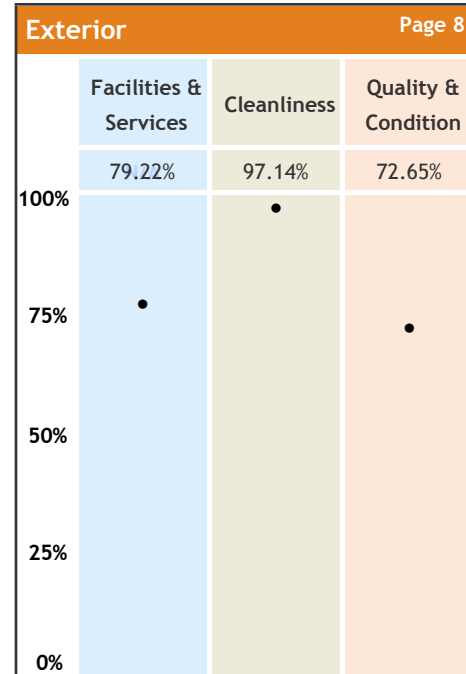
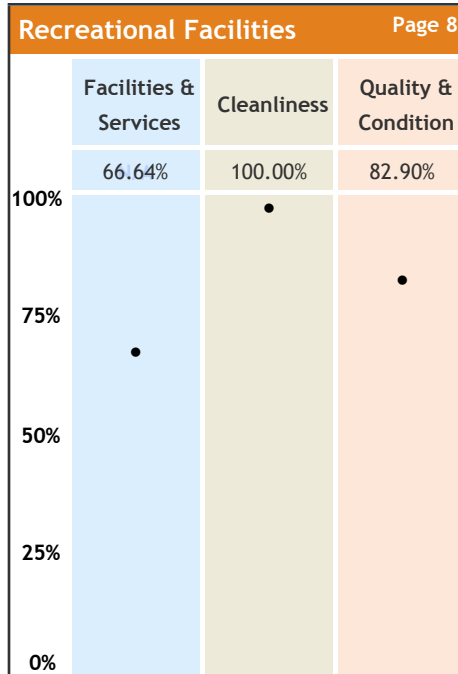
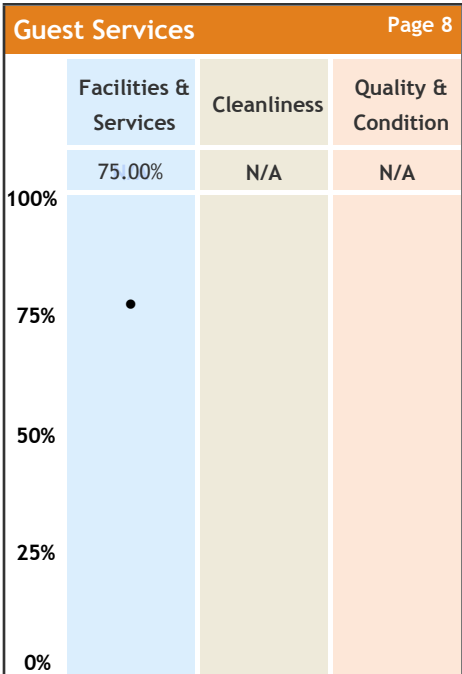


Rooms Viewed: 30, 41, 39, 23, 8



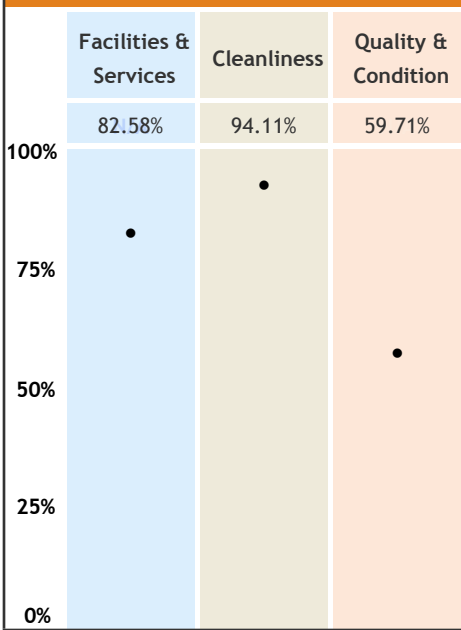


STAR Rating Displayed:



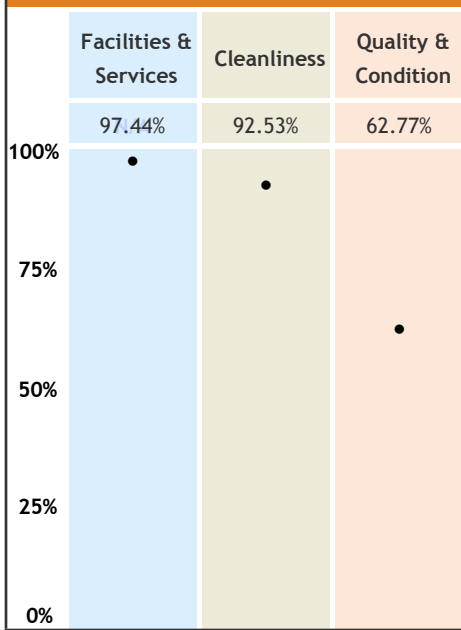
General Facilities

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Kitchen Area

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Guest Services

Customer Services

Guest Feedback Practices

Yes

Staff Induction & Training Programs

No

Internet Access in public area

Yes

Housekeeping Available

Inclusive

Fee-based

No

Vending machine

Yes

Other guest services (max. 1)

Yes

Recreational Facilities

Swimming Pool

Swimming pool size

Large - $\geq 15\text{m} \times 5\text{m}$ or 75 sqm

Medium - $\geq 10\text{m} \times 4\text{m}$ or 40 sqm

Small - $< 10\text{m} \times 4\text{m}$ or 40 sqm but > 24 sqm

24 sqm or less

No

Pool cleanliness

No Issues

Pool condition

Minor

Playground/Tennis Court

Tennis Court

Full size court

Half court

No

Playground

No

Playground/Tennis Courts cleanliness

No Issues

Playground/Tennis Courts condition

No Issues

Spa

Spa/hot tub

Yes

Spa cleanliness

No Issues

Spa condition

No Issues

Other

Other recreational facilities (max. 1)

Yes

Other cleanliness

No Issues

Other condition

Minor

Exterior

Barbeque Facilities

Barbeque

for all units/cottage

Communal BBQ

No

Barbeque weather protected

No

Barbeque cleanliness

No Issues

Barbeque condition

Minor

Parking Area/Driveways

Sufficient onsite parking

Yes

Secure Car Parking

Yes

Covered parking for all guest vehicles

Yes

External video surveillance

Yes

Paths/Roadways/Driveways cleanliness

Minor

Paths/Roadways/Driveways condition

Some

Signage

Signage cleanliness

No Issues

Signage condition

No Issues

Gardens/Landscaping

Gardens/Landscape

Yes

Outdoor setting

Provided for each unit

Communal

No

Gardens cleanliness

No Issues

Gardens condition

No Issues

Outdoor setting cleanliness

No Issues

Outdoor setting condition

Minor

Building Exterior

External Wall Surfaces cleanliness

No Issues

External Wall Surfaces condition

Minor

Bedroom

Bedcover

Bedcover cleanliness

No Issues

Bedcover condition

No Issues

Quality of Bedcover

Moderate

Bedding

Bedding

for all beds

for < all beds

available for hire

No

Mattress protector on all beds

Yes

Pillow protector on all pillows

No

Spare blankets/quilts

No

Bedding (all rooms) cleanliness

No Issues

Bedding (all rooms) condition

Minor

Quality of Bedding

Moderate

Mattress

Bed Size

- King size bed/or two long singles
- Queen size beds
- Standard double bed
- Standard single/twin

Additional Rooms Bed Size

- King size bed/or two long singles
- Queen size beds
- Standard double bed/or two full size single
- Bunk beds with safety barrier and ladder
- N/A

Mattress and Base (all rooms) cleanliness

- No Issues

Mattress and Base (all rooms) condition

- Minor

Quality of Mattress (all rooms)

- Very Good

Clothes Storage/Bedroom Furnishings

Bedside Table/Shelf

- to each sleeping position
- to < all sleeping positions
- No

Bedside Table/Shelf Adequate size (900sq mm per sleeping)

- No

Bedside Tables/Shelf cleanliness

- Minor

Bedside Tables/Shelf condition

- Minor

Clock Radio/Alarm/Docking Station

- Provided to < all bedrooms
- Provided to all bedrooms
- No

Clock Radio cleanliness

- No Issues

Clock Radio condition

- No Issues

Mirror Size

- Full length - H 1200mm x W 400mm
- Medium - H 600mm x W 350 mm
- Small - <H 600mm x W 350 mm
- No

Mirror in all bedrooms

- Yes

Mirror cleanliness

- Minor

Mirror condition

- Minor

Wardrobe/purpose built hanging space

- in all bedrooms
- in < all bedrooms
- No

Wardrobe screened from room

- Yes

Wardrobe Dimensions

- Spacious - H 1550mm x W750mm x D 550mm
- Adequate - H 1400mm x W 450mm x D 450mm
- No

Sufficient clothes hangers (min 3 per guest)

- Yes

Clamp hanger

- Yes

W'robes/Hanging Space/Clothes Hangers cleanliness

- Minor

W'robes/Hanging Space/Clothes Hangers condition

- Some

Drawers/Shelf Space

- Sufficient drawers or enclosed shelf space
- Sufficient open shelf space
- No

Drawer/Shelf Space cleanliness

- Minor

Drawer/Shelf Space condition Minor**Luggage Rack** No**Quality of Clothes Storage & Bedroom(s) Furnishings** Moderate**Bedside Lighting****Bedside Lighting** to each sleeping position to < all sleeping positions No**Individual switches** No**Bedside lighting cleanliness** Minor**Bedside lighting condition** Minor**Quality of Bedside Lighting** Moderate**Bedroom Lighting****Sufficient lighting in bedroom(s)** Yes**Spare power point(s)** Yes**Lighting/Power fittings & fixtures cleanliness** Minor**Lighting, power fittings & fixtures condition** No Issues**Quality of Bedroom Lighting** Good**Window Coverings/Privacy****Adequate day privacy** No**Adequate night privacy** Yes**Insect screening - bedroom(s)** No**Curtains & Curtain Tracks cleanliness** Some**Curtains & Curtain Tracks condition** Minor**Windows/Window Sills cleanliness** No Issues**Windows/Window Sills condition** Minor**Quality of Bedroom Window Coverings** Good**Free Floor Space/Layout****Free Floor Space - Master Bedroom** Spacious - ≥ 12 sq m Medium - ≥ 9 sq m Small - > 6 sq m < 6 sq m**All bedrooms separate to lounge/living area with doors** Yes**Walls/Ceiling Finishes****Bedroom Walls/Ceilings cleanliness** No Issues**Bedroom Walls/Ceilings condition** No Issues**Skirtings/Doors/Vents cleanliness** No Issues**Skirtings/Doors/Vents condition** No Issues**Quality of Bedroom Walls & Ceiling** Good

Floor Coverings

Floor Coverings cleanliness

No Issues

Floor Coverings condition

No Issues

Quality of Bedroom Floor Coverings

Good

Bathroom

Shower Recess/Bath

Shower/Bath

Separate shower & full size bath

Shower over full size bath

Shower recess

Floor space in shower recess

Large - L + W not < 1800mm

Adequate - L + W not < 1500mm

No

Spa bath

No

Shower Base/Bath cleanliness

No Issues

Shower Base/Bath condition

No Issues

Shower Walls/Grouting cleanliness

Some

Shower Walls/Grouting condition

No Issues

Shower Screens/Curtains cleanliness

Minor

Shower Screens/Curtains condition

Minor

Convenient height of shower head/rose (min height 1900mm)

Yes

Soap holder

Yes

Toiletries holder

No

Shower Head/Rose cleanliness

Minor

Shower Head/Rose condition

Minor

Soap Holder/Shampoo Holder cleanliness

Minor

Soap Holder/Shampoo Holder condition

Some

Taps cleanliness

No Issues

Taps condition

No Issues

Quality of Shower Recess/Bath

Good

Handbasin/Benchtop/Vanity

Bench/shelf space adjacent to hand basin

Sufficient $\geq 300\text{mm} \times 200\text{mm}$

Adequate - < 300mm x 200mm

No

Hand Basin size

Sufficient - $\geq 400\text{mm} \times 250\text{mm}$

Adequate < 400mm x 250mm

Shelving/storage space - $\geq 150\text{mm}$

Yes

Hand Basin cleanliness

No Issues

Hand Basin condition

Minor

Vanity/Bench Space cleanliness

No Issues

Vanity/Bench Space condition

No Issues

Quality of Hand Basin/Benchtop/Vanity

Moderate

Bathroom Fittings

Mixer taps

Yes

Bathroom Mirror Size

Large - ≥ H 600mm x W 450mm

Adequate - 450mm x 350mm

Small - < 450mm x 350mm

No

Conveniently located mirror

Yes

Towel rails

Yes

Adequate towel rails (min. 450mm per sleeping position)

Yes

Adequate clothes hooks (min. 2)

No

Taps/Plugs cleanliness

Some

Taps/Plugs condition

Minor

Mirror/Mirror Lighting cleanliness

No Issues

Mirror/Mirror Lighting condition

No Issues

Towel Rails/Hooks cleanliness

Minor

Towel Rails/Hooks condition

No Issues

Quality of Bathroom Fittings inc. Bath/Shower Fittings

Good

Toilet Area

Rubbish bin

Yes

Extra toilet roll

Yes

Toilet brush & holder

Yes

Cistern/Plumbing/Pedestal/Seat/Lid/Pan cleanliness

No Issues

Cistern/Plumbing/Pedestal/Seat/Lid/Pan condition

Some

Toilet Paper Holder or Dispenser/Bin cleanliness

Some

Toilet Paper Holder or Dispenser/Bin condition

Minor

Quality of Toilet Area

Moderate

Bathroom Lighting

Sufficient lighting in bathroom(s)

Yes

Spare power point(s)

Yes

Lighting/Fittings cleanliness

Minor

Lighting/Fittings condition

No Issues

Quality of Bathroom Lighting

Moderate

Personal Amenities

Provision of soap for each guest

Yes

Personal Amenities

No

Hairdryer provided for each bathroom

No

Towelling items

Towels

provided for each guest

available for hire

No

Additional towels for each guest No**Face cloth** Yes**Hand towel** Yes**Bath robe for each guest** No**Bath sheet for each guest** No**Bath mat** Yes**Towelling cleanliness** No Issues**Towelling condition** Minor**Quality of Towelling** Good**Window Coverings/Privacy****Door provided to bathroom** Yes**Adequate privacy at bathroom windows** Yes**Free Floor Space****Free Floor Space - Bathroom** Spacious ≥ 4 sq m Adequate - ≥ 2 sq m Small - < 2 sq m but ≥ 1 sq m < 1 sqm**Walls/Ceiling Finishes****Bathroom Walls/Ceilings cleanliness** Some**Bathroom Walls/Ceilings condition** No Issues**Skirtings/Doors cleanliness** No Issues**Skirtings/Doors condition** No Issues**Bathroom Windows cleanliness** Minor**Bathroom Windows condition** Minor**Quality of Bathroom Walls & Ceiling** Good**Floor Coverings****Bathroom floor cleanliness** Minor**Bathroom floor condition** Minor**Quality of Bathroom Floor Coverings** Good**Bathroom Type****Bathroom Type** Ensuite bathroom to main bedroom Individual bathroom to unit Communal bathroom**Additional bathroom (minimum shower, toilet & hand basin)** Yes**Additional toilet and/or shower** No**Ventilation****Ventilation** Mechanical ventilation by adjacent opening window No**Lounge/Dining Area**

Entertainment Facilities

TV

- In unit
- in shared lounge only
- No

Additional TV in unit

- No

TV Screen size

- Large - $\geq 107\text{cm}/42\text{inch}$
- Adequate - $\geq 80\text{cm}/32\text{inch}$
- Small - $< 80\text{cm}/32\text{inch}$ but $\geq 66\text{cm}/26\text{inch}$
- No

Multichannel TV

- ≥ 6 channels
- Limited - < 6 channels
- No
- N/A

Additional entertainment facilities (1st)

- No

Television cleanliness

- No Issues

Television condition

- No Issues

Quality of Entertainment Facilities

- Good

Lounge Seating

Lounge Seating

- Purpose designed lounge seating
- Purpose designed occasional seating/tubchairs
- No

Sufficient lounge seating for all sleeping positions

- Yes

Lounge seating in addition to dining seating

- Yes

Seating cleanliness

- No Issues

Seating condition

- No Issues

Quality of Lounge Seating

- Good

Dining Table/Chairs

Sufficient dining seating for all sleeping positions

- Yes

Sufficient table/bench space for all sleeping positions

- Yes

Dining facilities - Seating cleanliness

- No Issues

Dining facilities - Seating condition

- No Issues

Dining facilities - Table cleanliness

- No Issues

Dining facilities - Table condition

- No Issues

Quality of Dining Facilities

- Good

Lighting

Sufficient lighting in lounge/dining area

- Yes

Spare power point(s)

- Yes

Lighting/Switches/Power Points cleanliness

- Minor

Lighting/Switches/Power Points condition

- No Issues

Quality of Lounge/Dining Lighting

- Good

Window Coverings/Privacy

Night privacy at lounge/dining windows

- Yes

Insect screening in lounge/dining areas

No

Curtains & Curtain Tracks cleanliness

Some

Curtains & Curtain Tracks condition

Minor

Windows/Window Sills cleanliness

No Issues

Windows/Window Sills condition

Minor

Quality of Lounge/Dining Window Coverings

Good

Walls/Ceiling Finishes

Walls/Ceilings cleanliness

No Issues

Walls/Ceilings condition

No Issues

Skirtings/Doors/Vents cleanliness

No Issues

Skirtings/Doors/Vents condition

No Issues

Quality of Lounge/Dining Walls & Ceilings

Good

Floor Coverings

Floor Coverings cleanliness

No Issues

Floor Coverings condition

Minor

Quality of Lounge/Dining Floor Coverings

Good

Free Floor Space

Free Floor Space - Lounge/Dining/Kitchen

Spacious - ≥ 20 sq m

Medium - ≥ 12 sq m

Small - ≥ 9 sq m

< 9 sq m

General Facilities

Laundry & Cleaning Facilities

Laundry Facilities

In unit

Communal Laundry

No

Ironing Facilities

Iron & full size ironing board in unit

Iron & 3/4 size ironing board in unit

Iron & ironing board upon request

No

Broom or Vacuum Cleaner

Yes

Mop and bucket

Yes

Washing Machine/dryer cleanliness

Minor

Washing Machine/dryer condition

Minor

Fixtures - Tubs/Taps cleanliness

Minor

Fixtures - Tubs/Taps condition

No Issues

Iron & Ironing Board/Cover cleanliness

No Issues

Iron & Ironing Board/Cover condition

No Issues

Floor Surface/Walls/Ceiling cleanliness

Minor

Floor Surface/Walls/Ceiling condition

No Issues

Quality of Washing Machine & Dryer

Moderate

Security & Safety

Door Lock

- Electronic Entry/Card
- Automatically locking door
- Internal locking
- No

Locks on all external doors

Yes

Video/Intercom

- Video Intercom
- Intercom
- No

Secure floor access

No

Added security features

Yes

In room safe

No

Security Allowance

No

Non-Smoking

Non smoking units 100%

Yes

Communications

Phone

Yes

Local phone book

Yes

Internet Access in room

Yes

Compendium

Yes

Phone cleanliness

Minor

Phone condition

No Issues

Compendium cleanliness

No Issues

Compendium condition

No Issues

Heating/Cooling

Heating

- Sufficient heating
- Moderate heating
- No

Cooling

- Sufficient cooling
- Moderate cooling
- No

Heating/cooling all rooms

No

Individual temperature control

Yes

Heating/cooling appliances cleanliness

No Issues

Heating/cooling appliances condition

No Issues

Quality of Heating/Cooling

Good

Kitchen Area

Tea/Coffee & Cutlery/Crockery/Glassware

Tea/coffee making facilities

- Tea/coffee making facilities provided
- or - Shared tea making facilities only
- No

Sufficient crockery & cutlery for each sleeping position Yes**Sufficient quantity/range of glassware** Yes**Crockery/Cutlery/Glassware cleanliness** Minor**Crockery/Cutlery/Glassware condition** Minor**Kettle cleanliness** No Issues**Kettle condition** No Issues**Kitchen & Cooking Appliances****Refrigerator** Large - ≥ 200 litres Medium - ≥ 140 litres Small - < 140 litres Communal refrigerator**Refrigerator - Seals/Interior/Defrosting cleanliness** No Issues**Refrigerator - Seals/Interior/Defrosting condition** No Issues**Toaster** Toaster Communal Toaster No**Toaster cleanliness** No Issues**Toaster condition** No Issues**Oven** Domestic oven Convection oven/microwave Stovette Communal Oven No**Microwave** Microwave Communal Microwave No**Grill** Yes**Hot plates** ≥ 3 ≤ 3 Communal hot plates No**Mechanical ventilation** Yes**Comprehensive range of cooking equipment** Yes**Sufficient cooking utensils** Yes**Additional Appliance** No**Equipment; Utensils/Bowls/Pots & Pans cleanliness** No Issues**Equipment; Utensils/Bowls/Pots & Pans condition** No Issues**Oven/Microwave/Grill cleanliness** Minor**Oven/Microwave/Grill condition** No Issues**Mechanical Ventilation/Rangehood cleanliness** Some**Mechanical Ventilation/Rangehood condition** No Issues**Quality of Kitchen & Cooking Appliances** Good

Dishwashing sink(s)/Bench/Cupboards

Sink

- Double sink with plug
- Standard sink with plug
- Communal dishwashing facilities

Mixer taps

- Yes

Sufficient bench space for meal preparation

- Yes

Sufficient cupboard or shelf space

- Yes

Spare power point(s)

- Yes

Dishwasher

- Yes

Kitchen bin

- Yes

Rubbish Bin lined & lidded or in cupboard

- Yes

Washing liquids and aids

- Yes

Sink/Bench/Cupboard Space cleanliness

- Minor

Sink/Bench/Cupboard Space condition

- Minor

Dishwasher cleanliness

- No Issues

Dishwasher condition

- No Issues

Rubbish bin cleanliness

- No Issues

Rubbish bin condition

- No Issues

Quality of Sink/Bench/Cupboard

- Good

Kitchen Lighting

Sufficient lighting in kitchen area

- Yes

Lighting/Fittings cleanliness

- Minor

Lighting/Fittings condition

- No Issues

Quality of Kitchen Lighting

- Moderate

Floor Coverings - Kitchen

Floor Coverings cleanliness

- No Issues

Floor Coverings condition

- Minor

Quality of Kitchen Floor Coverings

- Good