Property ID: 27339

# Alexander Holiday Apartments



**Primary Assessment** 

**Assessment Report** 





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 <u>info@starratings.com.au</u> 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:

Facilities
& Cleanliness
Condition

Cleanliness

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

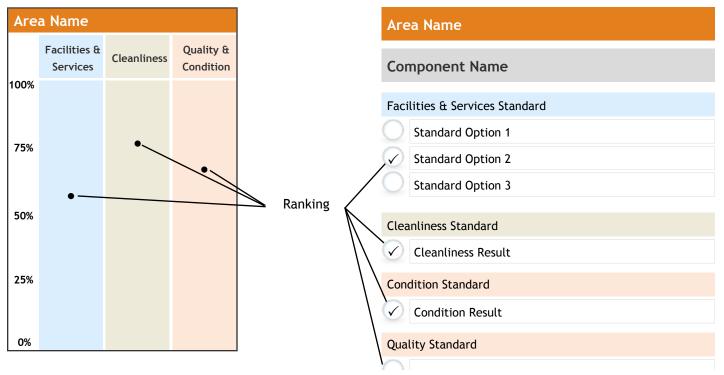


Throughout the assessment report, only the ranking achieved is shown.

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. Page 6 onwards show you standards awarded in each area.

For example:

For example:





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	Superior (75%-89%)	****
Very Good (60%-69%)		Very Good (65%-74%)	***
Good	(85-94%)	Good (55%-64%)	***
(50%-59%)		Reasonable (45%-54%)	***
Moderate		Moderate (35%-44%)	***
(30%-49%)	Good	Adequate (30%-34%)	**
Acceptable (20%-29%)	(75-84%)	Satisfactory (25%-29%)	**
		Acceptable (20%-24%)	*
Rating Under Review (0%-19%)	Rating Under Review (0-74%)	Rating Under Review (0%-19%)	Rating Under Review

Scheme Entry Criteria Met:



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

Gue	st Services		Page 8
	Facilities & Services	Cleanliness	Quality & Condition
	75.00%	N/A	N/A
75%	•		
50%			
25%			
0%			

Recreational Facilities		Page 8	
	Facilities & Services	Cleanliness	Quality & Condition
	66.64%	100.00%	82.90%
75%		•	•
50%	•		
25%			
0%			

Exterior Page		Page 8	
	Facilities & Services	Cleanliness	Quality & Condition
	79.22%	97.14%	72.65%
75%	•	•	•
50%			
25%			
0%			

Bedroom Page		Page 9	
	Facilities & Services	Cleanliness	Quality & Condition
	60.21%	93.15%	52.16%
100% 75%		•	
	•		•
50%			
25%			

Bathroom			Page 12
	Facilities & Services	Cleanliness	Quality & Condition
	69.08%	87.19%	46.24%
100%		•	
75%	•		
50%			•
25%			
0%			

Lour	Lounge/Dining Area Page 15		
	Facilities & Services	Cleanliness	Quality & Condition
	86.20%	94.99%	57.57%
75% 50%	•	•	•
25% 0%			

Gen	General Facilities Page 1		
	Facilities & Services	Cleanliness	Quality & Condition
	82.58%	94.11%	59.71%
75%	•	•	
50%			•
25%			
0%			

Kitchen Area P		Page 17	
	Facilities & Services	Cleanliness	Quality & Condition
	97.44%	92.53%	62.77%
75%	•	•	•
50%			
25%			

Guest Services	Playground
	No
Customer Services	Playground/Tennis Courts cleanliness
Guest Feedback Practices	No Issues
Yes	Playground/Tennis Courts condition
Staff Induction & Training Programs	No Issues
No	Spa
Internet Access in public area	
Yes	Spa/hot tub
	Yes
Housekeeping Available	Spa cleanliness
Inclusive	No Issues
Fee-based	Spa condition
No	No Issues
Vending machine	0.1
Yes	Other
Other guest services (max. 1)	Other recreational facilities (max.1)
Yes	Yes
Recreational Facilities	Other cleanliness
	No Issues
Swimming Pool	Other condition
Swimming pool size	Minor
Large - ≥ 15m x 5m or 75 sqm	Exterior
Medium - ≥ 10m x 4m or 40 sqm	
Small - < 10m x 4m or 40 sqm but > 24 sqm	Barbeque Facilities
24 sqm or less	
No	Barbeque
Pool cleanliness	for all units/cottage
No Issues	Communal BBQ No
Pool condition	
Minor	Barbeque weather protected
	No
Playground/Tennis Court	Barbeque cleanliness
Tennis Court	No Issues
Full size court	Barbeque condition
✓ Half court	Minor
No	

Parking Area/Driveways	Building Exterior
Sufficient onsite parking	External Wall Surfaces cleanliness
Yes	No Issues
Secure Car Parking	External Wall Surfaces condition
✓ Yes	Minor
Covered parking for all guest vehicles  Yes	Bedroom
External video survelliance	Bedcover
✓ Yes	
Paths/Roadways/Driveways cleanliness	Bedcover cleanliness
✓ Minor	No Issues
Paths/Roadways/Driveways condition	Bedcover condition
Some	No Issues
Some	Quality of Bedcover
Signage	Moderate
Signage cleanliness	Bedding
✓ No Issues	Bedding
Signage condition	for all beds
✓ No Issues	for < all beds
Gardens/Landscaping	available for hire
	No
Gardens/Landscape	Mattress protector on all beds
Yes	Yes
Outdoor setting	Pillow protector on all pillows
✓ Provided for each unit	No
Communal	Spare blankets/quilts
No	✓ No
Gardens cleanliness	Bedding (all rooms) cleanliness
✓ No Issues	No Issues
Gardens condition	Bedding (all rooms) condition
✓ No Issues	Minor
Outdoor setting cleanliness	Quality of Bedding
✓ No Issues	Moderate
Outdoor setting condition	
Minor	

Mattress		Clock Radio condition
		No Issues
Bed Size		Mirror Size
~	two long singles	Full length - H 1200mm x W 400mm
Queen size beds		Medium - H 600mm x W 350 mm
Standard double		Small - <h 350="" 600mm="" mm<="" td="" w="" x=""></h>
Standard single/	twin	No
Additional Rooms Be	d Size	Mirror in all bedrooms
King size bed/or	two long singles	Yes
Queen size beds		Mirror cleanliness
Standard double	bed/or two full size single	Minor
Bunk beds with s	safety barrier and ladder	
N/A		Mirror condition
Mattress and Base (a	ll rooms) cleanliness	Minor
✓ No Issues		Wardrobe/purpose built hanging space
Mattress and Base (a	ll rooms) condition	in all bedrooms
Minor		in < all bedrooms
Quality of Mattress (	all rooms)	No
Very Good	att 100m3)	Wardrobe screened from room
v very cood		✓ Yes
Clothes Storage	/Bedroom Furnishings	Wardrobe Dimensions
Bedside Table/Shelf		Spacious - H 1550mm x W750mm x D 550mm
to each sleeping	position	Adequate - H 1400mm x W 450mm x D 450mm
to < all sleeping	positions	No
No		Sufficient clothes hangers (min 3 per guest)
Bedside Table/Shelf	Adequate size (900sq mm per sleeping	Yes
✓ No		Clamp hanger
Bedside Tables/Shelf	cleanliness	✓ Yes
Minor		W'robes/Hanging Space/Clothes Hangers cleanliness
Bedside Tables/Shelf condition		Minor
Minor		W'robes/Hanging Space/Clothes Hangers condition
Clock Radio/Alarm/Docking Station		Some
Provided to < all	bedrooms	Drawers/Shelf Space
Provided to all b	pedrooms	Sufficient drawers or enclosed shelf space
No		Sufficient open shelf space
Clock Radio cleanliness		No
✓ No Issues		Drawer/Shelf Space cleanliness
		Minor

Quality of Clothes Storage & Bedroom(s) Furnishings  ✓ Moderate  Bedside Lighting  Bedside Lighting  Decach sleeping position  ✓ to < all sleeping positions  No  Individual switches  ✓ No  Bedside lighting cleanliness  ✓ Minor  Bedside lighting cleanliness  ✓ No  Bedside lighting cleanliness  ✓ Minor  Pree Floor Space - Master Bedroom  Quality of Bedside Lighting  Medium - 2 9 sq m  Small -> 6 sq m  All bedrooms separate to lounge/fiving area with doors  ✓ Yes  Spare power point(s)  ✓ Yes  Bedroom Walls/Cellings cleanliness  ✓ No Issues  Walls/Cellings cleanliness  ✓ No Issues  Skirtings/Doors/Vents cleanliness  ✓ No Issues  Skirtings/Doors/Vents cleanliness  ✓ No Issues  No Issues  No Issues  No Issues	Drawer/Shelf Space condition	Adequate night privacy	
Quality of Clothes Storage & Bedroom(s) Furnishings  ✓ Moderate  Bedside Lighting  Bedside Lighting  Windows/Window Sills cleanliness  ✓ No Issues  Windows/Window Sills condition  ✓ Minor  Windows/Window Sills condition  ✓ Minor  Windows/Window Sills condition  ✓ Minor  Quality of Bedroom Window Coverings  ✓ No  Bedside lighting cleanliness  ✓ Minor  Free Floor Space - Master Bedroom  ✓ Minor  Quality of Bedside Lighting  ✓ Moderate  Bedroom Lighting  Bedroom Lighting  All bedrooms separate to lounge/fiving area with doors  ✓ Yes  Walls/Ceiling Finishes  Bedroom Walls/Ceilings cleanliness  ✓ No Issues  Bedroom Walls/Ceilings cleanliness  ✓ No Issues  Skirtings/Doors/Vents cleanliness  ✓ No Issues  No Issues  Skirtings/Doors/Vents cleanliness	Minor	Yes	
Quality of Clothes Storage & Bedroom(s) Furnishings  ✓ Moderate  Bedside Lighting  □ to each sleeping position  ✓ to < all sleeping positions  No  Individual switches  ✓ Minor  Bedside lighting cleanliness  ✓ Minor  Bedside lighting condition  ✓ Minor  Bedside lighting condition  ✓ Minor  Bedside lighting condition  ✓ Minor  Quality of Bedside Lighting  ✓ Moderate  Bedroom Lighting  All bedrooms separate to lounge/living area with doors  ✓ Yes  Walls/Ceiling Finishes  Bedroom Walls/Ceilings cleanliness  ✓ Mo Issues  ✓ No Issues  ✓ No Issues	Luggage Rack	Insect screening - bedroom(s)	
## Bedside Lighting    Bedside Lighting	✓ No	No	
Bedside Lighting    Curtains & Curtain Tracks condition	Quality of Clothes Storage & Bedroom(s) Furnishings	Curtains & Curtain Tracks cleanliness	
Bedside Lighting	Moderate	Some	
Bedside Lighting  to each sleeping position  to < all sleeping positions  No  Individual switches  No  Bedside lighting cleanliness  Ninor  Bedside lighting condition  Ninor  Winor  Bedside lighting condition  No  Minor  Bedside lighting condition  No  Minor  Spacious · ≥ 12 sq m  Medium · ≥ 9 sq m  Small · > 6 sq m  Medium · ≥ 9 sq m  Small · > 6 sq m  All bedrooms separate to lounge/living area with doors  Sufficient lighting in bedroom(s)  Yes  Spare power point(s)  Yes  Bedroom Window Coverings  Winor  Wedium · ≥ 9 sq m  Small · > 6 sq m  All bedrooms separate to lounge/living area with doors  Walls/Ceiling Finishes  Bedroom Walls/Ceilings cleanliness  No Issues  Bedroom Walls/Ceilings condition  No Issues  Skirtings/Doors/Vents cleanliness  No Issues  Skirtings/Doors/Vents cleanliness	Podeido Lighting	Curtains & Curtain Tracks condition	
to each sleeping position  to < all sleeping positions  No  Individual switches  No  Individual switches  No  No  Individual switches  No  No  Bedside lighting cleanliness  Minor  Quality of Bedroom Window Coverings  Good  Free Floor Space / Layout  Free Floor Space - Master Bedroom  Spacious - 2 12 sq m  Medium - 2 9 sq m  Small -> 6 sq m  Medium - 2 9 sq m  All bedrooms separate to lounge/living area with doors  Yes  Spare power point(s)  Yes  Walls/Ceiling Finishes  Bedroom Walls/Ceilings cleanliness  No Issues  Bedroom Walls/Ceilings condition  No Issues  Skirtings/Doors/Vents cleanliness  No Issues	bedside Fighting	Minor	
windows/Window Sills condition  No  Individual switches  No  No  Bedside lighting cleanliness  Minor  Windows/Window Sills condition  Minor  Quality of Bedroom Window Coverings  Good  Free Floor Space/Layout  Free Floor Space - Master Bedroom  Spacious - 2 12 sq m  Medium - 2 9 sq m  Small -> 6 sq m  Medium - 2 9 sq m  Small -> 6 sq m  All bedrooms separate to lounge/living area with doors  Yes  Walls/Ceiling Finishes  Bedroom Walls/Ceilings cleanliness  Minor  Lighting/Power fittings & fixtures cleanliness  Minor  Lighting, power fittings & fixtures condition  No Issues  Skirtings/Doors/Vents cleanliness  No Issues	Bedside Lighting	Windows/Window Sills cleanliness	
No  Individual switches  ✓ No  Bedside lighting cleanliness ✓ Minor  Bedside lighting condition ✓ Minor  Bedside lighting condition ✓ Minor  Bedside lighting condition ✓ Minor  Quality of Bedside Lighting ✓ Moderate  Bedroom Lighting  Sufficient lighting in bedroom(s) ✓ Yes  Space power point(s) ✓ Yes  Walls/Ceiling Finishes  Bedroom Walls/Ceilings cleanliness ✓ Mo Issues  Skirtings/Doors/Vents cleanliness ✓ No Issues  Skirtings/Doors/Vents cleanliness ✓ No Issues		No Issues	
Individual switches  ✓ No  Bedside lighting cleanliness  ✓ Minor  Bedside lighting condition  ✓ Minor  Bedside Lighting condition  ✓ Minor  Quality of Bedside Lighting  ✓ Moderate  Bedroom Lighting  All bedrooms separate to lounge/living area with doors  ✓ Yes  Spare power point(s)  ✓ Yes  Lighting/Power fittings & fixtures cleanliness  ✓ Minor  Lighting, power fittings & fixtures condition  ✓ No Issues  Skirtings/Poors/Vents cleanliness  ✓ No Issues	~	Windows/Window Sills condition	
Quality of Bedroom Window Coverings  Good  Bedside lighting cleanliness  Minor  Bedside lighting condition  Free Floor Space - Master Bedroom  Spacious - ≥ 12 sq m  Medium - ≥ 9 sq m  Small -> 6 sq m  All bedrooms separate to lounge/living area with doors  Yes  Spare power point(s)  Yes  Walls/Ceiling Finishes  Bedroom Walls/Ceilings cleanliness  Mo Issues  Skirtings/Doors/Vents cleanliness  Kirtings/Doors/Vents cleanliness  No Issues  Skirtings/Doors/Vents cleanliness	No	Minor	
Bedside lighting cleanliness    Minor  Bedside lighting condition  Minor  Quality of Bedside Lighting  Moderate  Bedroom Lighting  All bedrooms separate to lounge/living area with doors  Yes  Spare power point(s)  Yes  Lighting/Power fittings & fixtures cleanliness  Minor  Lighting, power fittings & fixtures condition  No Issues  Free Floor Space/Layout  Free Floor Space - Master Bedroom  Medium - ≥ 9 sq m  Medium -	Individual switches	Quality of Bedroom Window Coverings	
Free Floor Space/Layout  Free Floor Space - Master Bedroom  ✓ Minor  Quality of Bedside Lighting ✓ Moderate  Bedroom Lighting  All bedrooms separate to lounge/living area with doors  Sufficient lighting in bedroom(s) ✓ Yes  Space power point(s) ✓ Yes  Lighting/Power fittings & fixtures cleanliness ✓ Minor  Lighting, power fittings & fixtures condition ✓ No Issues  Free Floor Space - Master Bedroom  Spacious - ≥ 12 sq m  Medium - ≥ 9 sq m  Medium - ≥ 9 sq m  All bedrooms separate to lounge/living area with doors ✓ Yes  Walls/Ceiling Finishes  Bedroom Walls/Ceilings cleanliness ✓ No Issues  Skirtings/Doors/Vents cleanliness ✓ No Issues  Skirtings/Doors/Vents cleanliness	No	Good	
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  Free Floor Space - Master Bedroom  Spacious - ≥ 12 sq m  Medium - ≥ 9 sq m  Small - > 6 sq m  All bedrooms separate to lounge/living area with doors  ✓ Yes  Walls/Ceiling Finishes  Bedroom Walls/Ceilings cleanliness  ✓ No Issues  Skirtings/Doors/Vents cleanliness  Skirtings/Doors/Vents cleanliness	Bedside lighting cleanliness	Free Floor Space/Layout	
✓ Minor Spacious - ≥ 12 sq m   Quality of Bedside Lighting Medium - ≥ 9 sq m   ✓ Moderate Small - > 6 sq m   ✓ Small - > 6 sq m ✓ (6 sq m)   All bedrooms separate to lounge/living area with doors ✓ Yes   ✓ Yes Walls/Ceiling Finishes   Space power point(s) ✓ No Issues   ✓ Minor Bedroom Walls/Ceilings cleanliness   ✓ Minor No Issues   Lighting, power fittings & fixtures condition ✓ No Issues   Skirtings/Doors/Vents cleanliness   ✓ No Issues	Minor	Free Floor Space/Layout	
Quality of Bedside Lighting  Medium - ≥ 9 sq m  Small -> 6 sq m  All bedrooms separate to lounge/living area with doors  Ves  Walls/Ceiling Finishes  Walls/Ceiling Finishes  Bedroom Walls/Ceilings cleanliness  Minor  Lighting, power fittings & fixtures condition  No Issues  Skirtings/Doors/Vents cleanliness  No Issues	Bedside lighting condition	Free Floor Space - Master Bedroom	
Small - > 6 sq m	Minor		
Bedroom Lighting  All bedrooms separate to lounge/living area with doors  ✓ Yes  Spare power point(s)  ✓ Yes  Lighting/Power fittings & fixtures cleanliness  ✓ Minor  Lighting, power fittings & fixtures condition  ✓ No Issues  Skirtings/Doors/Vents cleanliness  ✓ No Issues	Quality of Bedside Lighting	<u> </u>	
Bedroom Lighting  All bedrooms separate to lounge/living area with doors  ✓ Yes  Yes  Spare power point(s)  ✓ Yes  Lighting/Power fittings & fixtures cleanliness  ✓ Minor  Lighting, power fittings & fixtures condition  ✓ No Issues  Skirtings/Doors/Vents cleanliness  ✓ No Issues	✓ Moderate		
Sufficient lighting in bedroom(s)  ✓ Yes  Ves  Walls/Ceiling Finishes  Walls/Ceilings cleanliness  ✓ No Issues  Bedroom Walls/Ceilings condition  ✓ No Issues  Skirtings/Doors/Vents cleanliness  ✓ No Issues	Bedroom Lighting		
✓ Yes Spare power point(s) ✓ Yes Lighting/Power fittings & fixtures cleanliness ✓ Minor Lighting, power fittings & fixtures condition ✓ No Issues Skirtings/Doors/Vents cleanliness ✓ No Issues Skirtings/Doors/Vents cleanliness ✓ No Issues			
Walls/Ceiling Finishes  Walls/Ceiling Finishes  Bedroom Walls/Ceilings cleanliness  ✓ No Issues  Bedroom Walls/Ceilings condition  ✓ No Issues  Skirtings/Doors/Vents cleanliness  ✓ No Issues		Yes	
✓ Yes   Lighting/Power fittings & fixtures cleanliness   ✓ Minor   Lighting, power fittings & fixtures condition   ✓ No Issues   Bedroom Walls/Ceilings condition   ✓ No Issues   Skirtings/Doors/Vents cleanliness   ✓ No Issues		Walls/Ceiling Finishes	
Lighting/Power fittings & fixtures cleanliness  Minor  Lighting, power fittings & fixtures condition  No Issues  Skirtings/Doors/Vents cleanliness  No Issues		Redroom Walls/Ceilings cleanliness	
Lighting/Power fittings & fixtures cleanliness  Minor  Lighting, power fittings & fixtures condition  No Issues  Skirtings/Doors/Vents cleanliness  No Issues			
Lighting, power fittings & fixtures condition  No Issues  Skirtings/Doors/Vents cleanliness  No Issues			
Lighting, power fittings & fixtures condition  No Issues  Skirtings/Doors/Vents cleanliness  No Issues	Minor		
No Issues			
O III CD I IN ISSUES	✓ No Issues		
	Quality of Bedroom Lighting		
Good Skirtings/Doors/Vents condition	✓ Good		
Window Coverings/Privacy  No Issues	Window Coverings/Privacy		
Quality of Bedroom Walls & Ceiling			
Adequate day privacy Good		Good	
No	No		

Floor Coverings	Toiletries holder
Floor Coverings cleanliness	√ No
✓ No Issues	Shower Head/Rose cleanliness
Floor Coverings condition	Minor
No Issues	Shower Head/Rose condition
	Minor
Quality of Bedroom Floor Coverings  Good	Soap Holder/Shampoo Holder cleanliness
Good	Minor
Bathroom	Soap Holder/Shampoo Holder condition
	Some
Shower Recess/Bath	Taps cleanliness
Shower/Bath	✓ No Issues
Separate shower & full size bath	Taps condition
Shower over full size bath	No Issues
Shower recess	Quality of Shower Recess/Bath
Floor space in shower recess	Good
Large - L + W not < 1800mm	Handhasin (Danahtan Manitus
Adequate - L + W not < 1500mm	Handbasin/Benchtop/Vanity
No	Bench/shelf space adjacent to hand basin
Spa bath	Sufficient ≥ 300mm x 200mm
✓ No	Adequate - < 300mm x 200mm
Shower Base/Bath cleanliness	No
✓ No Issues	Hand Basin size
Shower Base/Bath condition	Sufficient - ≥ 400mm x 250mm
No Issues	Adequate < 400mm x 250mm
Shower Walls/Grouting cleanliness	Shelving/storage space - ≥ 150mm
Some	✓ Yes
Shower Walls/Grouting condition	Hand Basin cleanliness
No Issues	No Issues
Shower Screens/Curtains cleanliness	Hand Basin condition
Minor	Minor
Shower Screens/Curtains condition	Vanity/Bench Space cleanliness
Minor	No Issues
Convenient height of shower head/rose (min height 1900mm)	Vanity/Bench Space condition
Yes	No Issues
Soap holder	Quality of Hand Basin/Benchtop/Vanity
Yes	Moderate

Bathroom Fittings	Toilet brush & holder
•	Yes
Mixer taps	Cistern/Plumbing/Pedestal/Seat/Lid/Pan cleanliness
✓) Yes	No Issues
Bathroom Mirror Size	Cistern/Plumbing/Pedestal/Seat/Lid/Pan condition
✓ Large - ≥ H 600mm x W 450mm	Some
Adequate - 450mm x 350mm	Toilet Paper Holder or Dispenser/Bin cleanliness
Small - < 450mm x 350mm	Some
No	Toilet Paper Holder or Dispenser/Bin condition
Conveniently located mirror	Minor
Yes	Quality of Toilet Area
Towel rails	Moderate
Yes	
Adequate towel rails (min. 450mm per sleeping position)	Bathroom Lighting
Yes	Sufficient lighting in bathroom(s)
Adequate clothes hooks (min. 2)	Yes
✓ No	Spare power point(s)
Taps/Plugs cleanliness	Yes
✓ Some	Lighting/Fittings cleanliness
Taps/Plugs condition	Minor
Minor	Lighting/Fittings condition
Mirror/Mirror Lighting cleanliness	No Issues
✓ No Issues	Quality of Bathroom Lighting
Mirror/Mirror Lighting condition	Moderate
✓ No Issues	
Towel Rails/Hooks cleanliness	Personal Amenities
✓ Minor	Provision of soap for each guest
Towel Rails/Hooks condition	Yes
✓ No Issues	Personal Amenities
Quality of Bathroom Fittings inc. Bath/Shower Fittings	✓ No
√ Good	Hairdryer provided for each bathroom
Toilet Area	No
Toilet Area	Towelling items
Rubbish bin	10.76ttilig itellia
Yes	Towels
Extra toilet roll	provided for each guest
Yes	available for hire
	No

Additional towels for each guest	Skirtings/Doors cleanliness
No	√ No Issues
Face cloth	Skirtings/Doors condition
√ Yes	No Issues
Hand towel	Bathroom Windows cleanliness
√ Yes	Minor
Bath robe for each guest	Bathroom Windows condition
✓ No	Minor
Bath sheet for each guest	Quality of Bathroom Walls & Ceiling
✓ No	Good
Bath mat	Floor Coverings
Yes	
Towelling cleanliness	Bathroom floor cleanliness
✓ No Issues	Minor
Towelling condition	Bathroom floor condition
✓ Minor	Minor
Quality of Towelling	Quality of Bathroom Floor Coverings
Good	Good
Window Coverings/Privacy	Bathroom Type
Door provided to bathroom	Bathroom Type
Yes	Ensuite bathroom to main bedroom
Adequate privacy at bathroom windows	Individual bathroom to unit
Yes	Communal bathroom
	Additional bathroom (minimum shower, toilet & hand basin)
Free Floor Space	Yes
Free Floor Space - Bathroom	Additional toilet and/or shower
Spacious ≥ 4 sq m	No
Adequate - ≥ 2 sq m	Ventilation
Small - < 2 sq m but ≥ 1 sq m	
√ < 1sqm	Ventilation
Walls/Ceiling Finishes	Mechanical ventilation
	by adjacent opening window  No
Bathroom Walls/Ceilings cleanliness	110
Some	Lounge/Dining Area
Bathroom Walls/Ceilings condition  No Issues	

Entertainment Facilities	Seating condition
TV	✓ No Issues
TV In unit	Quality of Lounge Seating
in shared lounge only	Good
No	Dining Table/Chairs
Additional TV in unit	-
No No	Sufficient dining seating for all sleeping positions
	Yes
TV Screen size  ✓ Large - ≥ 107cm/42inch	Sufficient table/bench space for all sleeping positions
Adequate - ≥ 80cm/32inch	Yes
Small - < 80cm/32inch but ≥ 66cm/26inch	Dining facilities - Seating cleanliness
No	✓ No Issues
Multichannel TV	Dining facilities - Seating condition
≥ 6 channels	✓ No Issues
Limited - < 6 channels	Dining facilities - Table cleanliness
No	No Issues
N/A	Dining facilities - Table condition
Additional entertainment facilities (1st)	No Issues
✓ No	Quality of Dining Facilities
Televisian despite	Good
Television cleanliness	Lighting
No Issues	Lighting
Television condition	Sufficient lighting in lounge/dining area
✓ No Issues	Yes
Quality of Entertainment Facilities	Spare power point(s)
Good	Yes
Lounge Seating	Lighting/Switches/Power Points cleanliness
	Minor
Lounge Seating	Lighting/Switches/Power Points condition
Purpose designed lounge seating	No Issues
Purpose designed occasional seating/tubchairs  No	Quality of Lounge/Dining Lighting
	Good
Sufficient lounge seating for all sleeping positions	Window Coverings (Drivers)
Yes	Window Coverings/Privacy
Lounge seating in addition to dining seating	Night privacy at lounge/dining windows
✓)Yes	Yes
Seating cleanliness	
✓ No Issues	

Insect screening in lounge/dining areas	Free Floor Space	
✓ No		
Curtains & Curtain Tracks cleanliness	Free Floor Space - Lounge/Dining/Kitchen	
Some	Spacious - ≥ 20 sq m	
Curtains & Curtain Tracks condition	Medium - ≥ 12 sq m	
✓ Minor	Small - ≥ 9 sq m < 9 sq m	
Windows/Window Sills cleanliness	V 7 34 III	
No Issues	General Facilities	
Windows/Window Sills condition	Laundry & Classing Engilities	
Minor	Laundry & Cleaning Facilities	
Quality of Lounge/Dining Window Coverings	Laundry Facilities	
Good	In unit	
Walls/Coiling Finishes	Communal Laundry	
Walls/Ceiling Finishes	No	
Walls/Ceilings cleanliness	Ironing Facilities	
✓ No Issues	Iron & full size ironing board in unit	
Walls/Ceilings condition	Iron & 3/4 size ironing board in unit	
✓ No Issues	Iron & ironing board upon request	
Skirtings/Doors/Vents cleanliness	No	
✓ No Issues	Broom or Vacuum Cleaner	
Skirtings/Doors/Vents condition	✓ Yes	
✓ No Issues	Mop and bucket	
Quality of Lounge/Dining Walls & Ceilings	Yes	
Good	Washing Machine/dryer cleanliness	
	Minor	
Floor Coverings	Washing Machine/dryer condition	
Floor Coverings cleanliness	Minor	
✓ No Issues	Fixtures - Tubs/Taps cleanliness	
Floor Coverings condition	Minor	
Minor	Fixtures - Tubs/Taps condition	
Quality of Lounge/Dining Floor Coverings	✓ No Issues	
Good	Iron & Ironing Board/Cover cleanliness	
	No Issues	
	Iron & Ironing Board/Cover condition	
	No Issues	
	Floor Surface/Walls/Ceiling cleanliness	
	Minor	

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/Interom  ✓ No Issues  Compendium cleanliness  Heating/Cooling  Heating  ✓ Sufficient heating  ✓ Sufficient heating  ✓ Internal locking  ✓ No  No  Locks on all external doors  ✓ Yes  Heating  ✓ Sufficient heating  ✓ Sufficient cooling  Moderate heating  ✓ No  Locks on all external doors  ✓ Intercom  No  No  Added security features  ✓ No  Heating/cooling all rooms  In room safe  ✓ No  No  ✓ Yes  No  No  Secure floor access  ✓ No  Heating/cooling all rooms  ✓ No  In room safe  ✓ No  No  ✓ No  Security Allowance  ✓ No  No  No  ✓ Yes  Communications  ✓ Cool  Phone  Kitchen Area  Tea/Coffee & Cutlery/Crockery/Glassware  Tea/Coffee making facilities provided  ✓ Yes  Intercet Access in room  ✓ Tea/Coffee making facilities provided  ✓ Yes  Intercet Access in room  ✓ Tea/Coffee making facilities provided  ✓ Tea/Coffee making facilities only  No  No	Floor Surface/Walls/Ceiling condition	Compendium
Moderate	No Issues	Yes
Security & Safety  Door Lock  Electronic Entry/Card  Automatically locking door  Internal Locking  No  Locks on all external doors  Yes  Heating/Cooling  Heating/Cooling  Wideo Intercom  No  Secure floor access  No  Added security features  Yes  In room safe  No  No  Security Allowance  No  Security Allowanc	Quality of Washing Machine & Dryer	Phone cleanliness
Door Lock    Electronic Entry/Card	✓ Moderate	Minor
Door Lock    Electronic Entry/Card	Security & Safety	Phone condition
Electronic Entry/Card  Automatically locking door  Internal locking  No  Locks on all external doors  Yes  Wideo/Intercom  Intercom  No  No  Secure floor access  Yes  In room safe  No  No  No  Security Allowance  No  No  Secur	Security a sarety	No Issues
Automatically locking door  ✓ Internal locking  No  Locks on all external doors  ✓ Yes  Heating/Cooling  Heating  ✓ Sufficient heating  ✓ Moderate heating  ✓ Intercom  No  Cooling  Secure floor access  ✓ No  Added security features  ✓ Yes  Heating/cooling all rooms  In room safe  ✓ No  No  Security Allowance  ✓ No  Heating/cooling appliances cleanliness  No  Non-Smoking  Non smoking units 100%  ✓ Yes  Local phone book  ✓ Yes  Internet Access in room  ✓ Tea/Coffee the Cutlery/Crockery/Glassware  Tea/coffee making facilities  ✓ Tea/coffee making facilities provided  ✓ Yes  Internet Access in room  ✓ Tea/coffee making facilities provided	Door Lock	Compendium cleanliness
Internal locking	Electronic Entry/Card	No Issues
No   No   No   No   No   No   No   No		Compendium condition
Locks on all external doors  ✓ Yes  Heating/Cooling  Wideo/Intercom  ✓ Video Intercom  ✓ Intercom  No  Secure floor access  ✓ No  Added security features  ✓ No  Heating/cooling all rooms  In room safe  ✓ No  Individual temperature control  ✓ Yes  Heating/cooling appliances cleanliness  No Individual temperature control  ✓ Yes  Heating/cooling appliances condition  ✓ No  Security Allowance  ✓ No  Heating/cooling appliances condition  ✓ No Individual temperature control  ✓ Yes  Heating/cooling appliances cleanliness  ✓ No Individual temperature control  ✓ Yes  Heating/cooling appliances condition  ✓ No Issues  Quality of Heating/Cooling  ✓ Good  Kitchen Area  Tea/Coffee & Cutlery/Crockery/Glassware  Tea/Coffee & Cutlery/Crockery/Glassware  Tea/Coffee making facilities  Internet Access in room  ✓ Yes  Tea/coffee making facilities provided  ✓ Yes		
Video Intercom   Video Intercom   Video Intercom   Moderate heating   Moderate heating   No   No   No   Cooling	No	
Heating  Video/Intercom  Intercom  No  Socure floor access  No  No  Security features  No  Heating/cooling all rooms  In room safe  No  No  Security Allowance  No  No  No  No  No  Security Allowance  No  No  No  No  No  Non-Smoking  Non smoking units 100%  Yes  Communications  Phone  Yes  Local phone book  Yes  Tea/Coffee & Cutlery/Crockery/Glassware  Tea/Coffee making facilities provided  Or - Shared tea making facilities provided	Locks on all external doors	Heating/Cooling
Video Intercom	Yes	Heating
Intercom	Video/Intercom	Sufficient heating
No   Cooling	Video Intercom	Moderate heating
Secure floor access  Sufficient cooling  Moderate cooling  Moderate cooling  Moderate cooling  Moderate cooling  Moderate cooling  Moderate cooling  No  Heating/cooling all rooms  In room safe  No  No  Individual temperature control  Yes  Heating/cooling appliances cleanliness  Non-Smoking  Non-Smoking  Non smoking units 100%  Yes  Communications  Communications  Communications  Cooling  Moderate cooling  Moderate cooling  No  No  Heating/cooling all rooms  No  Individual temperature control  Ves  Heating/cooling appliances cleanliness  No Issues  Heating/cooling appliances condition  No Issues  Quality of Heating/Cooling  Food  Kitchen Area  Tea/coffee & Cutlery/Crockery/Glassware  Tea/coffee making facilities  Internet Access in room  Yes  Tea/coffee making facilities provided  or · Shared tea making facilities only	Intercom	No
No	No	Cooling
Added security features  No  Yes  Heating/cooling all rooms  In room safe  No  Individual temperature control  Security Allowance  Yes  No  Heating/cooling appliances cleanliness  Non-Smoking  Non-Smoking  Non smoking units 100%  Yes  Quality of Heating/Cooling Quality of Heating/Cooling  Communications  Kitchen Area  Yes  Local phone book  Yes  Tea/Coffee & Cutlery/Crockery/Glassware  Tea/coffee making facilities  Internet Access in room  Yes  Tea/coffee making facilities provided  or - Shared tea making facilities only	Secure floor access	Sufficient cooling
Ves	✓ No	Moderate cooling
In room safe  ✓ No  Individual temperature control  ✓ Yes  Heating/cooling appliances cleanliness  ✓ No Issues  Heating/cooling appliances cleanliness  ✓ No Issues  Heating/cooling appliances condition  ✓ No Issues  Heating/cooling appliances condition  ✓ No Issues  Quality of Heating/Cooling  Communications  ✓ Good  Kitchen Area	Added security features	No
No   Individual temperature control	✓ Yes	Heating/cooling all rooms
Security Allowance  ✓ Yes  Heating/cooling appliances cleanliness  ✓ No Issues  Heating/cooling appliances condition  ✓ No Issues  Heating/cooling appliances condition  ✓ No Issues  Quality of Heating/Cooling  Communications  Phone  Kitchen Area   Kitchen Area  Tea/Coffee & Cutlery/Crockery/Glassware  Tea/coffee making facilities  Internet Access in room  ✓ Yes  Tea/coffee making facilities provided  ✓ res Shared tea making facilities only	In room safe	No
No   Heating/cooling appliances cleanliness	✓ No	Individual temperature control
Non-Smoking  Non smoking units 100%  ✓ Yes  Communications  Phone  ✓ Yes  Local phone book  ✓ Yes  Local phone book  ✓ Yes  Local phone book  ✓ Yes  Internet Access in room  ✓ Yes  Internet Access in room  ✓ Yes  Tea/coffee making facilities provided  or - Shared tea making facilities only	Security Allowance	Yes
Non-smoking  Non smoking units 100%  ✓ Yes   Communications  Phone  Kitchen Area    Tea/Coffee & Cutlery/Crockery/Glassware  Tea/coffee making facilities  Internet Access in room  ✓ Yes  Tea/coffee making facilities provided  or - Shared tea making facilities only	✓ No	Heating/cooling appliances cleanliness
Heating/cooling appliances condition  ✓ Yes  Communications  Phone  ✓ Yes  Local phone book  ✓ Yes  Local phone book  ✓ Yes  Internet Access in room  ✓ Yes  Tea/coffee making facilities  ✓ Tea/coffee making facilities only	Non Smaking	No Issues
Non smoking units 100%  ✓ Yes  Communications  Phone  ✓ Yes  Local phone book  ✓ Yes  Local phone book  ✓ Yes  Internet Access in room  ✓ Yes  Tea/coffee making facilities  ✓ res  Tea/coffee making facilities provided  ✓ or - Shared tea making facilities only	Non-Sillokilig	Heating/cooling appliances condition
Communications Good     Phone Kitchen Area     ✓ Yes   Local phone book Tea/Coffee & Cutlery/Crockery/Glassware   ✓ Yes Tea/coffee making facilities   Internet Access in room ✓ Tea/coffee making facilities provided   ✓ Yes or - Shared tea making facilities only	Non smoking units 100%	
Communications ✓ Good     Phone Kitchen Area     ✓ Yes     Local phone book   ✓ Yes   Tea/Coffee & Cutlery/Crockery/Glassware   Tea/coffee making facilities   Internet Access in room   ✓ Yes    Tea/coffee making facilities provided  or - Shared tea making facilities only	Yes	Quality of Heating/Cooling
✓ Yes     Local phone book   ✓ Yes   Internet Access in room   ✓ Yes   Tea/coffee & Cutlery/Crockery/Glassware   Tea/coffee making facilities   ✓ Tea/coffee making facilities provided   or - Shared tea making facilities only	Communications	
Local phone book   ✓ Yes   Tea/Coffee & Cutlery/Crockery/Glassware   Tea/coffee making facilities   ✓ Tea/coffee making facilities provided   ✓ Yes   or - Shared tea making facilities only	Phone	Kitchen Area
✓ Yes     Tea/coffee making facilities     Internet Access in room   ✓ Yes     Tea/coffee making facilities provided   or - Shared tea making facilities only	Yes	
Internet Access in room  Tea/coffee making facilities provided  or - Shared tea making facilities only	Local phone book	Tea/Coffee & Cutlery/Crockery/Glassware
Internet Access in room       ✓       Tea/coffee making facilities provided         ✓       Yes       or - Shared tea making facilities only	Yes	Tea/coffee making facilities
Yes or - Shared tea making facilities only	Internet Access in room	
No	Yes	
		No

Suff	ficient crockery & cutlery for each sleeping position	Microwave
$\bigcirc$	Yes	Microwave
Suff	ficient quantity/range of glassware	Communal Microwave
$\bigcirc$	Yes	No
Cro	ckery/Cutlery/Glassware cleanliness	Grill
$\bigcirc$	Minor	Yes
Cro	ckery/Cutlery/Glassware condition	Hot plates
$\bigcirc$	Minor	✓ ≥ 3
	tle cleanliness	_ ≤ 3
$\bigcirc$	No Issues	Communal hot plates
Ket	tle condition	No
	No Issues	Mechanical ventilation
		Yes
Ki	tchen & Cooking Appliances	Comprehensive range of cooking equipment
Ref	rigerator	Yes
$\bigcirc$	Large - ≥ 200 litres	Sufficient cooking utensils
0	Medium - ≥ 140 litres	✓ Yes
0	Small - < 140 litres	Additional Appliance
0	Communal refrigerator	✓ No
Refrigerator - Seals/Interior/Defrosting cleanliness		Equipment; Utensils/Bowls/Pots & Pans cleanliness
$\bigcirc$	No Issues	✓ No Issues
Ref	rigerator - Seals/Interior/Defrosting condition	Equipment; Utensils/Bowls/Pots & Pans condition
$\bigcirc$	No Issues	√ No Issues
Toa	ster	Oven/Microwave/Grill cleanliness
Ø	Toaster	Minor
0	Communal Toaster	Oven/Microwave/Grill condition
0	No	✓ No Issues
Toaster cleanliness		Mechanical Ventilation/Rangehood cleanliness
$\bigcirc$	No Issues	Some
Toaster condition		Mechanical Ventilation/Rangehood condition
$\bigcirc$	No Issues	No Issues
Oven		Quality of Kitchen & Cooking Appliances
Ø	Domestic oven	Good
0	Convection oven/microwave	<b>V GOOD</b>
0	Stovette	
0	Communal Oven	
	No	

Dishwashing sink(s)/Bench/Cupboards	Kitchen Lighting
Sink	Sufficient lighting in kitchen area
✓ Double sink with plug	Yes
Standard sink with plug	Lighting/Fittings cleanliness
Communal dishwashing facilities	Minor
Mixer taps	Lighting/Fittings condition
√ Yes	✓ No Issues
Sufficient bench space for meal preparation	Quality of Kitchen Lighting
✓ Yes	Moderate
Sufficient cupboard or shelf space	
√ Yes	Floor Coverings - Kitchen
Spare power point(s)	Floor Coverings cleanliness
✓ Yes	✓ No Issues
Dishwasher	Floor Coverings condition
✓ Yes	Minor
Kitchen bin	Quality of Kitchen Floor Coverings
✓ Yes	Good
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