



# **Cum Laude 3**

Pretoria, Gauteng

Member Id: 823890275

## **Three Star Self catering - Exclusive**

Assessor: Deborah Seema

Visit: 17 February 2020

## **Executive Summary**

### **Summary**

The facility is situated at the University and mostly services senior students from around the country. There is no external signage to the property but the building is clearly marked. The person responsible for guests safety and security is available 24hrs.

### **Exterior: Strengths**

The brick work used is still in a good condition and quality. There is a 24hrs guard on site for security purposes. Entrance to the gate uses access cards to control movement. There is adequate parking space provided, sheltered. The exterior is well lit and paving is used throughout

### **Exterior: Areas for Improvement**

Improve both external and internal signage.

### **Unit Bedrooms: Strengths**

All the units are ensuite. Fully furnished with excellent quality equipments, fridges, stoves, emergency lighting, tables and chairs, lounge areas with good quality couches and a Plasma TV. Excellent quality matching cutlery and crockery is used. There are study tables and lamps provided. Each sleeping position is provided with a bedside lamp. Excellent quality window covering provided full blackout. There is a strong coverage of wi-fi internet access. Information packages are provided in unit

### **Unit Bedrooms: Areas for Improvement**

Area meets required standards

### **Bathrooms: Strengths**

Excellent quality shower doors are used. The quality of towels provided for guests is quite good. Each guest is provided with a hand towel and a bathsheet. There is a reasonable supply of amenities

### **Bathrooms: Areas for Improvement**

Area meets required standards

### **Kitchens: Strengths**

Well equipped kitchens with good quality crockery and cutlery, fridges, microwaves, adequate cupboards for storage, stoves, liquid soaps and other cleaning materials.

### **Kitchens: Areas for Improvement**

Area meets required standards

**Lounge, Dining Room and Patio: Strengths**

Each unit has its own lounge with a comfortable and good quality couches. There is a Plasma TV with hotel package DSTV in each unit

**Lounge, Dining Room and Patio: Areas for Improvement**

Area meets required standards

**Public Areas: Strengths**

Excellent ambience. There is a Plasma TV, coffee and tea making machine and excellent quality and comfortable couches provided for guests

**Public Areas: Areas for Improvement**

Area meets required standards

**General Services & Service: Strengths**

There is a dedicated reception area that receives guests . Prompt and efficient check in and out service. Guests are provided with all the necessary information required . There is a strong wi-fi coverage throughout. Each unit is provided with information packages

**General Services & Service: Areas for Improvement**

Area meets required standards

**Housekeeping: Strengths**

High levels of housekeeping and hygiene. Rooms are serviced daily, linen changed every third day or upon guests request. Uniform is worn that gives a professional look

**Housekeeping: Areas for Improvement**

Area meets required standards

**UA: Strengths**

UA requirements are not met

**UA: Areas for Improvement**

UA requirements are not met

## Score Summary

### Overall Assessment

Overall Impression

Score

66%

Outcome

Three Star

### Criteria Scores

Building Exterior

66%

Bedrooms

66%

Bathrooms

66%

Kitchens

66%

Lounge, Dining Room & Patio

66%

General Services & Service

66%

Housekeeping Service

66%

## UA Criteria Not Met

17	<b>Level 1 Universal Access</b>	
17.1	<b>Building Exterior &amp; Interior: All areas</b>	
17.1.1	Clear signage. Signage must incorporate symbols and pictograms.	MCV
17.1.2	Fixed, level, matt and slip resistant ground and floor surfaces with no changes in level or thresholds and carpet pile no greater than 13mm	MCV
17.1.3	Canopy structures should not protrude into any pedestrian walkways, and should not be lower than 2100mm (2.1M)	MV
17.1.4	No coat hooks or other projections that extend more than 30mm from the wall or doors.	MV
17.1.5	Where steps are present en-route to facilities, a route with no steps to be provided	MV
17.1.6	Textured surfaces such as roughened finishes on all ramps and stairways	MV
17.1.7	Use of contrasting colours to indicate change of areas and surfaces so as to facilitate navigation around the property	V
17.1.8	All vertical glass fittings and fixtures to be non-reflective and clearly marked	V
17.1.9	Any ramp or series of ramps shall provide a safe, comfortable and convenient route for wheelchair users with a gradient not steeper than 1:12	M
17.1.10	Any stairs and/or escalators shall provide a safe, comfortable and convenient route for users	MV
17.1.11	Uniform height levels between landings or staircase and/or escalators. There must be an equal number of steps on each flight of stairs. Tonal contrast or safety strips on all nosings	MV
17.1.12	Where there are revolving doors, turnstiles or other entrance barriers, an alternative means of access should be provided	MV
17.1.13	Size of opening leaf of all doors should be a minimum of 760mm wide when measured in the 90 degree open position. Minimum of 900mm x 1200mm clear unobstructed turnspace in front of the door	MV
17.1.14	Door-handles must be fitted at a height of between 1200mm and not lower than 1000mm	M
17.1.15	Where sliding doors are installed, they must be easy to open with finger tip pressure and must have handles that provide at least 600mm clear finger space	M
17.1.16	A Minimum space of 800mm to 900mm between the furniture and fittings to allow for ease of access from one to the other. Any room configuration must allow for an unobstructed turning space of at least 1200mm in at least one area	M
17.1.17	Provide chairs at a minimum height of 500mm (50mm tolerance allowed) some with and some without arm rests.	M
17.1.18	All tables, dressing tables and desks must have a clear knee space of 760mm underneath the table top from the floor finish.	M
17.1.19	All lighting must be even and well lit and at a minimum of 200 lux.	V
17.1.20	Light and power switches must be easily operated	MV
17.1.21	No complicated patterned materials to be used	V
17.2	<b>Building Exterior: Grounds and Gardens</b>	
17.2.1	Grounds and garden pathways kept clear of obstacles and obstructions	MV
17.3	<b>Building Exterior: Parking, Driveways, signage</b>	
17.3.1	Designated, clearly indicated 3500mm (3.5m) wide parking bay must be provided for each UA mobility room with a maximum gradient of 1:50 at setting down point. Distance from designated parking bays to entrance must be a maximum of 30m or valet parking service available	M

17.3.2	Gradient en-route to entrance from street or designated parking bay, not steeper than 1:12	M
17.3.3	A clearly displayed contact number of an establishment representative at the setting down point	MCV
17.4	<b>Safety &amp; Security: All Areas</b>	
17.4.1	Emergency information and procedures clearly displayed in English and/or in pictograms. Signage for guests with visual and communication limitations must be in a larger print and at a height of between 1400mm and 1700mm above finished floor level	MCV
17.4.2	Additional door peephole to be at 1100mm (1.1m) and emergency evacuation notice must be placed just above the peephole	M
17.4.3	Unit door must have a lock that is easy to use with minimum effort	M
17.4.4	Emergency call system must be in place for each guest to contact the host	MCV
17.4.5	Multi-floor units to have a fire extinguisher on each floor at between 800mm and 1200mm above floor level and within 3000mm (3m) of door entrance (exterior).	MCV
17.4.6	A safe must be installed at an accessible height of between 600mm and 800mm	M
17.5	<b>Bedrooms: Electronic Appliances</b>	
17.5.1	Televisions to have fully functional remote controls with a tactile indicator on the number 5 button	MV
17.5.2	Accessible controls for heating and cooling system	M
17.6	<b>Bedrooms: Wardrobes, Shelves and Luggage Storage</b>	
17.6.1	All handles must be fitted at a height of 1200mm and not lower than 1000mm and are easy to operate with minimum effort	M
17.6.2	Hanging rail must be fitted at a height of 1400mm (1.4M) above the floor level.	M
17.7	<b>Bedrooms: Curtains and Window Coverings</b>	
17.7.1	Curtains must be fitted with pull-rods/closing cords of sufficient length and width with a ring at the end.	M
17.8	<b>Bedrooms: Form of Bedding (Beds, Bases and Mattresses)</b>	
17.8.1	Unobstructed turning space of at least 1200mm width on at least one side of the bed	M
17.8.2	Size of firm bed must be 450cm to 500cm in height	M
17.9	<b>Bedrooms: Lighting/Power/Switches</b>	
17.9.1	Height of light switches and controls should be located between 800mm – 1200mm from the floor	M
17.9.2	Bedside lamps to have easily accessible switches at a maximum distance of 200mm away from the bed	M
17.10	<b>Bedrooms: Mirror and Mirror Lighting</b>	
17.10.1	A full length mirror must be not more than 400mm from the floor and usable for standing and seated guests. Lights positioned so as not to create a glare on surfaces.	MV
17.11	<b>Bedrooms: General facilities</b>	
17.11.1	All tea and coffee making facilities and other accessories to be positioned at a height of 800mm	M
17.12	<b>Lounge Dining, Patio: Lounge</b>	
17.12.1	Televisions to have functional remote controls	C

17.13	<b>Kitchen: Provision</b>	
17.13.1	Kitchen work surfaces should be free of sharp or abrasive elements and be colour contrasted with adjacent elements.	MV
17.13.2	All commonly used items, such as cutlery, crockery, glassware, microwaves, kettles, toasters etc. must be positioned at counter height of 800mm and accessible to a wheelchair user	MV
17.14	<b>Bathrooms: Provision</b>	
17.14.1	UA bathrooms to be no less than 1800mm X 1800mm	M
17.15	<b>Bathrooms: Fixtures and Fittings</b>	
17.15.1	Bathroom instructions must be provided in large print and/or tactile format	V
17.15.2	Exposed hot pipes must be well insulated.	MV
17.15.3	The access door must be fitted with an emergency release lock	MV
17.15.4	Toilet seat height between 480mm and 500mm.	M
17.15.5	The basin must be set at a height 800mm measured from the floor to the top of the basin. The clear space under the basin must be a minimum of 720mm from the underneath of the basin to the floor	M
17.15.6	Sanitising handwipes to be provided and placed within easy reach while seated	M
17.15.7	All taps must be lever action	M
17.15.8	The mirror must be located no more than 72mm from the top of the basin and must be well lit	MV
17.15.9	The soap dispenser, hand dryer (towel or paper) and toilet paper holder shall be easy to use and easily accessible while seated.	M
17.15.10	All towel rails positioned at a height of 900mm to 1000mm	M
17.15.11	There must be a minimum of 800mm wide clear transfer space on one side of the toilet pan	M
17.15.12	The measurement from the front edge of the toilet pan to the rear wall must be a minimum of 690mm clear space	M
17.15.13	Centreline of the toilet bowl must be not more than 480mm from wall opposite transfer space.	M
17.15.14	The cranked grab-bar, must be fitted on the wall opposite the transfer space. The grab bar must be securely fitted in the correct configuration with the horizontal section 800mm above the floor finish and 380mm from the rear wall.	M
17.15.15	The Horizontal grab bar located at the back of the toilet must be a height of 800mm from the floor finish.	M
17.15.16	Toilet seat lid must remain in an upright position when raised.	MV
17.15.17	The toilet flushing control must be positioned on the outer side or behind the toilet, operable from the transfer space, with ease	M
17.16	<b>Bathrooms: Baths</b>	
17.16.1	Transfer space on the side or end of a bath must be a minimum of 800mm wide	M
17.16.2	The top edge of the bath must be between 450 mm and 500mm from the floor finish	M
17.16.3	Bath mixer with hand shower to be provided. Hand shower hose length to be 1500mm (1.5m)	M
17.16.4	An inverted (upside down) T-Bar must be fitted to wall on the long side of the bath to facilitate transfer from the side or end of the bath. The horizontal section at a height of 800mm from the floor finish	M
17.16.5	Provision should be made for a removable professionally manufactured bath seat	M
17.16.6	The bottom of the bath tub must have a slip resistant finish	M

17.17	<b>Bathrooms: Shower</b>	
17.17.1	A roll in shower must be provided with a clear 1200mm X 1200mm space with the shower seat in upright position. The run-off must be configured to drain towards the shower trap	M
17.17.2	A 500mm X 500mm fold-down shower seat, professionally manufactured and fitted at height of between 450mm to 500mm floor finish must be provided.	M
17.17.3	The soap dispenser/holder shall be easy to use and easily accessible while seated on the shower seat	M
17.17.4	There must be a minimum of 800mm wide transfer space on one side of the shower seat	M
17.17.5	Centreline of shower seat must be not more than 480mm from the wall opposite the transfer space.	M
17.17.6	The cranked grab-bar, must be fitted on the wall opposite the transfer space. The grab bar must be securely fitted in the correct configuration with the horizontal section 800mm above the floor finish and 380mm from the rear wall.	M
17.17.7	A vertical bar of at least 600mm long located on the transfer side of the shower seat finished floor level, fitted at a minimum height of 600mm above finished floor level, must be provided.	M
17.17.8	If shower screens are installed, the width of the entrance to the roll-in shower must be at least 800mm wide and there must be sufficient turning space of 1100mm X 1200mm inside the cubicle	M
17.17.9	A fixed shower head must be installed at a height of 2100mm (2,1m) above the floor finish and/or a shower head on a vertical bar with the top of the bar at a height of 2100mm (2,1m) from the floor finish. The shower hose length must be 1500mm (1.5m).	M
17.17.10	The shower taps must be mounted on the same wall as the cranked bar, easy to use and accessible from the shower seat	M
17.18	<b>Bathrooms: Accessories</b>	
17.18.1	Bin with an easy to use lid must be provided	MV
17.19	<b>Public Spaces: Lifts</b>	
17.19.1	Lifts must be located en-route to accessible units where such facilities are not located on the ground floor	MV
17.19.2	Size of unobstructed approach space to the lift must not be less than 1200mm X 1500mm	MV
17.19.3	Clear opening width of the entrance door must not be less than 800mm	M
17.19.4	All controls, internal & external, must be between 900mm - 1200mm from the floor finish. Emergency controls must be no higher than 900mm	MV
17.19.5	Emergency telephones should have amplified volumes and ringers	CV
17.19.6	150 lux minimum internal lighting level	V
17.19.7	The internal size of the lift car must be no less than 1100mm x 1400mm	M
17.19.8	A horizontal handrail must be fitted to the full length of at least two sides of the lift car at a height of between 850mm to 1000mm from the floor finish	MV
17.19.9	The back wall of the lift car above the handrail must be fitted with a mirror	M
17.20	<b>Housekeeping Services: All areas</b>	
17.20.1	Housekeeping staff to ensure all unit accessories and equipment are within easy reach of guests. Care to be taken to ensure everything remains in the same place	MCV



17.21	<b>General Services &amp; Service: Welcome, Friendliness and Attitude</b>	
17.21.1	UA Sensitivity Training for managers and staff who interface with guests	MCV
17.21.2	On arrival guests are provided with an orientation on their navigation around the facilities and information on emergency procedures	MCV
17.21.3	Website or other marketing collateral provides sufficient pre-booking information on all UA services and facilities	MCV
17.21.4	Assistance with information about accessible tourism products and bookings provided by staff.	MCV
17.21.5	Staff to be available to assist with check-out procedures	MCV
17.22	<b>Additional Facilities: Swimming Pool</b>	
17.22.1	Safe access to swimming pool area	M
17.23	<b>Additional Facilities: Sauna</b>	
17.23.1	Safe access into sauna	M
17.24	<b>Additional Facilities: Jacuzzi/hot tub</b>	
17.24.1	Safe access into Jacuzzi	M
17.25	<b>Additional Facilities: Steam Room</b>	
17.25.1	Safe access into steam room	M
17.26	<b>Additional Facilities: Sporting facilities</b>	
17.26.1	Safe access into the facilities	M
17.27	<b>Additional Facilities: Kids Playground</b>	
17.27.1	Safe access into the playground	M
17.28	<b>Additional Facilities: Recreation / Games room</b>	
17.28.1	Safe access into the recreation / games	M
17.29	<b>Additional Facilities: Braai area / Boma</b>	
17.29.1	Safe access to the braai area / Boma	M
17.30	<b>Additional Facilities: Emergency Lighting</b>	
17.30.1	Emergency lighting must be provided	MC

## UA Deficiencies Report

### 17 Level 1 Universal Access

#### 17.1 Building Exterior & Interior: All areas

- 17.1.1 Clear signage. Signage must incorporate symbols and pictograms.
- 17.1.2 Fixed, level, matt and slip resistant ground and floor surfaces with no changes in level or thresholds and carpet pile no greater than 13mm
- 17.1.3 Canopy structures should not protrude into any pedestrian walkways, and should not be lower than 2100mm (2.1M)
- 17.1.4 No coat hooks or other projections that extend more than 30mm from the wall or doors.
- 17.1.5 Where steps are present en-route to facilities, a route with no steps to be provided
- 17.1.6 Textured surfaces such as roughened finishes on all ramps and stairways
- 17.1.7 Use of contrasting colours to indicate change of areas and surfaces so as to facilitate navigation around the property
- 17.1.8 All vertical glass fittings and fixtures to be non-reflective and clearly marked
- 17.1.9 Any ramp or series of ramps shall provide a safe, comfortable and convenient route for wheelchair users with a gradient not steeper than 1:12
- 17.1.10 Any stairs and/or escalators shall provide a safe, comfortable and convenient route for users
- 17.1.11 Uniform height levels between landings or staircase and/or escalators. There must be an equal number of steps on each flight of stairs. Tonal contrast or safety strips on all nosings
- 17.1.12 Where there are revolving doors, turnstiles or other entrance barriers, an alternative means of access should be provided
- 17.1.13 Size of opening leaf of all doors should be a minimum of 760mm wide when measured in the 90 degree open position. Minimum of 900mm x 1200mm clear unobstructed turnspace in front of the door
- 17.1.14 Door-handles must be fitted at a height of between 1200mm and not lower than 1000mm
- 17.1.15 Where sliding doors are installed, they must be easy to open with finger tip pressure and must have handles that provide at least 600mm clear finger space
- 17.1.16 A Minimum space of 800mm to 900mm between the furniture and fittings to allow for ease of access from one to the other. Any room configuration must allow for an unobstructed turning space of at least 1200mm in at least one area
- 17.1.17 Provide chairs at a minimum height of 500mm (50mm tolerance allowed) some with and some without arm rests.
- 17.1.18 All tables, dressing tables and desks must have a clear knee space of 760mm underneath the table top from the floor finish.
- 17.1.19 All lighting must be even and well lit and at a minimum of 200 lux.
- 17.1.20 Light and power switches must be easily operated
- 17.1.21 No complicated patterned materials to be used

#### 17.2 Building Exterior: Grounds and Gardens

- 17.2.1 Grounds and garden pathways kept clear of obstacles and obstructions

#### 17.3 Building Exterior: Parking, Driveways, signage

- 17.3.1 Designated, clearly indicated 3500mm (3.5m) wide parking bay must be provided for each UA mobility room with a maximum gradient of 1:50 at setting down point. Distance from designated parking bays to entrance must be a maximum of 30m or valet parking service available
- 17.3.2 Gradient en-route to entrance from street or designated parking bay, not steeper than 1:12
- 17.3.3 A clearly displayed contact number of an establishment representative at the setting down point

#### 17.4 Safety & Security: All Areas

- 17.4.1 Emergency information and procedures clearly displayed in English and/or in pictograms. Signage for guests with visual and communication limitations must be in a larger print and at a height of between 1400mm and 1700mm above finished floor level
- 17.4.2 Additional door peephole to be at 1100mm (1.1m) and emergency evacuation notice must be placed just above the peephole
- 17.4.3 Unit door must have a lock that is easy to use with minimum effort
- 17.4.4 Emergency call system must be in place for each guest to contact the host
- 17.4.5 Multi-floor units to have a fire extinguisher on each floor at between 800mm and 1200mm above floor level and within 3000mm (3m) of door entrance (exterior).
- 17.4.6 A safe must be installed at an accessible height of between 600mm and 800mm
- 17.5 **Bedrooms: Electronic Appliances**
- 17.5.1 Televisions to have fully functional remote controls with a tactile indicator on the number 5 button
- 17.5.2 Accessible controls for heating and cooling system
- 17.6 **Bedrooms: Wardrobes, Shelves and Luggage Storage**
- 17.6.1 All handles must be fitted at a height of 1200mm and not lower than 1000mm and are easy to operate with minimum effort
- 17.6.2 Hanging rail must be fitted at a height of 1400mm (1.4M) above the floor level.
- 17.7 **Bedrooms: Curtains and Window Coverings**
- 17.7.1 Curtains must be fitted with pull-rods/closing cords of sufficient length and width with a ring at the end.
- 17.8 **Bedrooms: Form of Bedding (Beds, Bases and Mattresses)**
- 17.8.1 Unobstructed turning space of at least 1200mm width on at least one side of the bed
- 17.8.2 Size of firm bed must be 450cm to 500cm in height
- 17.9 **Bedrooms: Lighting/Power/Switches**
- 17.9.1 Height of light switches and controls should be located between 800mm – 1200mm from the floor
- 17.9.2 Bedside lamps to have easily accessible switches at a maximum distance of 200mm away from the bed
- 17.10 **Bedrooms: Mirror and Mirror Lighting**
- 17.10.1 A full length mirror must be not more than 400mm from the floor and usable for standing and seated guests. Lights positioned so as not to create a glare on surfaces.
- 17.11 **Bedrooms: General facilities**
- 17.11.1 All tea and coffee making facilities and other accessories to be positioned at a height of 800mm
- 17.12 **Lounge Dining, Patio: Lounge**
- 17.12.1 Televisions to have functional remote controls
- 17.13 **Kitchen: Provision**
- 17.13.1 Kitchen work surfaces should be free of sharp or abrasive elements and be colour contrasted with adjacent elements.
- 17.13.2 All commonly used items, such as cutlery, crockery, glassware, microwaves, kettles, toasters etc. must be positioned at counter height of 800mm and accessible to a wheelchair user
- 17.14 **Bathrooms: Provision**
- 17.14.1 UA bathrooms to be no less than 1800mm X 1800mm

17.15 **Bathrooms: Fixtures and Fittings**

- 17.15.1 Bathroom instructions must be provided in large print and/or tactile format
- 17.15.2 Exposed hot pipes must be well insulated.
- 17.15.3 The access door must be fitted with an emergency release lock
- 17.15.4 Toilet seat height between 480mm and 500mm.
- 17.15.5 The basin must be set at a height 800mm measured from the floor to the top of the basin. The clear space under the basin must be a minimum of 720mm from the underneath of the basin to the floor
- 17.15.6 Sanitising handwipes to be provided and placed within easy reach while seated
- 17.15.7 All taps must be lever action
- 17.15.8 The mirror must be located no more than 72mm from the top of the basin and must be well lit
- 17.15.9 The soap dispenser, hand dryer (towel or paper) and toilet paper holder shall be easy to use and easily accessible while seated.
- 17.15.10 All towel rails positioned at a height of 900mm to 1000mm
- 17.15.11 There must be a minimum of 800mm wide clear transfer space on one side of the toilet pan
- 17.15.12 The measurement from the front edge of the toilet pan to the rear wall must be a minimum of 690mm clear space
- 17.15.13 Centreline of the toilet bowl must be not more than 480mm from wall opposite transfer space.
- 17.15.14 The cranked grab-bar, must be fitted on the wall opposite the transfer space. The grab bar must be securely fitted in the correct configuration with the horizontal section 800mm above the floor finish and 380mm from the rear wall.
- 17.15.15 The Horizontal grab bar located at the back of the toilet must be a height of 800mm from the floor finish.
- 17.15.16 Toilet seat lid must remain in an upright position when raised.
- 17.15.17 The toilet flushing control must be positioned on the outer side or behind the toilet, operable from the transfer space, with ease

17.16 **Bathrooms: Baths**

- 17.16.1 Transfer space on the side or end of a bath must be a minimum of 800mm wide
- 17.16.2 The top edge of the bath must be between 450 mm and 500mm from the floor finish
- 17.16.3 Bath mixer with hand shower to be provided. Hand shower hose length to be 1500mm (1.5m)
- 17.16.4 An inverted (upside down) T-Bar must be fitted to wall on the long side of the bath to facilitate transfer from the side or end of the bath. The horizontal section at a height of 800mm from the floor finish
- 17.16.5 Provision should be made for a removable professionally manufactured bath seat
- 17.16.6 The bottom of the bath tub must have a slip resistant finish

17.17 **Bathrooms: Shower**

- 17.17.1 A roll in shower must be provided with a clear 1200mm X 1200mm space with the shower seat in upright position. The run-off must be configured to drain towards the shower trap
- 17.17.2 A 500mm X 500mm fold-down shower seat, professionally manufactured and fitted at height of between 450mm to 500mm floor finish must be provided.
- 17.17.3 The soap dispenser/holder shall be easy to use and easily accessible while seated on the shower seat
- 17.17.4 There must be a minimum of 800mm wide transfer space on one side of the shower seat
- 17.17.5 Centreline of shower seat must be not more than 480mm from the wall opposite the transfer space.
- 17.17.6 The cranked grab-bar, must be fitted on the wall opposite the transfer space. The grab bar must be securely fitted in the correct configuration with the horizontal section 800mm above the floor finish and 380mm from the rear wall.
- 17.17.7 A vertical bar of at least 600mm long located on the transfer side of the shower seat finished floor level, fitted at a minimum height of 600mm above finished floor level, must be provided.
- 17.17.8 If shower screens are installed, the width of the entrance to the roll-in shower must be at least 800mm wide and there must be sufficient turning space of 1100mm X 1200mm inside the cubicle
- 17.17.9 A fixed shower head must be installed at a height of 2100mm (2,1m) above the floor finish and/or a shower head on a vertical bar with the top of the bar at a height of 2100mm (2,1m) from the floor finish. The shower hose length must be 1500mm (1.5m).
- 17.17.10 The shower taps must be mounted on the same wall as the cranked bar, easy to use and accessible from the shower seat

17.18 **Bathrooms: Accessories**

- 17.18.1 Bin with an easy to use lid must be provided

17.19 **Public Spaces: Lifts**

- 17.19.1 Lifts must be located en-route to accessible units where such facilities are not located on the ground floor
- 17.19.2 Size of unobstructed approach space to the lift must not be less than 1200mm X 1500mm
- 17.19.3 Clear opening width of the entrance door must not be less than 800mm
- 17.19.4 All controls, internal & external, must be between 900mm - 1200mm from the floor finish. Emergency controls must be no higher than 900mm
- 17.19.5 Emergency telephones should have amplified volumes and ringers
- 17.19.6 150 lux minimum internal lighting level
- 17.19.7 The internal size of the lift car must be no less than 1100mm x 1400mm
- 17.19.8 A horizontal handrail must be fitted to the full length of at least two sides of the lift car at a height of between 850mm to 1000mm from the floor finish
- 17.19.9 The back wall of the lift car above the handrail must be fitted with a mirror

17.20 **Housekeeping Services: All areas**

- 17.20.1 Housekeeping staff to ensure all unit accessories and equipment are within easy reach of guests. Care to be taken to ensure everything remains in the same place

17.21 **General Services & Service: Welcome, Friendliness and Attitude**

- 17.21.1 UA Sensitivity Training for managers and staff who interface with guests
- 17.21.2 On arrival guests are provided with an orientation on their navigation around the facilities and information on emergency procedures
- 17.21.3 Website or other marketing collateral provides sufficient pre-booking information on all UA services and facilities
- 17.21.4 Assistance with information about accessible tourism products and bookings provided by staff.
- 17.21.5 Staff to be available to assist with check-out procedures

- 17.22      **Additional Facilities: Swimming Pool**
- 17.22.1    Safe access to swimming pool area
- 17.23      **Additional Facilities: Sauna**
- 17.23.1    Safe access into sauna
- 17.24      **Additional Facilities: Jacuzzi/hot tub**
- 17.24.1    Safe access into Jacuzzi
- 17.25      **Additional Facilities: Steam Room**
- 17.25.1    Safe access into steam room
- 17.26      **Additional Facilities: Sporting facilities**
- 17.26.1    Safe access into the facilities
- 17.27      **Additional Facilities: Kids Playground**
- 17.27.1    Safe access into the playground
- 17.28      **Additional Facilities: Recreation / Games room**
- 17.28.1    Safe access into the recreation / games
- 17.29      **Additional Facilities: Braai area / Boma**
- 17.29.1    Safe access to the braai area / Boma
- 17.30      **Additional Facilities: Emergency Lighting**
- 17.30.1    Emergency lighting must be provided

- 18 **Level 2 Universal Access**
- 18.1 **Building Exterior & Interior: All areas**
- 18.1.1 Well lit, clear and legible signage on a contrasting background with a minimum font size of 120mm
- 18.1.2 Further use of integrated decor features to indicate change of areas and surfaces so as to facilitate navigation around the property
- 18.1.3 All ramps must have a minimum 1:12 gradient and a width of no less than 1100mm (1.1m) and maximum camber 1:50. All ramps must have a landing at the top and bottom with additional landing every 10000mm (10m). The landing must not be less than 1200mm (1.2M) in length and clear of any door swing.
- 18.1.4 Ramps must have handrails on one side at a height of between 900 and 1000mm and a maximum camber of 1:50 and tapping rails on the open side of at least 100mm. Handrails must extend 300mm before and beyond the end of the ramp
- 18.1.5 All staircases must have handrails on one side at a height of between 900mm and 1000mm or a stair lift must be provided. Handrails must extend 300mm before and beyond the end of the staircase.
- 18.1.6 Handles must measure at least 120mm in length and be easy to grasp. D-Type handle must be used
- 18.1.7 A Minimum space of 900mm - 1000mm between the furniture and fittings to allow for ease of access. Any room configuration must allow for an unobstructed turning space of at least 1200mm in at least one area
- 18.1.8 There should be a lighting transition zone inside the entrance door
- 18.2 **Building Exterior: Parking, Driveways, signage**
- 18.2.1 Distance from designated parking bays to entrance maximum of between 10m and 20m
- 18.2.2 Gradient en-route to entrance from street or designated parking bay, not steeper than 1:15
- 18.2.3 A covered parking bay
- 18.2.4 Signage for guests with visual limitations must be displayed in a larger font and in Braille
- 18.3 **Safety & Security: General**
- 18.3.1 Emergency information & Procedures clearly displayed in English and/or pictograms at a height of between 1400mm and 1700mm above finished floor level
- 18.3.2 Unit door must have easy to use electronic locking system
- 18.3.3 Multifloored units to have a fire extinguisher on each floor
- 18.4 **Bedrooms: Wardrobes, Shelves and Luggage Storage**
- 18.4.1 D-type handles to be provided
- 18.5 **Bedrooms: Form of Bedding (Beds, Bases and Mattresses)**
- 18.5.1 Unobstructed turning space of more than 1200mm on at least one side of the bed without rearranging the furniture
- 18.6 **Bedrooms: Lighting/Power/Switches**
- 18.6.1 Power sockets located between 800mm and 1000mm above floor level. Close to headboard and at desk
- 18.6.2 All main light controls accessible from the bed
- 18.7 **Bedrooms: Mirror and Mirror Lighting**
- 18.7.1 An available portable magnifying vanity mirror
- 18.8 **Lounge Dining, Patio: Lounge**
- 18.8.1 Sub-titles to be provided on television services where available
- 18.8.2 Where televisions are provided, listening devices are provided
- 18.8.3 Where televisions are provided, induction loops are provided

18.9      **Kitchen: Provision**

18.9.1      Refrigerators or freezers should be configured with at least 50% of the freezer space a maximum 1200mm (1.2M) above the floor and incorporate clear floor space in front

18.10      **Bathrooms. Toilet & Public Toilets: Fixtures and Fittings**

18.10.1      Hot water temperature must be set at 55 degrees maximum

18.10.2      Basin to be adjacent to the toilet and located no more than 300mm from the toilet seat to enable user to wash hands while seated. All towel rails positioned adjacent the basin at a height of 900mm to 1000mm.

18.10.3      All taps must be lever action mixers

18.11      **Public Spaces: Lifts**

18.11.1      The internal size of the lift car must be 1200mm x 1600mm or more

18.11.2      Clear opening width of the entrance door to be more than 800mm

18.11.3      Flashing lights should be linked to alarms and emergency buttons

18.12      **Additional Facilities: Swimming Pool**

18.12.1      Safe access into the swimming pool

18.12.2      An accessible changing room and toilet must be provided, in close proximity to the swimming pool



- 19 **Level 3 Universal Access**
- 19.1 **Building Exterior & Interior: All areas**
- 19.1.1 All ramps must have a minimum 1:15 gradient and a width of no less than 1100mm (1.1M) and maximum camber of 1:50. All ramps must have a landing at the top and bottom with additional landings every 10000mm (10M). The landings must not be less than 1200mm (1.2m) in length and clear of any door swing
- 19.1.2 All ramps must have handrails on both sides at a height of between 999mm and 1000mm and tapping rails on the open side of at least 100mm. Handrails must extend 300mm before and beyond the end of the ramp.
- 19.1.3 All Staircases must have handrails on both sides at a height of between 900mm and 1000mm or a stairlift must be provided. Handrails must extend 300mm before and beyond the end of the staircase.
- 19.1.4 All Staircases must have tapping rails on both sides at a height of 100mm.
- 19.1.5 A space of more than 1000mm between the furniture and fittings to allow for ease of access.
- 19.1.6 Furniture should have rounded edges to prevent injury to guests
- 19.2 **Building Exterior: Parking, Driveways, signage**
- 19.2.1 Distance from designated parking bays to entrance of less than 10m
- 19.2.2 Garage parking with direct access to the building.
- 19.2.3 Signage and relevant information for guests with visual limitations must be displayed in a larger font and in Braille
- 19.2.4 Emergency information and procedures clearly displayed in English and/or pictograms at a height of between 1400mm and 1700mm above finished floor level
- 19.3 **Bedrooms: Curtains and Window Coverings**
- 19.3.1 Curtains and window coverings fitted with electronic closer mechanism
- 19.4 **Bedrooms: Form of Bedding (Beds, Bases and Mattresses)**
- 19.4.1 Unobstructed turning space of at least 1200mm width on both sides of the bed without rearranging the furniture
- 19.5 **Bedrooms: Lighting/Power/Switches**
- 19.5.1 All main light controls accessible from the bed or sound and motion sensors must be provided
- 19.6 **Lounge Dining, Patio: Lounge**
- 19.6.1 Where televisions are provided, induction loops are provided
- 19.7 **Bathrooms: Provision**
- 19.7.1 UA bathrooms to be more than 1800mm X 1800mm
- 19.8 **Bathrooms, Toilets & Public Toilets: Provision**
- 19.8.1 There must be a minimum of two bathrooms, one with transfer from the left and the other with transfer from the right.
- 19.9 **Bathrooms, Toilets & Public Toilets: Accessories**
- 19.9.1 Bin with a motion sensor lid is provided
- 19.10 **Public Spaces: Lifts**
- 19.10.1 Automatic door enunciator
- 19.10.2 Emergency telephones or intercom to have braille and tactile buttons
- 19.10.3 A horizontal handrail must be fitted to the full length of at least two sides of the lift car at a height of between 850mm x 1000mm from the floor finish

19.11      **Additional Facilities: Swimming Pool**

19.11.1    Hydraulic or mechanical hoist

## Additional Feedback

### 9 Exterior

#### 9.1 Building Exterior

##### 9.1.1 Quality

*Bricks are used and are still in a good condition*

#### 9.2 Grounds and Gardens

##### 9.2.1 Quality

*There is paving throughout the property*

#### 9.3 Parking, Driveways and Parking Signage

##### 9.3.1 Quality

*There is adequate parking space provided*

#### 9.4 Safety and Security

##### 9.4.1 Quality

*There is a security guard on site for 24 hrs. Access is controlled, guests are provided with tags to access the gates*

### 10 Unit Bedrooms

#### 10.1 Unit Entrance, Safety & Security

##### 10.1.1 Quality

*All the rooms are lockable from inside out*

#### 10.2 Beds, Bases & Mattresses

##### 10.2.1 Quality

*Good quality mattress and beds are used and provided comfortable*

#### 10.3 Bedding & Linen

##### 10.3.1 Quality

*Crisp and well laundered white sheets and bed covers are used*

#### 10.4 Furniture

##### 10.4.1 Quality

*Good quality wooden furnishing used is in a good condition*

#### 10.5 Hanging Spaces, Shelves & Luggage Storage

##### 10.5.1 Quality

*Adequate hanging space with good quality wooden hangers is provided*

#### 10.6 Curtains & Window Coverings

##### 10.6.1 Quality

*Excellent quality window dressing provides full blackout*

#### 10.7 Flooring, Ceiling, Skirting & Cornices

##### 10.7.1 Quality

*Excellent quality ceramic tiles fitted are still in a good condition*

#### 10.8 Temperature Control & Ventilation

##### 10.8.1 Quality

*Air conditioners are fitted in all units for both heating and cooling system*

10.9      **Lighting, Power & Switches**

10.9.1    Quality

*Adequate lighting*

10.10     **Electronic Appliances**

10.10.1   Quality

*There are plasma TV's with limited DSTV channels,*

10.11     **Mirror & Mirror Lighting**

10.11.1   Quality

*Full length mirrors are provided in each unit*

10.12     **Accessories**

10.12.1   Quality

*Teas/ coffee and milk are provided*

10.13     **Spaciousness & Overall Impression**

10.13.1   Quality

*There is a reasonable spaciousness provided to allow free movement without any obstructions*

11        **Bathrooms**

11.1      **Type of Bathroom**

11.1.1    Quality

*Showers are used throughout with good quality shower screens*

11.2      **Flooring and Ceiling**

11.2.1    Quality

*Ceramic tiles are still in a good quality and condition. The ceiling is fresh, free from water marks and sagging*

11.3      **Lighting and Ventilation**

11.3.1    Quality

*There are windows in all the showers*

11.4      **Fixtures and Fittings**

11.4.1    Quality

*Fixtures and fittings are in a good condition*

11.5      **Towelling**

11.5.1    Quality

*White, good quality towels are provided. Each guest is provided with a hand towel and bath sheet*

11.6      **Accessories**

11.6.1    Quality

*There is a reasonable supply of good quality amenities*

- 12       **Kitchens**
- 12.1     **Type of Kitchen**
- 12.1.1   Quality  
*Fully furnished and well equipped kitchens. Tables and chairs are provided for eating*
- 12.2     **Safety and Security**
- 12.2.1   Quality  
*Fire extinguishers are provided*
- 12.3     **Flooring, Walling and Ceiling**
- 12.3.1   Quality  
*Ceramic tilling fitted is in a good condition and quality*
- 12.4     **Lighting**
- 12.4.1   Quality  
*Well lit areas*
- 12.5     **Furnishings and Fittings**
- 12.5.1   Quality  
*Excellent quality tables and chairs are used*
- 12.6     **Electrical Equipment**
- 12.6.1   Quality  
*Microwaves, fridges , toasters are provided*
- 12.7     **Cutlery, Crockery and Utensils**
- 12.7.1   Quality  
*Excellent quality matching cutlery and crockery is provided*
- 12.8     **Cleaning and Laundry Equipment**
- 12.8.1   Quality  
*Cleaning and laundry equipments are provided*
- 13       **Lounge, Dining Room and Patio**
- 13.1     **Furnishings and Fittings**
- 13.1.1   Quality  
*Each unit has its own lounge.*
- 13.2     **Flooring, Ceiling, Skirting & Cornices**
- 13.2.1   Quality  
*The ceiling is well maintained and looks neat and tidy*
- 13.3     **Temperature Control**
- 13.3.1   Quality  
*There are air conditioners in each room*

- 15        **General Services & Service**
- 15.1     **Welcome, Friendliness & Attitude**
- 15.1.1   Quality
  - Very friendly personnel*
- 15.2     **Appearance of Staff**
- 15.2.1   Quality
  - Uniform is worn, that gives staff members a professional look*
- 15.3     **Reception / Meet & Greet**
- 15.3.1   Quality
  - There is a dedicated reception area to receive guests. Guests are shown to their rooms*
- 15.4     **Reservation, Check In, Check Out & General Efficiency**
- 15.4.1   Quality
  - Prompt check in and check out service*
- 16        **Housekeeping**
- 16.1     **Bedrooms and Bathrooms**
- 16.1.1   Quality
  - Very neat, clean and hygienic areas*

Notes for Proprietors / Managers

The copy of our Visit Report provides information on our assessment of your accommodation and services. The form may be amended from time to time if we discover that this information can be presented in ways that are more helpful.

When making quality assessments the assessor is assessing each aspect against the standards of excellence established by The Tourism Grading Council. Assessors are trained to ignore their own personal preferences and prejudices when making these assessments. This report is provided in confidence and its contents may not be displayed in any printed material or via electronic media, or indeed quoted verbally. This restriction also applies to any verbal comment made by the assessor at the time of the visit.

PLEASE NOTE

The observations in the Visit Report are intended to be helpful by drawing particular points to your attention. There is no implication that it was these aspects alone that influenced the overall assessment, or that, if they are acted upon, a higher overall grade would be necessarily achieved. Should a proprietor/manager disagree with the grade given, there is an Appeal Procedure, details of which are available from [www.tourismgrading.co.za](http://www.tourismgrading.co.za). A separate charge is made for an appeal assessment.