



KEY REQUIREMENTS		
Self-Catering Unit/s	ESSENTIAL	EXCLUSIVE
Management representative/most senior representative on duty responsible for safety and security on call 24 hours a day, 7 days a week	★	★
Host/representative contactable 24 hours a day, 7 days a week	★	★
Host/representative must be available on site to check guests in/out or within a 5-minute drive from the property	★	★

EXTERIOR		
Building Exterior	ESSENTIAL	EXCLUSIVE
Reception and/or unit entrances clearly identifiable, neat and well-lit at night	★	★

Grounds and Gardens	ESSENTIAL	EXCLUSIVE
Well maintained garden	★	
Well maintained garden with manicured beds and grass area		★

Parking, Driveways and Parking Signage	ESSENTIAL	EXCLUSIVE
Provision of designated, undercover parking or garage.	★	
signage, unit number — acceptable condition, clearly visible, fit for purpose	★	
Tidy, well-maintained parking area	★	
Well-lit parking area	★	

Safety and Security	ESSENTIAL	EXCLUSIVE
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Appropriate, fit-for-purpose safety and security measures throughout the unit at all times - homes outside of an estate	★	
Guests to have secure access into unit	★	
High regard for security and safety of guests, which is unobtrusive (e.g. private security, armed response, panic buttons, suitable perimeter security, part of a Community Policing Forum, video surveillance (CCTV) cameras, etc.) - Homes outside of an estate.	★	
Guests provided with unrestricted and secure access to shared/public areas	★	
Key lock box for self check-ins/ late check-ins. Keypad entrance at complex gates.	★	

UNIT BEDROOMS (note: assessment applies to the room with the lowest rating)		
Unit Entrance, Safety and Security	ESSENTIAL	EXCLUSIVE
Emergency lighting (alternative to grid electricity) available in each unit (e.g. backup alternate energy, torch, solar lights, etc.) NO CANDLES PERMITTED	★	
All unit external/entrance doors must be lockable/secure from the inside and outside of the unit	★	
Secondary security device such as bolt/flip latch to be provided on doors where units have external access, i.e. stand alone units, units entering a garden, etc.		★
On-site safe or safety deposit facility in unit or in bedroom.		★

Beds, Bases and Mattresses (Applicable to each bedroom in each unit)	ESSENTIAL	EXCLUSIVE
NOTE: Sofa beds are not acceptable as permanent beds but can be used for additional sleeping spaces for children 12-years and under		
Bed provided for each advertised sleeping position	★	
There should be access to both sides of beds for double occupancy	★	
An acceptable form of headboard required for each permanent sleeping position	★	
Two single beds provided in at least one bedroom and made available for children or individuals.		★
If using a divan bed set the base must be upholstered or have a valance on the base	★	



Beds fitted with suitably sized, firm, clean mattresses	★	
If using a sleeper couch/sofa bed, it must be upholstered		★
Bunk beds should be safe with a fitted ladder	★	

Bedding and Linen (Applicable to each bedroom in each unit)	ESSENTIAL	EXCLUSIVE
Mattress protectors and pillow protectors are required to be fitted to all beds and pillows		★
All bedding well-fitted and appropriately sized (flat sheets minimum of 6 to 8cm overhang past the mattress depth)	★	
All bedding must be free of stains, holes and fraying	★	
Two sets of white linen per bed (minimum 200 thread count)	★	
Two sets of white linen per bed (minimum 300 thread count)		★
Fitted or flat undersheet, a flat top sheet and duvet with duvet cover OR fitted or flat undersheet, flat top sheet, blanket, flat top sheet above blanket and an optional bedspread per bed	★	
Additional bedding available	★	
Additional blankets available in the unit - depending on location and time of year	★	
Additional blankets available in each bedroom - depending on location and time of year		★
Two pillows per sleeping position with pillowcase	★	
Additional (spare) pillows available on request		★

Furniture	ESSENTIAL	EXCLUSIVE
A bedside table or shelf, located beside all permanent sleeping positions	★	
One bedside table between twin beds is acceptable	★	
Desk and/or table with an appropriate chair and mirror above the desk/table to be provided in at least one bedroom	★	



Hanging Space, Shelves and Luggage Storage (Applicable to all bedrooms)	ESSENTIAL	EXCLUSIVE
Provision of adequate hanging space to accommodate full-length clothing	★	
Hanging space large enough to accommodate additional pillows, blankets, etc.		★
A minimum two drawers or enclosed shelves per sleeping position.	★	
Minimum five hangers per sleeping position (wire not permitted, hangers must be matching)	★	
Provision of specialised hangers i.e. peg, skirt, satin, padded, trouser hangers, etc		★
Appropriate lighting	★	
Fit-for-purpose luggage rack/stand provided in each room		★

Curtains and Window Coverings (Applicable to all bedrooms)	ESSENTIAL	EXCLUSIVE
Window dressings must be large enough to draw easily and completely across the width and height of the window	★	
Window coverings must provide full block out		★

Temperature Control and Ventilation (Applicable to all bedrooms)	ESSENTIAL	EXCLUSIVE
Adequate ventilation in each room	★	
Heating and cooling system that can be individually controlled to the comfort levels of the guest based on for all seasons.		★
Where no cooling and heating systems are installed, a ceiling fan must be available	★	
Where no cooling and heating systems are installed, stand alone fan/ heater available on request		★

Lighting, Power and Switches (Applicable to all bedrooms)	ESSENTIAL	EXCLUSIVE
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Light switch to be located by the entrance door of each bedroom		★
Adequate lighting per sleeping position. In a twin room, one light between two beds is acceptable	★	
Two bedside lights in a twin-bedded room		★
One bedside light per sleeping position with switches conveniently placed within reach of the guests sleeping position	★	
Provision of direct lighting at table/desk (study lamp)		★
Spare and convenient power points in each room	★	

Electronic Appliances (Applicable to each unit)	ESSENTIAL	EXCLUSIVE
Hairdryer available on request	★	
Hairdryer located close to a mirror		★
If a television is provided in the unit, then a separate television is required in at least one bedroom		★

Mirror and Mirror Lighting	ESSENTIAL	EXCLUSIVE
Reasonably sized mirror with adequate lighting in at least one bedroom	★	
Full-length mirror with direct lighting in at least one bedroom/bathroom		★
A well-lit mirror table in close proximity to a plug point in at least one bedroom	★	

Spaciousness and Overall Impression	ESSENTIAL	EXCLUSIVE
Unrestricted access to sufficient storage facilities within the room		★
All bedrooms with sufficient space to allow guests freedom of movement around all furniture and fittings. There should be no restriction of free movement. Doors and drawers must be able to open and close easily without having to move furniture	★	
Good amount of space allowing for ease of movement and relaxation		★



Each bedroom has a well-planned layout and is quite spacious	★	
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BATHROOMS

Type of Bathroom	ESSENTIAL	EXCLUSIVE
At least one en-suite bathroom in the unit	★	
In multiple bedroom units there must be at least two bathrooms of which one bathroom must be private and en suite	★	
In multiple bedroom units there must be at least one en-suite bathroom and for the remaining bedrooms, a maximum of 1,5 bedrooms per bathroom	★	

Lighting and Ventilation (Applicable to each bathroom in each unit)	ESSENTIAL	EXCLUSIVE
Individually-controlled lighting	★	
Sufficient lighting to light the bathroom	★	
Direct frontal light source provided at washbasin and mirror		★
Sufficient and appropriate ventilation for the bathroom	★	

Fixtures and Fittings (Applicable to each bathroom in each unit)	ESSENTIAL	EXCLUSIVE
All basins, baths and showers supplied with sufficient hot and cold water supply	★	
Basins, baths and showers providing a strong and easily adjustable flow of water	★	
Towel rails/racks/shelf to be sufficient for the number of guests in the unit	★	
A well-lit mirror must be situated above or adjacent to the handbasin		★
Sufficient vanity space for the maximum number of guests	★	
Window treatment to ensure privacy		★



Bathrooms to include at least one handbasin	★	
All bathrooms to have internal lock or bolt on bathroom doors except where open plan design exists		★
In instance of open plan bathroom, toilet should have internal lock or bolt on the door		★
All bathrooms to include a bath or a shower	★	
There must be a separate shower in the unit	★	
In single bedroom units there must be separate shower and bath.	★	
In multiple bedroom units there must be at least one shower and one bath in the unit. alternatively a walk-in shower of luxury nature.	★	
The shower must have a screen (shower curtains not acceptable)	★	
A minimum of two separate hooks for clothes		★

Towelling (Applicable to each bathroom in each unit)	ESSENTIAL	EXCLUSIVE
Towelling bath mat	★	
Clean, absorbent hand towel and a large bath towel provided per sleeping position	★	
Clean, absorbent hand towel, two bath sheets (or a bath towel and a bath sheet) provided per person		★
Minimum of two dral face cloths available in each bathroom	★	
Pool towels available on request	★	

Accessories (Applicable to each unit)	ESSENTIAL	EXCLUSIVE
Adequate, fit-for-purpose and appropriate protection against insects available on request, e.g. insect repellent, mosquito net, insect pesticide, etc. Applicable to location and time of year		★
Note: Toilet seat cover and mat sets are not acceptable		
Sealed, individually-wrapped soap and/or liquid soap provided	★	



Shampoo provided		★
Tissues provided		★
Bathroom equipped with a lidded bin (liner bags preferable)	★	
Bathroom equipped with double-ply toilet paper and holder, plus a minimum of one spare toilet roll bio-degradable eco-friendly toilet paper acceptable if establishment uses septic tanks)	★	
Bathroom equipped with closed toilet brush	★	
Comprehensive personal amenities including shower cap, conditioner, shower gel, body lotion and vanity kit		★
Magnifying mirror provided in bathroom or bedroom		★

KITCHENS

Safety and Security	ESSENTIAL	EXCLUSIVE
Fire safety equipment to be provided (e.g. fire blanket, extinguisher, etc.)		★

Lighting	ESSENTIAL	EXCLUSIVE
Direct lighting onto all work areas	★	

Furnishings and Fittings	ESSENTIAL	EXCLUSIVE
Opening window or effective air extraction	★	
At least one hygienic and durable work surface	★	
Washing up sink, with hot and cold running water, a plug and a draining board	★	
Sufficient storage space for crockery, cutlery, kitchen equipment, cleaning equipment and guest supplies	★	



29. Electrical Equipment	ESSENTIAL	EXCLUSIVE
Microwave oven	★	
Oven or convection microwave	★	
Four-plate hob (If more than four sleeping positions)	★	
Extractor fan or suitable ventilation	★	
Additional mini-bar refrigerator without a freezer compartment		★
Refrigerator with freezer compartment	★	
Dishwasher (If not serviced daily, dishwasher is essential)		★
Covered waste disposal bin, inclusive of bin liner	★	
Kettle (need not be electrical)	★	
Toaster	★	
Blender		★
Coffee machine		★

Cutlery, Crockery and Utensils	ESSENTIAL	EXCLUSIVE
Matching cutlery (knife, fork, dessert spoon and teaspoon) sufficient for the maximum number of occupants in the unit plus extra	★	
Cutlery box or drawer divider	★	
Set of drinking glasses — sufficient for the maximum number of occupants in the unit plus extra	★	
Matching crockery (dinner plate, side plate, bowl and coffee/tea mug or teacup and saucer) sufficient for the maximum number of occupants in the unit plus extra	★	
Four or more pots/saucepans of varying sizes (small, medium and large)	★	



Two or more frying pans of different sizes	★	
Teapot	★	
Sugar bowl	★	
Condiment set	★	
Oven gloves or similar	★	
Table cloth and/or placemats (sufficient for the maximum number of occupants in the unit)	★	
Chopping board (made of hygienic, impervious material)	★	
Salad bowl	★	
Salad servers	★	
Roasting tray	★	
Wooden spoon or equivalent	★	
Whisk	★	
Bread knife	★	
Paring knife	★	
Meat knife (or similar)	★	
Serving spoon	★	
Egg lifter/spatula	★	
Braai tongs	★	
Grater	★	
Vegetable peeler	★	
More than one mixing bowl	★	



Colander	★	
Slotted spoon	★	
Ladle	★	
Jug	★	
Storage containers (more than five of varying size)	★	

Cleaning and Laundry Equipment	ESSENTIAL	EXCLUSIVE
Tea towel/s	★	
Washing up brush or sponge	★	
Dishcloth/s	★	
Basic cleaning agents (including dishwashing agents if dishwasher provided — unless clearly stipulated that these are not provided)	★	
Dustpan and brush	★	
Broom (or a cleaning service provided)	★	
Bucket with mop (or a cleaning service provided)	★	
Iron and ironing board (or a laundry service)	★	
Toilet paper - two ply (min. 2 per bathroom)	★	
Toilet paper - two ply (provided throughout the stay)		★

LOUNGE, DINING ROOM AND PATIO

Furnishing and Fittings	ESSENTIAL	EXCLUSIVE
Indoor seating area that can accommodate all permanent sleeping positions (no plastic furniture)	★	



Outdoor seating which can accommodate all permanent sleeping positions	★	
Indoor dining facilities (sufficient to accommodate all permanent sleeping positions)	★	
Budget stacking plastic furniture not acceptable		
Window treatment to ensure privacy		★

Temperature control	ESSENTIAL	EXCLUSIVE
Heating and cooling system that can be individually controlled per unit to the comfort levels of the guest and for all seasons.	★	

Entertainment Facilities	ESSENTIAL	EXCLUSIVE
Flat panel, high-definition television in each unit, with working remote control and minimum size of 32 inches	★	
Where provided, televisions to be conveniently located and large enough for the screen to be visible	★	
Note: when upgrading televisions owners/operators are encouraged to purchase smart televisions which offer on-demand/online viewing and that are of an appropriate size for comfortable viewing		
Multi-channels (minimum 12 channels) available in each unit. Channel choice should be appropriate to the market served	★	
Multi-channels (12 channels) including radio programmes available in each room. Channel choice should be appropriate to the market served		★
WiFi to be available throughout the establishment (public areas and guest rooms).	★	
An international multi-power point/plug is available on request		★
Integrated multi-power plug with USB port and international plug points provided per unit — easily accessible		★
NOTE: If items can be seen by guests, it will be assumed to be in working order.		

RECREATION AREAS (including lounges, bars, reception areas, recreational rooms/areas, etc.)		
Bar, Lounge and Sitting Areas	ESSENTIAL	EXCLUSIVE



All bar, lounge and seating areas to be furnished with sufficient occasional tables, chairs and functional surfaces	★	
All seating areas to be of an acceptable size and appropriately furnished to provide a reasonable amount of space for guests to easily move around	★	

Other Public Areas Including Passages and Staircases	ESSENTIAL	EXCLUSIVE
Passages and stairs free from obstruction. Well-lit 24 hours a day, although energy initiatives are to be respected	★	

Toilet Areas	ESSENTIAL	EXCLUSIVE
All toilets regularly cleaned, checked and adequately ventilated	★	
Minimum facilities provided: washbasin with soap, hand drying facility, toilet with seat and lid, covered light (no exposed light bulbs or wires), mirror, waste bin, lidded sanitary bin (ladies)	★	
Spacious, luxurious and numerous toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories		★

Elevators/Lifts	ESSENTIAL	EXCLUSIVE
A lift is required when there is a guest unit that is more than two floors higher or lower than the entrance level floor, i.e. on the third floor (excluding multi level, individual homes).	★	

Laundry Services	ESSENTIAL	EXCLUSIVE
Laundry facility is provided with drying facilities (in unit or communal)	★	
High quality washing machine and tumble dryer required in each unit		★

HOUSEKEEPING		
Bedrooms and Bathrooms	ESSENTIAL	EXCLUSIVE



Guests to be informed prior to arrival of cleaning service routine	★	
Daily unit cleaning service available (Except for Sundays and Public Holidays)	★	

BRAAI AREAS AND BOMAS (if ap

Fixture and Fittings	ESSENTIAL	EXCLUSIVE
Braai area and boma should be clearly identifiable and have appropriate covering over braai area	★	
Braai facility is cleaned daily	★	
Braai grids are provided	★	
Braai accessories provided (such as tongs, forks, coal rakes, etc.)	★	
Seating provided (sufficient for the size of the braai area/boma)	★	
Table/work surface provided (sufficient for the size of the braai area/boma)	★	
Design of boma and braai area should allow for adequate ventilation and extraction of braai smoke in particular	★	
Adequate lighting in all areas	★	
Light switch/s located at the entrance to the facility	★	

RECREATIONAL FACILITIES (e.g. games room, TV room, etc. including equipment (if applicable)

Fixtures, Fittings and Equipment	ESSENTIAL	EXCLUSIVE
If recreational facilities are present, they should be adequately equipped	★	
Facilities should be conveniently located and in good condition	★	
Functional colour TV with remote control	★	



Television appropriately sized for the room/seating area	★	
Access to available free-to-air channels	★	
Multi-channels (>12 channels) available at each TV. Channel choice should be appropriate to the market served	★	
WiFi available	★	
Appropriate, functional seating provided	★	
Plastic furniture is acceptable	★	

Other Recreational Facilities e.g. swimming pool, children's play area, trampoline, etc	ESSENTIAL	EXCLUSIVE
If provided, facilities should be in a good condition	★	
Swimming pools to have barriers or pool nets. If no net is available, this must be communicated beforehand.	★	
Added facilities for guest comfort, e.g. loungers at the swimming pool, umbrellas, landscaped garden areas, etc.		★

GENERAL SERVICES AND SERVICE		
Welcome, Friendliness and Attitude	OWNER	NCHH
Personalised service and attention to detail is expected		★
Meet and greet provided in unit		★
Self Check in boxes for late check-ins / early departures	★	
All information accurately provided to guests including layout of property, available facilities, emergency and evacuation procedures etc.		★
Management representative/the most senior representative on duty responsible for safety and security on call 24 hours a day, 7 days a week		★
Emergency information (including relevant telephone numbers) and evacuation signage and procedures clearly displayed and explanation/tour available on request		★



Means of communication with staff 24 hours a day in the event of an emergency must be provided and advertised in the unit		★
Information on how to call for assistance (including telephone numbers) and evacuation procedures in the event of an emergency to be displayed in every unit		★
Local Tourism Information and Entertainment Guide to be made available		★
Information on surrounding restaurants and takeaway menus to be made available		★
Instructions on how to use the television and heating/cooling system (if applicable)		★