



**VAIL VALLEY PARTNERSHIP
LODGING QUALITY ASSURANCE
2025**



LQA Criteria Table of Contents

Table of Contents	2, 3
Introduction & Rating System	4, 5, 6
Ceiling & Floor Covering	7
Floor Covering continued & Accent Rugs	8
Accent Rugs continued & Wall Covering	9
Wall Covering continued & Fireplaces	10
Fireplaces continued & Doors & Hardware	11
Doors & Hardware continued & Window Covering	12
Window Covering continued & Lighting	13
Lighting continued	14, 15
Art & Accessories	16
Art & Accessories continued & Furniture	17
Furniture continued	18, 19
Electronics & Ceiling Fans	20
Ceiling Fans Continued & Air Conditioning & Patio Furniture	21
Patio Furniture continued & Cabinets & Countertops	22



LQA Criteria Table of Contents

Cabinets & Countertops continued & Faucets	23
Bedroom Specific Items	24, 25, 26
Kitchen Specific Items	27, 28, 29, 30
Bathroom Specific Items	31, 32
Appendix A- Recommendations for Rental Properties	33
Appendix B- Glossary of Terms	34
Appendix C- LQA Materials Matrix	35 – 44



Introduction to Lodging Quality Assurance

Expectations from guests in the Vail area and lodging standards worldwide continue to rise as new luxury resort properties are developed. To stay competitive in attracting visitors, it is necessary to re-evaluate and enhance lodging properties regularly.

The mission of the Lodging Quality Assurance (LQA) program of the Vail Valley Partnership is to ensure guest expectations are met or exceeded by providing local businesses with programs and tools that assist in improving lodging quality standards. LQA also helps improve guest satisfaction by giving them an advanced understanding of the property and unit they choose for their stay. Guests' experience should match or exceed their expectations.

LQA is a unique, community-wide initiative implemented to rejuvenate resort accommodations and continually improve the quality and value offered by the Vail Valley's lodging properties. The program has proven successful as an aid for property managers and owners in maintaining and upgrading rental properties.

Inspection Ratings

The key elements of LQA are quality, condition, and coordination. LQA also considers form and function.

Items in each area of a unit are inspected and rated. Ratings are determined by the detailed criteria listed in this document. Each rating is given a point value, and an overall unit rating is given, which is a percentage out of 100%. Star ratings are also associated with each rating based on the scale below.

Rating Scale:

Diamond	96% - 100%	
Platinum	90% - 95%	
Gold	86% - 89% 80% - 85%	
Silver	76% - 79% 70% - 75%	
Bronze	66% - 69% 60% - 65%	



Half-star ratings represent properties with a majority of units falling in the lower half of the rating category. Some units may reflect characteristics found in properties with lower LQA ratings.

Properties that reside in the same building under the same property management company utilize an overall average LQA rating. Therefore, each unit rating percentage is averaged together to obtain the overall property rating.

Below are expectations for LQA overall unit ratings:

Diamond: These are the very top units in the Valley and are on par with or exceeding the quality and style of the best properties in other world-class ski and resort destinations. Materials, hardware, and furnishings in a diamond unit are current or timeless in style, perfectly coordinated, and of exquisite quality. Thought has gone into each element of the guest experience and has been executed to impressive levels. Elements are in like-new or top-quality antique condition. Diamond units are the top platinum units. Individual items do not have a diamond rating, but the overall score creates a diamond unit. Diamond units are re-inspected every two years.

Platinum: Units with a platinum rating represent some of the finest accommodations in the area. Materials, hardware, and furnishings are current or timeless in style, show excellent coordination, and are of excellent quality. Appointments support an excellent guest experience. Most elements are in like-new or top-quality antique condition. Platinum units are re-inspected every 18 months.

Gold: Gold units are the majority of better-appointed lodgings in the area. They reflect recent interior design motifs, exhibit coordinated decorating elements, and use high-quality materials. Elements within each room of the unit are of quantity and quality to ensure a satisfactory guest experience. Appointments are in like-new or close-to-new condition or good antique condition. Gold units are re-inspected every 18 months.

Silver: Silver-rated units offer basic accommodation for the area or are high-quality units that are showing wear. Materials, hardware, and furnishings are of standard quality and design or show wear. A consistent style is apparent throughout, although the unit is typically not current in style and may be lacking in thoroughness and finishing touches. Most elements needed for a satisfactory guest experience are present and acceptable. Silver units are re-inspected every 18 months.

Bronze: Units with a bronze rating offer a more sterile environment or are nicer units that show significant wear. Materials, hardware, and furnishings are basic or showing significant



wear. Decorating motifs are present but may not be fully coordinated. There may be a “pieced together” feel or missing elements that would create a satisfactory guest experience. The inventory contained in each room of the unit is mostly utilitarian and meets minimum expectations. A bronze unit offers a no-frills lodging experience, that will be acceptable for guests who choose this in advance.

Sub-standard: A sub-standard unit does not meet minimal rating standards. Inventory contained in each room of the unit is sparse, mismatched, and/or severely worn or broken. A sub-standard unit does not reflect first-class resort lodging to destination vacationers. The Vail Valley Partnership will not rent substandard properties in the Vail Valley.

Inspection Process

When rating a property, the LQA inspector considers the quality and condition of each item being rated, as well as the coordination of the item with the rest of the room and unit. When needed, an average score of common elements is used to determine a particular rating. For example, in the living room, there may be a new-conditioned leather chair and a slightly worn upholstered chair. The inspector will average the two and note that different quality elements exist. This is common with mismatched kitchen appliances, also.

Anything that is not new, in excellent condition, or is of an older style may be reduced in rating level. Inconsistencies in décor and design that do not show coordination with other rated elements in a room may also result in a reduced rating level. Required items that are missing will be rated as sub-standard.



General Criteria - Items found throughout units

The following details are the criteria by which items are rated. P = platinum, G = gold, S = silver, B = bronze, 0 = sub-standard/ missing

Ceiling

P – Ceiling in excellent condition and of current or timeless style. Special treatments, such as wood-wrapped beams or crown molding, elegantly painted effects, or perfectly smooth finished ceilings with impeccable wall transitions.

G – Ceiling in excellent textured condition of current style or showing slight wear. If beams are present, they are finished with attractive and up-to-date materials. The paint and finishes are newer with few signs of wear, if any.

S – Ceiling with older texture or modest beams and finishes in excellent condition or nicer ceilings showing wear. The paint may have minor discolorations.

B – Ceiling is dated or in need of attention. Water stains, popcorn texture, dents, or significant discolorations may be present.

0 – Ceiling is damaged and in need of repair. There may be holes, major discolorations, maintenance issues, or other unsightly defects.

Floor coverings

P – Superior quality materials such as wide plank hardwoods, stone, or carpet, perfectly installed and in excellent condition. Platinum floors include engineered wood flooring. Stone includes marble, travertine, slate, contemporary porcelain, and wood grain porcelain tiles with grout set in the current style. The carpet must be a superior quality wool, high-end designer carpet, or a special treatment carpet designed for the room. High-end designer carpet considered platinum is comprised of cut and loop fibers with a luxurious feel that creates a pattern and is 3/8" thick or deeper from the backing to the carpet surface (i.e. not counting the carpet backing.)

The colors and patterns are attractive, coordinated, and in excellent condition. Installation is flawless, and all seams and edges are finished attractively. Stone tiles are not cracked, missing, or loose. The grout is intact with no discolorations. Other special-treatment flooring may be considered platinum if it is in excellent condition and complements the room decor.

Living/dining room: Linoleum is not acceptable = 0

Kitchens: Carpet and linoleum are not acceptable = 0

Bathrooms: Carpet and linoleum are not acceptable = 0



G – Flooring materials are of high quality, such as 3-inch oak flooring, LVT (luxury vinyl tile), ceramic tile, or standard wood laminate. The carpet is of high quality and in like-new condition. The flooring is up to date with colors and patterns that coordinate with the décor. Platinum flooring with discolorations or showing minor wear may be rated gold.

Living/dining room: Linoleum is not acceptable = 0
Kitchens: Carpet and linoleum are not acceptable = 0
Bathrooms: Carpet and linoleum are not acceptable = 0

S – Flooring consists of good quality materials, in excellent condition, which may include linoleum. The flooring may be older but well-maintained. Higher quality materials that are showing wear, but with no major flaws, may be rated silver. Colors and patterns may be dated, but not unattractive, or not coordinated with the current décor.

Living room: Linoleum is not acceptable = 0
Kitchens: Carpet is not acceptable = 0
Bathrooms: Carpet is not acceptable = 0

B – Flooring is of inferior materials, dated and/or worn. Styles may be older, affecting the overall impression of the space. Low-quality materials or higher-quality materials showing significant wear or having defects will be rated bronze. The flooring requires replacement.

Kitchens: Carpet is not acceptable = 0
Bathrooms: Carpet is not acceptable = 0

0 – Flooring is old or in poor condition and requires replacement. Materials may be peeling, torn, and bubbled, or showing significant wear, thus unacceptable for rental use to guests. Obvious defects are apparent. Carpet in kitchens and throughout bathrooms fall into this category.

Accent Rugs

Accent rugs are not required but may be used to enhance the overall décor of a room. When they are present, they will be rated accordingly:

P – Accent rugs that are of exceptional quality, unique, and enhance the décor. Oriental rugs, Native American rugs, antique rugs in exceptional condition, thicker wool rugs of excellent quality, and custom-designed or uniquely impressive rugs fall into this category. Because antique rugs may be older, some wear may be evident.

G – Accent rugs of high quality in excellent condition that coordinate with the overall room décor. Higher quality rugs showing minor wear may be gold. Dhurrie accent rugs and other thinner rugs typically fall into this category.



S – Accent rugs of good quality in excellent condition that coordinate well with the overall décor. Higher quality rugs with discolorations or showing wear may be silver.

B – Accent rugs of lower quality in excellent condition. Higher quality rugs with discolorations, showing wear or in need of repair.

0 – Accent rugs in poor condition and in need of removal.

Wall Covering

Wall coverings include anything below the edge of the ceiling or crown molding to the floor. Wall texture, baseboards, and overall condition and cleanliness are key factors in rating wall coverings. Special treatments such as wallpaper, fabric, wood paneling, and other treatments will be considered in the rating. When wall treatments vary from one wall to the next in a room, an average rating may result.

P – Wall texture, paint, unique high-quality wallpaper, fabrics, or wall treatments in current or timeless style may be platinum. Baseboards 5” or higher of high-quality material are required for platinum unless a special wall treatment that would negate the need for them is in place or a special wall and décor style dictating a shorter baseboard trim prevails. Walls and baseboards must be in excellent condition and enhance the décor. Wall coverings should bring all areas throughout the unit into coordination. Perfectly smooth, modern skip trowel,

Italian stucco and other hand textures are examples of drywall finishes that can be platinum. Very few imperfections or discolorations may be present. Authentic, high-integrity materials such as wood, brick, or metal may be platinum when in excellent condition and in coordination with the decorating theme. Heat registers, where present, must be integrated into the overall room design with custom covers in wood or excellent quality material.

G – Wall texture, paint, high-quality wallpaper, fabrics, or wall treatments of recent style and in excellent condition that compliments the décor may be gold. Higher quality finishes showing minor wear or that are slightly dated may also be gold. Baseboards are of high-quality materials and condition but may be shorter or showing light wear. Wall coverings bring all areas of the unit into coordination. Medium skip trowel, more current knockdown finishes, and other hand-finished textures may be gold. Heat registers and painted registers or covers, if present, are of good quality materials and in excellent condition with minimal signs of wear.

S – Wall texture, paint, wallpaper, fabrics, or wall treatments of lesser quality, or that are dated or worn may be silver. No severe damage may be present. Baseboards may be of a lesser quality material in excellent condition, older in style, or showing moderate wear. Popcorn, sand, orange peel, splatter, and thick drywall mud effects in good condition are examples of



silver wall textures. Wall coverings that are out of coordination with the décor may be silver. Heat registers or covers, where present, may be of lesser quality materials or showing wear and may have visible paint brush marks or layering, but no missing pieces or significant damage.

B – Wall texture, paint, wallpaper, fabrics, or wall treatments showing significant wear will be bronze. Significant discolorations, chips, scuffs, dents, holes, tears or significantly peeling wallpaper would give a wall a bronze rating. Bronze wall textures may have discolorations, dents, or chips. Baseboards that show significant wear, damage, improper installation, missing pieces, or are vinyl or missing (where not accompanied by a platinum or gold special wall treatment) will be bronze.

0 – Wall texture, paint, wallpaper, fabrics, or wall treatments in extremely poor condition and obvious need of refinishing will be rated 0. Serious paint discolorations, significant chips, dents, and marring qualify. The wallpaper may be severely peeling. Fabric may be torn or severely faded. Wood may have a distinctly worn finish, be significantly scratched, and require removal or refinishing. Heat registers and covers, where present, may be damaged, severely scratched, or not in proper working order and need of replacement.

Fireplaces

Fireplaces, particularly in the mountain environment, are very desirable and often are a room's focal point yet they are not required. If there is a wood-burning fireplace, appropriate fire tools must be present.

P – Superior materials are used to surround the fireplace if it is not flush wall mounted. This includes custom stonework or other unique treatments of a substantial massing. A mantel will exist, where appropriate, and be made from superior materials with fine craftsmanship. The hearth will be substantial and in like new condition along with the fire screen or glass doors. Platinum hearths have no significant cracks or unsightly discolorations. Platinum flush mount wall fireplaces will be large enough to be a major focal point in the room and have a smooth transition to the wall with no drywall cracks, paint discolorations, or other wall material damage around the fireplace. If the fireplace has a glass covering, the glass is clear with no discolorations or clouding. The fireplace may be wood burning or gas. If wood burning, the fire tools are of high quality and in excellent condition.

G – High-quality materials surround gold fireplaces that are in excellent condition and complement the overall room décor. Mantle, surround and hearth massing may be less substantial than platinum fireplaces, but still create an anchoring presence in the room. Excellent quality mantles and hearths that are showing wear may be gold. Superior quality hearths may require cleaning to remove ash stains. Stone hearths may have hairline cracks. Gold flush mount wall fireplaces may be less dominant in the room but have a smooth wall



transition with no significant wall texture interruptions or discolorations around the fireplace. Fire screens, glass doors, or glass coverings are substantial but may have light wear, but no significant glass clouding. Lighter-weight doors or screens of recent style and in excellent condition may be gold. If wood-burning, fireplace tools are of high quality and in good condition or of good quality in excellent condition.

S – Lesser quality materials and lighter massing surrounding the fireplace or surrounding materials not in coordination with the décor may be silver. High-quality materials showing moderate wear may be silver. Fireplaces with no mantle or no special wall finish will be silver. Fireplaces with dated, but not timeless, styles that do not enhance the décor of the unit may be silver. Hearths may be minimal or have larger-than-hairline cracks and high-quality hearths may have significant discolorations. Silver flush mount wall fireplaces will be showing wear, are dated, or have a rough wall transition. Fire screens may be difficult to operate, of lesser quality, or show wear. Glass doors or covers of an older style, lighter quality, or with discoloration or fogging may be silver. Glass covers may have slight clouding. If wood burning, fireplace tools may be of lesser quality or show wear.

B – Bronze fireplaces do not contribute to the décor of the room and typically detract from the overall impression. The materials surrounding the fireplace may have significant damage or discoloration, be missing, or of inferior materials. Mantels and hearths will be incomplete or show an obvious need for refinishing or repair. Flush or wall-mount bronze fireplaces detract from the continuity of the wall and need finishing repair, or replacement. Fireplaces may be significantly discolored or there may be cracked tiles or a significantly cracked hearth.

Fire screens or glass doors may be damaged, fogged, or difficult to use. Glass covers may be clouded or cracked. If wood burning, fireplace tools may be incomplete or worn.

0 – Fireplaces clearly in need of reworking fall in this category. Major cracks, discolorations, inoperable screens, and doors, missing fireplace tools for wood-burning stoves, serious clouding of glass, and missing materials may earn a fireplace a 0 rating.

Doors and Hardware

A collective rating may be given if one or more doors are present. For example, there may be an interior door along with closet doors in a bedroom. Door slabs and hardware are rated together. As a reminder, LQA does not rate exterior or exit doors as these are often not in the control of the individual property owner.

P – Doors are of exceptional quality, typically heavier solid wood, with a substantial feel and the highest quality hardware. Doors and hardware are in perfect or close to perfect condition and properly installed. Door finishes are like new and coordinate with the overall décor of the



unit and the door and baseboard trims. Hardware operates smoothly, and quietly and latches properly.

G – Doors are high quality, typically solid wood with or without decoration, have a solid feel, and are properly installed. Excellent quality doors that are showing some wear may be gold. Slightly less substantial doors that are in like new condition may be gold. Excellent quality hardware showing some use may be gold and high-quality hardware in perfect condition and operation may be gold.

S – Doors and hardware are of good to average quality, without damage, and properly installed. Hollow core doors, lightweight doors, and older doors that are painted fall into this category. Higher-quality doors with significant wear or in need of refinishing fall into this category. Hardware showing scratches or a slightly worn finish may be silver.

B – Doors and hardware are of lesser quality, old, showing damage or significant wear, or improperly mounted may be bronze. Painted doors that are worn or show layering are bronze. Discolored, old style, worn finish, or improperly installed hardware fall into this category. Good to average quality doors showing some wear may be bronze.

Window Coverings

Window treatments are an important factor in overall unit design and should be decorative as well as functional. However, given the room design or the desire to take in all the views of the mountain environment, window treatments are not always needed or desired. If they are not present, they are not rated, except in bedrooms, where window coverings are required.

Bedrooms should have significant room darkening capabilities, which is very important to guests who travel long distances from a variety of time zones. Actual blackout coverings block 100% of full daylight from outside. Near blackout coverings provide significant room darkening but may show a little light around the edges of the window or allow enough light to make out furniture in the room in the daytime but not disrupt sleep.

P – Window coverings are superiorly constructed from exquisite fabrics and high-grade woods and are in like-new or close-to-new condition. Colors, patterns, textures, and trims reflect current styles and designs and enhance the overall room décor. Window shades and blinds are finished with a valance or top treatment, as appropriate, that is perfectly integrated into the design scheme. All components, including rods, hardware, cords, and operating systems are high quality, properly installed, and in perfect working order. No exposed mechanisms are acceptable for platinum. Blackout or near blackout capability is required in bedrooms for platinum window coverings. Inset window coverings that leave larger light gaps along the sides are not platinum. Well-fit, high-quality wood blinds with no exposed clips on the finish top trim fall into this category. Custom curtains or Roman shades of excellent quality fabrics are installed on high-quality rods and high-grade plantation shutters are platinum.



Excellent quality, non-paper feel, pleated or cellular shades with a matching or coordinating valence may be platinum.

G – Window coverings and hardware are of high-quality materials in excellent condition, well-functioning, and complement the overall décor. Blackout or near blackout capability is required in bedrooms for a gold rating. Lined draperies of high-quality materials, wooden blinds of a lighter quality real wood or with an exposed clip top finish, standard quality cellular shades, or higher quality ones without matching or coordinating valence may be gold. High-quality vertical shade systems are gold and in excellent condition. Higher-quality window coverings that are showing minor wear or discolorations may be gold.

S – Window coverings and hardware of adequate quality in excellent condition are silver. Colors, fabrics, and patterns may be older, but the fabric is still in acceptable condition and coordinates with the décor of the room. Window coverings may or may not be lined or have darkening capabilities in bedrooms; however, they still function properly. Nicer metal blinds, plastic vertical blinds, plastic wood-look blinds, and paper-feel cellular shades in excellent condition fall into this category. Higher quality window coverings showing wear may be silver.

B – Window treatments are inferior in quality or treatments show signs of wear, such as fading and pilling. Window coverings may or may not be lined or have blackout capabilities in bedrooms; however, they still function properly. Hardware is functional but may be inferior in quality or showing wear. Plastic or metal horizontal or mini blinds fall into this category.

0 – Window treatments are older, extremely worn, of poor quality, or in need of repair. They may be damaged or discolored. Hardware may be damaged and not work properly. Colors and style may not contribute to the décor in the room.

Lighting

Lighting is an important factor in overall unit design and should be decorative as well as functional. It should enhance the design scheme of the decorating plan. All rooms should have general and task lighting. General lighting is overhead lighting such as chandeliers, pendants, wall sconces, flush mount, recessed, or track lighting. General lighting should be capable of fully brightening the room when it is dark outside.

Task lighting is a specific light source that is used for activities such as reading, cooking, computer work, or applying make-up. Lamps or under-counter lighting provide task lighting. Lighting levels throughout the room should be capable of being controlled to satisfy the needs and preferences of each individual and dimmer switches are recommended. Guests should be able to control the lighting environment at each of the sitting areas in the room. Lamps and lampshades should also coordinate with each other and the room décor.



Bedrooms: Task lighting is recommended on both sides of king, queen, and full beds, next to each twin, and provided for top and bottom bunks as room configuration dictates.

Examples:

In a bedroom, general lighting should be bright enough for guests to distinguish between black and navy blue when getting dressed to go out on a winter evening. Task lighting should allow one guest to study the trail map, while the other gets a head start on sleeping. In a platinum room, lampshades should be intentionally coordinated with the color themes in the room.

In the living room, a guest in any chair should be able to control the level of task lighting to read a magazine, while a guest sitting on the end of the sofa should be able to dim the light enough to look at an iPad or watch a movie on the TV. At the same time, guests at the game table by the wall should be able to turn up enough light to work on a puzzle or play a card game. General lighting should be bright enough for packing or unpacking at night.

In the entry, guests should be able to leave enough light on for a midnight arriving family member to enter and get oriented, while not being so bright as to prevent the kids on the Murphy bed from going to sleep.

In the kitchen, a guest should be able to get up in the night and turn on enough light to get a glass of water without blinding themselves awake. The kitchen should have enough general light to cook and enough task light to read a recipe out of a magazine.

In the dining room, guests should have enough light to appreciate their meals, with the ability to make it soft enough for relaxed after-dinner conversation. In properties where the dining room may serve double duty as a place to look at maps, magazines, tickets, etc., the overhead light should be bright enough to fully light the table area.

In bathrooms, guests should be able to turn the general lighting down enough to enjoy an evening bath or find their way around the restroom in the middle of the night, while having enough task lighting to apply makeup or shave.

Separately switched, low-wattage wall sconces that create soft light in a room may create the same effect and provide the same service as dimmers or three-way bulbs and can contribute to a platinum rating. Lighting environments that are not controllable are silver. For example, one overhead with no dimmer and no lamps, or one lamp, whether dimmable or not, with no overhead light would be silver.

P – General lighting is ample and controllable. Task lighting can be individually controlled for each of the sitting areas in the room. Three-way switched lamps or lamps with dimmers are recommended. Fixtures are of superior quality and construction and intentionally coordinated within the room. Plain white lamp shades should be considered platinum if they contribute to



the room design and color scheme, but not as a default. Designs and finishes are properly sized, up to date, in excellent condition, and in perfect working order. Overhead fixtures and wall sconces are hard-wired with no visible cords. Dimmer switches control all overhead lighting unless supplemented with a separate soft light wall sconce schema. Updated can lights with dimmers may be platinum if they complement the overall lighting plan.

Dining Area: Chandeliers are encouraged as part of the overall lighting environment but other creative lighting plans may be platinum if effective.

Kitchen Area: Under-cabinet task lighting and over-cabinet ambient lighting are encouraged. Pendant lights can enhance the lighting environment where appropriate.

G – General lighting is ample with attractive fixtures in excellent condition. Task lighting controls most seating areas in the room. Lamps enhance the décor with appropriately sized, deliberately coordinated, and high-quality shades. Dimmer switches may or may not be present. Lighting environments that are not controllable are not gold. Can lights with updated rings and inserts may be gold.

Dining Area: A chandelier is preferred, but other lighting concepts may be acceptable if effective.

Kitchen Area: Task lighting may be limited, but overall lighting is ample and controllable.

S – General lighting is good, however, there may be insufficient task lighting or lighting control. Older style fixtures may be present but in good working condition and good aesthetic condition. Dimmer switches may or may not be present. Older recessed can lights without dimmers and rooms with inadequate general lighting fall into this category. Lamps and lamp shades may not represent any deliberate coordination.

B – General lighting is dim, and task lighting is minimal. Lamps and shades may not be appropriate in size for the space or lacking in coordination. Fixtures may be worn or dated in style. Older fluorescent lighting may be present.

0 – General and task lighting is insufficient. Fixtures may be broken or missing and may not function properly or be unacceptable.



Art and Accessories

Art is rated as a whole in a room, considering its individual merits and cohesiveness with the collective décor. Art and accessories are required in the living, dining, and bedroom areas. In bathrooms, mirrors, towel bars, hooks, etc. are considered accessories in this category.

P – Platinum art and accessories positively impress the guest immediately upon entering a space and warrant consideration of their own merit. They are of superior quality and thoughtfully chosen to create a cohesive and intentional mark on the space. Generally, signed one-of-a-kind or numbered limited edition pieces by professional artists will be platinum. Sculpture and original multimedia works are usually platinum. Large format, unique printed pieces may be platinum based on their contribution. Printed pieces on multi-dimensional surfaces and collector-type vintage reproduction prints may be platinum if they elevate the room décor and integrate seamlessly. Pieces should be deliberately integrated into the spaces in the room and connect with the design scheme for the furniture, window coverings, and overall statement of the unit. Wall art should be professionally installed, mounted, or framed in a style appropriate to the piece and the room. The scale of art and accessories must be proportional to the space and décor to be platinum.

G – Gold-rated art and accessories are comfortable in the space and contribute to the cohesiveness of the décor and the room. They are high quality and invite guests into the room. Unique large-format photographs typically fall into this category. Mass market, but good quality multi-dimensional wall art or large format canvas gallery wraps typically fall into this category. Commercially produced vintage ski posters may be gold. Gold-rated wall art is professionally mounted and framed in a style appropriate to the piece and the room. Quality pieces that do not consider the collective décor of the room may be rated gold. Multiple gold

quality photographs or pieces may "10 balance out a single smaller platinum piece to a gold rating for the room. Some original art may be rated gold based on its contribution.

S – Silver-rated art and accessories are present, but not necessarily inviting or coordinated. They are however still in attractive condition and mounted and framed in a style appropriate to the piece. Dated, but not timeless art, prints and accessories may be silver. Dated ski posters or old framed prints are typically silver. Rooms with a limited amount of wall art or accessories and significant areas of bare walls are typically silver. Smaller, older-style framed prints typically fall into this category.

B – Art and accessories may be minimal, worn, faded, significantly outdated, or do not coordinate with other design aspects of the room. Rooms with a single piece of non-platinum art and significant areas of bare walls typically are bronze. Unframed prints, consumer-mounted frames, plastic-framed artwork, and glass-matted artwork with plastic clips typically fall into this category.



0 – Art and accessories are either not present or do not coordinate. Items may be broken or damaged. Sterile rooms with no wall art and all bare walls fall into this category.

Furniture

Furniture is a major element in establishing the experience of the space and its consideration warrants a significant portion of these criteria. The furniture section considers room configuration, furniture construction, upholstery or finish, condition, and integration.

Room configuration considers the selection and arrangement of furniture in the space for form and function. Construction considers the materials and assembly quality of the pieces. Upholstery or finish considers the covering or treatment of the constructed materials. Condition considers the wear and tear on the piece. Integration considers how well the pieces fit into and complement the room.

Each of these categories will be subject to the purpose of the room. Living areas should be well thought out for form, function, and suitability for a rental environment. Multiple guests should be able to co-habit the space simultaneously and conduct differing activities. Furniture and materials should be strong enough to gracefully endure heavy use. The living area will most likely be the main gathering area for guests and it should reflect the best of what the unit has to offer. Since living rooms vary in size and configuration, the inspector frequently must average items being rated. For example, the room may have several sofas or chairs that may not carry the same rating. The dining room furniture should be appropriate for the size of the unit and the number of people who may be staying there. Bedrooms should have a place to put away clothes and suitcases and to sit to put on socks and shoes. Bathrooms should have a place for towels and toiletries.

Upholstered furniture: This includes sofas, love seats, chairs, upholstered benches, built-in sofas or benches, ottomans, and other furniture covered in leather or soft material.

Case goods: Entertainment centers, armoires, coffee tables, and larger pieces in the room. Case goods should be appropriate to the size and shape of the space.

Accent furniture: Additional items in the living room that are not part of the case goods. This could include end tables, side benches, game tables, or other unique pieces of furniture in the room.

P – Furniture impresses immediately upon entering the room while also being inviting. The configuration is well-designed for form and function.



Furniture construction is superior and substantially sturdy, except in the case of delicate antiques. Furniture design is excellent in style and execution. Sofa, chair, or loveseat cushions maintain shape and support and are not broken down in structure.

Upholstery is exceptional in quality, typically textured, with colors and patterns that unite the room into a cohesive design theme. Leathers are excellent in original quality and current condition. Upholstery or trim is not worn at the edges, stained, pilled, or discolored.

Finishes are unmarred or antiques have markings appropriate to high quality condition. Doors and drawers of furniture open and close smoothly.

All furniture, case goods, and accent pieces are well integrated, and unique and enhance the function and impression of the space and an overall design theme is coherent throughout.

G – Furniture enhances the space and is welcoming. Configuration is appropriate for form and function.

Furniture construction is excellent and sturdy, with a current or timeless style. Sofa, chair, or loveseat cushions maintain support but may show some compression. Many mass-production, commercially common pieces will be gold when new.

Upholstery is of high quality with fresh, up-to-date patterns and colors, or timeless style in excellent condition. Higher quality, solid-colored, non-textured fabrics may be gold. Slight imperfections and creases in leather are to be expected. Thinner and lower-quality leathers may be gold. Platinum level materials beginning to show minor wear may be gold.

Gold condition furniture may exhibit very minor wear such as scratches or small dents, especially at the floor level. Finishes should be intact and consistent in color without stains or peeling.

Furniture, case goods, and accent pieces work together well and an overall design intent is present throughout.

S – Furniture is comfortable and coordinated. Configuration may be lacking a few small elements for form and function.

Furniture construction is adequate but unimpressive in quality or style. Sofa, chair, or loveseat cushions may not maintain their shape or lack support. Furniture is typically lighter and moves when guests sit on it with lateral movement or older in style, such as crate furniture.

Silver level upholstery materials are of average quality or bland in design, but in like new condition. Platinum level materials showing moderate wear may be silver. Gold level



materials showing light wear may be silver. Upholstery may not have any unifying elements to unite the furniture into a set.

Silver condition furniture may exhibit moderate wear such as scratches, chips or small dents. Leathers may be dry, and show moderate discolorations or the beginnings of crease cracks. Finishes may have a few scratches or veining as a precursor to peeling, but no actual peeling, flaking, or delaminating.

Furniture, case goods, and accent pieces are present in sufficient quantity, but an overall design intent may not be discernible.

B – Furniture is worn or looks scavenged together. Configuration is uncoordinated or missing several elements for form or function.

Bronze level new furniture construction lacks substance or style. The sofa, chair, or loveseat cushions or underlying structure may be worn out, creating a broken-down impression. Furniture is typically lacking quality material or design and may be constructed of plastic, plywood or other unfinished wood.

Bronze level upholstery materials are of low quality and may exhibit wear almost immediately. Platinum level materials showing significant wear may be bronze. Gold level materials showing moderate wear may be bronze. Silver level materials showing light wear may be bronze. Upholstery may clash or be unintended to coordinate together.

Bronze condition furniture may exhibit significant wear such as stains, scratches, chips, larger dents, peeling, or delamination. Leathers may be cracked, show significant discolorations, or have a failing surface.

Furniture, case goods, and accent pieces are not present in sufficient quantity and the overall design intent is not discernible.

0 – Furniture is not acceptable for guests. Configuration is not appropriate for form or function.

Pieces are out-of-date, damaged, or structurally deficient.

Upholstery needs to be replaced and may be extremely worn, discolored, or damaged.

The condition is unacceptable for guests.

Furniture, case goods, and accent pieces are inferior and little to no thought appear to have been given to style or coordination.



Electronics

Technology is quickly evolving in the entertainment and smart home industries. Many entertainment devices have become portable and personal. However, a base level of entertainment electronics should be present for guests who do not bring their own. Individual properties and management may have a DVD or Blu-ray library of movies and games for guest use and may require their presence in each unit; however, due to the prevalence of streaming services for movies and games, the LQA criteria no longer require them. For the customization of the guest experience TVs are required in bedrooms; however, the absence of a television only affects the rating in that one room. Bedroom TVs should be 32 inches or larger and have streaming capabilities.

Smart home technology is certainly available, but not currently required by the LQA criteria. As it becomes more prevalent in rental units and internet capability becomes more robust in the area, these energy-saving and ease-of-use devices may come into play for rental standards, but as with all criteria changes, owners will be given at least a full renewal cycle to implement any additions.

P – A recent internet-connectable TV with video and music streaming capability at least 50” in size for living rooms and 32” in size for bedrooms and a speaker system, connectable to a guest’s portable music player either by Bluetooth or cord or connected to the built-in TV or streaming device.

G – A recent internet-connectable TV with video and music streaming capability at least 32” in size.

S – TV at least 32” and a Bluetooth speaker or speaker system (if no music service through the TV system.) A recent internet-connectable TV with video and music streaming capability of a smaller size will be silver.

B – TV at least 32”

0 – Electronics fail to meet minimum requirements.

Ceiling Fans

Ceiling fans are not required but they will be rated if they are present.

P – Ceiling fan is of high-quality assembly and materials. The style is current, and the finishes are in excellent condition. The operation is smooth and balanced.

G – Ceiling fan is of good quality assembly and materials. The style may be slightly dated, but the finishes are in good condition. The operation is smooth and mostly in balance.



S – Ceiling fan is of lesser quality assembly and materials. It may be out of style, or the finishes may be showing wear, but it is operational and mostly in balance.

B – Ceiling fans do not have a bronze rating option.

0 – Ceiling fan detracts from the room, is not operational, or is significantly out of balance.

Air Conditioning

Air conditioning is not required but will be rated when present.

P – Central air conditioning. Inspectors will assume it is operational unless it becomes clear that it is inoperable. If inoperable central air, the air conditioning category will not receive a rating.

G – Individual room with built-in air conditioning in excellent aesthetic condition. The style may be older, but the unit still looks good.

S – Individual room portable or window air conditioning in excellent aesthetic and installed condition.

B – Air conditioning does not have a bronze rating.

0 – Individual room air conditioners that detract from the room aesthetic, have damaged finishes or are improperly installed or in need of visual repair.

Patio Furniture

Patio furniture and a grill enhance the mountain experience, particularly in the warmer months, and should be available when a patio private to the unit exists. In cooler months, patios with full sun or space heaters can be inviting too, but patio furniture is not required to be available in the winter months. If a unit is inspected in the winter and no patio furniture is present, it will not be rated.

P – Solidly constructed recent-style table and chairs with seating appropriate for the number of guests who may be staying and the size of the patio. Cushions may or may not be present if the design doesn't require them. If present, cushions are in excellent condition, and a newer grill is in working order.

G – Older style solidly constructed tables and chairs with seating appropriate for the number of guests who may be staying and the size of the patio. Cushions may or may not be present if the design doesn't require them. If present, the cushions are in good condition, showing



minimal wear. Higher quality furniture showing light wear, or a minimal number of chairs may be gold and a newer grill in working order.

S – Lower quality furniture such as strap seating or basic plastic tables and chairs will be silver in like new condition. Platinum quality furniture showing moderate wear may be silver and gold quality furniture showing light wear may be silver and an older grill.

B – Patio furniture does not have a bronze rating.

0 – Patio furniture is missing or unacceptable for guests.

Cabinets and Countertops

P – Countertops and backsplash feature superior natural slab and engineered solid surface materials with excellent installation. Other materials and applications may be platinum depending on the design execution. Transitions are seamless with no cracks. No tiled countertops are platinum. Cabinets are current or timeless in design, often custom, constructed of heavier solid feeling materials, and finished with current finishes in excellent condition. Solid wood, glass, and designer veneer cabinetry are typically platinum. Cabinets are of an appropriate height by current standards. All hardware is of superior material, with proper installation, and in like new condition. Drawers and cabinets operate with ease and interiors are finished in high-quality, matching materials.

G – Countertops and backsplash are of recent style and high-quality materials with high-quality installation. Transitions are smooth with no significant cracks. Countertops may consist of current style natural stone tile. Excellent quality materials with less than excellent design execution or installation may be gold. The cabinets are of high-quality construction and in excellent condition. A few minor nicks or scratches may be present. Hardware is of excellent quality and all materials are well maintained with minimal signs of wear, if any. All materials enhance the décor of the kitchen. Drawers and cabinets open with ease and are attractively maintained on the interior. Platinum elements showing light wear may be gold.

S – Countertops, backsplash, and cabinets are of average quality materials and construction but in excellent condition. Higher-end materials that are older in style and showing wear in their appearance may be silver. Worn finishes are often silver. Hardware may be beginning to show wear or be older in style. Older laminate countertops may be present but are in good condition and coordinate with décor. Drawers and cabinets function properly and remain acceptable for use.

B – Countertops, backsplash, and cabinets are of lesser quality materials and construction or are old and worn. Signs of wear are apparent, which may include chips, scratches, and stains. Finishes and hardware are dated, but functional. Drawers and cabinets function properly.



0 – Countertops, backsplash, and cabinets are in poor condition and require maintenance or replacement. Finishes may be peeling, gouged, or stained. Drawers and cabinets that do not fit or function properly are rated 0. Hardware may be loose or missing.

Faucets

P – Fixtures are newer, of superior quality, and solidly constructed from durable metals. Designs and finishes are current style and coordinate with the rest of the décor. No damage to the finish is present and all elements of the faucet system are in excellent condition and properly installed, including drain stops. Handles, spouts, drain stops, and sprayers coordinate and operate with ease.

G – Fixtures are newer and of high quality or slightly older but of excellent quality and solidly constructed from durable metals. Gold quality fixtures and all associated elements, including drain stops, must be in like new condition to be gold. Platinum quality fixtures may have slight wear or minor water marks visible on finishes, but not enough to detract from the overall high-quality impression. Handles, spouts, drain stops, and sprayers coordinate and operate with ease.

S – Silver fixtures are of good quality and in excellent condition. Styles or finishes may be of older design. Platinum fixtures showing signs of wear, but with no damage may be silver. Gold fixtures showing slight finish wear may be silver. Handles, spouts, drain stops, and sprayers coordinate and operate with ease.

B – Bronze fixtures are of lesser quality and in like new condition. They may be basic in style and appearance but perfect in function. Platinum level fixtures showing significant wear, but fully operational may be bronze. Gold fixtures showing moderate finish wear, but no damage may be bronze. Silver fixtures showing slight finish wear may be bronze. Handles, spouts, drain stops, and sprayers may not be coordinated and may be difficult to use.

0 – Any fixtures with broken, damaged, or missing parts will be rated 0 until repaired or replaced.



Bedroom Specific Items

Mattresses and Foundations

Bed sets consist of a mattress, foundation, and bed frame; a platform bed, which has a platform and mattress; or a day bed, which is typically a twin-size bed with a trundle bed underneath. Two twin beds pushed together with a king headboard are not acceptable for Platinum, Gold, or Bronze ratings. However, if an owner provides two separate twin beds and headboards, a mattress bridge, connecting strap, and king sheets for guests' optional use, inspectors will rate the two twins as separate twin beds if they encounter them combined before management has set them back up as twins. Mattresses without foundations and frames are not permitted.

Mattresses dictate the majority of the guest's sleep experience, and they are weighted as such. For an active mountain vacation, a supportive mattress is key to a great guest experience and impression of a unit and property. Any mattress that deteriorates to a silver rating should be replaced. When a mattress receives a gold rating, it should be monitored for increasing indentions or diminished support and replaced when either becomes apparent.

P – Mattresses provide consistent support across the top surface of the mattress without indentations. The support under the surface is excellent.

G – Mattresses provide consistent support across the top surface of the mattress but may have slight indentations. The support under the surface remains ample.

S – Mattresses provide uneven support across the top surface of the mattress and may have moderate indentations. The support under the surface is diminished and the mattress should be replaced.

B – Mattresses provide uneven and inadequate support and should be replaced. Twin beds pushed together in a permanent arrangement with a king headboard fall into this category.

0 – Mattresses are unacceptable, or frames or foundations are broken down and unacceptable for use. Mattresses without foundations and frames fall into this category.

Headboards

Headboards anchor a bedroom, establish the design motif, and should be considered pivotal to the room's rating. Two twin headboards pushed together with a king mattress are not acceptable for a platinum, gold, or silver rating.

P – Headboard impresses upon entering the room and sets the tone. It is progressive, current, or timeless in style, of excellent construction, and connects the bedroom furnishings into a cohesive theme. High-quality finishes of hard materials and excellent quality upholstery materials with thoughtful details are required for a platinum rating. The headboard must also



be sturdy and not bang the wall to be platinum. Platinum headboards will be unique and special.

G – Headboard is of a commonly likable design and of excellent quality and construction. Hard materials are well finished and in like new condition. Upholstered materials are of high quality. The headboard coordinates with the bedroom furnishings. Platinum level headboards with light wear may be gold.

S – Headboard is of good design, quality, and construction and may be older in style, yet is coordinated with the bedroom furnishings and in excellent condition. Platinum level headboards showing moderate wear may be silver and gold level headboards showing light wear may be silver.

B – Headboard is of inferior quality and construction, or is older, worn, and may be damaged or uncoordinated with bedroom furnishings. Bronze headboards should be updated, refinished, repaired, or replaced.

0 – Headboard is missing, old, or has significant damage and this should be remedied.

Bed Covers

Bed coverings and their cleanliness are important topics because guests have close contact with them. Consideration should be given to this fact when prioritizing upgrades. Bed coverings should feature a duvet with cover, bedspread, quilt, or comforter. Coordinated pillow shams and an end-of-bed blanket or scarf are also considered platinum. A coordinated bed skirt on non-platform beds should also be included. Accent pillows are recommended and should be added as space and décor allow. This section is separate from the blanket rating. Elements required for platinum are the covering itself, pillow shams, bed skirt (if feasible), an end-of-bed blanket or scarf, and at least one decorative accent pillow.

The end of the bed blanket provides a way for guests to wrap up while sitting up in bed, in the bedroom chair, or on the day bed. It may be smaller than the mattress size but should be large enough to cover the end of the bed when folded. It may be stored in the bedroom closet, in a dresser drawer, or draped over the chair if the bed covering pattern doesn't lend itself to an additional piece on the bed itself. On properties where white duvet covers and pillow shams are used uniformly, accent pillows and end-of-bed blankets or scarf are good opportunities to connect the bed covering to the décor to create a platinum effect. A bed scarf is useful for protecting bed coverings from the wear and tear of suitcases on the bed. Individual design will dictate which piece is more functional and appealing.

P – Bed coverings are of superior quality fabrics and construction and connect with the style of the headboard, furniture, bedside lamps and overall room theme. Excellent quality textured upholstery fabrics are typically platinum. Thick wool and heavy cotton end of bed blankets are typically platinum. For duvet covers, fabric should be of a high thread count, smooth and



in like new condition. Decorative accent pillows should be present and in excellent condition but need not be plentiful. Tripe sheet with a decorative top sheet and down or down alternative comforter in between is considered platinum.

G – Gold level bed coverings are of excellent quality, construction and condition. Fabrics and patterns are attractive and décor enhancing. For duvet covers, fabric should be of a high thread count, smooth and in almost new condition. All of the bed covering elements should be present and not dated in style. Platinum level materials showing light wear or missing one element may be gold.

S – Silver bed coverings are of good quality, construction and condition. For duvet covers, fabric should be of a high thread count, smooth and in good condition. Dated bed covering styles or materials may be silver, but they coordinate with the room. All bedding is in good condition and required elements are present. High quality but uncoordinated bedding may be silver. Platinum level elements showing moderate wear may be silver. Gold level elements showing light wear or missing one element may be silver.

B – Bronze bed covering is of lower quality, outdated or worn. Coordination may be lacking. Discolorations may be present. It is recommended that bronze bed covering be replaced. A missing bed skirt or pillow shams fall into this category. Any level bedding missing two elements will be bronze.

0 – Bed covering is unacceptable and should be replaced.

Blankets

All beds must have an appropriate mattress-sized blanket in addition to the bed covering.

P – Blankets must be of superior quality and in excellent condition. Blankets may be down, wool, heavy cotton or a unique design of superior quality. Triple sheeting with a light down or synthetic down blanket in the middle is platinum.

G – Blankets must be of high-quality material and in excellent condition. Platinum blankets showing light wear or pilling may be gold.

S – Blankets are of good quality and excellent condition. Platinum blankets showing moderate wear or pilling may be silver. Gold blankets showing light wear or pilling may be silver.

B – Blankets and comforters are worn and may be damaged or discolored and should be replaced.

0 – Blankets are missing or unacceptable for use.



Kitchen Specific Items

Major Appliances

Major appliances are averaged together, but to be platinum all appliances must coordinate (not match) in appearance.

P – Appliances must be current in style, of professional or superior consumer grade quality and in perfect working order. Matte metallic, stainless steel, modern smooth finish colored, and wood paneled finishes are typically platinum. For platinum, all appliances coordinate in style of finishes and hardware. The following are required for platinum: refrigerator with water dispenser and ice maker, stove with oven, microwave and dishwasher.

G – Appliances are current in style and function, of excellent quality and in proper working order. All elements should coordinate in finishes and hardware. Finishes are not scratched or dulled. Platinum level appliances showing slight wear may be gold. The following are required: refrigerator with ice maker, stove with oven, microwave and dishwasher.

S – Silver appliances are of average quality or have older finishes in excellent condition. Platinum level appliances showing moderate wear may be silver. Gold level appliances showing slight wear may be silver. Appliance finishes or hardware may not coordinate. Old style textured glossy white or black finished appliances or plastic finished appliances will be silver. The following are required: refrigerator, stove with oven, microwave and dishwasher.

B – Bronze appliances are of lesser quality in like new condition, partial sized appliances, or clearly older appliances showing light wear. Platinum level appliances with significant wear

may be bronze. Gold level appliances showing moderate wear may be bronze. Silver level appliances showing light wear may be bronze. Uncoordinated average quality appliances may be bronze. The following are required: refrigerator, stove with oven and microwave.

0 – Appliances that do not function properly, have finishes worn where metal is showing, or are extremely marred and unsightly will be rated 0.

Small Appliances

Small appliances really shine in making a unit stand out in terms of usability and special touches. Required for platinum, gold and silver are a coffee maker and toaster or countertop oven. Additional small appliances should be considered to make the kitchen more appealing.

Superior quality small appliances include the higher end spectrum of brands and those such as Breville, Wolf Gourmet, Cuisinart, Miele, Nespresso, Philips, Waring, Lagrange, Vitamix, KitchenAid (Professional, ProLine, Design Series, Artisan – generally most of the stainless or matte metallic editions of their line), Technivorm, Williams Sonoma Stainless, Hestan, Jura, Saeco and other superior brands.



P – Platinum will consist of aesthetically coordinated appliances easily accessible including toasters or countertop ovens, espresso machines or high-end coffee makers, and possibly electric tea kettles, waffle/panini makers, blenders/juicers, stand mixers, coffee grinders, or other useful kitchen appliances.

G – Gold small appliances are of high quality and coordinate in color and design or do not coordinate and may include some platinum and some gold level pieces.

S – Silver small appliances are appropriate for their function in the unit and are of good quality but may not coordinate or may be showing light wear.

B – Bronze small appliances may be of lesser quality or older. Appliances may not coordinate and may be showing wear.

0 – Small appliances are broken or missing a required element.

Dishware and Flatware

We recommend the following inventory for dishes and flatware:

- One Bedroom - 6 of each piece
- Two Bedroom - 8 of each piece
- Three Bedroom - 10 of each piece
- Four Bedroom - 12 of each piece

P – Dishes are of superior quality. Patterns or colors are unique and exquisite, and all pieces of the set are coordinated. Dishes are in superior condition with no chips or cracks. Flatware is matching, is of superior quality with a substantial weight and current or timeless style.

G – Gold level dishes are of excellent quality and all set pieces are coordinated and in excellent condition. Flatware is high-grade stainless steel (or similar quality) that does not bend easily. All pieces coordinate. Platinum level dishes or flatware showing some wear or with too few pieces may be gold.

S – Silver level dishes are of an average or lighter quality but coordinated and in excellent condition. Platinum dishes or flatware showing moderate wear, but little damage or too few pieces may be silver. Gold dishes or flatware showing some wear or too few pieces may be silver. Silver level flatware is lighter weight but not flimsy and is coordinated. Uncoordinated sets of dishes or flatware typically are silver.

B – Bronze level dishes are of a lesser quality but coordinated and in excellent condition. Platinum level dishes or flatware that is uncoordinated, showing significant wear or with too few pieces may be bronze. Gold level dishes or flatware that is uncoordinated, showing



moderate wear or with too few pieces may be bronze. Silver level dishes that are uncoordinated, showing light wear or with too few pieces may be bronze.

0 – Dishes and flatware that are plastic or showing damage will be rated 0.

Glassware

For a well-appointed kitchen, we recommend the following inventory and use types for glassware: two sizes of beverage glasses and two sizes of wine glasses (red and white shapes, stemless) Champagne flutes, Martini, Margarita. Plastic or metal options for pool/hot tub use.

- One Bedroom - 6 of each piece
- Two Bedroom - 8 of each piece
- Three Bedroom - 10 of each piece
- Four Bedroom - 12 of each piece

P – Platinum glassware is of superior quality, substantial in weight, current or timeless design and in excellent condition. All pieces must coordinate, and inventory must be as recommended to be platinum.

G – Gold glassware is high quality, substantial in weight, and of an attractive design. All pieces coordinated are in excellent condition and of full inventory. Platinum quality glassware that does not coordinate, is showing some wear or is of lesser inventory may be gold.

S – Silver glassware is of average quality, lighter in weight, of a standard design, but all pieces coordinate and are in excellent condition with full inventory. Platinum quality glassware that does not coordinate, is showing moderate wear or is of lesser inventory may be silver. Gold quality glassware that does not coordinate, is showing some wear or is of lesser inventory may be silver.

B – Bronze glassware is of lesser quality and may be of a basic design, but all pieces coordinate and are in excellent condition. The full inventory may not be present. Platinum quality glassware that does not coordinate, is showing significant wear or is of lesser inventory may be bronze. Gold quality glassware that does not coordinate, is showing moderate wear or is of lesser inventory may be silver. Silver quality glassware that does not coordinate, is showing light wear or is of lesser inventory may be bronze.

0 – Glassware that is chipped or otherwise damaged or of a significantly lesser inventory will be rated 0.

Pots and Pans

A set of pots and pans include: Two saucepans, two sauté pans, one stockpot and lids. Non-stick coatings with deep scratches or flaking finishes will be rated 0.



P – Pots and pans are of a professional or superior consumer grade quality, with corresponding weight and balanced bottoms, are coordinated and a complete set.

G – Pots and pans are of excellent consumer quality, coordinated and a complete set.

S – Pots and pans may not coordinate but are of good quality and a complete set.

B – Pots and pans are showing wear, uncoordinated and may not be a complete set.

0 – Pots and pans are of a lower inventory or badly worn and should be replaced.

Accent Furniture

Barstools are rated as accent furniture in the kitchen area if present. Other accent furniture in the kitchen should be rated by the same standards as in the furniture section.

P – Bar stools are uniquely designed, appropriately sized and superior in construction. The fabrics are tightly woven, excellent in quality and current in style. Leather is typically platinum. Materials are well integrated into the overall design scheme. All materials and joints are in like new condition with no evidence of wear and swivel mechanisms operate smoothly if present.

G – Bar stools are of excellent quality, construction, and coordinate with the overall décor, although they may be of common or basic design. Materials and joints show little wear, if any. Platinum bar stools showing light wear may be gold.

S – Bar stools are of good quality, construction and coordinate with the overall décor. Styles may be older but not significantly dated and are in excellent condition. Platinum bar stools showing moderate wear may be silver. Gold barstools showing light wear may be silver. Swivel mechanisms may be stiff or hard to use.

B – Bar stools are of lower or basic quality but sturdy and in excellent condition. Overall coordination may be lacking. Platinum bar stools showing significant wear may be bronze. Gold barstools showing moderate wear may be silver. Swivel mechanisms may be stiff or hard to use.

0 – Bar stools that are damaged, severely worn and in need of being replaced will be rated 0.



Bathroom Specific Items

Window Covering

Window coverings are not always needed or desired in the bathroom area. If they are not present, they will not be rated. If they are present, they will be rated similarly to the main window covering section. However, in the bathroom, frosting or textured glass may be rated in the window covering section.

Tub and Tile

P – Platinum tub and shower surrounds are in a current style with superior quality materials, near perfect installation and in like new condition. Marble, granite, slate, glass or other natural stone products are typically platinum. Creative applications of high-quality porcelain tiles and other materials may be platinum. Details and application are current in style and impressive. The grout is consistent in color and excellent in condition.

G – Gold tub and shower surrounds are of a recent style with excellent quality materials, near perfect installation and in like new condition. Materials and installation are inviting. The grout is consistent in color and excellent in condition. Platinum tile, surrounds, transitions or grout showing some wear or discolorations may be gold.

S – Silver tub and shower surrounds are of good quality materials but may be of a basic or older style in excellent condition. Materials and installation are well executed. The grout is consistent in color and excellent in condition.

Platinum tile, surrounds, transitions or grout showing moderate wear or discolorations may be silver. Gold tile, surrounds, transitions or grout showing some wear or discolorations may be silver.

B – Bronze tub and shower surrounds are of average materials and may be of an older style but are in excellent condition. Fiberglass inserts typically are bronze. Platinum tile, surrounds, transitions or grout showing significant wear or discolorations may be bronze. Gold tile, surrounds, transitions or grout showing moderate wear or discolorations may be bronze. Silver tile, surrounds, transitions or grout showing light wear or discolorations may be bronze.

0 – Tub and shower surrounds that are damaged or badly discolored and in poor condition will be rated 0 and should be replaced or repaired

Shower Doors/Curtains

P – Platinum shower doors and curtains are of superior quality and are preferably clear or custom etched seamless glass doors (euro glass.) Platinum shower curtains will typically be custom-made to coordinate with an attached bedroom area. Liners of excellent quality fabric must also be included for platinum shower curtains. Hardware is unique, of excellent quality, properly installed and coordinates with the overall décor. Excellent quality, heavy weight



sliding shower doors with updated headers are typically platinum. All open and close functions must operate smoothly to be platinum.

G – Gold shower doors are of high quality and condition, typically sliding framed clear glass doors. Shower curtains must be of excellent quality, heavier material but may be commercially available and include a high-quality fabric liner. Curtain coordinates with bedroom décor, if attached. Hardware is solid metal, good quality, operates smoothly and coordinates with décor and fixtures in the bathroom. Platinum quality shower doors or curtains that are showing some wear or less than smooth in operation may be gold.

S – Silver shower doors are typically standard, lighter weight sliding framed, frosted or textured glass doors of good quality and condition. Shower curtains and liners are of good quality, with a nicer fabric liner and coordinate nicely with bedroom décor, if attached. The hardware is of good quality, operates smoothly and coordinates with décor in the bathroom. Platinum quality shower doors or curtains that are showing moderate wear or less than smooth in operation may be silver. Gold quality shower doors or curtains that are showing some wear or less than smooth in operation may be silver.

B – Bronze shower doors, curtains, liners, and hardware are of inferior quality or operation. Plastic liners and hardware fall into this category. Platinum quality shower doors or curtains that are showing significant wear or are difficult to operate may be bronze. Gold quality shower doors or curtains that are showing moderate wear or are difficult to operate may be bronze. Silver quality shower doors or curtains that are showing light wear or are difficult to operate may be bronze.

0 – Bathrooms with an inoperable shower door, cracked glass, missing or broken hardware or missing curtain will be rated 0.



APPENDIX A Recommendations for Rental Properties

Kitchen

- Cookware
 - Complete set of pots and pans: Two saucepans, two sauté pans, one stockpot and lids.
 - Assorted baking sheets and pans.
 - Assorted casserole dishes for oven use.

- Utensils
 - 2 serving spoons (slotted and solid)
 - 2 spatulas (small and large)
 - 2 serving forks
 - 1 ladle
 - 1 potato peeler
 - 1 bottle opener
 - 1 corkscrew
 - 1 colander
 - 1 wire whisk
 - 1 set of measuring spoons
 - 1 measuring cup
 - 1 grater
 - 1 can opener
 - 1 potato masher

- Cutting board (preferably acrylic)
- Salad bowl and utensils
- Sugar bowl and creamer
- Plastic juice pitcher with lid
- Teakettle
- Salt and pepper shakers
- Flatware tray
- Serving platter
- 2 large serving bowls

- Potholders
- Garbage can/garbage bags
- Dish towels, dishwashing hand soap, dishwasher soap
- Sponge, antibacterial kitchen cleanser
- Broom and dustpan
- Mop
- Ironing board and iron

Living Room

- Fireplace tools, if unit has wood-burning fireplace.

Bedroom

- IPOD docking station
- Hangers in each closet
- Luggage rack and humidifier in each bedroom

Bathroom

- Wastebasket
- Hairdryer
- Toilet plunger



APPENDIX B Glossary of Terms

There are several key words in an inspection report typically used to describe a reason for awarding a certain point value. Below is a list of common keywords used to better explain the points awarded. Please keep in mind that some of these comments may be a result of a lower point value being given to an item based on additional circumstances relating to the item.

- Buckling – Indicates bubbling or bunching usually referring to the flooring within the room.
- Carpet not recommended in bathroom – Indicates this flooring material is not appropriate for this room, as it does not meet sanitary requirements.
- Discolored – Indicates the item is soiled or stained and no longer in excellent to good condition.
- Frayed – Indicates material is coming apart or distressed.
- Install – Indicates that this item is missing from the room and needs to be added, as it is a requirement.
- Matted – Indicates wear usually in high traffic areas usually referring to the flooring within the room. Mismatched – Indicates a complete matching set is not present but necessary.
- Nicked – Indicates that an item has incurred wear and tear.
- Older style / Dated – Indicates the item once was a better quality but is no longer due to age and or style. Recommend additional – Indicates that more of an item is needed to be up to standard
- Recommend hardwiring – Indicates that it is recommended to place the wiring of an item within the wall instead of being present to the naked eye.
- Refinish / Recondition – Indicates that an item may need to be re-surfaced or revamped to bring the quality level back up due to wear and tear.
- Scratched – Indicates that an item has incurred wear and tear.
- Seams showing – Indicates that the transition of two pieces of material that have been placed together are coming apart or not put together with a high standard of quality. Usually refers to the flooring within a room or wallpaper separation.
- Transition – Indicates the changeover or entry area between rooms.
- Task lighting – Indicates lighting required for cooking, reading, writing, and completing tasks.
- Upgrade – Indicates that the item is of inferior quality and should be replaced with a higher quality item.
- Worn – Indicates that an item has incurred wear and tear.



APPENDIX C Lodging Quality Assurance Materials Matrix

The following is not all-inclusive but provides a quick reference for Lodging Quality Assurance (LQA) ratings. Anything that is not in new, in excellent condition, or is of older style may be reduced by one level. Items that are missing will be rated as Sub-standard.

	Feature	Platinum	Gold	Silver	Bronze
General	Ceiling	<p>Drywall is smooth or skip trowel finish w/ crown molding</p> <p>Special treatments such as beams or newer wood panel</p>	Drywall is smooth or skip trowel finish	<p>Uneven texture</p> <p>Discolored ceiling</p>	<p>Damaged, cracked or peeling drywall</p> <p>Popcorn texture in excellent condition</p>
	Walls	<p>Drywall is smooth or skip trowel finish with approx. 5-inch baseboards</p> <p>High-end wallpaper</p>	<p>Drywall is smooth or skip trowel finish with baseboards without nick or dents</p> <p>Quality wallpaper in good condition</p>	<p>Drywall is orange peel texture with baseboard</p> <p>Older style wallpaper</p>	<p>No baseboards</p> <p>Vinyl baseboards</p> <p>Damaged walls</p>
	Doors	Superior raised or multiple panel doors, can be builder grade painted, contemporary hardware	Excellent quality solid core doors	<p>Hollow core doors</p> <p>Painted doors</p>	Discolored and worn painted doors



General	Flooring	Wood, stone, slate, marble or wool/custom-made carpet	Newer tile, Pergo, or quality synthetic carpet in good condition	Commercial grade carpet Linoleum Older style tile Chipped tile or discolored grout	Carpet is torn, worn or badly discolored Cracked tile Linoleum is worn Carpet in bathroom
	Accent Rugs	Native American rugs Oriental rugs Antique rugs Custom designed	Durrie rugs Sisal rugs	Machine washable Basic construction Rubber backing	Inferior quality Discolored In need of repair
	Window Coverings (Bedrooms must have blackout capability to be rated Platinum or Gold)	Custom with custom valance/header as permitted Plantation shutters	Wooden blinds Custom drapes with no valance	Metal mini blinds Plastic vertical blinds	Plastic mini blinds Bent metal mini blinds



	Feature	Platinum	Gold	Silver	Bronze
General	Window Coverings (Bedrooms must have blackout capability to be rated Platinum or Gold)	Special treatments that are high-end quality/custom	Honeycomb / cellular in good condition Cloth vertical blinds in excellent condition	Plastic wood-grain blinds	Drapes that are faded, discolored or torn
	Lighting	Lighting is custom quality with dimmer switch Overhead lighting hard wired over dining table LED bulbs 4 inch cans with dimmer switch	Lighting is high quality, 6 inch cans Lampshades should be fabric or compatible with style Antler style that is not custom made Overhead lighting hard wired over dining table	Older style Plastic lampshades Dated track lights or recessed lights Florescent	Damaged or broken Dim Lower quality and not coordinated
	Cabinets (Kitchen or Bathroom)	Custom quality with special features and treatments, soft closing doors	High quality cabinets in excellent condition	Older Laminate surface Older style oak	Damaged Older style painted



				Slightly worn or scratched	
	Countertops (Kitchen or Bathroom)	Natural stone, Slab granite, Quartz, Soapstone – Solid surface	Granite tiles	Older style tile	Scratched laminate
	Feature	Platinum	Gold	Silver	Bronze
General	Countertops (Kitchen or Bathroom)	Natural stone, solid surface, Recycled glass, Quartz, Granite, Marble, Poured concrete	Newer style tile, Granite tiles Corian Molded corian counter and sink, excellent condition	Older style tile Discolored tile grout Older laminate Molded fiberglass counter and sink	Broken tiles
	Faucets (Kitchens or bathrooms)	High-end such as Grohe, Kohler, Toto, Jado, Brizo, Hansgrohe Under mounted sinks with 4 inch no center set, 8 inch wide spread, single hole wall mount	High quality	Plastic capped Older style	Damaged or badly discolored Older style
	Artwork	Original, Limited Edition	Nicely framed and coordinated artwork	Older Chrome framed	Damaged



		Some Antiques, excellent condition		Poster art	No frame
Living Area	Sofa, loveseat and chairs	Custom furniture Newer leather, Custom fabric	Upholstered furniture in excellent condition	Older style upholstered furniture	Damaged and worn
	Case goods	Custom quality	High quality	Older style	Damaged
	Feature	Platinum	Gold	Silver	Bronze
Living Area	Case goods	Custom quality, distressed	Excellent condition	Older laminate surfaces	
	TV	32 inch Plasma LCD, LED TV	Newer LCD screen TV at least 32 inches	Older style TV	Older style TV at least 19 inches
	TV Accessories	Blu-ray DVD, streaming capabilities	DVD	VCR	
	Stereo	High quality stereo and components, IPOD e.g. home theater system or built in speaker system	Stereo with speakers that can be separated	Boom box	Clock radio



	Fireplace	<p>Custom design with high-end materials</p> <p>e.g. marble, stone hearth with custom mantel</p>	<p>Moss rock with hearth in good condition</p> <p>Newer tile surround</p>	<p>Fireplace utensils are not high quality</p> <p>Discolored hearth or surround</p> <p>No mantle</p>	<p>Cracked hearth</p> <p>No fireplace utensils if wood burning</p> <p>Badly discolored hearth</p>
Kitchen	Cabinets	<p>Custom quality with special features and treatments, soft closing doors</p>	<p>High quality cabinets in excellent condition</p>	<p>Older Laminate surface</p> <p>Older style oak</p>	<p>Damaged</p> <p>Older style painted</p>
	Feature	Platinum	Gold	Silver	Bronze
Kitchen	Cabinets			Slightly worn or scratched	
	Major Appliances	<p>High-end and matching newer appliances</p> <p>e.g. Wolf, new Sub-zero, Viking, GE Monogram, Bosch, Asko, Thermador etc.</p>	<p>Up-to-date, high quality, coordinated and well maintained</p>	<p>Mismatched</p> <p>Older style</p> <p>No ice maker or countertop microwave</p>	<p>Damaged and worn</p>



	Small Appliances	High-end matching Cuisinart, Braun, Krupp's	Good quality and matching Mr. Coffee, 4 slice toaster	Undersized coffee maker and 2-slice toaster	Incomplete set or worn
--	------------------	--	--	---	------------------------

	Pots & Pans	Anolon, Le Creuset, Cuisinart, All Clad, Calphalon, etc.	Revere	Worn	
	Dishes	High-end china or custom pottery well coordinated with unit	Good quality matching	Mismatched	Incomplete set
			e.g. Sea and Ski, Dansk, Pottery Barn	Corelle	Damaged and chipped
	Glasses	High-end such as crystal	Good quality matching glassware	Mismatched	Incomplete set
Flatware	High-end quality flatware	Good quality that fully matches	Mismatched or worn	Incomplete set	
	Feature	Platinum	Gold	Silver	Bronze
Kitchen	Flatware	e.g. sterling, pewter, Langoule, Ralph Lauren, 18 – 10	e.g. Revere, Oneida, Dansk	Lower end e.g. plastic handles, thin light weight	



Dining Room	Table	Table is high-end, custom quality	Table is of high quality in excellent condition	Older style e.g. oak Surface may be slightly damaged	Damaged
-------------	-------	-----------------------------------	---	---	---------

				Older laminate surface	
	Seating	Seating is high-end, custom quality	Seating is high quality and coordinated with table	Older style e.g. oak	Damaged

Bedroom	Headboard (Required)	High-end custom e.g. custom upholstered in newer style, leather, antique	High quality that is in excellent condition and coordinates with furniture	Older style Unstable	Damaged
---------	----------------------	---	--	-----------------------------	---------

	Mattress	High-end e.g. Tempurpedic, or Eco-Friendly - Origins	Newer pillow top with flat bottom that is not designed to be flipped	Older style, more than 7 years old Typically designed to be flipped with dated colored tapestry fabric	Older style, worn, sagging
--	----------	---	--	---	----------------------------

	Feature	Platinum	Gold	Silver	Bronze
--	---------	----------	------	--------	--------

Bedroom	Bedcovering	High-end custom made	High quality with matching pillow shams and bed skirts	Good quality - typically available in stores such as Wal-Mart	Torn or faded
---------	-------------	----------------------	--	---	---------------



		<p>Triple sheet with down or down alternative comforter in-between</p> <p>Coordinated pillow shams, bed skirts or high-end custom fabric bedspread</p>			
--	--	--	--	--	--

	Blankets	<p>Down or synthetic down</p> <p>Triple sheet</p> <p>Wool blankets</p>	Vellux	Pilled blankets	Torn or discolored
	Case goods	<p>High-end custom</p> <p>e.g. exceptional antiques or unique pieces</p>	High quality that matches	<p>Older style oak</p> <p>Older laminate surfaces</p>	<p>Worn or damaged surfaces</p> <p>Missing knobs</p>
Bathroom	Tub / Shower area	<p>Custom stone interior</p> <p>Tile with special treatment – porcelain tile with natural stone accent</p>	Newer tile	<p>Vinyl or fiberglass in good condition</p> <p>Older style tile</p>	Damaged
	Feature	Platinum	Gold	Silver	Bronze



Bathroom	Shower door / Curtain	<p>Clear edge glass</p> <p>High-end, custom shower curtain with quality, designer hardware</p> <p>Bi-pass doors with header and custom half inch glass</p>	<p>Clear glass sliding door</p> <p>Good quality shower curtain and metal hardware that coordinates with bedroom, if attached</p>	<p>Older style sliding opaque glass door</p> <p>Shower curtain with liner and plastic hardware</p>	<p>Older style according door</p> <p>Liner only</p>
----------	-----------------------	--	--	--	---

					Damaged or discolored curtain / door
	Feature	Platinum	Gold	Silver	Bronze
Ceiling Fans				e.g. plastic handles, thin light weight	
Patio Furniture	Table & chairs	Table is high-end, custom quality with cushions	Table is of high quality in excellent condition	<p>Older style</p> <p>Surface may be slightly damaged</p> <p>Older laminate surface</p>	Damaged
	Seating	Seating is high-end, custom quality	Seating is high quality and coordinated with table	Older style e.g. oak	Damaged



	Feature	Platinum	Gold	Silver	Bronze
Washer/ Dryer	Washer /Dryer	High end Asko, Bosch, Maytag, Miele	Good Quality Whirlpool, LG, Kenmore, etc.	Older style	Older style/non- functioning