

## Accessibility Guide – Abbey View House

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**Property Name:** Abbey View House

**Property Address:** Whitby

**Date Assessment Carried Out:** 12th December 2017

**Assessment Completed By:** A.E.Hatchwell

### INTRODUCTION

**Description of Property:**

Abbey View House is an ideal, family holiday home for eight guests. As part of the modern Whitehall Landing development, you're at the peaceful end of Whitby's East Side with at least two free parking spaces.

On the first floor there's an inviting sitting room with large, comfy sofas and two sunny windows offering a glimpse of the River Esk. The kitchen diner is well equipped and makes a great space for you to gather together, around the beautiful oak dining table.

Children love the second-floor bunk bed room and the twin. These rooms share the first-floor bathroom with its over-bath shower. Parents, you have the choice of two master suites! One on ground level that's truly impressive with its interior-designed shower room. The other, on the second floor, has lovely large windows and an en suite shower. All bedrooms have free Wi-Fi and Freeview LCD/DVD TVs for round the clock entertainment.

From the handy utility you can access the barbecue in the large, decked garden. It's secure for little ones or your pet dog and gets the sunshine all day. So take a seat on the lovely rattan furniture and relax!

**Use:** Self-catering holiday cottage

**Location Description e.g. city centre, countryside, coast:** coast

**Distance to nearest city, town, village:** The cottage is approximately half a mile from the Old Town area of Whitby

**How many bedrooms does the property have?**

4

**Are there any ground floor bedrooms – if so how many?**

1

**What internet access is available? Is it charged or free?**

Internet access is available and is free

**Mobile phone reception?**

Yes

## PRE-ARRIVAL

**Name of nearest railway station:**

Whitby Town Station

**Distance from nearest railway station:** Whitby Town Train Station is approximately 1.6km from the cottage.

**Details of local bus service – accessibility, frequency, distance of bus stops from property, route numbers etc.**

There are frequent buses available from the main bus station located next to Whitby Station. The bus station is approximately 1.6Km from the cottage

**Do you offer a collection service?**

No

**Describe the streets in the area surrounding the property e.g. paved / cobbled / level / uneven:**

The streets leading to the property are paved and are level

**Information about local services for disabled people e.g. equipment hire, wheelchair repair, Shopmobility, RADAR toilets:**

Equipment Hire

Whitby, Scarborough and Rydale Disability Action Group  
Church House Centre, Flowergate, Whitby. Tel: 01947 821001 email: Whitbydag.org.uk

**Wheelchair Repair**

All Care Medical Ltd  
Unit B3 St Hilda's business Centre  
The Ropery  
YO22 4ET  
01947 825 555

**Shopmobility**

Scarborough Shopmobility  
5, Somerset Terrace, Scarborough YO11 2PA Tel: 01723 369910

**Details of local stores where shopping can be ordered in advance for collection or delivery:**

Tesco, Sainsburys and Asda all deliver to this area.

**What information do you offer in alternative formats, such as large print and audio? E.g. Accessibility Guide, brochure:**

The Accessibility Guide is available to view on line which can be viewed in large print. There is no audio version available.

A 3D model of this property is available to view on our website to help gain a better understanding of the layout.

**KEY COLLECTION, WELCOME & CAR PARKING****State where visitors need to go to collect the key i.e. the property, an office, elsewhere or sent by post:**

The key is collected from a key safe located near the entrance door.

**State if someone is available to welcome guests. If so, state whether a familiarisation tour of the property is offered:**

A personal welcome service is not offered nor a familiarisation tour.

**State whether parking is available on site or nearby and give the number of spaces available and distance to the property entrance:**

There is parking available for two cars at the front of Abbey View House.

**Please see our parking guide for further information:**

[Shoreline -Whitby-Parking-guide.pdf \(shoreline-cottages.com\)](#)

**Describe the type of surface from the car park to the main entrance e.g. level/stepped, firm/uneven, tarmac/gravel:**

The surface from the car park to the entrance of the building is herring bone paving which is level.

**Describe any lighting in the car parking area and en-route from the car park to the property entrance:**

There is an external light to the front of the building

## ENTRANCE TO PROPERTY

**How many steps, if any, to the entrance and is there a handrail(s)?**

There are no steps to the entrance.

**Describe any ramp available at the entrance; are there handrails on one or both sides of the ramp? State if no level access is provided:**

There is no ramp, level access is provided

**What is the clear door opening width?**

80cm

**Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:**

The entrance has an external light with a sensor

**Describe the floor surface e.g. tile, wood, rugs, carpet (thick/short pile):**

The entrance to the building has a short pile carpet leading to a tiled floor for the remainder of the hallway.

## **HALLS, STAIRS, LANDINGS, PASSAGEWAYS**

**Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:**

The Hall is well lit by ceiling lights

**How wide are the passageways?**

The passageway is 85cm at its narrowest point

**Describe the floor surfaces e.g. tile, wood, rugs, carpet (thick/short pile):**

The hall floor is tiled, the stairs to the first floor are carpeted, the first-floor landing has a wood laminate floor, the stairs to the second floor are carpeted, the second-floor landing is a wood laminate floor.

**Describe the stairs e.g. Number of steps, landings, handrail(s):**

There are 13 steps to the first and second floor landings. Both sets of stairs have handrails.

## **SITTING ROOM/LOUNGE/DINER**

**Describe where the dining room is situated and how you access it i.e. is there level access, ramp(s) or step(s)? If steps, how many?**

The Sitting Room/Lounge is on the first floor of the building accessed by 13 steps.

**What is the clear door opening width, taking into account any obstacles?**

The door opening is 83cm wide emerging onto an open space

**Describe the layout within the sitting room/lounge. Is it level or are there steps? Are there large spaces between furniture, what type of seating and table are there e.g. high/low tables, couches, easy chairs?**

The Sitting Room/Lounge is level with plenty of space between the furniture. The lounge has two three-seater sofas, two side tables, and a sideboard on which sits the TV.

**Is the furniture moveable?**

Yes

**Where there are TV's are subtitles/audio description available?**

There is a television which has a subtitles facility.

**Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:**

The area is well lit from a ceiling light and two table lamps

## KITCHEN/DINER

**Describe where the Kitchen/Dining is situated and how you access it i.e. is there level access, ramp(s) or step(s)? If steps, how many?**

The dining area is part of the Kitchen / Diner on the first floor which is accessed by 12 steps. There is level access to the Sitting Room Lounge.

**What is the clear door opening width, taking into account any obstacles?**

The door opening is 83cm

**Is there space around the table for a wheelchair?**

Yes

**State the clear height underneath the dining table:**

The clear height is 65cm

**What type of seating is there? e.g. upright chairs with/without arms:**

The seating consists of eight chairs without arms three at either side of the table and one at either end

**Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:**

The Kitchen / Diner is well lit by ceiling lights and under cupboard lighting.

**Describe the floor surface e.g. tile, wood, rugs, carpet (thick/short pile):**

The floor is a wood laminate

**State the height of the oven, hob and microwave. Does the oven have a drop down or side opening door?**

The hob is set into the work surface 91cm high

The oven has a drop-down front with a pull bar across the top which is 70cm high

The microwave sits on the work surface which is 91cm high

**How high is the work surface/food preparation area?**

The work surface / food preparation area is 91cm high

**State the height of the highest shelf and lowest draw of fridge/freezer:**

The highest shelf of the Fridge is 172cm

The lowest shelf of the Fridge is 108cm

The highest shelf of the freezer is 63cm

The lowest shelf of the freezer is 27cm

**State the height of wall cupboards containing crockery, glasses etc. Can these be moved to lower level cupboards on request?**

There are three wall cupboards at their lowest point they are 135cm high. Crockery and glass can be moved to the base units with advanced booking of the accommodation.

**Describe the sink taps e.g. single mixer lever tap:**

The sink has a single mixer tap with separate hot and cold screw handles.

**List any aids that can assist people e.g. cordless kettle revolving 360 degrees:**

There is a cordless kettle that revolves 360 degrees, A separate toaster and microwave

## **BEDROOMS AND SLEEPING AREAS**

**Do you have any ground floor bedroom? If yes, how many?**

There is one ground floor bedroom

**What is the clear door opening width, taking into account any obstacles?**

The ground floor king-size bedroom 80cm

The second-floor king-size bedroom 82cm

The second-floor bunk bedroom is 82cm

The second-floor twin bedroom is 82cm

**Can furniture be moved around or removed?**

Yes except for the bunk bedroom

**What bed combinations are there e.g. double, twin, zip-link?**

2 king-size beds  
Set of bunk beds  
2 single beds

**What provision is there for a personal assistant/carer or friend/family member e.g. adjoining room, sofa bed in the room or lounge:**

Zed beds can be hired on request  
The second-floor bedrooms are easily accessible to each other

**How wide is the space next to the bed(s)? (for wheelchair user to transfer onto bed):**

There is room for a wheelchair at the side of the bed in all bedrooms. The ground floor bedroom would be most suitable.

**What is the height of the bed(s) to the top of the mattress?**

The ground floor bedroom: 48cm  
The second-floor bedroom: 50cm  
The bunk bedroom: 56cm height to the top of the mattress on the bottom bunk  
The twin bedroom: 48cm

**Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:**

The bedrooms are well lit by ceiling lights and table lamps in the king-size bedrooms

**Describe the colour contrast of the floor, walls and doorways:**

The ground floor bedroom is fawn with a white door and wood laminate floor  
All the second-floor bedrooms are white with white wooden doors and wood laminate floors

**Describe the wardrobe and storage space e.g. can rails be adjusted?**

The ground floor bedroom has a built-in wardrobe as you enter the room with a non-adjustable rail and a chest of drawers within it.  
The second-floor bedroom has a wardrobe with shelving and non-adjustable rails, a table and chair and two bedside tables.  
The bunk bedroom has a wardrobe with non-adjustable rails  
The twin bedroom has a built-in wardrobe as you enter the room with a non-adjustable rail and a chest of drawers within it.

**Describe the floor surface e.g. tile, wood, rugs, carpet (thick/short pile):**

All bedrooms have wood laminate flooring.



**Give details of any non-allergenic bedding that can be provided:**

For non-allergenic bedding to be made available the request must be made six weeks prior to the date of the visit.

**Are subtitles/audio description equipment available on televisions with instructions available on how to use it?**

The ground floor bedroom has a TV with a subtitle function

The second-floor bedroom has TV with a subtitle function

The bunk bedroom has a TV with a subtitle function

The twin bedroom has a TV with a subtitle function

## BATHROOMS, SHOWER-ROOMS AND TOILETS

**Is there level access from the bedroom to the en-suite or shared facilities i.e. no steps?**

The ground floor bedroom has level access to the en-suite facility

The second-floor bedroom has access to an en-suite facility

The second-floor bunk and twin bedrooms access the first-floor facility by descending twelve steps.

**What is the clear door opening width, taking into account any obstacles?**

The ground floor bedroom en-suite bathroom door opening width is 75cm

The second-floor bedroom en-suite bathroom door opening width is 82cm

The first-floor shared bathroom the door opening width to the bathroom is 83cm

**Describe the shower – is it separate or over the bath? Level entry with no raised lip?**

The ground floor bedroom en-suite bathroom a walk-in shower with a lip that is 22cm high.

The second-floor bedroom en-suite has a walk-in shower with a lip that is 15cm high.

The first-floor shared bathroom the door the shower is over the bath.

**What is the height of the WC from floor to seat?**

The ground floor bedroom en-suite bathroom the height of the WC in the bathroom is 40cm

The second-floor bedroom en-suite bathroom the height of the WC in the bathroom is 43cm

The first-floor shared bathroom the height of the WC in the bathroom is 42cm

**What is the height of the washbasin? Is there clear space under the sink i.e. no pedestal?**

The ground floor bedroom en-suite bathroom the height of the washbasin is 83cm with a cabinet underneath.

The second-floor bedroom en-suite bathroom the height of the washbasin is 83cm with no pedestal

The first-floor shared bathroom the height of the washbasin is 830mm with no pedestal

**What type of taps are on the washbasin and bath? e.g. lever:**

The ground floor double en-suite has mixer taps on the washbasin with lever control

The second-floor bedroom en-suite has mixer taps on the washbasin with separate turn action taps

The first-floor shared bathroom has mixer taps on the washbasin and bath with turn action controls

**Give details of what support/grab rails are fitted where e.g. bath, shower, WC:**

There are no support / grab rails in either the shared bathroom or en-suite bathroom.

**Describe how well/evenly lit the room is and what type of lighting is provided e.g. ceiling light, fluorescent tube shaving light:**

The bathrooms are well lit by ceiling lights

**Describe the colour contrast of the floor, walls, doorways and towels. What is the colour scheme for these?**

All the bathrooms have light brown stone coloured tiles on the walls, ceilings and floors, the doors are white.

The towels supplied will be white.

**Describe the floor surface(s) e.g. non-slip, laminate, tile, wood, rugs, carpet (thick/short pile):**

The bathrooms have tiled floors

## GARDEN

**Describe the garden area that guests have access to e.g. patio and lawn:**

There is an outside patio and decked area.

**Describe whether these areas are flat/undulating, stepped etc.**

There is a small paved area leading to decking which is accessed by two steps.

**Give details of what seating is available:**

There is a one two-seater and one three-seater **outdoor sofa**

**What is the width of footpaths?**

There is no footpath

**Describe the surface of the footpaths e.g. level/firm/uneven, is gravel used?**

The paved area and decking area are level

## **ADDITIONAL INFORMATION**

**State that you welcome assistance dogs. What facilities are offered to assistance dogs e.g. run area, water bowls?**

Assistance dogs are welcome in all Shoreline properties. There is no run area at the cottage. A water bowl can be provided.

**Give details of local attractions and if they have an access statement:**

Whitby Disability Action Group (DAG) have information on local attractions and their access arrangements on their website, their contact details are as follows:

**Telephone:** 01947-821001

**E-mail:** [info@whitbydag.org.uk](mailto:info@whitbydag.org.uk)

**Website** [www.whitbydag.org.uk](http://www.whitbydag.org.uk)

Whitby DAG have information leaflets on Mobility Equipment Hire, Where To Go, Getting Around Whitby and Where To Eat.

## CONTACT INFORMATION

**Business address:**

Shoreline Cottages Ltd  
Brook House  
Main Street, Elvington  
YORK, YO41 4AA

**Business telephone number:** Tel: 01947 668888

**Fax:** No fax number available

**Email:** [enq@shoreline-cottages.com](mailto:enq@shoreline-cottages.com)

**Website:** <http://www.shoreline-cottages.com>

**Minicom - Minicom is a telephone typewriter device to receive and transmit messages which are typed into it by deaf, hard of hearing, speech-impaired and/or hearing problems:**  
Minicom services are not available.

**Business Hours:**

The contact arrangements for anyone staying in a Shoreline Cottage are as follows:  
Our local Manager, Billy, and his team can be contacted on 01947 668888 (select option 2) between 9am – 7pm every day of the year. Should you encounter any problems he will be happy to help. For any emergencies that you should encounter after 7pm please call 01947 668888 and select option 3 for our out of hours emergency service.

**Local Accessible Taxi – you may need to do some quick research to obtain details of accessible taxi firms e.g. call a selection in the phone book and ask if they have any accessible vehicles or try [www.traintaxi.co.uk](http://www.traintaxi.co.uk) which indicates those firms that have wheelchair accessible vehicles:**

**Accessible Taxis**

Harrisons Tel: 01947 600606  
Parc taxis Tel: 07900 213054  
Smilers Taxis Tel: 07881 467 725  
Streamline Tel: 01947 603306

