

## Accessibility Guide – Henrietta Cottage

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**Property Name:** Henrietta Cottage

**Property Address:** Whitby

**Date Assessment Carried Out:** 22nd November 2017

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

### INTRODUCTION

**Description of Property:**

Unlike some Whitby cottages, Henrietta Cottage is surprisingly spacious. The entrance is along the passageway just off the quaint cobbles of Henrietta Street. It's character-packed and dog-friendly, and opens out from the modern kitchen, which backs on to the cliff face, into a large and inviting lounge. After a day in the fresh air, curl up beside the warm, living flame gas fire and catch up on world affairs through free Wi-Fi.

Halfway up the steep, winding staircase you'll reach the impressive family bathroom. The over-bath rain shower is so refreshing when you've pounded Whitby's cobbled streets. The first-floor king-size bedroom feels airy with its large windows, whilst the second-floor attic twin offers a quiet space to sleep – and a view of the rear courtyard through its dormer.

As somewhere to relax, we love the little seating area out back, where you can dine on warmer days or take an evening glass of wine.

**Use:** Self-catering holiday cottage

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

**Distance to nearest city, town, village:** The cottage is situated in the Old Town area of Whitby

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

2

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

0

**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 0.67Km 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 0.79Km 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 cobbled

**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 4 ET  
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:**

Sainsburys, Tesco and Asda all deliver to this area.

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

The Accessibility Guide can be made available 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 outside the property

**State if the keys can be taken out to the visitor in their car on request:**

The keys are readily accessible via the key safe so this is not required

**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 no parking available at Henrietta Cottage. However, you are able to access your property by car to unload. Your chosen holiday property is located in the old part of town where it is quite narrow and heavily pedestrianised during the daytime, especially during the summer months, so we suggest you avoid driving to your property during peak times of the day such as lunchtime.

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

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

## **ENTRANCE TO PROPERTY**

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

There is one small step as you enter the building

**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 provided

**What is the clear door opening width? Taking into account any obstacles that may reduce the size of the opening:**

The door opening is 71cm

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

You enter the building after passing through a side passage. The gate to the passage is 90cm, the gate to the yard is 72cm the kitchen door is then ahead of you. There is an exterior light. Inside the building the kitchen is brightly lit by six ceiling lights.

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

The kitchen floor is tiled

## 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 stairs are accessed from the living room. The living room is well lit with a ceiling light two table lamps and one standing lamp.

**How wide are the passageways? Minimum width for wheelchair/zimmer frame/pushchair is 75cm, 80cm preferred:**

There is no ground floor passageway the first-floor landing is 84cm wide.

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

The stairs and landing have carpets with a short pile

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

There are twelve steps to the first-floor landing. The ground floor stairs are 84cm wide. The stairs are arranged to provide a 180 degree turn as you ascend. There are twelve steps to the second-floor bedroom arranged to provide a 90 degree turn as you ascend. The stairs are 77cm wide.

## SITTING ROOM / LOUNGE

**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 same level as the kitchen through which you enter the building.

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

The kitchen / Sitting Room / Lounge is open plan

**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 a low-level coffee table. There is a two-seater sofa and two armchairs. The room also has a round dining table and four chairs.

**Is the furniture moveable?**

Yes

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

Yes

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

The living room is well lit with a ceiling light two table lamps and one standing lamp.

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

The floor surface is a laminate wooden floor.

## **DINING ROOM**

**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 dining area is part of the open plan Kitchen/Sitting Room / Lounge. There are no steps.

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

There is no door as it is open plan

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

Yes

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

The clear height is 73cm

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

The seating consists of four wooden chairs

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

The living room is well lit with a ceiling light two table lamps and one standing lamp.

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

The floor is wood laminate

**KITCHEN**

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

The kitchen is part of the open plan Kitchen/Sitting Room / Lounge. There is level access.

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

There is no door one you are into the building as it is open plan on the ground floor.

**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 92cm high

The oven has a drop-down front with a pull bar across the top which is 71cm high

The microwave sits on the work surface which is 92cm high

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

The work surface / food preparation area is 92cm high

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

The highest shelf of the Fridge is 68cm

The lowest shelf of the Fridge is 29cm

**Describe any places to eat e.g. is there a table and chairs in the kitchen? What is the clear height underneath the table? Describe the type of chairs, with/without arms?**

The dining area is described above.

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

The kitchen is well lit with ceiling lights

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

The wall cupboards are 134cm at their lowest point. 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 mixer tap with separate hot and cold taps with turn controls

**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

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

The kitchen is well lit with ceiling lights

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

The floor is tiled

## **BEDROOMS AND SLEEPING AREAS**

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

0

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

First floor king size bedroom is 75cm

Second floor twin bedroom is 87cm

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

Yes

**Bed Sizes:**

First floor: king size bed

Second floor: 2 x 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:**

A zed bed can be provided on request.

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

The king size bedroom: the bed at the side nearest the door is 85cm away from the wall at the narrowest point

the bed at the side nearest the window is 74cm away from the wall radiator

The twin bedroom: the bed nearest the stairs is 129cm away from the wall at the narrowest point



the bed nearest the far wall is 95cm away from the wall

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

King size Bedroom 60cm height to the top of the mattress

Twin Bedroom 60cm height to the top of the mattress

**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

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

The first-floor bedroom is turquoise with brown short pile carpets and cream. The second-floor bedroom is pale yellow with brown short pile carpet.

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

The first-floor bedroom has a wooden chest of drawers and wooden wardrobe with a rail that cannot be adjusted.

The second-floor bedroom has a wooden chest of drawers and a canvas wardrobe whose rail cannot be adjusted.

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

Both bedrooms have short pile carpets.

**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 only Television is in the living room

**BATHROOMS, SHOWER-ROOMS AND TOILETS**

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

The first-floor bedroom has level to the passageway from which the shared bathroom is accessible

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

The door opening width to the Shared bathroom is 72cm

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

The shower is over the bath.

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

The height of the WC in the Shared bathroom is 45cm

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

The height of the washbasin in the bathroom is 87cm

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

There is a mixer tap on the washbasin in the bathroom a with lever, the bath has a mixer tap with separate hot and cold with lever 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 bathroom is well lit by ceiling lights

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

The bathroom has natural stone and skate tiled floor and walls with a cream wooden door. The towels supplied will be white.

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

The bathroom has tiled floors

## **GARDEN**

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

There is a paved yard at the back of the cottage

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

The paved area is flat

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

There are two seats around a table (a further two are stored in the outside cupboard)

**What is the width of footpaths?**

There is no footpath

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

See above

**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 outside space at the cottage which is accessible to a dog. A water bowl can be provided.

**Describe the colour contrast of floors, walls and doorways throughout the property, [specify what these areas are e.g. hallway and what is the colour scheme for these]:**

The kitchen / Dining area is white with brown coloured tiles with a white door

The Sitting Room / Lounge/ Dining area is white with wooden laminate floor

The first-floor bedroom is turquoise with brown short pile carpets and cream.

The second-floor bedroom is pale yellow with brown short pile carpet.

The bathroom has white walls with a brown wooden door. The floor is covered with black and white ceramic tiles. The towels supplied will be white.

**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

