

## Accessibility Guide – Low Tide Apartment

**Property Name:** Low Tide Apartment

**Property Address:** Whitby

**Date Assessment Carried Out:** 6 December 2023

**Assessment Completed By:** A Lister

### INTRODUCTION

#### Description of Property:

Low Tide Apartment gives you great access to all of Whitby's top attractions and the chance to retreat to a sleek, modern holiday let at the end of each day.

Your second floor, two-bedroom apartment is accessible via the lift or stairs. It's fresh and inviting with an open plan kitchen diner and lounge, a kings-size room and a twin bedroom, which are both river facing. Take a seat and enjoy watching little boats tripping around the yard on the opposite bank. Keep watch and you'll spot the steam engines passing through the station too, making the apartment an inspired choice for families.

There's a good-sized house bathroom, with an over-bath electric shower. There is now a dishwasher in the apartment so if you're dining in life will be easier! Low Tide Apartment offers so many positives - a much sought after free car parking spot for one.

Like its neighbour (High Tide Apartment) Low Tide Apartment is dog-friendly and done up to an exceptional standard. Groups can take both apartments and enjoy a wonderful Whitby holiday together.

**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?**

2

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

2

**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 herringbone paving and are level

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

**\*\*PLEASE NOTE\*\* For health and safety reasons, mobility scooters are not allowed to be stored or charged within the apartment building.**

#### 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.

**NOTES:**

The apartment is within the Turnbull Court building. When entering Whitehall Landing, keep to the left at the bottom of the slope and the building is on your right-hand side about 50 yards along, there are two white doors, yours is the one on the right.

Your Apartment is on the second floor. Should you need to use the lift please enter Turnbull Court through the white door on the left-hand side. The lift will then be directly in front of you. Access the right-hand side of the building by crossing the walkway at the second-floor level.

**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 to the left of the right entrance door on the wall around the corner.

**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 one car at High Tide Apartment in bay 18 a designated parking bay adjacent to the building. Please be aware that parking bays are individually allocated and it is important to use only this space. There are some un-numbered spaces that can be used for visitors.

**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)?**

Entrance to the building: There are no steps

Entrance to the cottage: There are no steps

**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, taking into account any obstacles that may reduce the size of the opening:**

Entrance to the building: The door opening is 92cm

Walkway door openings: Both doors are 81cm

Entrance to the cottage: The door opening is 90cm

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

Entrance to the building: Light sensor comes on at night

Lift entrance: Well-lit by wall lights

Lift exit / Walkway door opening: Well-lit by wall lights

Walkway: Light sensor comes on at night

Entrance to the cottage: Well-lit by wall lights

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

The Entrance to the building: Is carpeted with short pile

The Lift has a vinyl floor

The Walkway has a metal with a bobbled surface.

The Entrance to the cottage: : Is carpeted with short pile: Is carpeted with short pile

### **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 two ceiling lights

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

The passageway is 108cm at its narrowest point

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

The floor is carpeted with short pile carpet

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

There are no stairs within the cottage

### **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/Diner/Kitchen has level access

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

The door opening is 82cm 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/Diner/Kitchen is level with plenty of space between the furniture. The lounge has a two-seater sofa, two single chairs, a nest of tables, the TV, a sideboard and table and 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 area is well lit from wall lights and table lamps

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

The floor surface is carpeted with short pile

## 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 Sitting Room/Lounge/Diner/Kitchen which are all on the same level

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

The door opening is as above

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

Yes, at the nearest end

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

The clear height is 77cm

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

The seating consists of four upright chairs without arms one 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:**

See above

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

See above

## 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 Sitting Room/Lounge/Diner/Kitchen. The Kitchen is on the same level.

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

It is open plan

**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 73cm 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 9cm

**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 kitchen / Dining area are part of the same open plan space. The seating consists of four chairs one 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 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?**

There are three wall cupboards at their lowest point they are 130cm 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 twist 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

**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 and under cupboard lighting

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

The floor is wood effect linoleum

## BEDROOMS AND SLEEPING AREAS

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

The two bedrooms are on the ground floor

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

The twin bedroom is 80cm

The king size bedroom is 80cm

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

Yes

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

1 Super king size (zip and link so can be made into 2 singles)

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:**

The bedrooms are easily accessible to each other

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

The twin bedroom: the bed nearest the door is 147cm away from the wall at the narrowest point

the bed nearest the window is 157cm away from the wall

The king size bedroom: the bed at the side nearest the door is 95cm away from the wall at the narrowest point

the bed at the side nearest the window is 72cm away from the wall radiator

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

Twin Bedroom: 62cm height to the top of the mattress

King size 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:**

All bedrooms are light cream with white wooden doors and beige carpets

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

The Twin Bedroom has a wardrobe with shelving and non-adjustable rails, a chest of drawers and a bedside cabinet with draws.

The King size Bedroom has a wardrobe with shelving and non-adjustable rails, two bedside cabinets with draws and a wicker chair.

**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

**List any other accessible equipment you may have e.g. vibrating alarm clock:**

None available

## **BATHROOMS, SHOWER-ROOMS AND TOILETS**

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

Yes

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

The door opening width to the bathroom is 82cm

**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 bathroom is 40cm

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

The height of the washbasin is 82cm with a pedestal

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

There are separate hot and cold taps on the washbasin and bath in the Shared bathroom that twist.

**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 white tiled walls with a white wooden door. The floor is covered with white and blue linoleum. 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 a linoleum floor

## GARDEN

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

There is no outside space.

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

N/A

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

N/A

**What is the width of footpaths?**

N/A

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

N/A

## 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.

**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 Entrance and Hallway to the building are cream with grey carpets

The Cottage hallway is light cream with beige carpets

The Sitting Room / Lounge / Diner is light cream with beige carpet and white wooden door

The kitchen area is light cream with white tiles, a brown linoleum floor and white wooden door

All bedrooms are light cream with beige carpets and white wooden doors.

The bathroom has white tiled walls with a white and blue linoleum floor and white wooden door.

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