

## Accessibility Guide – Quayside Cottage

---

**Property Name:** Quayside Cottage

**Property Address:** Whitby

**Date Assessment Carried Out:** 28<sup>th</sup> February 2022

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

### INTRODUCTION

**Description of Property:**

A one bedroom apartment on one level.

Quayside Cottage is on the ground floor but with steep, narrow steps from the front door to the street, it's not suitable for everyone.

**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 of Whitby

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

1

**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 0.7km 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 0.74km 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. There is a steep slope leading to some steps that bring you to the front entrance of the cottage.

### **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 is 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 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 Quayside Cottage. However, you are able to access your property by car to unload at the top of the slope. Your luggage will then need to be carried down the slope and then the steps leading to the Cottage. 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 \(shoreline-cottages.com\)](#)

**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 Church Street car park begins on an even surface, then becomes a cobbled street with narrow paving. The slope to the cottage is firm. There are seventeen steps leading down to the cottage.

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

There are street lights from the Church Street car park to the Cottage

## **ENTRANCE TO PROPERTY**

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

In order to reach the entrance of Quayside Cottage you have to come down a steep slope and descend seventeen 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 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 72cm

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

There is an exterior light with a sensor outside the entrance to the Cottage.

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

The entrance opens onto the Sitting Room/Lounge/Diner which has a wood laminate floor.

## **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/Diner is accessed from the entrance door.

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

The entrance door to the Cottage is 72cm

**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 has one step to the dining area. Each level is flat with plenty of space between the furniture. There is a two-seater settee and single chair, a coffee table, side table and two occasional tables one of which has the TV on. The raised area has a dining table with two chairs both with arms and two-fold out chairs without arms. The raised area also has a sideboard.

**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 Sitting Room/Lounge/Diner is well lit by two ceiling lights, two table lamps and two floor lamps.

**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 Sitting Room/Lounge

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

See above

**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 dining table with two chairs both with arms and two-fold out chairs without arms.

**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):**

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?**

There is one step down to the Kitchen from the raised part of the Sitting Room/Lounge/Diner.

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

The door opening is 68cm

**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 47cm

The lowest shelf of the Fridge is 27cm

**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 has nowhere to eat, 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?**

There are five wall cupboards which are 1340mm 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?**

1

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

73cm

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

The bed cannot be moved

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

1 x double bed

**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 bed at the side nearest the window is 130cm away from the radiator on the wall

The bed at the side furthest from the window is 42cm away from the wardrobe.

**What is the height of the bed(s) to the top of the mattress? What is the height of the clear space under the bed (if any)?**

55cm height to the top of the mattress with no clear space under the bed

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

The bedroom is well lit by ceiling lights and table lamps

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

The bedroom has cream walls brown wood laminate floor and white door.

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

The bedroom has a wooden wardrobe with a rail that cannot be adjusted, a table to sit at and two bedside tables.

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

The bedroom has wood laminate floor.

**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 bedroom has level access to the bathroom

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

The door opening width to the bathroom is 68cm

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

There is a shower 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 in the bathroom is 77cm with a pedestal

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

There is a mixer tap on the bath with separate hot and cold twist taps. The sink has separate hot and cold taps with twist 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 white walls, white tiles over the bath and sink and a white door. The floor is wood laminate.

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

The bathroom has a wood laminate floor

## GARDEN

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

There is an exterior yard

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

The surface is mostly flat with a small raised area that is also flat.

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

There are fold out table and seats for two people stored in the Sitting Room/Lounge/Diner

**What is the width of footpaths?**

There is no footpath

**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 Sitting Room/Lounge/Diner has cream walls on three sides. One wall is painted blue and the chimney breast is also painted blue. The doors are white, there is a wood laminate floor.

The Kitchen has green walls, brown cupboards, white tiles beneath the cupboards and a brown tiled floor

The bedroom has cream walls brown wood laminate floor and white door.

The bathroom has white walls, white tiles over the bath and sink and a white door. The floor is wood laminate.

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

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

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

**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 – [www.traintaxi.co.uk](http://www.traintaxi.co.uk) indicate 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