

## Accessibility Guide – Up the Creek

**Property Name:** Up the Creek

**Property Address:** Whitby

**Date Assessment Carried Out:** 31/7/2024

**Assessment Completed By:** Shoreline Cottages

### INTRODUCTION

#### Description of Property:

A holiday apartment with no steps is a tricky find around Whitby's narrow, winding lanes but Up the Creek is just that! This is a superb, ground floor apartment in a delightful riverside development Whitehall Landing on the East Side of Whitby. A much-coveted car parking space is available outside too, making getting around easy.

You'll feel right at home here and we've checked that everything is to very high standards. All the rooms are very spacious - even the hallway - and the décor throughout is fresh and neutral, reflecting the light that floods in from the pretty, former shipyard setting.

It caters for every sleeping arrangement too having a master bedroom with king size bed and en suite shower. The two twin bedrooms share the main bathroom and its over-bath electric shower.

We find the lounge diner well-proportioned and a pleasant spot to watch boats tootling around the river and Marina on the opposite bank. The daily steam trains passing through Whitby Station also provide much fascination for enthusiasts.

**Use:** Self-catering holiday cottage

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

**Distance to nearest city, town, village:** The cottage is approximately 1 Km from the Old Town area of Whitby

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

3

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

3

**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 herring bone paving and are level

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

**\*\*PLEASE NOTE\*\* For healthy 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 online 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 left.

Your Apartment is on the ground floor.

**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 entrance door on the wall.

**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 parking available for one car at Up the Creek Cottage in bay 2 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 \(shoreline-cottages.com\)](#)

**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. There is a drop kerb for wheelchair access.

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

There is an external light sensor that comes on at night outside the entrance to the building

## 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 apartment: 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 90cm

There is a lobby area and a corridor to the apartment: The corridor width is 117cm

Entrance to the apartment: The door opening is 88cm

**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

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 Entrance to the apartment: has a wood laminate covering

### 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 1170mm at its narrowest point

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

The floor is wood laminate

**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 has level access

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

The door opening is 81cm 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 is level with plenty of space between the furniture. The lounge has a three-seater sofa, a two-seater sofa, a side table, a nest of tables, the TV stand, a sideboard, a 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 area is well lit from a ceiling wall light and table and standing lamps

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

The floor surface is wood laminate.

**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 which are all on the same level

**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 upright chairs without arms around the circular table

## 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 has level access from the open lobby area.

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

The kitchen door opening width is 82cm

**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 90cm 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 90cm high

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

The work surface / food preparation area is 90cm high

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

The highest shelf of the Fridge is 43cm

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?**

There is no eating area in the Kitchen

**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 by 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 1420mm 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 handles that turn.

**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 wood laminate tile effect

## **BEDROOMS AND SLEEPING AREAS**

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

3

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

The king size bedroom is 81cm

The twin bedroom is 82cm

The 2<sup>nd</sup> twin bedroom is 82cm

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

Yes

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

1 x king size bed

2 x twin bedrooms (each with two 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):**

There is room for a wheelchair next to all beds in each bedroom.

**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

2<sup>nd</sup> Twin Bedroom: 58cm 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 King size Bedroom has a wardrobe with non-adjustable rails, a chest of drawers two bedside table and a table to sit at.

The Twin Bedroom has a wardrobe with non-adjustable rails, a chest of drawers two bedside table and a table to sit at.

The 2<sup>nd</sup> twin bedroom has a wardrobe with non-adjustable rails, a bedside table and a table to sit at.



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

All 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.

## **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 shared bathroom is 83cm

The door opening width to the en-suite 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 in the shared bathroom.

The en-suite has a stand-alone shower. The lip into the shower is 25cm

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

The height of the WC in the shared bathroom is 42cm

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

**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 shared bathroom is 82cm with a pedestal

The height of the washbasin in the en-suite bathroom 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 washbasins in both bathrooms 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:**

Both 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?**

The bathrooms have white walls, white tiles, white and blue linoleum and blue doors

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

Both bathrooms have 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 wood laminate floors

The Sitting Room / Lounge / Diner has beige walls, wood laminate floor and a white door.  
The kitchen area has beige walls, white tiles and a grey wood laminate floor.  
All bedrooms are light cream with beige carpets and white wooden doors.  
The bathroom has white walls, white tiles, with a white and blue linoleum floor and blue 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

**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