

## Accessibility Guide – Waters Edge Apartment

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**Property Name:** Waters Edge Apartment

**Property Address:** Whitby

**Date Assessment Carried Out:** 17<sup>th</sup> December 2017

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

### INTRODUCTION

**Description of Property:**

Water's Edge Apartment is a first-floor holiday let, popular with groups of five. It has a lift, making it accessible for wheelchair users and the private, secure, covered car park means you won't get wet unloading your bags.

It's right on the riverbank and takes ten minutes to saunter to the cobbled lanes of the Old Town. We like its fun furnishings – they make the place feel homely and, with free Wi-Fi, it appeals to all ages.

There's a double room with en suite shower, a twin room and a single, each styled to make your stay exceptionally comfortable. The family bathroom has an over-bath electric shower for an endless, hot supply.

From the lounge diner you can sink into an armchair or settle in the window seat to watch the ebb and flow of the River Esk. Or spot the daily steam trains at the station as they head towards Pickering. You'll love the separate kitchen too - whether you're preparing meals or dishing out your fish and chip supper. The apartment doesn't have a washing machine but there's a laundrette two minutes' drive away when you need it.

**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?**

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:**

**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 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 Waters Edge in a parking bay in a car park under the building. 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 \(shoreline-cottages.com\)](https://shoreline-cottages.com/Shoreline-Whitby-Parking-guide.pdf)

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

The surface to the gate of the car park of the building is herring bone paving which is level. Once parked there is a level tarmac surface to the door into the building from the car park.

**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 building from the car park: There are no steps

Entrance to the property: 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

Entrance to the building from the car park: The door opening is 82cm

Entrance to the property: 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

The car park is well lit from ceiling 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 Entrance to the cottage: 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 107cm 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 830mm 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 three-seater sofa, two side tables, a TV stand, a low storage sideboard, two pouffes one of which is large enough to sit on, a single chair 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 a ceiling light a table lamp and a floor lamp

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

The floor surface is wood laminate.

## 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

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

The clear height is 74cm

**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

**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 next to the Sitting Room/Lounge/Diner and level access

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

The door opening width is 84cm

**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 71cm 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 57cm

The lowest shelf of the Fridge is 31cm

The highest shelf of the Freezer is 122cm

The lowest shelf of the Freezer is 100cm

**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 seating 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 from 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 at their lowest point are 141cm 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 and under cupboard lighting

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

The floor is wood laminate

## **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 twin bedroom is 82cm

The king size bedroom is 82cm

The Single bedroom is 82m

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

Yes

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



1 x twin bedroom (2 single beds)  
1 x king size bed  
1 x single

**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 205cm away from the wall at the narrowest point

the bed nearest the window is 97cm away from the wall

The king size bedroom: the bed at the side nearest the door is 74cm away from the wall at the narrowest point

the bed at the side nearest the window is 68cm away from the wall

The Single bedroom the bed is 134cm away from the wall radiator on one side and against the wall on the other

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

Twin Bedroom 61cm height to the top of the mattress

King size Bedroom 71cm height to the top of the mattress

Single bedroom 68cm 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 beige 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 non-adjustable rails, a chest of drawers two bedside table and a bookcase.

The King size Bedroom has a wardrobe with non-adjustable rails, a chest of drawers two bedside cabinets and a chair.

The Single bedroom has a wardrobe with non-adjustable rails, a chest of drawers and a chair.

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

All the 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?**

Yes

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

The door opening width to the shared bathroom is 82cm

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.

There is only a shower in the en-suite bathroom, there is a lip to the shower which is 29cm.

**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 is in the shared bathroom 81cm with a pedestal

The height of the washbasin is in the en-suite bathroom 81cm 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.

There are separate hot and cold taps on the washbasin in the en-suite 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 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 light brown walls, white tiles over the bath and stand-alone shower, stone coloured linoleum and white doors.

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

The 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 beige with wood laminate floors

The Sitting Room / Lounge / Diner has light grey walls, wood laminate floor and a white door.

The kitchen area has light grey walls, white tiles and a wood laminate floor.

All bedrooms are beige with white wooden doors and beige carpets

The bathrooms have light brown walls, white tiles over the bath and stand-alone shower, stone coloured linoleum and white doors.

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