

Disability Access Statement

PROPERTY NAME: Harlow Cottage

PROPERTY ADDRESS: Sandsend

DATE ASSESSMENT CARRIED OUT: 15/2/17

ASSESSMENT COMPLETED BY: A.E.Hatchwell

INTRODUCTION

Description of Property:

Harlow Cottage is in the sleepy, seaside village of Sandsend, located just three miles north of Whitby. Situated about 40 metres from the seafront up a quiet, old pedestrian courtyard, this cottage is ideal for those wanting to be away from the busy streets of Whitby.

Immediately after entering the front door you will be charmed by this pet-friendly cottage. A cosy sitting room and dining area lead into the well equipped kitchen. Up a winding staircase you will discover the first floor twin bedded room with beams and paneling from the 18th century and a modern bathroom complete with shower facility.

A second staircase leads to a large double bedroom in the eaves of the cottage where you can catch a fleeting glimpse of the sea.

Parking is in the local public car park just two minutes' walk away from the cottage. On one side of the property you will find the village shops and on the other you will find the local pubs.

Please note that the stairs in this cottage are steep and may be unsuitable for some guests. At certain times of the year, the beach at Sandsend does not permit dogs.

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 village of Sandsend

How many bedrooms does the property have?

There are two discrete bedrooms

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

There are no ground floor bedrooms

	<p>What internet access is available? Is it charged or free? Internet access is available and is free</p>
	<p>Mobile phone reception? Yes</p>
	<p>If rated under the National Accessible Scheme, state your rating(s): Not rated</p>
	<p>Take a clear photo(s) of the property and its setting</p>
	<p>NOTES:</p>

PRE-ARRIVAL

	<p>Name of nearest railway station: Whitby Town Station</p>
	<p>Distance from nearest railway station: Whitby Town Train Station is approximately 4.8Km from the cottage.</p>
	<p>Details of local bus service – accessibility, frequency, distance of bus stops from property, route numbers etc. There is a bus stop on the A174 approximately 0.5 km from the cottage in front of the local store. Buses are approximately every thirty minutes.</p>
	<p>Do you offer a collection service? No</p>
	<p>Describe the streets in the area surrounding the property e.g. paved / cobbled / level / uneven: The Streets leading to the property are paved. You climb up a sloping path with small steps for approximately forty metres.</p>
	<p>Information about local services for disabled people e.g. equipment hire, wheelchair repair, Shopmobility, RADAR toilets:</p> <p>Equipment Hire Whitby, Scarborough and Rydale Disability Action Group Church House Centre, Flowergate, Whitby. Tel: 01947 821001 email: Whitbydag.org.uk</p>

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

RADAR toilets (keys priced £2.20 available from Whitby Tourist Information Centre)

Abbey Plain Uni- Sex Parking available within 10 yards Open all year
Khyber Pass Uni- Sex Parking available within 10 yards Open all year
Marina Uni- Sex Parking available within 10 yards Open all year
New Quay Uni- Sex Parking available within 10 yards Attended Toilets Open all year
West Cliff Uni- Sex Parking available within 10 yards Attended Toilets Open all year

Details of local stores where shopping can be ordered in advance for collection or delivery:

The only home delivery service (this is not available on advanced orders) offered locally is by the Cooperative Supermarket. This service is free on orders over £25.00. You have to register in store and shop as usual. The goods can then be left at the store for delivery to your address. A mobility scooter is available for customers.
The Cooperative, Langbourne Road Whitby, YO21 1HD Tel: 01947 600710

What information do you offer in alternative formats, such as large print and audio? E.g. Access Statement, brochure: The Access statement can be made available on line which can be viewed in large print. There is no audio version available.

NOTES:

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 familiarization tour of the property is offered:

A personal welcome service is not offered nor a familiarization 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 Harlow Cottage. You may be able to park on the A174 on a first come first served basis.

Public parking is available at a number of locations around Sandsend and Whitby. The closest to you is on the A174 approximately 0.1km from the Cottage. Information regarding the pre purchase of parking tickets is as follows (as of 3/3/17):

Scarborough Borough Council Car Parking Tickets are available by telephone request from the Tourism Bureau on 01723 383636, Open Air Theatre Box Office and the Tourist information Centre in Whitby. Also at Station Road Stores/Post Office at Robin Hoods Bay and The Gateway Centre in Staithes or from Customer First at Scarborough Town Hall.

COST:

2 Day Ticket: £14.00 3 Day Ticket: £21.00 4 Day Ticket: £28.00

5 Day Ticket: £35.00 6 Day Ticket £42.00 7 Day Ticket: £49.00

The 2 – 7 Day Tickets are valid in all Scarborough Borough Council Car Parks in Scarborough, Whitby, Filey, Robin Hood's Bay, Staithes and Sandsend. Please note if parking in a short stay car park time restrictions still apply. For more info visit: <http://www.scarborough.gov.uk/home/parking/car-parks>

CONDITIONS:

The Council, its officers, servants and agents will accept no liability for the loss or destruction of or damage to the vehicle, its contents or any other property of the owner, driver, or passengers or for personal injury to the driver or passengers, except when arising out of negligence of the Council, its officers, servants and agents.

The issue of a ticket does not guarantee a parking space.

Tickets are NOT refundable

The ticket must be visible in the windscreen.

Tickets can be pre-purchased prior to your visit but you need to give at least 10 days' notice for them to be posted to your home address. This option does not guarantee you a space but it is slightly cheaper than our private spaces and the ticket can be used at other car parks in the local area under the control of Scarborough Borough Council. Please note that between 01 November and 31 March it is free to park in most public car parks in Whitby.

Alternatively, Shoreline Cottages have some private parking bays and garages available for you to rent. Their location and prices are as follows:

Shoreline Parking Bays located in Silver Street - £8 per day off peak / £10 per day in the summer. Please note, these parking bays are quite tight and may not be suitable for a wide car. Shoreline Private Garages located in Windsor Terrace - £10 per day off peak / £12 per day in the summer.

If you would like to book one of our parking bays or garages please call 01904 607087 and select option 1 to get through to our customer services team.

State whether Blue Badge parking is available and give the number of spaces available and distance to the main entrance:

The following information details disabled parking in Whitby:

Disabled Bays	Time Limit
East Terrace - opposite Royal Hotel close to the whalebone arch	3 Hours
Heirdale Road - on road to the residential houses	Unlimited
Kyber Pass - close to the junction with Pier Road, close to Whitby Pier	3 Hours
New Quay Road - outside side of HSBC bank, close to the swing bridge	3 Hours
North Terrace - close to Whitby Pavilion and Whitby Leisure Centre	3 Hours
Pier Road - close to Whitby Fish Pier (available from 31 st March to 30 th of September)	3 Hours
St Anns Staith - close to the Swing Bridge	3 Hours
Windsor Terrace - close to Whitby Library and Train Station	1 Hour

Blue Badge holders can also park:

- In any on-street pay and display spaces without time limit (but must pay parking charges)
- Disc Zones without time limit
- Double yellow lines – maximum of 3 hours (unless there is a loading restriction and the vehicle must not cause any obstruction)

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 A174 park is paved and even. There are kerbs to descend and ascend as you cross the road. The street leading to the property is paved. You then climb up a sloping path with small steps for approximately forty metres to reach 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 car park to the Cottage

	Take photo(s) of any parking facilities.
	NOTES:

ENTRANCE TO PROPERTY

	<p>How many steps, if any, to the entrance and is there a handrail(s)?</p> <p>The street leading to the property is paved. You then climb up a sloping path with small steps for approximately forty metres to reach the cottage. There is a front gate 730mm wide then two further small steps as you enter the building</p>
	<p>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:</p> <p>There is no ramp / level access provided</p>
	<p>What is the clear door opening width? NB Provide all measurements in millimeters and inches, taking into account any obstacles that may reduce the size of the opening:</p> <p>The door opening is 810 mm</p>
	<p>Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:</p> <p>You enter the building directly into the Sitting Room/Lounge/Diner which is well lit by table lamps and ceiling lights.</p>
	<p>Describe the floor surface e.g. tile, wood, rugs, carpet (thick/short pile):</p> <p>There is a small piece of short pile carpet at the entrance leading to a varnished stripped wood floor</p>
	Take clear photo(s) to show the entrance
	NOTES:

HALLS, STAIRS, LANDINGS, PASSAGEWAYS

	<p>Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:</p> <p>The stairs are accessed from the Sitting Room/Lounge/Diner which is well lit by table lamps and ceiling lights.</p>
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	<p>How wide are the passageways? Minimum width for wheelchair/zimmer frame/pushchair is 750mm, 800mm preferred: There is no ground floor passageway.</p>
	<p>Describe the floor surfaces e.g. tile, wood, rugs, carpet (thick/short pile): The stairs and landing have are carpets with a short pile</p>
	<p>Describe the stairs e.g. Number of steps, landings, handrail(s): There are eleven stairs which rise steeply to the first floor landing making a 180 degree turn as you climb. There are ten stairs which rise steeply to the second floor making a 180 degree turn as you climb. Both sets of stairs have a handrail.</p>
	<p>Take clear photo(s) to show your hallway, stairs, landings and passageways</p>
	<p>NOTES:</p>

SITTING ROOM / LOUNGE

	<p>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? You enter the building directly into the Sitting Room/Lounge/Diner.</p>
	<p>What is the clear door opening width, taking into account any obstacles? See entrance above</p>
	<p>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 coffee table. There is a two seater sofa and two armchairs. The room also has a dining table and four chairs.</p>
	<p>Is the furniture moveable? Yes</p>
	<p>Where there are TV's are subtitles/audio description available? The television is made by DIGIHOME the handset has a subtitle button. There is also a Sky Box to obtain subtitles using the Sky Box use the following procedure:</p> <ol style="list-style-type: none"> 1. Press the Help button on your remote control 2. Press the down arrow button to highlight Subtitles

	<p>3. Use the left/right button to turn the setting ON</p> <p>4. Press Select to continue</p>
	<p>Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:</p> <p>The Sitting Room/Lounge/Diner is well lit with ceiling lights and two table lamps.</p>
	<p>Describe the floor surface e.g. tile, wood, carpet (thick/short pile)</p> <p>The floor surface is stripped varnished wood.</p>
	<p>Take clear photo(s) to show your lounge/sitting room area</p>
	<p>NOTES:</p>

DINING ROOM

	<p>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?</p> <p>The dining area is part of the Sitting Room / Lounge. There are no steps.</p>
	<p>What is the clear door opening width, taking into account any obstacles?</p> <p>There is no door as it is open plan</p>
	<p>Is there space around the table for a wheelchair?</p> <p>Yes if the table is moved</p>
	<p>State the clear height underneath the dining table:</p> <p>The clear height is 610mm</p>
	<p>What type of seating is there? e.g. upright chairs with/without arms:</p> <p>The seating consists of four wooden chairs without arms.</p>
	<p>Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:</p> <p>The Sitting Room/Lounge/Diner is well lit with ceiling lights and two table lamps.</p>
	<p>Describe the floor surface e.g. tile, wood, rugs, carpet (thick/short pile):</p> <p>The floor surface is stripped varnished wood.</p>
	<p>Take clear photo(s) to show your dining area</p>

NOTES:**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 situated just off the Sitting Room/Lounge/Diner. There is level access.

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

The door opening is 720mm.

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 940mm high

The oven has a drop down front with a pull bar across the top which is 740mm high

The microwave sits on the work surface which is 940mm high

How high is the work surface/food preparation area?

The work surface / food preparation area is 940mm high

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

The highest shelf of the Fridge is 470 mm

The lowest shelf of the Fridge is 270mm

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 1330mm 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

	<p>Describe how well/evenly lit the kitchen is and what type of lighting is provided e.g. ceiling spot lights:</p> <p>The kitchen is well lit with ceiling lights</p>
	<p>Describe the floor surface e.g. tile, wood, rugs, carpet (thick/short pile):</p> <p>The floor is tiled</p>
	<p>Take clear photo(s) to show your kitchen area</p>
	<p>NOTES:</p>

BEDROOMS AND SLEEPING AREAS

	<p>Do you have any ground floor bedroom? If yes, how many?</p> <p>No</p>
	<p>What is the clear door opening width, taking into account any obstacles?</p> <p>First floor double bedroom is 750mm Second floor twin bedroom is 870mm</p>
	<p>Can furniture be moved around or removed?</p> <p>Yes</p>
	<p>What bed combinations are there e.g. double, twin, zip-link?</p> <p>First floor twin beds Second floor Double bed</p>
	<p>What provision is there for a personal assistant/carer or friend/family member e.g. adjoining room, sofa bed in the room or lounge:</p> <p>A zed bed can be provided on request.</p>
	<p>How wide is the space next to the bed(s)? (for wheelchair user to transfer onto bed):</p> <p>The twin bedroom: the bed nearest the door is against the wall on one side and 930mm From the other twin bed the bed nearest the window is 930mm away from the other twin bed and 340mm from a chest of drawers at the window side</p> <p>The double bedroom: the bed at the side nearest the door is 2920mm away from the wall the bed at the side furthest from the door is 1120 mm away from the wall radiator</p>

	<p>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)?</p> <p>Twin Bedroom 600mm height to the top of the mattress No clear space under the bed</p> <p>Double Bedroom 600mm height to the top of the mattress No clear space under the bed</p>
	<p>Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:</p> <p>The bedrooms are well lit by ceiling lights and table lamps</p>
	<p>Describe the colour contrast of the floor, walls and doorways:</p> <p>The first floor bedroom is pale green with wooden floors and white doors, the wood floor is dark brown. The second floor bedroom is pale blue with a beige short pile carpet and white doors and woodwork.</p>
	<p>Describe the wardrobe and storage space e.g. can rails be adjusted?</p> <p>The first floor bedroom has a wooden chest of drawers and wooden wardrobe with a rail that cannot be adjusted a bedside table and a small table</p> <p>The second floor bedroom has a wooden chest of drawers, a built in wardrobe with fixed rail, a dressing table, two bedside tables, an occasional table and two chairs.</p>
	<p>Describe the floor surface e.g. tile, wood, rugs, carpet (thick/short pile):</p> <p>The first floor bedroom has wooden floors. The second floor bedroom has a carpet with short pile.</p>
	<p>Give details of any non-allergenic bedding that can be provided:</p> <p>For non-allergenic bedding to be made available the request must be made six weeks prior to the date of the visit.</p>
	<p>Are subtitles/audio description equipment available on televisions with instructions available on how to use it?</p> <p>The only Television is in the living room</p>
	<p>List any other accessible equipment you may have e.g. vibrating alarm clock:</p> <p>None available</p>
	<p>Take clear photo(s) to show your bedroom(s)</p>
	<p>NOTES:</p>

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 740mm

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 420mm

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 780mm

What type of taps are on the washbasin and bath? e.g. lever:
There are separate hot and cold taps with twist controls on the washbasin, the bath has a mixer tap with separate hot and cold 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 the 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 blue painted wood to waist height with white walls above. The bath has white tiles around it. The floor is linoleum with a dark and light blue with white square pattern. 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 linoleum floors

Take clear photo(s) of the bathroom/shower-room.

NOTES:

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GARDEN

	<p>Describe the garden area that guests have access to e.g. patio and lawn: There is no garden</p>
	<p>Describe whether these areas are flat/undulating, stepped etc. N/A</p>
	<p>Give details of what seating is available: N/A</p>
	<p>What is the width of footpaths? N/A</p>
	<p>Describe the surface of the footpaths e.g. level/firm/uneven, is gravel used? N/A</p>
	<p>Take clear photo(s) of the garden area.</p>
	<p>NOTES:</p>

ADDITIONAL INFORMATION

	<p>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.</p>
	<p>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]:</p> <p>The kitchen is has green walls, cream cupboards and brown tiles on the floor. The Sitting Room / Lounge/ Dining area is white with wooden floors The first floor bedroom is pale green with wooden floors and white doors, the wood floor is dark brown. The second floor bedroom is pale blue with a beige short pile carpet and white doors and woodwork. The bathroom has blue painted wood to waist height with white walls above. The bath has white files around it. The floor is linoleum with a dark and light blue with white square pattern. The towels supplied will be white.</p>

	<p>Give details of local attractions and if they have an access statement:</p> <p>Whitby Disability Action Group (DAG) have information on local attractions and their access arrangements on their website, their contact details are as follows:</p> <p>Telephone: 01947-821001 E-mail: info@whitbydag.org.uk Website www.whitbydag.org.uk</p> <p>Whitby DAG have information leaflets on Mobility Equipment Hire, Where To Go, Getting Around Whitby and Where To Eat.</p>
	<p>NOTES</p>

FUTURE PLANS

	<p>Give details of anything you plan to do in the future to improve your business especially to make it more accessible e.g. create an additional accessible room, review website to make it more accessible:</p>
	<p>NOTES:</p>

CONTACT INFORMATION

Business address:

Shoreline Cottages Ltd
Brook House
Main Street, Elvington
YORK, YO41 4AA

Business telephone number: Tel: 01904 607087

Fax: No fax number available

Email: reservations@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

Grid Reference - Grid Reference is particularly useful for walkers to plan their visit. Get this at <http://itouchmap.com/latlong.html>

Latitude - Longitude:

Degrees Minutes Seconds

Lat: 54° 30' 10.821"

Long: -0° 40' 16.4604"

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 01904 607087 (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 01904 607087 and select option 3 for our out of hours emergency service.

Local Carers - most important for accommodation businesses:

Town and Country Care

Unit G9 St Hildas Business Centre YO22 4ET

Ring in advance of your visit to book personal care (subject to availability)

TEL: 01947 606 187 and ask for Mandy

Day Centre places are available on Tuesday, Wednesday and Thursday 10.30-15.30pm ring in advance of your visit to book a place (subject to availability)

Cost for care and day Centre places available on request

	<p>Equipment Hire – most important for accommodation businesses. Most towns have a mobility aids shop where equipment useful to people with access needs can be hired:</p> <p>See earlier section 'Information about local services'</p>
	<p>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 which indicates those firms that have wheelchair accessible vehicles:</p> <p>Accessible Taxis Harrisons Tel: 01947 600606 Parc taxis Tel: 07900 213054 Smilers Taxis Tel: 07881 467 725 Streamline Tel: 01947 603306</p>
	<p>NOTES:</p>

ASSESSMENT REVIEW DATE	COMPLETED BY	SIGNATURE