

## Accessibility Guide – Palmers

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**Property Name:** Palmers

**Property Address:** Port Mulgrave

**Date Assessment Carried Out:** 20<sup>th</sup> January 2025

**Assessment Completed By:** Shoreline Cottages

### INTRODUCTION

#### Description of Property:

The detached Georgian house was built in 1857 for mining entrepreneur, Sir Charles Palmer. It's where families can converge, sleeping eight guests in four bedrooms – two of which are en-suite. The family bedroom has two extra pull-down beds and a PlayStation to keep the entertainment flowing.

Whilst there are four steps into Palmer's, the two ground floor bedrooms – one with a walk-in en-suite shower room – are incredibly plush for guests with reduced mobility. If you prefer a long soak, the family bathroom boasts a freestanding copper bath, adding to the amazing décor. The beautiful blend of hard floors throughout make the house practical for dogs too.

You'll most likely spend your time socialising at Palmer's and the bespoke kitchen diner lends itself to group feasting. There's plenty to please amateur chefs: an electric Aga (plus an extra oven) a huge fridge and tri-fold doors to spill out into the terrace where you can admire the sea view.

The lounge French doors open out to the half-acre walled garden that provides shelter when you want to sit out. Those who want a quiet corner have an extra sitting room, with a warming log burner, Freeview TV and Wi-Fi.

**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 Port Mulgrave between Runswick Bay and Staithes - both villages are approx 1 mile away. Whitby is 9 miles, Sandsend 5 miles and Saltburn By The Sea 10 miles.

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

4

**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 9.4 miles 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 0.4 miles 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 country lane leading to the property is not paved and is uneven.

**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:**

Sainsbury's, Asda and Tesco 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 near the entrance door of the cottage.

**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 ample parking on the front turning circle for up to 10 cars.

**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 graveled.

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

There is an external light to the front of the building.

## **ENTRANCE TO PROPERTY**

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

There are three steps up to the porch and a further three steps up to the front door.

**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 or hand rail.

**What is the clear door opening width, taking into account any obstacles that may reduce the size of the opening:**

The porch door opening is 106cm.

The front door opening is 106cm.

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

The porch and entrance hall are lit with ceiling lights.

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

The entrance hall has wooden flooring.

## **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, stairs and landing are lit with ceiling lights.

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

The entrance hall is 227cm wide.

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

The hall has wooden flooring, the stairs and landing have carpets with a short pile.

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

There are 15 narrow steps which rise steeply to the first floor. The staircase width is 68cm.

## SITTING ROOM/LOUNGE

**Describe where the sitting 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 sitting room through the entrance hall. There is level access.

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

The door opening is 84cm

**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 is level with plenty of space between the furniture. There is a seven-seater L-Shaped sofa, a nest of three side table, a coffee table unit, dog basket and a book case.

**Is the furniture moveable?**

Yes

**Where there are TV's are subtitles/audio description available?**

There is a LG television which has a subtitles facility.

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

The sitting room is lit with a ceiling light and a floor lamp.

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

The floor surface is wood with a large short pile rug.

## 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 kitchen and accessed by the entrance hall. There is level access.

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

The door opening is 81cm

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

Yes, ample.

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

The clear height is 71cm.

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

The seating consists of five leather upright chairs without arms and one large leather bench.

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

The dining area is well lit with spot lights.

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

The floor is tiled.

## 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 accessed from the entrance hall. There is level access.

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

The door opening is 81cm.

**State the height of the oven, hob and microwave. Does the oven have a drop down or side opening door?**

The hob set into the work surface is 92cm high.

The AGA oven has six doors with three opening at 67cm and 3 opening at 35cm.

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:**

The highest shelf of the fridge is 155cm

The lowest shelf of the fridge is 76cm

**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, please see 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 spot 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 135cm 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 single mixer tap with separate hot and cold lever handles.

**List any aids that can assist people e.g. cordless kettle revolving 360 degrees:**

There is a cordless kettle, 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 spot lights and under cupboard lighting.

**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?**

Yes, there are 2.

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

The ground-floor front bedroom 81cm





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

The ground-floor front bedroom has two bedside cabinets, each with three drawers. There is a wardrobe with a rail that cannot be adjusted.

The ground-floor back bedroom has two bedside cabinets, each with three drawers, a wooden chest of drawers, a wicker chest of drawers and a wardrobe with fixed rail.

The first-floor kids room has one bedside cabinet, a chest of drawers and a small walk in wardrobe.

The first-floor bedroom has two bedside cabinets, each with three drawers, a chest of drawers and hanging pegs and space for clothes.

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

All bedrooms have light wooden flooring. The kids room has a light grey short pile carpet.

**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 sitting room has a TV with a subtitle function.

The ground-floor front bedroom has a TV with a subtitle function.

The first-floor kids bedroom has a TV with a subtitle function.

**BATHROOMS, SHOWER-ROOMS AND TOILETS**

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

The ground-floor front double bedroom has level access to the shared bathroom on the ground floor.

The ground-floor back double bedroom has level access to an en-suite.

The first-floor kids' bedroom has level access to the first-floor toilet.

The first-floor double bedroom has access to an en-suite with a 4cm step.

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

The ground-floor shared bathroom door opening is 67cm

The ground-floor back double bedroom en-suite door opening is 74cm

The first-floor double bedroom en-suite door opening is 67cm

The first-floor toilet door opening is 45cm

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

The ground-floor shared bathroom has a separate shower with a lip of 2cm.

The ground-floor double bedroom en-suite has a separate shower with a lip of 4cm.

No shower in the first-floor toilet  
No shower in the first-floor double bedroom en-suite

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

The height of the WC in the ground-floor shared bathroom is 42cm  
The height of the WC in the ground-floor back double bedroom en-suite is 41cm  
The height of the WC in the first-floor toilet is 41cm  
The height of the WC in the first-floor double bedroom en-suite is 44cm

**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 ground-floor shared bathroom is 85cm  
The height of the washbasin in the ground-floor back double bedroom en-suite is 90cm  
The height of the WC in the first-floor toilet is 85cm  
The height of the WC in the first-floor double bedroom en-suite is 98cm

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

The ground-floor shared bathroom washbasin has separate hot and cold taps with twist controls, the bath has separate turn hot and cold taps and the shower has one mixer lever tap.  
The ground-floor back double bedroom en-suite basin has one lever mixer tap and the shower has one lever mixer tap.  
The first-floor toilet washbasin has two separate twist control taps.  
The first-floor double bedroom en-suite basin has one mixer lever tap and the bath has one mixer lever tap.

**Give details of what support/grab rails are fitted where e.g. bath, shower, WC:**

There are no support / grab rails in any of the bathrooms.

**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 ground-floor shared bathroom has grey walls and floor.  
The ground-floor back double bedroom has grey walls and floor.  
The first-floor toilet has cream walls and a light wooden floor.  
The first-floor double bedroom en-suite has a stone floor and light walls.

The towels supplied will be white.

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

The ground-floor shared bathroom has grey karndean flooring  
The ground-floor back double bedroom en-suite has grey karndean flooring

The first-floor double bedroom en-suite has a stone floor.

## GARDEN

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

The garden is accessible through the kitchen patio doors. There is a large paved patio area and lawn.

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

The paved patio area is flat leading down 3 steps to the lawn.

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

There is a table with four seats and two hanging swing chairs on the patio area. A bench on the lawn and small table with three small chairs on the lawn.

**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. There is a dog basket in the sitting room. 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 hall has light cream walls and light wooden flooring.

The sitting room has light cream walls and light wooden flooring.

The kitchen has light grey walls, light grey cupboards and light stone coloured tiles.

**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

