

Accessibility Guide – Greenfingers

Property Name: Greenfingers

Property Address: Whitby

Date Assessment Carried Out: 14th November 2019

Assessment Completed By: K Wharton-Street

DESCRIPTION OF PROPERTY:

A four-storey cottage with three bedrooms on upper floors.

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 area of Whitby

How many bedrooms does the property have? 3

Are there any ground floor bedrooms – if so how many? 0

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: Approx 0.5 mile

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 0.6 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: Cobbled and 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. Accessibility Guide, brochure:

The Accessibility Guide is available on our website 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 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 Greenfingers. However, you are able to access your property by car to unload. 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 any lighting in the car parking area and en-route from the car park to the property entrance:

There is a street light to the front of the building.

ENTRANCE TO PROPERTY

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

1 step 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:

No ramp or hand rail.

What is the clear door opening width?

The front door opening is 68cm wide at the narrowest point

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

The front door opens directly into the sitting room. The sitting room is lit with wall lights.

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

The entrance area has carpet flooring opening up onto wooden flooring.

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

Cream walls and brown carpet.

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 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 landing area is small and narrow. 68cm at the narrowest point.

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

The stairs and landing have carpets with a short pile.

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

There are 12 narrow and winding steps to the first floor from the kitchen. There are 13 narrow and winding stairs to the second floor and a further 12 to the fourth floor. The staircase width is 86cm at the narrowest point.

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

Beige carpet and cream walls

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 door on the second floor.

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

The door opening is 69cm at the narrowest point.

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 space between the furniture. There is a two-seater sofa, three armchairs and two side tables.

Is the furniture moveable?

Yes

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

There is a 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 wall lights

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

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

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

Light brown wooden floor with a light grey rug and cream walls.

KITCHEN 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 dining area is part of the kitchen and accessed by the stairs down from the sitting room or through the kitchen front door.

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

The kitchen entrance door opening is 76cm at the narrowest point.

Is there space around the table for a wheelchair?

Yes.

State the clear height underneath the dining table:

The clear height is 63cm

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

The seating consists of two upright chairs without arms, one wooden bench seating two/three people and one wooden chair with arms.

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

The dining area is lit with ceiling lights.

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

The floor is stone.

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

Stone floor and cream walls

How high is the work surface/food preparation area? 91cm

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

Highest shelf is 84cm

The lowest shelf is 30cm

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

The kitchen is lit with ceiling lights.

Height of wall cupboards containing crockery: 140cm

Can crockery and glass can be moved to the base units with advanced booking of the accommodation: Yes

Describe the sink taps e.g. single mixer lever tap:

The sink has a single mixer tap with a lever handle.

BEDROOMS AND SLEEPING AREAS

Number of ground floor bedrooms: 0

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

Fourth-Floor Master Bedroom: the bedroom opens up directly from the stairs, the stairs are 83cm wide

Third-Floor Front Bedroom: 68cm

Third-Floor Back Bedroom: 70cm

Can furniture be moved around or removed?

Yes

Bed sizes:

Fourth Floor Master Bedroom: King-size

Third-Floor Front Bedroom: King-size

Third-Floor Back Bedroom: King-size

How wide is the space next to the bed(s)? (for wheelchair user to transfer onto bed min 75cm):

There is room for a wheelchair at the side of the bed in all bedrooms, however the stairs make it inaccessible.

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

Fourth-Floor Master Bedroom: 52cm

Third-Floor Front Bedroom: 55cm

Third-Floor Back Bedroom: 69cm

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:

Fourth-Floor Master Bedroom: Cream walls and beige carpet

Third-Floor Front Bedroom: Cream walls and beige carpet

Third-Floor Back Bedroom: Light green walls and light beige carpet

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

All bedrooms have a light beige, 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.

BATHROOMS, SHOWER-ROOMS AND TOILETS

Is there a ground floor WC: No

Is there a ground floor Bath/Shower: No

Is there level access to the bathrooms: No

Door Opening Width?

Main Bathroom: 66cm at the narrowest point

Master On-suite: 63cm at the narrowest point

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

Main Bathroom: 47cm

Master Onsuite: 49cm

What is the height of the washbasin?

Main Bathroom: 90cm

Master En suite: 87cm

Is there clear space under the sink i.e. no pedestals? No

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

Main Bathroom: 2 x single lever mixer taps

Master En suite: single lever mixer tap

Are there support/grab rails fitted where e.g. bath, shower, WC: No

Type of Lighting:

The bathrooms are lit by spot lights

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

Laminate flooring

PATIO AREA

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

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

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

The paved patio area is flat. There is one step down from the kitchen patio doors.

Give details of what seating is available:

There are two three-seater garden sofas.

ADDITIONAL INFORMATION

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.

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

Website 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

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 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