

## Accessibility Guide – Carols Cottage

**Property Name:** Carols Cottage

**Property Address:** 49 Flowergate, Whitby

**Date Assessment Carried Out:** 16<sup>th</sup> March 2023

**Assessment Completed By:** A K Lister

### DESCRIPTION OF PROPERTY:

A three floored flat with access by stairs.

**Use:** Self-catering holiday flat

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

**How many bedrooms does the property have?** 2

**Are there any ground floor bedrooms – if so how many?** No

**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 0.2 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 0.2 miles from the flat

**Do you offer a collection service?** No

**Describe the streets in the area surrounding the property e.g. paved / cobbled / level / uneven:**

Paved

**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](mailto: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 next to the door of the flat.

**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:**

No parking available at property. Parking is on-street or in public car parks.

**Please see our parking guide for further information:**

[Shoreline -Whitby-Parking-guide.pdf \(shoreline-cottages.com\)](#)

## ENTRANCE TO PROPERTY

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

There are 10 steps from the main entrance up to the apartment door with no handrails.

**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 and no handrails.

**What is the clear door opening width?**

The front door opening is approx. 83cm 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 entrance door opens onto a staircase and is lit with ceiling lights.

## 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 and stairs are lit with ceiling spotlights.

**Describe the floor surfaces e.g. tile, wood, rugs, carpet (thick/short pile):**  
The stairs and hall has carpet with short pile.

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

There are 10 steps from the entrance to the apartment door.

11 steps up to up to second floor and 10 steps up to the third floor. With handrail on one side.

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

Beige carpet and white walls.

## SITTING ROOM

**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?**

The sitting room is off the hallway and has one step up.

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

The front door opening is approx. 83cm at the narrowest point.

**Describe the layout within the sitting room. 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?**

There is one sofa with a rug in front of it, with adequate space between furniture. There are no steps, all on one level.

**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 area is lit with spotlights, a floor lamp and natural light from windows.

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

The floor surface short pile carpet with a short pile rug in the centre.

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

White walls with beige carpet.

#### **KITCHEN DINER**

**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 diner is 2 steps up from the living room. All on one level.

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

Yes

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

The clear height is approx. 65cm

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

The seating consists of 6 chairs without arms.

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

The kitchen diner is lit with spotlights.

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

Short pile carpet in the dining area and laminate in the kitchen.

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

White walls, beige and pale grey coloured floor and white kitchen cabinets.

**How high is the work surface/food preparation area? Approx 88cm**

**Height of wall cupboards containing crockery: There are no wall cupboards containing crockery.**

**Can crockery and glass be moved to the base units with advanced booking of the accommodation: Not applicable.**

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

Single mixer lever tap.

## **BEDROOMS AND SLEEPING AREAS**

**Number of ground floor bedrooms: 0**

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

King-size Bedroom: Approx 83cm at the narrowest point

Twin Bedroom: Approx 83cm at the narrowest point.

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

Yes

**Bed sizes:**

1 x king-size beds

2 x single beds

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

King-size bed: Approx 68cm

Single Beds: Approx 52cm

**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 spotlights and table lamps.

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

King-size Bedroom: White walls and Beige carpet.

Twin Bedroom: White walls with beige 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:** Yes

**Door Opening Width?**

En-suite Bathroom: Approx 80cm at the narrowest point

Family Bathroom: Approx 80cm at the narrowest point

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

En-suite Bathroom: Approx 45cm

Family Bathroom: Approx 45cm

**What is the height of the washbasin?**

En-suite Bathroom: Approx 87cm

Family Bathroom: Approx 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:**

En-suite Bathroom: Single lever mixer tap

Family Bathroom: Single mixer lever tap

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

**Type of Lighting:**

Spotlights

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

Tiles

**Garden**

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

There is no garden at this property.



## ADDITIONAL INFORMATION

Assistance dogs are welcome in all Shoreline properties. 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](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