

argument cottage

Access Statement



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© Photograph taken by Philip Argument December 9th 2006.
Sunset at Ralph's Cross, Blakey Ridge, Near Rosedale, North Yorkshire Moors National Park



Access Statement For Argument Cottage

Introduction

Argument Cottage is a four star VisitBritain accredited self catering cottage over 140 years old- previously a miner's cottage. Providing an interior and exterior building with contrasting decoration and design; website designed with consideration for those with visual disabilities; touch sensitive lamps in both bedrooms; open plan interior on the ground floor for ease of movement through the rooms; assistance to guests with transport, luggage and where needed mobility needs, into and out of the property on arrival and departure.

Pre-Arrival

- Text, phone, email, mail, skype and web contact is available
- Website is designed in colours that are easily read by those with visual disabilities following Welcome All Training- colours are black on yellow.
- We provide on request brochures with large print by post and email
- Our booking form asks guests if they have any special requirements
- We provide excellent information re public transport, routes/distance/taxis
- We have an 8 day car holiday section in the brochure/web/in the cottage
- Argument Cottage is approximately 300 metres from the town centre
- Accessibility features and possible areas of concern given prior to arrival
- Collect and return guests to/from train, bus, airport by prior arrangement
- We provide extensive information regarding integrated transport service
- We provide an excellent welcome pack and information about provisions

Arrival & Car Parking Facilities

- We provide free visitors parking permits for guests in Zone P on Northgate
- We have free car parking directly behind the cottage on Hewitts Buildings
- There is a 3 hour parking bay 50 metres away cottage for short stay visits
- There are long and short stay public pay car parks 75 metres away on Walkers Row and Northgate respectively
- Guests can pull up directly outside cottage for ease of entry to the property to unload and drop off any guests with disabilities, we also assist visitors.
- Northgate is a smooth paved road with a small kerb, no barriers or bumps
- There is a decorative visual plaque on the outside door with all of our contact details and external lighting for arrival after dark.
- Assistance dogs are welcome with guests at all times
- Front signage is bright with external lighting assisting visibility for the guest
- At the rear is a covered walkway from 19a Hewitts Buildings 15 metres from the rear entrance to the cottage, this is access for rear parking
- We welcome guests at all times and meet them at the cottage at every visit

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- The cottage is well lit from the front and rear with security/sensor lights

Main Entrance & Reception

- The front entrance has 2 steps up into the cottage with no handrails
- The front door is a width of 27 inches an
- The rear entrance has a legal access for visitors via a covered walkway through a shared door with 19a Hewitts Buildings, we provide a key to this door and have right of way at all times. This is approximately 15 metres with a gated entrance. There are two steps down from the gate into the courtyard and one step up from the courtyard to the back/kitchen door
- Both entrances are on paved areas. The rear is slightly sloping downward with the pavement at Hewitts Building slightly uneven and broken
- We support guests to enter/ leave the property from car, road, bus, station
- Guests are provided with 2 front door keys and a set of keys to the rear
- There is external lighting at the front and rear of the property
- Guests/visitors/family are welcome to take a pre-visit familiarisation tour
- We welcome guests at a time convenient to their journey and travel plans
- The reception/lounge area has room to move freely around the furniture

Public Areas - General (Internal)

- Guests are advised of all fire exits and procedures in printed documents, verbally, given a tour and demonstration on arrival of the upstairs fire exits
- The cottage has a ground/first floor with a short fairly steep flight of stairs with handrails at both sides of the stairs
- All rooms have good quality carpet of one colour throughout (except bathroom and kitchen which have laminate and ceramic tiles)
- Incoming phone line (2 cordless phones) and emergency use is available
- TV is Virgin cable freeview with teletext, subtitles and on demand available
- The hall, stairs and landing area is well lit with 3 lights/lampshades
- The hall, stairs and landing area has 2, 10 year battery powered fire alarms supplied by the Fire Brigade. The dining area has the same alarm
- Motion night/light sensor is on the landing and twin room to aid visibility for the elderly, children and disabled visitor. The cottage has individually thermostatically controlled radiators throughout
- The corridors in the hall, stairs and landing area are not wide. There are 2 wooden stair rails on the right left going up the stairs
- The skirting boards, doors and walls are all of contrasting colours

Public Areas

Dining Room

- The dining room has wall, floor, touch sensitive and ceiling lights
- The floor is carpeted with room to move freely around the table/all areas

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- The round table has 4 chairs of standard height with no arm rests
- The decor, information, furniture, soft furnishings and design all contrast

Shop

- There are small craft items for sale on the table in the lounge area

Outdoor Facilities

- There is a rear courtyard area with plants, water butt, tap, table/chairs/etc
- The outdoor area is colourful and has contrasting floor and wall colours
- There is a security motion sensor light at the rear of the property
- A rear cycling/walking/recycling storage area is in the yard with 1 step up

Bedrooms

- The bedrooms are accessed via a short but fairly steep flight of stairs with handrails to both sides of the stairway all on a level surface on first floor
- 3 fire alarms are sound alarmed and in the hall, stairs and landing
- All bedrooms have fire and emergency escape safety windows fitted
- The fire escape procedure for the bedrooms is given on arrival
- All fire procedures are displayed in the cottage, brochure and on the web
- The master bedroom has a cordless phone available with emergency use
- Both bedrooms have touch sensitive lamps on the bedside tables/drawers
- Both bedrooms have radio alarm clocks
- The twin bedroom has coat hooks at low level and head height
- The doors are standard width with carpets throughout both rooms
- There are bedside table and ceiling lights in both rooms the master has an extra touch sensitive lamp
- The master has a double bed and the twin bedroom has 2 single beds
- Both rooms are colour coordinated and level access on first floor
- The bedrooms are on the first floor to the right and left of the staircase
- Guests/friends/family/visitors are welcome to view the cottage prior to visit
- The cottage is smoke/naked flame/pet free (apart from assistance dogs)

Bathroom, Shower-room & WC [Shared]

- The bathroom is on the first floor with 1 step down with laminate flooring
- The bathroom is along a corridor from the main bedroom, next to the twin
- There is a dual flush toilet, bath with hand rails and space to move freely
- The tiles are contrasting in colour as are the soft furnishings throughout
- The toilet is standard height and has space to access and move easily
- The door has a decorative colourful plaque with a picture of a bath on it
- There is a set of basket type shelves, pine mirror shelf at head height, wall mounted cabinet at head height and coat hooks at head height
- There is a wall mounted shower tap combination approx 1.5 metres height suitable for children. It can be used for adults who wish to sit in the bath

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- The basin is standard height all taps have a turn mechanism. There is a shaving plug at shoulder height on the wall next to the basin

Self-Catering Kitchen

- The kitchen is on the ground floor via the door into the dining room from the lounge (width of open doorways is 26 inches)
- The kitchen is a galley style, narrow with doorway of 26 inch width. On the left are cupboards/cooker/washer dryer/ at floor height and cupboards at head and floor height to the right. In front at floor height is the fridge/freezer
- The combination heating and water system has thermostat control available in the twin bedroom for the heat of the water in the kitchen
- There is a dual mixer tap with stainless steel sink at standard height
- Instructions for equipment are available in the second drawer next to sink
- The cooker is a ceramic hob/fan. A demonstration is given on arrival tour
- Crockery is in the top and lower cupboard on the right and cutlery in the drawer below the sink at waist height on the left
- The floor surface is ceramic tiles with contrasting colours of skirting boards
- Lighting is made up of halogen ceiling lights. There is information about hiring disability equipment posted on the kitchen wall
- Guests can use the worktops for support at waist height throughout kitchen
- The fridge/freezer is low level at the end of the kitchen near the rear door

Grounds and Gardens

- Rear courtyard is accessed via the kitchen one step down from the door
- The area has contrasting colours and multiple plants, baskets and furniture
- The surface is slightly uneven and there are 2 steps up to the rear gate exit
- There is a wood/metal bench and 2 wooden folding chairs with bistro table

Additional Information

- Guests told of access/ fire escape windows on printed information/routes
- There are 4 fire alarms in the cottage, 1 dining room, 3 hall/stairs/landing
- Cottage was assessed by Guisborough Fire Brigade and alarms provided
- Printed information on fire procedure is displayed in the cottage
- The fire extinguisher is on the wall above the washer/dryer in the kitchen with instructions for use displayed next to it.
- Philip and Maria have attended Welcome Host and Welcome All training
- Assistance dogs are welcome at Argument Cottage at all times
- It is against the law to smoke at Argument Cottage and no naked flames
- The cottage has excellent external signage/lighting at the front entrance
- We live 3 roads away from the cottage and available for to assist guests
- Cottage opposite (24 hour minor casualty) Guisborough General Hospital

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- The cottage has bedrooms close to each other for carers to support guests
- Cordless emergency phone use is available in all rooms in the cottage
- There is a clear escape route no barriers from both floors to front door
- Hewitts Buildings is the assembly point from rear and Northgate from front

Contact Information

- **Address** Maria Wilcock and Philip Argument
12 Eskdale Terrace
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Yorkshire
TS14 6EQ
- **Telephone** Home 01287 638716 Mobile 07890 743480
- **Email** maria@argument.org.uk
- **Website** <http://www.argumentproperties.co.uk>
- **Skype** philargument
- **Hours of operation** Open all year as self catering cottage
- **Emergency numbers** 07890 743480 or 01287 638716 or Call 999
- **Local public transport numbers** All available in the cottage with extensive provision of local transport timetables and information
- **Local accessible taxi numbers** The brochure available on the website and in the cottage has all of the accessible taxi information available.

Future Plans

Metal handrail at the entrance to the cottage	2008 (2009)
Mobility Rail in the Bathroom	2009 (completed May 2008)
Wooden handrail on the staircase	2008 (completed May 2008)
Taps change to Lever system	2009 (2009)
Thermostatic controls on radiators	2009 (Completed Sept 2008)

We welcome your feedback to help us continuously improve if you have any comments please write, phone, text, mail, email, blog or skype

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