

Access Statement for Riverview Cottage

Introduction

Riverview Cottage is a spacious, 2 bedroom self-catering bungalow. The building is fully compliant with the UK Building Regulations. Its location is in the Northumbrian Village of Warkworth, which is 7 miles south of the town of Alnwick.

We have been awarded 5 stars continuously from the 2nd year of ownership (2003) to the present day. We are personally committed to the achievement of a high level of accommodation and providing an excellent service to our guests. Our success is measured by the high level of occupancy maintained each year and overall guest satisfaction.

We have had a number of guests with restricted mobility and impairments, who have thoroughly enjoyed their holidays at Riverview and have returned time and again. They have included guests with visual impairment and severe mobility problems, but not requiring permanent wheelchair occupancy.

However, there are limitations which must be highlighted, which make Riverview unsuitable for those who are more severely restricted. We feel it is important to stress these limitations, as it is not our intention to book anyone into Riverview who may not then enjoy their stay due to a lack of certain amenities.

Pre-Arrival

- Our web-site is www.riverview-warkworth.co.uk and has been described by many enquirers and guests as a most comprehensive site. It was designed and is maintained by our son, so it is kept up-to-date on a regular basis. Our policy is to respond to all enquiries within 12 hours of receipt of e-mail. An Access Statement is attached to our web-site.
- *We do not offer facilities for font enlargement, or colour change. The site has not been tested, eg against W3Cs Bobby programme, or has been PAS 78 referenced.*
- It is also possible to contact us by telephone. Any answer phone messages received are always replied to within one hour of returning.
- We produce a clear and informative brochure with colour photographs. This is designed and maintained by ourselves.
- *We do not offer a large print or Braille version of our brochure and other information details.*
- During the week leading up to the arrival of each guest, we make a personal telephone call to discuss any last minute requirements, changes or to give any other information a guest may need about Riverview or the area.

How to Get There

- A regular bus service runs within 50 metres of Riverview giving access to Alnwick to the North and Newcastle to the South. Up to date timetable information is available in the cottage.
- There is also a train station located at Alnmouth, which is 3 miles to the north of Warkworth. This allows direct travel to Newcastle or Edinburgh. A taxi service is available and contact numbers of local taxi firms are available within the cottage or directly from us.
- *We do not offer delivery of provisions pre-arranged by guests.*
- Upon arrival you will be provided with a packet of local biscuits, milk, tea, coffee and sugar. The kitchen is also kept well-stocked with useful items such as clingfilm, foil, salt, pepper, spices, vinegar, stock cubes, hand soap, washing up liquid, dishwasher tablets and various cleaning materials. We also provide an initial supply of toilet paper and kitchen paper.
- *We do not provide washing powder or fabric conditioner, but previous guests often leave a supply behind.*
- There is a Village Stores just 60/70 metres from the property, which incorporates the village Post Office and this is very well stocked with many food provisions and on a daily basis offers newspapers, fresh milk, bread, rolls and cakes. There is also a Cash Machine.

- There are Public Toilets located within 50 metres of the property, but these are not at RADAR standard.

Arrival and Car Parking Facilities

- There are 6 free 'non reserved' parking spaces adjacent to the cottage in a 'Residents Only' car park, as well as **temporary** parking on the cottage driveway for the unloading of luggage or for a 'Dropping Off Point' within 4 metres of the Cottage Entrance Door. There is front, rear and side access to a vehicle once it is parked.
- *There are no spaces allocated for Disabled Parking*
- The driveway and pathways from the parking areas to the cottage entrances are all tarmacadam.
- There are no speed bumps in the car park or driveway.
- *There is no contact telephone number displayed externally.*
- Clients bringing dogs, subject to our agreement, will find dog bowls and a plentiful supply of 'doggie' bags for the disposal of dog excretions available in the kitchen. A Dog Waste Disposal Bin is located adjacent to the property which is regularly emptied by the Council.
- *There is no signage provided that is tactile, Braille, reflective, etc,*

- *There is no portage and assistance offered to and from cars or taxis*
- The route from the outside car park to the Cottage is slightly up hill, the width of the driveway being 3 metres within the perimeter of the Cottage.
- *There is no covered walkway.*
- During the hours of poor light level between dusk and morning, there are illuminated lights around the property adjacent to the driveway. The external car park area is also well lit by a street lamp.

Entrance to Cottage

- The main entrance we would like guests to use is to the side of the Cottage directly into the kitchen and has 3 steps that lead up to the property from the tarmac driveway to an external door-step with an external hand-rail on the right hand and left hand side of the door.
- Each step is 20 cm high, 32.5 cm deep and 90 cm wide
- *There is no external ramp.*
- The entrance door is a side hung, UPVC door hinged on the left with a half-glazed window. Minimum aperture width is 80 cm.

Self-Catering Kitchen

- Kitchen is open plan with an integral dining area. Floor is tiled with 'non slip' ceramic tiles.
- Worktop height is 91 cm
- Oven Door is 'drop down'. Height of lowest shelf is 40 cm.
- Microwave oven is located adjacent to the Hob
- Sink is 91 cm high
- Hob is 91 cm high
- At least 120 cm free space between all furniture and worktops
- Evenly lit kitchen with 2 sets of spotlights and 'under unit' lights where required.
- Fridge with separate Freezer above. Highest shelf in Freezer is 120 cm.
- Automatic front loading washing machine and slimline dishwasher situated either side of sink unit.
- Table is round with four chairs, 75 cm from floor to lowest point of table (underspace). Table is supported by one central pedestal with four feet.
- Table is moveable with free space between table and wall, which is at least 50 cm all around.
- Entrance to the Hallway is through a Sliding door with an opening of 72 cm.
- Main light switch is wall mounted at a height of 140 cm.
- There is a permanently charged pay as you go Orange mobile phone for client's use in emergencies and for any incoming calls on window sill – height 91 cm

Hallway

- Hall accessed through Sliding Door which has an open width of 72 cm from the kitchen.
- All rooms are accessed from the hallway, which is 150 cm wide and 650 cm in length.
- Storage cupboard/cloakroom is located in Hallway. Coat hooks are at a height of 150 cm. Storage shelves for 'household consumables' are located on shelves at a height of 165 cm.
- Electrical control box is located in cupboard at a height of 150 cm.
- Fitted short pile carpet on the floor

Master Bedroom

- Door width 72 cm
- Double bed provided which is a standard 4' 6" wide
- Bed height is 52 cm floor to top of mattress
- *Bed height is non adjustable*
- A bedside cabinet sits either side of the bed at a height of 56 cm
- There is 125 cm of free space at the end of the bed
- One large fitted wardrobe 115 cm wide and two single wardrobes 65 cm wide are provided all with overhead storage at a height of 180 cm.
- Non-feather King size duvet and 4 pillows are provided
- Pillow and mattress protectors protect pillows and mattress
- Sheets, pillowcases and duvet covers are cotton
- Teletext TV/Video combi is provided with remote control and sits on dressing table
- Fitted dressing table with drawers either side is at a height of 77 cm
- Nicky Clarke travel hair-dryer provided
- 2 Bedside lamps and dressing table lamp are provided
- Largest transfer space available to left or right of bed is 155 cm
- Largest free space clear of doors and furniture is 330 cm and 118 cm
- Fitted short pile carpet on the floor
- *There are no hand rails in the Bedroom*
- Main light switch is wall mounted at a height of 140 cm

Second Bedroom

- Door Width 72 cm
- 2 Single beds provided 3 ft wide
- Bed height 100 cm floor to top of mattress
- *Bed height is non adjustable*
- Non Feather Duvets and 2 pillows per bed are provided
- Pillow and mattress protectors protect pillows and mattress
- Sheets, pillowcases and duvet covers are cotton
- Teletext TV is provided with remote control. Play Station I and battery radio are also provided.
- Central bedside cabinet at 70 cm in height and dressing table at 70 cm in height are provided
- Central bedside lamp and dressing table lamp are provided
- Full sized free-standing mirror unit provided
- Largest transfer space available to left or right of bed is 58 x 200 cm
- Largest free space clear of doors and furniture is 265 cm and 115 cm
- 2 large 'cupboard style' fitted wardrobes 75 cm wide are provided both with overhead storage shelves at a height of 155 cm
- Fitted short pile carpet on the floor
- Good contrast in decor
- Access to small courtyard from bedroom through 2 French Doors
- Access width of opened doors is 49 cm (single) and 104 cm (double)
- *Door frame has a step/ledge of 5 cm*
- *There are no hand rails in the Bedroom*
- Main light is wall mounted at a height of 140 cm

Bathroom and WC

- Accessed from Hallway
- Door width 72 cm fitted with interior bolt
- *No release mechanism on outside of bolted door*
- Bath height is 48 cm with integral bath rail available on one side
- Separate shower cubicle with twist/turn Temperature Mixer/On/Off Control at height of 115 cm
- *Shower cubicle has a step/edge of 30 cm*
- Safety grab rails wall mounted either side of Shower Entrance
- Toilet seat height is 40 cm
- Grab rails either side of Toilet
- Free space in bathroom (free of doors and furniture) is 100 cm x 220 cm
- Floor mounted wash basin with hot and cold taps
- Height of washbasin is 80 cm
- *Bath taps, wash basin taps and shower mixer controls are standard "twist/turn" with no special lever mechanisms*
- Good colour contrast of floors, walls, fixtures and fittings
- *There is no shower wheel chair*
- *There is no bath hoist or bath seat*
- *There is no seat raiser for toilet*
- *There is no alarm system or pull cord*
- Flooring consists of non-slip tiles with loose bath mat
- Bathroom cabinet with mirrored doors
- Laundry basket on floor measuring 50 cm x 37 cm x 60 cm
- Shaver point to left of Bathroom cabinet at a height of 135 cm
- Main light switch is wall mounted at a height of 140 cm

Lounge

- Accessed from hallway directly opposite kitchen doorway
- Door width 72 cm
- One 3 seater sofa and 2 single chairs provided both with wide arms
- Nest of 3 side tables available which are 'glass topped' at a maximum height of 48 cm
- Behind single armchair is a Standard Lamp to provide increased light for reading. Switch is on floor, although timer is provided for light to come on and off automatically at height of 40 cm
- TV provided in cabinet together with video recorder and DVD player. All with remote control operation.
- Small lamp positioned on top of TV cabinet. Switch at a height of 130 cm
- Main light switch is wall mounted at a height of 140 cm
- Fitted short pile carpet on the floor, with loose rug adjacent to fire place
- Gas fire with back boiler is fitted with on/off dial to side of fire at height of 56 cm
- Controls for water/gas central heating on wall at a height of 70 cm
- Access to Conservatory from Lounge is through 2 French Doors
- Access width of opened doors is 54 cm single, 116 cm double
- *Door frame has a step/ledge of 5 cm*

Vestibule

- Small vestibule accessed through Glazed door from Hallway (180 x 250 cm)
- Door Width is 82 cm
- Fitted short pile carpet on floor
- Small round table – height 60 cm – containing cottage information, guest book and local information leaflets
- Access from Vestibule to Conservatory through glazed French doors
- Access width of opened door is single 52 cm, double 115 cm
- *Door frame to conservatory has a step/ledge of 7 cm*

Conservatory

- Conservatory is L-shaped and is approximately 5.5 m x 3.8 m at the widest part
- 2 seater Conservatory cane sofa and matching cane armchair together with a glass topped coffee table and footstool
- 1 round cane table and 2 cane chairs with cushions
- 2 plug-in thermostatically controlled electrical heaters
- 2 'Touch Sensitive' table lamps on window sills (40 cm in height)
- Radio/CD player on window sill at a height of 40 cm
- Large metal framed bookcase containing various books of local interest, maps, novels, binoculars, etc.
- Flooring is of a hard-wearing hessian weave coir type matting with coir rug in front of 2 seater cane sofa for extra protection
- Main light switch is wall mounted in the lounge at a height of 110 cm
- Height of ceiling fan controls on wall - 160 cm
- Conservatory can be accessed through French doors from the lounge and through French doors from the vestibule/hallway.
- There is a single glazed door to the side of the Conservatory which leads to a small balcony area outside of the property. Door width 75 cm.
- *Door step/ledge to outside balcony area is 5 cm high*
- A 'Love Seat' is located outside the Conservatory on small stone 'balcony area'
- 3 steps lead down from the balcony onto the driveway and measure 20 cm high, 32 cm deep and 45 cm wide

Externally

- Riverview Cottage is a fully enclosed property.
- The Cottage shares the main driveway with another property to the rear, hence 'gated' driveway should be used for 'dropping off' and unloading/loading only.
- Single sized garage is located at the rear of cottage with a parking space for 1 car in front of garage. Garage contains a small Tumble Dryer for guest use and is lit by an electric light. Switch is wall mounted by the garage window at a height of 135cm.
- Private courtyard (4.4 m x 4.5 m) to the rear of the cottage is accessible through a wooden gate – height 92 cm or through the French doors in Second bedroom. Retractable washing line provided at a height of 210 cm.
- Outdoor metal round table and 2 metal patio chairs placed outside in warmer months with cushion seats (stored in cloakroom)

Grounds

There are small areas of chippings either side of the driveway and a small shrubbery to the front of the Conservatory. The grounds are maintained on a regular basis by the owners, housekeeper and the occasional guest who likes gardening. An old apple tree is to the side of the conservatory and bird feeders and fat balls are supplied by the owners which need to be regularly topped up during the week. We rely on the kindness of our guests to do this, but they are rewarded by a large assortment of garden birds feeding every day, and can be viewed easily from the Conservatory. The Conservatory also provides wonderful views across the River Coquet with all its variety of wildlife and the lovely countryside beyond.

- *No sensory garden is provided*
- *There are no resting points in the driveway, but a small loveseat is present outside of the Conservatory on small balcony.*
- *There are no activities available*
- *There are no pathways with hand rails*
- *There are no interpretation boards, either pictorial, large print, Braille, tactile or glass fronted*

Other issues required by VisitBritain to be defined

The areas outside of the enclosed driveway, grounds of the property are used by the public as the riverbank of the River Coquet is a popular beauty spot and main attraction for the village of Warkworth.

Village Shop located 60/70 metres from the property

No treatment rooms provided

No special leisure facilities provided

No outside facilities, except patio table and seating

No conference or large meeting amenities

No attractions (displays, exhibits, rides, etc)

Additional information required by VisitBritain to be specified

- 2 Battery powered smoke alarms in hallway and are regularly tested
- Large supply of spare batteries and lightbulbs kept in kitchen drawer
- *There are no flashing lights or vibrating pads*
- *We have no provision for hiring equipment - wheelchair, hoist, etc*
- We are a non-smoking property
- We welcome up to 2 dogs and are one of the few 5 star properties to do this
- All escape routes are shown in fully comprehensive fire safety documentation kept in cottage

- All client contact and administration are performed by the husband and wife owners and there is therefore no need for staff training at the present time.

Contact Information:

Home Address: 20 Bristol Road, Winterbourne, Bristol BS36 1RG

Home Tel: 01454 775441

Mobile: 0782 841576

Email: pmskuse@hotmail.com or

riverview@blueyonder.com

Website: www.riverview-warkworth.co.uk

Emergency No: 0782 841576 or

Local carers: None

Public Transport:

Taxi Nos: Available to clients on request

We welcome your feedback to help us to continuously improve. If you have any comments, please telephone us on 01454 775441 or e-mail us at pmskuse@hotmail.com