**2015 Access Statement for Thatch Close Cottages.**

 **Location**

 Thatch Close Cottages are 3 self-catering cottages, less than 1mile from the village of Llangrove, 2 miles from Whitchurch and the A40.

 We are 5 miles from Monmouth, 8 miles from Ross on Wye.

 We are located in 12 acres of quiet secluded countryside.

 The nearest Station is Hereford, which is 15 miles away.

**Transport.**

Taxis

 There are no buses; however JMC taxis are located within 2 miles, telephone; 01600 890 998, this is a Symonds Yat number.

Address: -

 ‘Tinber’, Old Ross Road, Ross on Wye HR9 6EG

 JMC have wheelchair accessible taxies available other than when collecting and delivering children to and from school.

**Trains**

Hereford Station

Barr’s Court,

HR1 1BB

 Tel 0845 606 1600

Station Approach Accessibility and Mobility: 08453 003 005,

Open on Monday to Sunday from 08:00 to 20:00.

 Staff are available to help 06:00 to 22:00 Monday to Saturday

 and 09:00 to 22:00 on Sunday-Sunday.

 Travellers report the café is good and cheap and station staff are friendly & helpful.

 The station has a ramp and wheelchairs are available,

There is a height adjustable counter and inductive loop.

 Wheelchair accessible toilets are next to the gents.

 **Station car Parking**

 Car parking is operated by National Car Parks

Tel 08450 507 080 web address

 <http://ncp.co.uk/>

 Email

 customer.service@ncp.co.uk.

 There is a taxi rank next to the station.

 **Pre -Arrival.**

 **Our address – Thatch Close Cottages,**

 **Thatch Close,**

 **Llangrove,**

 **HR9 6EL.**

 **Tel: 01989 770 300.**

**Opening Times.**

 **We are open throughout the year**

Please follow the directions on our website for the last mile or so. Google and Sat-Nav may direct you into a field.

The location and other details can be seen on: -

[www.thatchclosecottages.co.uk](http://www.thatchclosecottages.co.uk).

Enquiries and bookings can be made directly with the owners Marian & Edward by phoning: 01989 770 300 or e-mail to

info@thatchclose.co.uk

Thatch Close B&B is adjacent and can be viewed at: -

[www.thatchclose.co.uk](http://www.thatchclose.co.uk)

 Contact details are on the site as above.

 We will give you a guided tour of the cottage on your arrival.

 Bookings can also be made through agents via the web, or directly with us.

 Please do not hesitate to call if you have any questions.

**General**

 **Pre-arrival.**

Once you have booked we will send a checklist to clarify your needs. Please do not hesitate to call if require clarification or special requirements

Please let us know of the intended time of arrival and any anticipated delays.

 We will be here to greet you and provide a conducted tour of your cottage.

The following applies to all the cottages:

 We have worked closely with Visit England’s National Accessibility Scheme, the Fire Brigade, Hereford Council and organizations such as the RNIB; RNID to ensure the conversion is sympathetic and offers a safe and comfortable stay.

Lloyds Bank has offered sound advice & financial assistance.

However the work could not have been completed without our proactive architect & builders.

 All of the cottages have been converted from farm buildings, which it is believed stretch back to the early 1600’s. There is evidence of earlier habitation.

 As a result of this and planning constraints, our architect and the craftsmen have maximized the provision of space.

Whenever possible local and traditional materials such as oak, beech, sandstone and slate have been used.

 The buildings were designed with the needs of the less abled in mind whilst retaining many of the original features.

 In short: -

 We have mainly lever type taps, hot water is thermostatically controlled at 41C, there are no radiators, changes in level are well marked, doors are all extra wide, electrical sockets and switches are of a contrasting colour.

 The buildings are designed and furnished to enable a safe and enjoyable stay.

**Specifics**

 **Parking**

There is adequate level parking.

 The parking area is compacted and well consolidated drained sub –base with a layer of fine rolled stone. Natural stone slabs lead from the parking areas to the cottages.

Parking access to Bramble’s Barn and Valley View is adjacent to the cottages. It is practicable to leave your car and move onto the level slabs without having to cross the stone parking area.

This applies especially to those in wheelchairs or with other mobility and sight issues.

 The same applies to Cider Cottage; however there are 2 steps from the slabs to the brick patio. Cider Cottage is 15m from the parking area.

There is sufficient room for at least 6 vehicles.

 There are no changes in levels from the level parking area adjacent to the entrance and ground floor in Bramble’s Barn and Valley View.

 The parking is capable of allowing those who have problems with reversing or turning their heads to use the main entrance, park and continue to exit in the same direction.

 **Stairs**

 All stairs are of oak construction with steps comprising of 150 mm risers and 255 mm beech treads.

 There are no nosings, and the end of each step is of a contrasting colour with contrasting non-slip inserts; two inserts at the top and bottom steps.

 Landings are provided at locations whenever there is a change of direction on the stairs, and at rest points.

 Hand rails. All stairs have hand made oak handrails with curved returns.

 **Heating**

 All heating is under-floor with thermostatic controls in each cottage.

**Boiler.**

 A new oil fired boiler is located in the Coach House/ laundry Room.

This provides heating and hot water without disturbing visitors.

 Hot water is continuously re-circulated ensuring there is a minimum wait for hot water. The temperature is set at 41C.

 **Air Quality**

 Air freshness: - There are heat exchangers which remove warm moist air using this to heat up fresh cool dry incoming air.

They have booster settings, which change the air at a faster rate.

 **Safety**

 The Fire Brigade was invited to inspect the properties and their recommendations have been followed.

 All the cottages have heat and smoke detectors.

 The smoke detectors are linked and are sound and flashing light enabled.

 There are two double fire doors with a width of 805 mm separating each cottage.

 The wet rooms and cloakroom have mains powered emergency pull cords linked to flashing lights & sound alarms. These have a battery back up system.

 In addition all wet-rooms & cloakrooms have battery backup emergency lights, which turn on automatically in the event of mains power failure.

 Internal and external fixed emergency lighting is provided in the event of power failure.

 Each cottage is provided with hand held torches, which, charge from the mains and will turn on automatically in the event of power failure

 Exterior doors cloakrooms and wet-rooms all have ‘thumb turn’ handles on the inside.

 Electric sockets and light switches skirting boards and, doorframes are of a contrasting colour.

 Sockets and light switches are at the same height whenever practicable.

Each cottage is provided with chairs with arms.

A personal alarm can be provided so that the guest can summon a helper.

 There is a fire blanket in each kitchen.

 **Wetrooms and cloakrooms**

All have ‘Altro’ non-slip flooring, unpatterned to comply with recommendation for the visually impaired.

 Carpets and rugs can be supplied if requested.

 Ground floor WCs are all electrically powered shower toilets, which have the option of being foot operated.

 There are adequate blue handrails and supports in each cloakroom and wet-room.

 Mixer shower and washbasin taps are set at a maximum of 41C.

 All cloakroom and wet-room doors open outwards and can be opened from the outside in case of an emergency.

 All cloakrooms and wet-rooms have pull cords with which to summon assistance.

 All cottages fire alarms, which are interlinked-, the alarms have flashing lights and bleepers.

 **Electricity.**

The circuits are all compliant with the relevant electrical regulations.

Each cottage has its own dedicated consumer unit.

All sockets and switches are of a contrasting colour and at the same height whenever practicable.

Emergency lights will switch on in case of power failure.

Electric torches are provided in each cottage.

Electrical sockets and lighting switches the sockets are all of the same height from the floor whenever practicable.

 **Changes in levels**

Cottage 1 [Cider Cottage] to cottage 2 [Bramble’s Barn] has four steps of 168mm.

 The ground floor of Cottage 2 and 3 are all on the same level and wheelchair accessible.

Cottage 1 has a 2 x 50mm steps onto the patio.

Cottage 2 has a 50mm weather seal onto its patio.

There are no other steps or changes in level except on the stairs.

The slope to the Laundry Room [Old Coach House] is less than 1:28

 **Wet-rooms and cloakrooms**

 All have level access.

 Bramble’s Barn & Valley View ground floor wet-room and cloakrooms are wheelchair accessible.

 All have approved horizontal leaver action outwards opening doors.

In addition doors can be unlocked and opened from the outside in an emergency.

 All are fitted with blue grab rails and fold up assistors for rising from the WC and using the shower.

 All fittings have rounded edges.

All have pull cord alarm systems.

All wet room use showers set to a 41C temperature.

All conform to ‘Doc M’ building controls, washbasins use lever taps.

The 3 ground floors WC s are fitted with shower toilets, which will wash you with warm water and then waft you dry with warm air.

 **Flooring**

 Floors are Junkers beech, Altro non-slip flooring in wet area and kitchen areas, there are non-slip mats positioned at front doors.

Carpets other than the safety mats can be removed if requested.

 **Cleaning**

 All the cottages are fitted with a central vacuum system, with inlets in each area for hose connection.

 In addition there are hand held cordless Dyson vacuum in each kitchen.

Cleaning materials are provided in each cottage

 Cottages are cleaned following each occupancy.

 **Patios.**

 All cottages have sheltered patios having level sandstone flags and hardwood decking with no changes in levels.

 **Links between cottages.**

 Double fireproof doors link the cottages. These can be locked for privacy or opened as desired.

Cider Cottage links to Bramble’s Barn

Bramble’s Barn can be linked to Cider Cottage and Garron View.

Bramble’s Barn ground floor is on the same level as Valley View and is wheelchair accessible

 **Gardens, fields and patios.**

 At present there is only access to your patios.

Cider cottage has a 40 mm threshold and 2 x 80mm steps onto its level patio.

Bramble’s barn has 5 stairs and a 60mm threshold onto its patio.

Valley View’s has level access to its patio.

 **Entertainment And Communication:**

Each cottage has the following; -

 Free Wi-Fi is provided

A Sony CMT-S20 Micro Hi-Fi System.

An HD LED Smart 32 inch TV

A22 inch HD, LED Smart TV is available in Bramble’s barn along with a blue ray DVD system and a Bluetooth Radio i-pod.

A selection books, Music CDs and films is available.

 It is planned for all cottages to have a TV in each of the bedrooms

**Access:**

 **Arrival**

The access is via the LLangrove to Ruxton road. There is a 350 m tar-mac level drive, flowed by 100m of moderately steep gravel drive past the main house.

 Cars can be parked adjacent to the level stone path adjacent to their respective cottage. The width of the path is at least 1.70m.

 There are designated parking spaces.

 **Cottage 1 – The Cider Barn**

Cider Barn is accessed from the parking area onto a level Victorian brick patio via 2 stone steps each of 140 mm risers, 290 mm treads and 1200mm width.

 The distance across this patio is 7m

There is a step of 140mm onto the threshold – the door width being 830mm.

 **Ground Floor**

 **Entrance**

 The doorstep has a 4mm high steel weather strip.

 The first floor area is all on one level.

 The entrance corridor is level 1600 long and 835 mm at its narrowest.

The flooring has specialist non-slip matting.

The remainder of the corridor is 1600 mm in length.

 Entrance to the living area.

 There are 4 steps onto a landing then 3 steps in to the living room with a landing of 805 x 805 mm between the steps.

The living area, this consists of a dining – sitting area- 4.7 m x 4.0m

There are 2 double sofas with arms, and a coffee table.

The kitchen area is 2.50 x 2.40 m.

The kitchen layout is ‘U’ shaped.

The worktop is 900 mm high; cupboard easy grip handles are 1630mm centers from the floor.

Dish- washer, fridge and oven are built in under the worktops with no protrusions.

 The freezer is located under the stairs.

 The 4-ring halogen hob has an extractor 770 mm above the worktop 1600 above the floor level.

 The microwave is 600 mm above the work top- 1500mm above floor level.

 The dining table is 4-seater single central pedestal of 1060 mm diameter, extending to 1510mm.

 There are 4 chairs and one chair with arms.

 Entrance on this level to the vestibule with the patio in front and cloakroom to the right, all on one level.

 The cloakroom is fitted with a shower toilet and washbasin.

Entrance from the living area is 840 mm wide the patio door is 785mm mm wide.

The 2100 x 1160 cloakroom has a door 805 mm width.

 There is a 35mm weather strip and then a 2 steps to the patio of 80 mm each.

 The patio is of level natural stone slabs.

 **Stairs**

 **From the living area to the first floor:**

The stairs lead off from the living area.

A flight of 7 steps, with a minimum width of 720 mm, lead onto a rest area, which is a level landing 1100mm long and 850mm wide.

Then 2 steps up to a landing, which is 840 mm wide and 800 mm long.

 A turn of 90 degrees with 4 steps on to a landing 800x 800 mm.

2 steps, onto the bedroom, wet-room/WC, all on the same level

**The First Floor**

The first floor is all on one level contains the landing, wet-room and bedroom.

 **Wet Room**

 This landing has a 1960 x 2280mm wet-room via an 830 mm wide door and another door- 820 mm wide into the bedroom.

 **Bedroom**

 This has dimensions of 4900 x 4400mm maximum.

 Electric beds.

 The 5 foot double bed 620 mm high has an individually electrically operated rise and fall facility for each guest, with separate foam matrasses.

 Dressing table is 760 mm high with a space of 5760mm from the floor to the lowest point.

 **Cottage 2. Bramble’s Barn**

 Bramble’s Barn is on 2 levels. The ground floor is wheelchair accessible from the outside or from Cottage 3 [Valley View.]

 **The Entrance**

 The Entrance is off the level paved area with adjacent parking.

 The entrance door is 1224mm wide with a wheelchair accessible weather strip of 12mm. It is of sufficient width to allow two adults to enter side by side.

 **The Living Area.**

The living area has maximum dimensions of 6300 x 4900 mm.

 A downstairs cloakroom with a shower toilet & washbasin is provided.

 **Door widths**

 The 800mm double fire doors door lead to Cottage 1 [Cider Cottage] and the double fire doors leading to Cottage 3 [Valley View] are 910 mm wide.

 Another door 850mm wide leads into the cloakroom.

**Dining Area**

The dining area has a table 90x 160 mm extending to 205 mm and to 2500 mm. the space beneath the table is 610 mm, risers can be provided to increase the height.

 A Chair with arms is provided.

 **Kitchen Area**

Kitchen drawers and cupboards have user-friendly handles.

 The kitchen work surface is 940mm from the floor, cupboard handles are 1400 mm from the floor at their mid point.

 There is built in under the counter fridge, oven drop down doors, handles are 1230 mm and 1530mm.

 A freezer is located under the stairs.

 The oven doors open at 880mm and 330mm as measured from the floor. Control knobs are at a height of 1600mm.

There is also a built in inductive hob and dishwasher.

 In addition there is a steamer handle at 1450 mm.

 The steamer may prove difficult for some guests.

A microwave is on the worktop.

 **Stairs and mezzanine.**

 There are a total of 5 stairs from the living area to the outside

A landing at the top of these stairs 950x890m leads to the patio over a 50mm ledge.

There are two sets of 4 steps, the first leading to a landing, 780 x 860mm, the second onto the mezzanine, which is 3450x 2370mm.

 Doors leading off to the bedrooms are both 820mm wide.

 The wet rooms in both bedrooms are 810 mm wide.

 The wardrobe in the East bedroom is 685mm wide, the one in the West bedroom is 740mm wide, both having full-length mirrors along with lights and shelving.

The East bedroom is 3660x 2900mm maximum with wet-room 2000 x 1740mm.

A double 5foot bed is 1000 pocket sprung. The pillows & duvet fillings are all cotton polyester.

End of bed to wall space 900mm

The West bedroom is 3860x 31700 mm and wet-room 2000 x174mm; this also has a wardrobe with internal light.

 The 2 x 3 foot double electrically adjustable beds, each with a John Lewis matrass 1200 ‘Ortho’ one medium one firm.

Bedding is Egyptian cotton minimum 200 grade, Pillow & duvet filling polyester.

 End of bed to wall space 1000mm

**Cottage 3 -Valley View.**

 This cottage is wheelchair accessible in all areas

The front door is 980mm wide with a 30 mm high weather strip.

The door leads onto the living room, which is 5900.

 2859mm

 A double fire door, 910mm wide leads into Cottage 2.

The living room leads onto the kitchen/diner via a 1550 entrance.

The kitchen is 3560 x 3440mm.

The fixed worktop is 910 mm from the floor.

 The electrically adjustable wheelchair accessible worktop, which is 18mm deep 610 mm wide and 2900 mm in length. This height can be varied in height from 1000mm to 8100mm from the floor.

 This worktop contains a sink, an electric hob and extractor and adequate working space.

 The fixed worktop is 2170x 660 mm, it contains a built in under counter dishwasher.

 The built in double oven handles are 1080 and 1620 from the ground.

 The oven doors open down to provide shelves at 630 and 1330mm.

The upper oven is also a microwave.

 A microwave at worktop height is also available.

 The Built in fridge freezer handle is 1090 mm from the floor.

 There is a 1001mm door leading from the kitchen diner into the bedroom. 8100x 3010mm

A wardrobe 1118 mm width with rails at 900mm and 1900 mm,

 3 box shelves of 40mm, 700mm, 950mm & 1200mm height from the floor.

 A dressing table, electrically adjustable top of 700 to 12000mm this has a mirror and light.

 Beds are 2x 3foot 6 inches foot bed 6foot6inches in length.

 They are zip and link to give a 7foot bed.

 There is a space of 920mm from the foot of the bed to the wall.

 TPG can rent out a bed- hoist for use in this cottage.

 We have an electrically powered hoist and self-propelled wheelchair, which guests can use without charge.

 The bedroom has a door 1000 mm wide, which leads in to a wet-room whose dimensions are 2160 x 3600mm.

 Shower WC is foot operated left and right-handed entry.

The hand- basin and mirror are electrically height adjustable.

**The Laundry Room. [The Old Coach House]**

 The laundry room is wheel chair accessible from Cottage 2 and 3.

 There are 2 steps of 150 mm to access the Laundry from Cottage 1

 Laundry room is accessible via a stone path – 1600 minimum mm width, maximum gradient 1:28.

 Maximum distance from the furthest unit is 33 m.

 Laundry door 1000mm size 5300 x 3500 mm.

 The level Altro flooring is non-slip ‘Altro’ flooring, with under floor heating.

 This room contains an oil-fired boiler, which services the cottages.

 It has an electrically powered rise & fall sink, with drainer.

 There is a washing machine and drier on a plinth, along with ironing facilities.

 The laundry room can provide locked storage for wheelchairs, bicycles etc.

**Lighting.**

 LED lamps are used in most sockets to reduce our Carbon Footprint.

 Each sitting area has additional ‘mother & daughter‘ floor standing lights.

 Bedroom all have at least one bedside lamp, which is dimmable and touch, operated

 In the event of mains power failure exits are automatically illuminated both inside the building and also outside. This allies to all cottages and also the laundry room.

In addition hand held lamps/ torches will be activated.

**Additional equipment**

The following are available on request and are not charged for:

 Crockery and cutlery suitable for those with dexterity and or visual issues.

Mobile battery powered hoist.

 Self propelled wheelchair

Talking microwave.

Personal inductive loop.

Talking measuring jug.

Talking Kitchen scales

Talking thermometer.

Vibrating under-pillow fire alert system with power failure back up.

Mybelle 650 big button telephone

BDP 400 talking telephone with large display.

Large print Scrabble.

Large print playing Cards.

Wheelchair for use in showers.

Cot and high chair for the younger guests.

WC riser.

 We can provide bed risers for valley view for use with a hoist.

 Additional items will be added from time to time.

**Additional Information:**

There are information packs in each cottage;

These include: -

 Walking & Cycling information.

 Maps.

 Local places of interest

 Details of pubs, places to eat etc.

Details of locations of shops, farm shops, post offices, banks etc.

 Boundary map with details of the footpaths

 Service dogs are welcome.

 In addition there is an OS map in the laundry room with details of places of interest marked out.

 Emergency Numbers.

GP surgery 01989 563646- Ross on Wye

Dentist 10600 890 233-Whitchurch

 Police – Fire –Ambulance- Emergency 999.

 Police non-emergency 101.

 Police switchboard: 0300 333 3000.

 Hospital: 01989 562 100-Ross on Wye.

Open Monday to Friday 08:30 to 17:30

 The County Hospital Hereford: 01432 355 444 Wye Valley NHS Trust

 The Nuffield Hospital Hereford: 0800 015 5020

Monmouth Hospital: 01600 773113.

Open Monday to Thursday 08:00 to 17:30

On Friday 08:30 to 16:30

 Priory Hospital Abergavenny: 01873 856 004.

 **Disability Aids**

Hoists and other equipment can be hired from

TPG DisabledAids in Plough lane Hereford, HR4 OED tel

01432 351 666

Web site; -

 [www.Disable-aids.co.uk](http://www.Disable-aids.co.uk)

 Opening Hours 09:00 till 17:00 from Monday to Friday

Hereford Disability United.

c/o Lea Villa Residential Park,

Lea,

 Ross on Wye,

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