

Access Statement for Waters Edge

Introduction

one unit: semi detached self catering town house

All facilities available appertaining with modern living

Pre-Arrival

- Pre arrival info sent one week prior to arrival detailing
- precise location using google earth
- details on preferred/easy access into house
- location of key collection
- location of dustbin and collection details
- arrival and departure times
- access details to garage/parking and additional parking
- On arrival: Information sheet listing
- agents contact details
- Precise address of house
- Local Doctors and dentist telephone numbers
- Hospital details - telephone nos etc
- Details of location of emergency torch
- Details of location of fuse box mains water stop cock and boiler room
- Details of nearest shop
- Details of public transport - time table in house
- instructions on use of heating system
- Details of electric shower usage
- location of cleaning items such as hoover ironing board etc
- Details of where to locate instructions on major appliances
- Additional space allocated for feed back
- Details of nearest restaurants, pubs
- Concise details regarding indoor local activities and outdoor local activities
- Details regarding nearest supermarket
- Details regarding inventory
- Details on key return
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- telephone nos in case of emergency/information

Arrival & Car Parking Facilities

- Parking inside garage or outside in parking lot
- Instructions are given regarding gate entrance - gate details No. of house and Name - Waters Edge
- Much improved access to front door
- Access gained on newly paved path - a few small steps wind along garden to front door
- Newly paved patio area to accommodate barbeque area
- Access to front around outside of house through gated area with newly supplied fence between houses
- Newly paved area to front of house
- Details of access sent prior to arrival concerning unloading
- Access can be gained through front of house via a few paved steps to double doors that lead directly into master bedroom suite
- Entrance by night - automatic lights on paved entrance both at front and rear of property
- Details of telephone number of letting agent supplied with front door key
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Main Entrance, Reception & Ticketing Area

- Details of each access given with arrival details
- Access with heavy luggage can also been gained via the rear entrance with off road parking to the rear of the property
- Access is via a few steps
- Instruction details of all electrical kitchen good are to be found with each domestic item
- Access to the front door – from the rear of the property – (south facing) via allocated parking or garage space. Gate accesses paved path past garage winding through the garden via a number of small steps to the wood decked patio to front door.
- Access from the north facing entrance is via paved steps up to the back double door leading directly into the main master bedroom
- You may find access more simple via the second route but it is suggested that guests enter the property and get their bearings and decide on the easiest route for each individual

Public Areas - Hall, Stairs, Landing, Corridors etc

- Handrails have been fitted on all internal staircases
 - The house is on three floors accessed by internal staircases
- All floor coverings are laminated wood blocked floors except bathroom areas

Public Areas - Sitting room, lounges, lobbies etc

- The dining area and lounge are well equipped at Waters Edge

Public WCs

- An ensuite bathroom is accessed through the master bedroom on the lower ground floor at the rear of the property
- A further shower room and toilet are location on this same floor next to a twin bedded room
- A third ensuite shower room is located on the third floor off a further double bedroom
- The entire floor at Waters Edge is wood laminate flooring
- Fire door are fitted to all dividing rooms
- Thermostatic radiators are fitted throughout the property

Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe

- Details of local cafe opposite are available in the house and on the web site
- Details on Take away restaurants are provided in leaflet form in information box

Details of local restaurants and pubs are detailed in welcome letter

Laundry

- details of instruction of washing machine use are located by this appliance

Shop

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Treatment room/s

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Leisure Facilities

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Outdoor Facilities

- There is a patio area on lower ground floor with a BBQ
Access to this area requires vigilance as there is a steep un gated stairway leading down to this area.

Conference & Meeting Rooms, Banqueting

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Clubs & Entertainment

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Bedrooms & Sleeping Areas

- Access to all bedrooms are by corridors with wood laminate floor surfaces
- All rooms are furnished to a good standard
- A kettle is provided in the kitchen - it is cordless and is illuminated when on - a panel to the side displays volume of water
- A fridge and freezer are located in the kitchen
- Three bedrooms are arranged over three floors - two x king size and one twin bedded room
- Dimmer switches are located in lounge and kitchen area
- Adequate bedside lighting is provided for comfort
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Bathroom, Shower-room & WC [Ensuite or Shared]

- Three bathroom units with tiled floors
- Main ensuite with bath sink and loo

- Shower unit with sink and loo - electric shower
- Further shower unit with sink and loo on top floor ensuite - electric shower
- No facilities for disabled - this let not suitable for disabled use due to it being on three floors

Self-Catering Kitchen

- kitchen is located to the front entrance of the house overlooking the garden area
- access is gained via a small flight on steps from entrance hall to middle floor
- All equipment is clearly visible and instructions for use are next to each facility
- Hot water is constant via the oil fired boiler
- Cooker under work surface - hob ceramic on work surface - both electric
- Adequate work surfaces around two sides of kitchen
- Micro wave on work surface
- Fridge and a freezer separate - under work surface
- Washing machine under work surface
- A variety of over and under work surface cupboards house all cooking utensils and crockery - all are easily accessible
- Mains lighting with dimmer switch
- Floor ceramic tiled
- Regular inspection (annually) of all electrical portable appliances is carried out by qualified electrician. A certificate of safety is issued and all portable items are thus tagged.
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Caravans, Holiday Homes & Twin Units

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Touring Facilities (Holiday Parks)

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Boats - Narrow Boat, Cruiser & Hotel Boat

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Attractions (Displays, exhibits, rides etc.)

- A comprehensive box full of all tourist activities are provided for perusal

Grounds and Gardens

- A small tropical garden - but no lawn are situated to the left and right of the entrance pathway.
- A decked area with small table and four chairs is located directly at the front door

- Further steps with hand rail lead down to a newly paved area used for sun bathing and with BBQ

Care should be taken when on decked area outside front door as there are ungated steps leading to lower level.

- Details of these facilities are mentioned in the welcome letter
- Access is not difficult but care should be taken with the elderly - who may prefer access from the rear (seaward north facing side) of the property
- The path is swept clear for guest arrival and an outside broom is provided in the garage area
- Hand rails could be located in this path/paved access area but as yet these have not been deemed as 'necessary'
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Additional Information

- Non smoking signs are clearly displayed in the property and on entering the property
- Emergency services details are displayed in the property

Contact Information

Address: Waters Edge
4 Alexandra Cottages
Norton Nr Yarmouth
Isle of Wight PO41 0NA

Telephone: Tel: agent 07876081178

Fax:

Minicom:

Email: janonwhite@hotmail.com

Website: www.watersedgeisleofwight.co.uk

Grid reference:

Hours of operation: Open the whole year

Emergency number: Tel: Agony 07876081178

Local carers:

Local equipment hire companies:

Local public transport numbers: Public transport timetables available within property

Local accessible taxi numbers: Local tax numbers details on information sheet

Future Plans

- Constant vigilance in trying to improve services
- We include a bunch of flower on arrival
- A bottle of wine is left in the fridge
- Milk is left in the fridge
- Tea and coffee are available on arrival in the cupboards
- Additional facilities for next year include disposable slippers
- Shampoo/conditioner bottles, shower gel Dove soap and vanity set in each occupied bedroom
- Vigilance is maintained to ensure all furnishings and household items are in tip top condition
- Additions include name stickers on loo rolls on arrival
- Possibility of hand rails to entrance pathway if required

- Advance booking procedures for forthcoming season to all valued previous guests
- Feedback is given from guests for any item that may not be in situ and is provided by the following week

Contact Telephone and Email Address

We welcome your feedback to help us continuously improve if you have any comments please phone 07876081178 or email janonwhite@hotmail.com