



## Accessibility Guide

### Franklins Apartments, Fossgate, York, YO1 9TN

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## Introduction

We like to offer a warm welcome to everyone at Franklins Apartments, but due to the size and age of our properties it does sometimes present some difficulties for those who have mobility issues. We have therefore set out below as much information as possible to help you decide if Franklins Apartments are suitable for your needs and requirements. Please look at the many photographs on our website, as pictures can speak a thousand descriptive words. Please also ask us for any further information which we can provide by Email: [info@franklinsapartments.com](mailto:info@franklinsapartments.com) or Tel: 01904 673990. Full Terms and Conditions are also available on our Website: [www.franklinsapartments.com](http://www.franklinsapartments.com)

At the time of going to print, these are the current details for each of the following organisations, but these details may change. We will endeavour to update and check the information regularly.

## Services Available in York

Services available in the city of York:

### Accessible Accommodation - Be Independent

York is a truly accessible City that everyone can visit and have their equipment and access needs met while enjoying their holiday. Working alongside Be Independent, hotels, B&Bs and self-catering accommodation in York can arrange delivery of bespoke health equipment to enable visitors to stay anywhere in York safely and with all of the equipment that allows them to be independent.

Be Independent is a provider of assisted living equipment and a 24-hour response service in York. They can provide bespoke equipment solutions for individuals who may need a little extra support while they are away from home.

Tel: 01904 645000

[www.beindependent.org.uk](http://www.beindependent.org.uk)

### Autism Inclusive Trained Visitor Information Centre

Some members of the Visit York information team are Autism Inclusive trained, ensuring that they are aware of people's sensory differences. The Visitor Information staff can provide quiet areas, indicate busiest times and make every effort to provide clear directions and indicate exits clearly. Please contact 01904 555670 or email [info@visityork.org](mailto:info@visityork.org) to speak to their Autism Champion.

### Cinema

'Your Local Cinema' detail accessible cinema screenings for people with hearing and sight loss. All three cinemas in York screen regular films with subtitles for those with sensory losses.

[www.yourlocalcinema.com/york](http://www.yourlocalcinema.com/york)

### **Dial and Ride**

Dial and Ride offers a service for people with difficulty walking or using public transport. Specially adapted buses offer a door-to-door service from your home to the city centre or out of town retail parks and supermarkets.

Tel: 01904 624455

[www.itravelyork.info](http://www.itravelyork.info)

### **AccessAble (previously DisabledGo)**

AccessAble provides accessibility information for over 1,000 buildings and services in York. This includes accessibility information for places such as cinemas, restaurants, attractions, shopping centres, libraries and many more.

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

### **Euan's Guide**

Euan's Guide provides travel information for people with mobility problems.

[www.euansguide.com](http://www.euansguide.com)

### **Public Toilets & RADAR Keys**

York's public toilets have facilities for individuals with disabilities. If the facilities are unattended you will need a RADAR key to access them, which can be obtained from the Visit York Information Centre located at 1 Museum Street, York YO1 7DT. You will be required to provide proof of disability such as a blue badge or a letter from your doctor.

All disabled facilities are locked between 8pm and 8am. Keys cost £3.00.

If you cannot pick up a key yourself phone for advice. If you are visiting York and do not have a RADAR key from your own council, you can still get one from Visit York Information Centre.

Tel: 01904 555670

### **Shopmobility**

Shopmobility is a registered charity that provides electric scooters, wheelchairs and manual wheelchairs for hire to enable people to enjoy the shops and attractions in the city of York.

Tel: 01904 679222

[info@shopmobilityyork.org.uk](mailto:info@shopmobilityyork.org.uk)

Shopmobility is a scheme that operates in York to help people with mobility problems (whether temporary or permanent) get around the City centre more easily.

Based on the second floor of Piccadilly car park, residents and visitors can drive to the facility, park there and then hire a scooter or wheelchair to help them bank, shop or work more easily in the city centre.

The Shopmobility Centre is located on Level 2, Piccadilly Car Park above Primark and Boots the Chemist in the Coppergate Centre, which is in the centre of York. Wheelchairs and scooters may be hired Monday - Saturday, 10.00am - 4.30pm (March - October) and Tuesday - Saturday, 10.00am - 4.00pm (November - February). Please ask for a tariff sheet or contact Shopmobility directly for further details.

### **Talking Signs**

Talking signs automatically speak information to people who approach them carrying a small 'REACT' unit, helping people with visual impairments to know where they are in the city centre. (The signs can speak in one of four different languages - English, Urdu, Bengali and Gujarati) The 'REACT' units are available from the York Blind and Partially Sighted Society.

Tel: 01904 636269

[www.ybpss.org](http://www.ybpss.org)

## York Wheels

York Wheels is a voluntary service for people who have trouble using public transport, available to people who live within the City of York Council area. Volunteer drivers, using their own cars, provide a service for a small charge. There are also two minibuses small groups can hire.

Tel: 01904 630080

[www.yorkwheels.org.uk](http://www.yorkwheels.org.uk)

## Changing Places

The Changing Places Consortium launched its campaign in 2006 on behalf of the over a quarter of a million people who cannot use standard accessible toilets. To use the toilet in safety and comfort many people need to be able to access a Changing Places which has more space and the right equipment including a height adjustable changing bench and a hoist. Please refer to their website to download a map of your nearest Changing Places toilet.

[www.changingplaces.org](http://www.changingplaces.org)

[www.changingplaces.uktoiletmap.org](http://www.changingplaces.uktoiletmap.org)

## Pre-Arrival

- For assistance prior to arrival please contact us via telephone on 01904 673990 or via e-mail at [info@franklinsapartments.com](mailto:info@franklinsapartments.com). Our offices are open from 10.00am – 4.30pm Monday to Friday for enquiries. Guests will also be provided an out of hours number (for emergency use only).
- A bus service is available from York train station to the City centre. The bus stop is located outside the station with a bus service to the City centre running every 5 mins. Telephone 01904 551400 (Council Run) for more information.
- York is a major station with taxis usually available on a rank. Advance booking is not normally necessary or even possible, unless arriving early in the morning or late at night. Operators who accept bookings include Station 01904 623 332; Fleetways 01904 645 333; Ace 01904 638 888.
- The York City centre access guide contains maps of wheelchair accessible routes in the City centre, information on disabled parking and also the locations of talking signs. You can download the guide from the City of York council website at [www.york.gov.uk/visiting/disabled.html](http://www.york.gov.uk/visiting/disabled.html)

## Arrival & Car Parking Facilities

- Franklins Apartments are located at 1 Franklins Yard and 5 Franklins Yard, Fossgate, York, YO1 9TN.
- On arrival, we operate a self-check in procedure using a keypad to access the main door to each of the 2 buildings where the apartments are located and then a Masterlock box to access the key to your apartment.
- We have 2 ground floor apartments (Apartment 1 and Apartment 2) with ramp access.
- Each apartment has a parking space provided within 1 of our 2 car parks. There are 3 spaces in each of the car parks and these will be allocated on a first come first served basis. All vehicles would have rear access once parked in the car park. Please refer to our pre-arrival literature and directions for detailed information on parking arrangements.
- Franklins Yard, in which our apartments are located, is a cobbled courtyard. It is well lit at night, with a number of lights in the vicinity. Entrance into Franklins Yard is on a slight slope downwards.
- Assistance can be provided to all guests with access to the properties, check-in, luggage etc provided we are advised in advance.

## Public Areas - General (Internal)

- Public telephones are located in the entrance lobbies within both 1 and 5 Franklins Yard, where our apartments are located.
- The entrance halls & corridors have good colour contrast & are well lit.
- The floor surface in the entrance hall & on the ground floor corridors is tile. The stairs leading to the 1st floor apartments are carpeted in short pile carpet.
- The main entrance door is wood with glass panes & pushes inwards.

## Public Areas - WC

- Not Available

## Laundry

- Washer/dryer facilities are available within each apartment. The Instruction Manual is provided in the Guest Information folder in each apartment.

## Shop

- Not available on site. Details of Local Supermarkets are provided in the Guest Information folder in each apartment.

## Leisure Facilities

- Not available on site. Details of local attractions can be found in the Guest Information folder in each apartment.

## Bedrooms

- There are 6 apartments in total. Apartment 1 & Apartment 2 are located on the ground floor of 5 Franklins Yard with ramp access to the main entrance. Our other building at 1 Franklins Yard has 3 steps to the main entrance. All 6 apartments are located within Franklins Yard, which is a cobbled mews courtyard.
- Both of the ground floor apartments (Apartment 1 & Apartment 2) have double bedrooms; no twins are available on the ground floor. All other apartments have bedrooms located on the first floor (depending on which apartment they are either double bedrooms, or twin bedrooms). Access is via carpeted stairs with handrail.
- Each apartment is equipped with an intercom entry system with a loud buzzer.
- Each apartment is equipped with a flat screen television with Freeview, Blue Tooth enabled Soundbar and either a standalone or built in DVD player.
- Flooring in the bedrooms & lounge area is short pile carpet.
- The bedrooms are well lit & bedside lamps are provided.
- There is good colour contrast
- Bedding is all non-feather.
- All the rooms are non-smoking.

## Bathroom, Shower-room & WC

- Each apartment has an ensuite bathroom.
- One of the ground floor apartments (Apartment 2) has a free-standing bath with hand-held shower, the other (Apartment 1) has a walk-in shower (no bath).
- All other apartments either have a freestanding bath or a bath with overhead or handheld shower.
- Flooring in the bathrooms is tile/linoleum dependent on the apartment.
- Rubber bathmats are available in each apartment.

## Self-Catering Kitchen

- Each apartment has a fully fitted kitchen with hob, oven, washer/dryer, microwave, fridge with freezer compartment or a separate freezer, dishwasher and Nespresso coffee machine. Medication can be stored in the fridge and/or freezer.
- All the apartments are electric throughout - there is no gas in the buildings.
- Flooring in the kitchens is tile/linoleum dependent on the apartment.
- There is good contrast between the floor, units & walls within each kitchen.

## Additional Information

- A Deafguard fire alarm listening device is available upon request.
- Assistance dogs are welcome - please advise us prior to arrival and see our terms and conditions for further details. Food bowls for assistance dogs are not provided.
- Mobile phone reception is good, and each apartment has access to free Wi-Fi.
- All apartments are fitted with a linked Fire Alarm System & there are break glass points in each entrance hall. The alarm will sound continuously if evacuation is required. It is recommended that all guests familiarise themselves with the location and use of all firefighting equipment, and fire escape routes so they are able to react quickly and alone in the event of a fire or the fire alarm being activated in the building. Fire Evacuation Plans and Escape Route Plans are provided within the Guest Information Folders within each apartment. Guests are requested to seek further information if required.
- All of the apartments are completely non-smoking, this includes vaping and E-cigarettes. Smoking is permitted outside in Franklins Yard, but please dispose of cigarette ends in a responsible manner. There are 2 wall mounted Cigarette bins located in Franklins Yard.
- There is no lift available in any of our buildings.
- 24/7 CCTV is in operation in all our external areas in Franklins Yard including both of the car parks.

## Contact Information

- **Franklins Apartments – Office**
  - Address: 4 Franklins Yard, Fossgate York YO1 9TN (Office & correspondence address)
  - Telephone: 01904 673990
  - Email: [info@franklinsapartments.com](mailto:info@franklinsapartments.com)
  - Website: [www.franklinsapartments.com](http://www.franklinsapartments.com)
  - Hours of operation: 10.00am until 4.30pm
  - An Emergency Out of Office number will be provided for guests staying in our apartments
- Local carers: 01757 248123 - Riccall Carers
- Local equipment hire companies: 01904 679222 - Shopmobility
- Local public transport numbers: 01904 551400 - Bus
- Local accessible taxi numbers: See numbers above

## Exterior Photographs

- Photographs of the exterior our of properties are provided below.



Access to Franklins Yard from Fossgate (taken from Franklins Yard).



Exterior of main entrance to 5 Franklins Yard, where 2 ground floor apartments are located (Apartment 1 and Apartment 2), as well as Apartments 3 and 4 (1<sup>st</sup> floor).



Exterior of 1 Franklins Yard where Apartments 5 & 6 are located.

**We welcome your feedback to help us continuously improve. If you have any comments, please Telephone 01904 673990 or Email [info@franklinsapartments.com](mailto:info@franklinsapartments.com)**