

Townend Access Statement

Lake District farmhouse lived in by the Browne family for over 400 years, set in a small cottage garden in the rural Troutbeck valley.

Contact Details

Townend, Troutbeck, Windermere, Cumbria, LA23 1LB

T: 015394 32628

E: Townend@nationaltrust.org.uk

Introduction

- The property is built on a slope therefore there are steps and slopes both in the garden and house.
- As the property is small, there are no separate retail or catering facilities. Visitor admissions are done at the entrance to the house.
- Mobile phone reception can be unreliable. Vodafone has the best signal locally, other providers may be less likely to get a good signal. If you need assistance whilst at the property, please either attract attention of a member of staff, or if in the car park then call our main office number, 015394 32628.
- Assistance dogs are welcome in the house and garden. Other dogs are also welcome in the garden and we usually have a bowl of water for dogs next to the information room.
- Light levels in the house can be low – this is worst in October and on very wet days.
- Please leave large bags with our member of staff at the front door.

Arrival & Parking Facilities

- The property is signposted with brown tourist signs from the A591 (in both directions).
- There is one designated disabled car parking space in the car park. For a level route to the courtyard and house, visitors need to walk along the road and enter the garden at the pedestrian yew gate (alternatively following the path from the car park leads to 27 steps). The car park is approximately 200 yards from the house.



The designated disabled parking space. It is best parked in so that the front of the vehicle faces the post.

- The car park is surfaced partly with tarmac and partly with shallow stone chips. The designated disabled parking space is on the tarmac section.
- We are also happy for visitors to be dropped off at the yew gate or the side gate, and for these two areas to be additional disabled parking spaces. However, please be aware that the surfaces are slightly uneven. The yew gate is 50 yards and the side gate is 20 yards from the house entrance.



The yew gate (left) and the side gate (above). Both of these areas can be used to drop off, or as alternative parking spaces. If used for parking, please be aware that the surfaces are sloping and uneven. Both are accessed from the main road, please be aware of traffic.

- Access to the courtyard from the yew gate involves one step, access to the courtyard from the side gate involves a very steep gravelled slope.

WCs

- There is one ladies and one gents toilet in the courtyard. These are standard sized non-accessible cubicles.
- The toilets are lit by some natural light and some low level artificial light.
- Both WCs have hand driers.

House

- The house is approximately 200 yards from the car park, 50 yards from the yew gate or 20 yards from the side gate.
- The main courtyard is covered with gravel; the area just in front of the entrance to the house is cobbled.
- There is one step up to get into the house entrance. The entrance door is kept open during open times. The door is approx. 850mm wide.



The entrance to the house. Note that there is a 90 degree left turn and one step up just inside the door.

- The whole house is built on a slope, so even on the ground floor there are short flights of steps in several places – e.g. there are three steps to get from the entrance room into the corridor, then another three steps into the second (ground floor) room.
- The upper floor is in two separate sections – the main bedrooms and the servants' bedrooms, each with their own staircase plus handrail. The servants' bedrooms are accessed via a spiral staircase.



The main stairs (left) and the servants' stairs (right).



- The house is lit mostly with natural light, plus a few low level artificial lights. This means that at times when natural light levels are low (particularly in October or on wet days all year round) the house can be a little dim.
- Most of the internal doors in the house are less than 750mm wide and rooms are all quite small.
- Most rooms have a seat for visitors to use – these are indicated by grey tweed cushions.
- Morning admissions at 11am and 12 noon are by guided tour only. Afternoon admissions (1 – 4.30pm) are free-flow and there are usually 2-3 volunteers around the house.
- Information about the house is available in large print and Braille. We also offer a photo guide for visitors who aren't able to access all parts of the house, and a sensory guide.
- We hope to introduce a portable loop on guided tours in 2016, but please contact us to check before visiting.
- There is no access to the house for powered mobility vehicles and the sloping nature of the site would also make use very difficult in the grounds.
- Visitors are welcome to sit in the Downhouse (entrance room) and wait for the rest of their party. The photo is available here, as if our member of staff.

Garden

- The garden is small and is visible in its entirety from the courtyard. It consists of small herbaceous beds plus a raised lawn (not open to visitors).
- All paths are gravel.
- Access to the courtyard is from the car park path (via 27 steps, with handrail), the yew gate (via one step) or the side gate (via very steep slope).
- There are three benches in the courtyard plus two benches and a picnic table near the car park (level access to these is available directly from the car park).

The steps from the car park to the courtyard. To avoid using the steps it is possible to walk along the road, but please be aware of traffic.



Contact details for more information

T: 015394 32628

E: Townend@nationaltrust.org.uk

March 2017