

Treasurer's House (York) Access Statement

Treasurer's House
Minster Yard
York
YO1 7JL

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Introduction

1. Treasurer's House is a two storey seventeenth-century town house with a walled garden in the heart of York, situated directly behind the East end of York Minster.
2. Due to the historic nature of the building and its location, mobile phone reception can be intermittent and there is no Wi Fi connectivity. Should you have an emergency when visiting the house, please ask a member of staff for assistance in contacting the service or individual you require.
3. Assistance dogs are very welcome in the house as well as the garden; owners of non-assistance dogs are welcome to visit the garden, and we ask that dogs are kept on a lead. If you would like some water for your dog, please just ask a member of staff.
4. As a result of needing to maintain and preserve our historic items in the property, visitors may find the light levels in some of the rooms quite low. We have a daily routine of raising and lowering blinds in each of the historic rooms to accommodate the changing light levels.
5. Please be aware that if you are visiting us with any luggage, a back-pack, or a push chair you have the opportunity to leave these with us in a secure location to prevent any damage to the collection. If you wish to keep your bag with you we ask that you wear it on your front or carry it at your side rather than on your back.



Arrival & Parking Facilities

1. Treasurer's House is located on Chapter House Street and is easiest to approach on foot as it is located in York city centre. It is situated on a narrow cobbled street with a level pavement directly behind York Minster. The street is wide enough for cars and small vans, but please be aware that there is no access for larger vehicles to be able to drop passengers off on this street. There is large vehicle access at the end of Chapter House Street nearest York Minster for visitor drop off and then it is 25 yards to the main entrance.
2. There are signs to Treasurer's House at the corner of Chapter House Street and at the York National Trust shop 150m away.
3. Due to its city centre location, there is no parking at the property. The closest blue badge parking facilities are on Goodramgate which is 5 minutes away from the main entrance to the property. This is on-road parking with a tarmac surface in a fairly busy pedestrian area with occasional bicycle and vehicle traffic.



4. As a smaller National Trust property in a largely pedestrian area, Treasurer's House does not have a transfer vehicle available.
5. It is possible to drop visitors off at the main entrance to the property if this is more convenient. This entrance leads directly off a pavement and has two shallow steps (7cm and 12cm) leading to the entrance hallway and there is no hand rail available due to the historic nature of the building.
6. If a companion is able to let the reception team know when a wheelchair user is at the main entrance they can put the ramps out for access into the property. Unfortunately, because the pavement that one of the ramps covers is a frequent thoroughfare, the ramps cannot be left out permanently.
7. The main entrance to the property is within sight of a member of the visitor reception team who monitors visitor arrivals and will be able to put the ramps out if a wheelchair user visits on their own.
8. The entrance door is manual (opening inwards) but is always standing open during the hours that the property is open to the public (11am-4.30 pm) and is 92cm wide.
9. The house can also be accessed during opening hours through the walled garden at the front of the property. There are three steps up to the property from the garden (15cm high each; no hand rail). Assistance is available on request from a member of staff. This door is also 92cm wide.
10. There is a tablet available from the reception members of staff which contains information about the first floor rooms of the house and collection.

WCs

1. There is an accessible toilet with emergency alarm located on the basement level of the property, measuring 1.5m x 2.2m. This is unfortunately not accessible to visitors who cannot climb up and down steps as it is located down a flight of 15 stairs (each 17cm high).
2. If you are unable to manage the stairs, the nearest accessible toilet with level access is located 20 minutes' walk away at the public toilets at St Leonard's Place on Exhibition Square (YO10 2EW).
3. The accessible toilet is right-hand transfer and has paper towels rather than an automatic hand dryer; all other toilets at the property are fitted with automatic hand driers.
4. All toilets, including the accessible WC, are fitted with spot lighting as opposed to fluorescent lighting.
5. There is not a Changing Places facility at Treasurer's House. The nearest facility is at the York Explore Library 20 minutes' walk away.

Locations of Changing Places Facilities in York:

- York Explore (Central Library) Museum Street, York, YO1 7DS. For more info contact Marion Brookes at York Explore on 01904 552811.
- Silver Street toilets, YO1 8RY.
- Union Terrace car park, YO31 7EL

Visitor Reception

1. The Visitor Reception occupies one of the historic rooms at the property and has painted stone walls and a stone floor so it can be quite echoey. It is the first room you come to after the entrance hallway from the main entrance on Chapter House Street.
2. The reception desk is 74cm high. Staff are happy to give visitors a clipboard if they would appreciate something to lean on/ write against.
3. The visitor reception is lit with natural light from four windows as well as artificial light from a chandelier in the centre of the room (non-fluorescent bulbs).
4. There are red chairs available (without armrests) for visitors to make use of in this room and throughout the property – just ask one of our friendly guides if you're worried you might be sitting on an antique chair by mistake!
5. There is an induction loop available at the reception desk for visitors with hearing aids; simply turn the setting of your hearing aid to the 'T' position.
6. There are currently no manual wheelchairs or powered mobility vehicles available for loan at this property as the layout is over split levels and some doorways are too narrow for mobility vehicles.



House

1. It is 6m from the Visitor Reception to the start of the visitor route around the house. There are 10 historic rooms and 3 exhibition rooms to see and the route is free flow so that you can enjoy your visit at your own pace.
2. The Great Hall (second room on the visitor route) is a two storey room with stone walls and floor; as a consequence it is very echoey. All other rooms on the visitor route are smaller and have soft furnishing to absorb sound.
3. Each of the historic rooms receives natural light from sash or mullioned windows (where the panes are separated by lead work), and blinds are adjusted throughout the day to try and conserve the furniture collection from light damage. There is also artificial light from non-fluorescent bulbs in each room.
4. The visitor route is across split levels in the house. The Great Hall has three steps from one level to the next (each 17cm high; no hand rail), and the first floor on each side of the building is accessed via two separate staircases. The William and Mary Staircase has shallow, wide steps (13cm high each) and both staircases have banisters on each side for support. It may be possible for visitors with limited mobility to climb these stairs and staff and volunteers are on hand in each of the rooms to be able to lend assistance: for example, carrying one of the visitor chairs up to the landing as a resting point; lending an arm for support; or carrying a wheelchair to the top of a staircase so that it is ready for the visitor at the top.
5. In the event of having to evacuate the building because of a fire, the main evacuation route is the route by which visitors have arrived at the room in which they find themselves and, again, staff and volunteers are on hand to assist visitors in exiting the building.
6. All doorways are wider than 75cm (approx. 90cm throughout) and all of the historic rooms (including those upstairs) are wide enough to turn a wheelchair around in. Visitors who are



wheelchair reliant may find access to the upper level of the house difficult (see above). Where possible, staff and volunteers will do as much as they can to ensure that all visitors are able to access as much of the house as they can.

7. There are red seats (without armrests) which visitors are welcome to use around the house. The volunteer guides in each room can point these out to you.
8. The toilet facilities are located on the basement level of the property (see section above).
9. There are guided tours of the Ghost Cellar (located in the basement), and there is an induction loop in the Ghost Cellar waiting room to enable visitors with hearing aids to hear the guide clearly.
10. Large print and touch tour guides of the property are available from the Visitor Reception desk. There is also a tablet showing the upstairs rooms of the house.
11. Due to the split levels across the house and absence of a lift, powered wheelchairs and powered mobility vehicles have access to the entrance lobby and Visitor Reception only.
12. There is a lobby waiting area at the end of the visitor route where people can sit if they don't want to do the same amount of the visit as other members of their group.

Catering

1. The Below Stairs Café is located in the basement of the property and is accessed via a flight of 15 stone steps (17cm high each) which take you through the shop, and up a further 5 steps (each 15 cm high) to the café seating area.
2. All doorways are wider than 75cm. The walls are made of stone and the floor is vinyl in the upper level of the café and stone in the neighbouring two rooms.
3. Service in the café is table service rather than counter service and space between tables is approx. 77cm.
4. Lighting in the café is a combination of natural light from small, head-height windows and artificial light from non-fluorescent bulbs.
5. The café till point is 77cm high and unfortunately there is no induction loop at this till point.
6. There are chairs available if visitors would like to sit down whilst they queue and a member of staff is on hand should assistance be required.
7. Large handled cutlery, straws and double handled mugs are available on request from a member of the café staff.



Retail

1. The shop is located down a flight of 15 steps in the basement of the property (as above). These steps lead directly into the shop. If you need any assistance in getting downstairs to find what you are looking for, our staff at the Visitor Reception are on hand to help and can bring items up to the Visitor Reception; they can also liaise with staff at the York National trust shop just around the corner from us to help find what you are looking for. Please feel free to phone in advance if you have a question about a particular retail item.
2. All doorways are wider than 75cm and the shop walls are made of stone and the floor is wooden parquet.

3. Lighting in the shop is a combination of natural light from small, above-head-height windows and artificial from non-fluorescent bulbs.
4. The shop till point is 77cm high (same till point as the café) and unfortunately there is no induction loop at this till point (we hope to have this installed by the end of 2015 (as above)).
5. There are chairs available if visitors would like to sit down whilst they queue and a member of staff is on hand should assistance be required, for example in reaching down items or carrying them to the till and also in reading out hard-to-see prices.

Garden

1. Treasurer's House boasts a walled garden with a central sunken rectangle of lawn surrounded by herbaceous borders in colours of white, green and blue.
2. There is level access into the garden via the gate on Minster Yard (opposite the Minster and Dean's Park). Access from the house is down three steps, each 15cm high, without a handrail.
3. There is a level perimeter path of stone paving which is 1.5m wide around the garden, but please be aware that some slabs may be cracked in places.
4. The sunken lawn may be accessed on two sides via a couple of shallow steps. The higher beds bordering the lawn are contained by brick walling that visitors are very welcome to sit on.
5. There are also 6 benches and 3 'perches' throughout the garden.
6. There is signage in each of the beds in the garden to tell you more about the plants growing there. The garden offers a sensory experience from the 'patchwork' bark of the pollarded plane trees to the wonderful scents of the wisteria which are trained up the walls of the house and the subtle blue/ white colour scheme of the perennials.
7. On the northern end of the garden there is a fountain with a gentle spray which fans out 360 degrees from the base of a statue of the Roman god Mercury.



Breastfeeding friendly (there are also baby-changing facilities in the accessible toilet in the basement)



Dementia aware in association with Purple Angels

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