

## Fenton House and Garden Access Statement



Fenton House and Garden, Hampstead Grove, London NW3 6SP

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### Introduction

1. Fenton House is a 17<sup>th</sup> century property, arranged over three floors and with a one and a half acre walled garden. It is situated up a short but steep lane called Holly Hill at the top of Hampstead High Street. The High Street is where you alight from buses and Hampstead underground trains.
2. The garden is divided into several 'rooms' accessed by terraces with steps and hand rails.

3. Three historic showrooms are wheelchair accessible on the ground floor – the Dining Room, Oriental Room and Porcelain Room. These rooms contain the Camden Town pictures, three of the collection of nineteen Benton Fletcher early keyboard instruments and collections of oriental, English and Continental porcelain. The 17<sup>th</sup> century embroidery collection and much of Lady Binning's satinwood furniture is situated on the first floor. The majority of the early keyboard instruments and the William Nicholson pictures are displayed on the third (attic) floor.
4. Mobile phone reception can be quite poor onsite but members of staff can call emergency services from a land line on a visitor's behalf. The Royal Free Hospital, which has an emergency department, is 10 minutes' drive away.
5. Assistance dogs only are welcome in the house and garden.

## Arrival & Parking Facilities

1. There is no visitor car park onsite but disabled parking can be provided. Please telephone in advance if possible. The yard for parking is on the west side of the property off a lane called Windmill Hill (NW3 6RT). We ask that cars park on the left-hand side of the yard.
2. Once parked, access to the house is a short walk up 7 steps (treads approx. 15 cm in height) and then a ramp around to the front door. We recommend then that those who find steps difficult are dropped off at the visitor entrance on single track lane Hampstead Grove, after which the driver is directed to park in the yard and then joins their party at the front door.
3. The yard surface is gravel.

## WCs

1. There is no accessible toilet onsite. There are two visitor toilets and both are situated upstairs on the first floor, inside the house.
2. The toilets are well lit by both natural and artificial light.
3. The washing facilities are within the toilet cubicles.
4. Paper towels are provided for hand drying.

## Visitor Reception and House

1. The visitor reception is the hall of the house. It is accessed up two steps from the visitor gate (porch step approx. 18 cm high, doorstep approx. 18 cm high). There are no handrails for these steps but there are porch pillars that can be leant against on either side. A ramp can be provided for wheelchair users.
2. The floors are made up of wooden floor boards with both rugs and some fitted carpets overlaid. Soft furnishings absorb sound well, avoiding echos, and the house is generally very peaceful and undisturbed by background noise.
3. The entrance door is approximately 100cm wide and manually operated, opening inwards. The door is always manned by a member of staff or volunteer who can assist with entry.
4. Wheelchair users can access the reception/ground floor only (access to the upper levels is by stairs). However, mobility vehicles cannot be admitted because of the size of the rooms and historic floor load limits.
5. The reception 'desk' is a sideboard at waist height. Staff stand and talk to visitors in front of this sideboard rather than from behind it. Both staff and visitor can sit in the dining room close by for any transaction or discussion if that is more comfortable. Clipboards are available for visitors if they cannot reach the sideboard or any table top.

6. The area is generally well lit by natural light, a table lamp and chandelier. It can be a little darker in the shoulder months and in poor weather. More artificial lighting is always at hand.
7. There are window seats in most rooms and several chairs without arm rests on each floor that can be used.
8. An induction loop is available.
9. We do not have manual wheelchairs or powered mobility vehicles available for loan.
10. Corridors and routes around furniture are at least 750mm wide.
11. There is space to turn a wheelchair in each of the three ground floor rooms.
12. There is a volunteer guide to assist, answer any questions and talk generally about the house, garden and local area.
13. Braille and large print guides can be provided.

## Catering

1. There is no catering onsite but many cafes, restaurants and pubs within 5-10 minutes' walk, on and around Hampstead High Street. Parking is mainly on-street with some disabled bays. Please see the Camden Council website for details.

## Retail

1. There is no retail area at Fenton.

## Garden

1. The garden is divided into several 'rooms' accessed by terraces with steps and hand rails.
2. One terrace runs around the east and north sides of the garden giving a view of most areas. It is at least 1-2 metres wide (see photo above).
3. The paths are gravel and without slopes.
4. There is a garden introduction board at the entrance to the garden. Introductory tours of the garden can be adapted to suit. Please contact the property to discuss options.
5. There are several benches around the garden and a large, flat lawn down a short flight of steps. Visitors are welcome to bring a picnic and their own chairs.

## Map

1. A site map and floor plans can be provided.

## Contact details for more information

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