

A person is sitting on a grey sofa, looking at a smartphone. In the background, there are cardboard boxes and a clock showing the time around 12:10. A green plant is visible on the left. The scene is set in a room with a light blue wall.

# MOVING IN GUIDELINES



THE NEIGHBOURHOOD  
CARDIFF



# Welcome to The Neighbourhood Cardiff for the 2021 - 2022 academic year.

Hi

We are really looking forward to welcoming you to The Neighbourhood Cardiff in a few weeks, and just to ensure you have all the information you need before you move in, we have put together some helpful guidelines.

Move in weekend at The Neighbourhood Cardiff is scheduled for the 11th and 12th of September, and staff members from Collegiate will be available to issue keys and show you to your new home from 8am - 5pm.

Don't worry if you are not able to move in on the dedicated 'move in weekend', you can still pick up your keys. Please just contact the helpful on-site team to make an appointment to collect your keys.



## Travelling

If you need advice on how to get to your accommodation, or help with the closest car park then please contact [theneighbourhoodcardiff@collegiate-ac.com](mailto:theneighbourhoodcardiff@collegiate-ac.com) and the accommodation team will be able to help.

**The following travel times are approximate.**

- Cardiff Airport - 29 minute drive / 55 minutes by train
- Heathrow Airport - 2 hours 18 minutes drive / taxi or 3 hours 12 minutes by public transport
- Gatwick Airport - 2hours 53 minutes drive / taxi or 3 hours 45 minutes by train

## Car parking

There is no parking available at The Neighbourhood Cardiff. However, the building is surrounded by metered parking, which is in operation from 8am to 8pm. The day rate (8hrs) for metered parking is £10.10. In addition, there are multiple NCP car parks nearby

## Our COVID-Secure Promise

The most important thing to us here at Collegiate has always been, and continues to be, the safety and wellbeing of our tenants and staff.

After the events of 2020, we are even more committed to creating the most safe and secure environment possible that you can be proud to call home.

As a result, we have made some positive changes to our Check-In process, as well as how the site operates, so that you can feel happy and secure in your new home.

## Checking In

### Prior to Check-In

To make your Check-In process as smooth as possible, you will be required to complete the following on your Collegiate Portal:

- Sign your Tenancy Agreement
- Send copies of student identification documents
- Pay £250 security deposit

### **Allocated Check-In slots**

Next you will be able to book a Check-In slot on a first-come first-served basis.

### **Check-In at your Accommodation**

On the date and time of your Check-In Slot you will be guided by your friendly site team to the Check-In desk where you will be given your keys to check in to your new home.

### **Designated Service Stations**

If you have any questions during your Check-In day please head straight to your Customer Services Desk on site where our team will be on hand to answer any questions.

Signage and more information regarding the location of this will be given at your accommodation on the day of your Check-In.

## **Your Home**

### **Enhanced cleaning**

We have enhanced our thorough cleaning protocols even further to keep your new home Covid Secure. The entire accommodation site will be fully sanitised before check-in and high traffic areas such as stairwells, lifts and communal areas will be given extra attention.

Extra Cleaning services are available for you to purchase via your Collegiate Portal to assist you with keeping your apartment, including communal areas.

### **Communal Areas**

We are pleased to announce that all communal areas will be open!

The necessary adjustments have been made to allow for social distancing with your safety in mind and we will continue to monitor this in line with government guidance.

### **Hand Sanitising Facilities**

Automatic hand sanitising stations will be located around the site for you to use.

# Our Staff

## Training

We exceed the industry standard for training; our accommodation staff are all fully ANUK trained and have undertaken specific Covid-19 awareness training which ensures they have a full understanding of coronavirus and how to reduce its spread.

## Wellness

At Collegiate we take a holistic approach to your wellness and our accommodation teams are here to fully support you and help you to settle into your new home.

All our Accommodation Managers and Assistant Managers are fully Mental Health First Aid trained by MHFAE and we have strong links with all Universities in all our cities, so there will always be somebody on hand to support you.

## Making New Friends and Building a Community

We have lots of exciting events planned for your arrival weeks and throughout the academic year.

Depending on the Covid alertness level these may be delivered in person or virtually.

These are designed to help you make new friends and build a friendly supportive community within your new home.

## Student Experience

We have student experience programmes in place which will give you plenty of opportunities to meet and make friends with your neighbours.

Whether you're in a studio or in a shared flat, you can rest assured that you and your new friends will be able to hang out together in your beautiful new home and take part in all the activities we have planned.

**Collegiate continue to closely monitor the Government guidance and will keep you informed accordingly if we are required to make any operational changes to the accommodation in which you are living.**

**We are looking forward to a great new academic year ahead and cannot wait to welcome you to your new home.**



15 mins 

Cardiff Metropolitan University

Cardiff Cathays Station

Cardiff School of Law

Cardiff Queen Street Station

Cardiff University

University of Wales



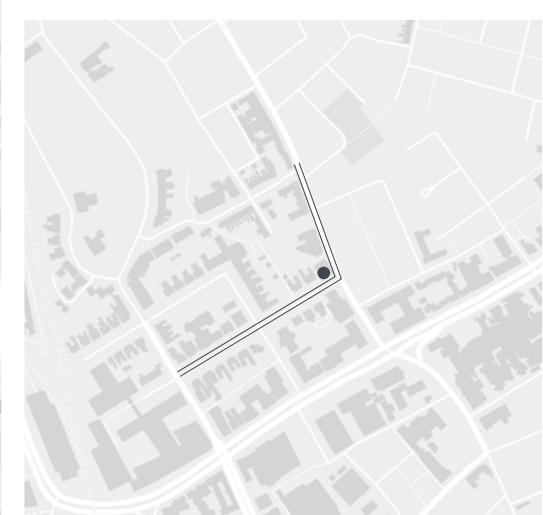
Wales International Academy of Voices

Cardiff Business School

Cardiff Queen Street Station

University of South Wales

Cardiff Central Station



- The Neighbourhood Cardiff
- ▬▬ On street parking



# Moving in requirements

Please ensure that, before you move in, you have completed the following:

- Paid your £250 deposit
- Paid your first rental instalment, or full rent if applicable. These are both due on Wednesday 2nd September 2020. Please be aware, no keys will be issued to you if rent has not been paid.
- Provided 1 x photo ID and 1 x proof of address, for yourself and your guarantor if applicable. 2 x passport photos and 1 x proof of student status.

All documentation needs to be uploaded as attachments directly to your online Collegiate account.

Without complete documentation, you will not be able to move in.

Absolutely no keys will be issued if a resident has not completed any of the above requirements.

## **PLEASE ALSO BE AWARE WE ARE UNABLE TO ACCEPT ANY CASH PAYMENTS**

Should you need to complete an international bank transfer, let the team know; [theneighbourhoodcardiff@collegiate-ac.com](mailto:theneighbourhoodcardiff@collegiate-ac.com), and we will forward you the relevant details.

# What to bring

What to bring to help you settle into your new home:

Bedroom	Kitchen	Bathroom
Duvet and duvet cover*	All utensils	Towels
Clothes hangers	Tea towels	Toilet roll
Sheets*	Food to keep you going	Soap and toiletries
Push Pins (notice board)		Basic first aid kit (just in case)
Pillow and pillow cases		Washing tablets (in drum)
Laundry basket		
Photos of family and friends		

\* Please ask the accommodation team if you are unsure of sizes

When you need your own space to work or claim a moment of calm, your private apartment has it all.

Every room is bright, luxuriously fitted and finished to exacting standards. 24/7 broadband and Wi-Fi keeps you connected and our accommodation teams are always on hand. There's also CCTV, a concierge team every night every day and secure door entry for ultimate peace of mind.

## Bedroom starter pack - £120

Including

- Paid your £250 deposit
- 2 x Classic Egyptian 200TC Cotton White Pillowcases
- 1 x Classic Egyptian 200TC Cotton White Double Duvet
- 1 x Classic Egyptian 200TC Cotton White Double Flat Sheet
- 1 x Classic Hollowfibre Double Size Duvet (9.0 Tog)
- 2 x Classic Hollowfibre Pillows

## Bedroom & bathroom luxe pack - £160

Everything you see in our Bedroom Starter Pack plus...

- Paid your £250 deposit
- 1 x Egyptian Cotton White Bath Towel
- 1 x Egyptian Cotton White Shower Mat
- 1 x Egyptian Cotton White Hand Towel
- 1 x The Neighbourhood Luxury Robe

**\*These items can be purchased separately for £40.00**

## Fortnightly linen service - £30.00 per fortnight

We will provide all the items within the Luxe pack except the luxury robe.

We will remove and wash the linen every fortnight.

In order to purchase the bedding pack please contact us on **[theneighbourhoodcardiff@collegiate-ac.com](mailto:theneighbourhoodcardiff@collegiate-ac.com)**.

## If you need us

If you have any further queries please do not hesitate to contact us - you can send us an email at [theneighbourhoodcardiff@collegiate-ac.com](mailto:theneighbourhoodcardiff@collegiate-ac.com) or visit us at [www.collegiate-ac.com](http://www.collegiate-ac.com) or call +44 (0) 1392 231 099

You may also join the 2021/2022 Residents Facebook page, here you will be kept up to date with all the events and weekly notices about anything important. Search **'The Neighbourhood Cardiff community 21/22'**.

**ELECTRIC  
STUDIO**



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STUDY.  
ENJOY.



THE NEIGHBOURHOOD  
CARDIFF

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