

# MOVING IN **GUIDELINES**



**CROWN  
PLACE**

PRIMA\VIDAE



# WELCOME TO CROWN PLACE FOR THE 2022-2023 ACADEMIC YEAR

**Hi.**

We are really looking forward to welcoming you to Crown Place Cardiff. Just to ensure you have all the information you need before you move in, we have put together some helpful guidelines.

On the dedicated move in weekend at Crown Place Cardiff, our staff members will be available to issue keys and show you to your new home between 9am - 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 during the week between 9am - 5pm. Please contact the helpful on-site team to make an appointment to collect your keys.

# GENERAL INFORMATION

## Travelling

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

The following travel times are approximate.

Heathrow Airport - 2 hours 30 minute drive/taxi or 2 hours 45 minutes by train

Gatwick Airport - 3 hour drive/taxi or 3 hours 30 minutes by train

Cardiff Airport - 36 minute drive/taxi or 1 hour 3 minutes by train

Bristol Airport - 1 hour 18 minute drive/taxi or 2 hours by train

## Car Parking

There are no parking places at Crown Place Cardiff. However there is a longer stay car park on a monthly payment system and a pay and display car park located close by:

- NCP Car Park Cardiff Dumfries Place
- The Capitol Shopping Centre Car Park

## Covid secure promise

Collegiate are 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 your rent amount as per your contract
- Read and sign your Welcome Information

**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!

## Hand sanitising facilities

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

## Mail

Your mail will be delivered to your post box, situated at the ground floor, by the reception and lift lobby. Any larger mail/parcels will be stored behind the reception. If your parcels need signing for, a member of the accommodation team will be happy to do this. Please ensure to put your room number down as well as your full name in English.







Cardiff University

Cardiff Students' Union

Celtic English Academy

**CROWN PLACE  
CARDIFF**





# OUR STAFF

## Training

We exceed the industry standard for training. Our accommodation staff are fully ANUK trained and have undertaken specific Covid-19 awareness training. This 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.

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. There will always be somebody on hand to support you.

## Making new friends & building a community

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

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.

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

# MOVING IN REQUIREMENTS

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

- Paid your first rental instalment, or full rent if applicable. Please be aware, no keys will be issued to you if rent has not been paid.
- Provided x1 photo ID and x1 proof of address, for yourself and your guarantor if applicable. x2 passport photos and x1 proof of student status.

If you have not done this prior to move in, you **MUST** bring all these with you on the day of your arrival. Without complete documentation, you will not be able to move in.

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; [crownplacecardiff@collegiate-ac.com](mailto:crownplacecardiff@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
Desk lamp	Pots and pans	Towels
Duvet and duvet cover*	Tea towels	Toilet roll
Clothes hangers	Cutlery	Soap and toiletries
Sheets*	Plates and bowls	Basic first aid kit (just in case)
Push pins (notice board)	Cups and drinking glasses	Washing tablets (in drum)
Pillow and pillow cases	Tin/Bottle opener	
Laundry basket	Cleaning products	
Photos of family and friends	Food to keep you going	
* Please ask the accommodation team if you are unsure of sizes	Kettle and toaster	

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 superior security with CCTV.



# IF YOU NEED US

If you have any further queries please do not hesitate to contact us - you can send us an email at [\*\*crownplacecardiff@collegiate-ac.com\*\*](mailto:crownplacecardiff@collegiate-ac.com)

You may also join the 2022/2023 Residents Facebook group and our Instagram page '@CrownPlaceCardiff'. Here you will be kept up to date with all the events and weekly notices about anything important. Search '**Crown Place Cardiff Community 22/23**'.







# FIRST CLASS REDEFINED

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