



Guest Services & Information

**Make yourself  
at home.**

**Urban  
Space**

LIVED IN BY YOU, LOOKED AFTER BY US

# Welcome to your apartment.

Dear Guest

Thank you for choosing to stay with Urban Space, we hope you have an enjoyable stay. To help you become familiar with your apartment, we have set out some useful information in numbered sections.

## Section:

- 1 Keys and Checking out
- 2 Apartment Information
- 3 Apartment Safety
- 4 Heating and Hot Water
- 5 Apartment Appliances
- 6 Important Phone Numbers
- 7 Little Extras
- 8 Internet
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If you have arrived and found your car park space occupied by a third party, you must call NGSL parking on 01452 384 991 giving details of your car, the third-party car and the space number (see your check in letter) NGSL will provide further instructions on where to park.

If you have any questions that are not covered in the sections of this folder or we can do anything to enhance your stay, please do let us know.

Booking / Extension enquiries: (0)29 2002 9959 or [info@theurbanspace.co.uk](mailto:info@theurbanspace.co.uk)

Guest Service/apartment enquiries: (0)29 2002 9959 or [guestservices@theurbanspace.co.uk](mailto:guestservices@theurbanspace.co.uk)

Out-of-Hours / Emergencies: (0)29 2002 9959, if you call us between 1800 and 0800 you will get through to our nights team. We will call you back at 0800 unless it is urgent.

Regards

*Guest Services Team*

# Section 1.

## Keys and checking out

You will need to take your sets of keys with you whenever you leave the apartment. This is important for locking your apartment door, re-entry to the development and the lobby entrance.

- ❖ At the end of your stay please locate the post box for your apartment in the foyer of the apartment building on the ground floor. Post your keys in the box. We will collect them from there after you check out.
- ❖ Lost or wrongly placed keys and fobs are chargeable to your card. Where keys are not returned on the day of check-out, or are not returned to the correct place, this may involve changing the locks to preserve security. A minimum charge of £150 will be applied.
- ❖ Standard Check-Out time is 11am. This allows our housekeeping staff time to prepare for the next guests. If you require an extension to this time, please give us as much notice as possible, late check outs can be arranged subject to other guest arrival times.

### **When Checking out:**

Please be sure to check all cupboards and drawers for your possessions, close all windows and lock any balcony doors.

## Section 2.

### Apartment Information

This development is primarily residential. Please take care not to disturb your neighbours. Residents have the right to inform us, the site management (concierge) and/or the Police of any disturbance. This may lead to those responsible being asked to leave the site. A fine of up to £250 will be imposed for anti-social issues caused by our guests. If you are being disturbed by anti-social behaviour, please report this to the concierge.

If you wish to use the leisure facilities, you must register at the concierge office by the main gates. They will take your apartment key as security and provide you with an access fob for the Leisure suite located in Rome House. When you have finished using the Leisure Suite please return the access fob to concierge to retrieve your apartment keys. Please note no alcohol is allowed at the Leisure Suite.

All reports of anti-social disturbances are taken seriously. Every effort is made to resolve any reported issue peacefully, first and foremost by reminding guests that the developments are residential and noise volumes should be kept to a minimum after 11pm.

Apartments are not to be used as a location for a party! If you are reported to be the cause of noise disturbances, we reserve the right to call the Police and/or ask you to leave immediately. No refunds on your booking will be applicable and an additional charge of up to £250 will be applied to the payment card.

All apartments and common areas of the development are non-smoking. If smoking in an apartment is suspected, a charge of up to £100 may be made for odour removal by a specialist contractor. Please also note that sensitive smoke/heat alarms are installed in each apartment and are connected to the central system.

Any damages, shortages, lost keys, or extra cleaning requirements are chargeable. At the end of each stay, our staff routinely check the condition of the apartment and its contents against the inventory. An inventory of the main items in your apartment is supplied in this folder.

As part of our continuous maintenance program, we sometimes require access to apartments during the working day, and we will contact you before making such a visit.

Urban Space cannot accept responsibility for loss or damage to any personal items. Both the apartment and building are safe and secure. However, we recommend that you keep your apartment door locked at all times and always double-check the identity of anyone knocking on your door before opening.

#### **Help us save the Planet while enjoying your stay:**

We would really like you to help us save energy and water.

Going out or not using a room? Please turn off the lights and help us save energy and reduce our carbon footprint.

Towels dry? Ensure the heated towel rails are turned off. The switch outside the bathroom (or for some bathrooms a switch above the towel rail) operates the towel rail. Remember to take caution as towel rails can become very hot.

If you use the dishwasher, try to fill it up before using it.

If you use the washing machine and only need to wash a few clothes, then make sure you use the half load option. Where possible use the 30° option.

### **Recycling :**

Here at Urban Space we try to recycle as much as we possibly can, and we would really appreciate your assistance.

General waste should be disposed of via refuse chutes or the bin stores located in the car park. **Please do not under any circumstance leave refuse in communal hallways.**

Refuse chutes are located in most but not all communal hallways. If your floor does not have a refuse shoot there will be a bin store in either the underground car park or a bin shed store located on the surface level car park.



### Recycling waste bin

You should find green recycle bags under the sink in the kitchen.

The large green bins are for recycling items including, paper, card, plastic, washed out and clean food containers (plastics), empty bottles and cans. You should only place the green recycling bin bags into this waste bin.

### Food waste bin

Your apartment has a small food waste caddy and food recycling bags. Please use these to recycle your food waste. When your food caddy is full, please empty the food recycling bag into the brown wheelie bins found in the bin stores located in the car park.





### **Apartment extractor fans**

An extractor fan serves both the bathrooms and the kitchen of your apartment through ducts in the ceiling. The switch for the extractor is situated in the hall cupboard and is labelled Extractor Fan. It can be left on but will duct warm air out of the apartment so from a conservation perspective, we would prefer you only use it when needed. The BOOST function is to be used when using the shower/bath or cooking in the kitchen.

### **Check Out :**

When checking out of the apartment, please ensure that all lighting is switched off and heating to the minimum setting. Please also ensure that if used, the hot water immersion heater switch in the kitchen is off. The fridge-freezer should however be left on.

### **Service Cleans :**

If you are staying with us long enough to have a weekly service clean we will arrive between 9am and 4pm to clean your apartment. Please see your check-in letter for the day of the week your service clean is allocated for.

If you have personal belongings left on items of furniture we will clean around them but won't move them with the exception that items left on the bed will be moved to enable our team to change your bed linen and make the bed.

Your service clean includes a change of bed linen and towels, all carpets hoovered and flooring wiped clean, dusting in each room, all bathrooms cleaned, mirrors polished and kitchen surfaces wiped clean. Please note that cleaning dirty plates, pans and cutlery is not part of the service clean.

If you would like to arrange additional service cleans, this can be arranged at extra charge. Please call us on (0)29 2002 9959 for further information.

### **If you find anything unsatisfactory:**

Our maintenance team is ready to correct any fault you may find in your apartment. Please inform us as early as possible, so that the rest of your stay is not affected.

For either Maintenance or Housekeeping services, please phone (0)29 2002 9959, or contact us at [info@theurbanspace.co.uk](mailto:info@theurbanspace.co.uk)

## Section 3.

### Apartment safety

Every apartment is fitted with smoke detectors. They can be sensitive and there is no need to evacuate if you have just burnt your breakfast toast. However please leave the building if the fire alarm in the common area outside your apartment or the general building alarm sounds at any time.

#### **FIRE in the Apartment -**

If the fire is small, and you feel confident to do so, use the fire extinguisher and/or the fire blanket fitted on the wall in the kitchen to extinguish the fire. Use the fire blanket on chip pan / fat fires, not the extinguisher.



#### **If the fire cannot be extinguished:**

**DIAL '999' for the fire service.**

- a) Exit the room where the fire is and close the door behind you.
- b) Ensuring that your apartment door is closed (but not locked), take the fire exit stairs and assemble outside the building.
- c) Do not use the lift in the event of a fire.

#### **If you hear the FIRE ALARM:**

- ❖ Collect any clothing suitable for the weather outside, and any medication you may need.
- ❖ Leave the apartment, locking the door behind you, and take the stairs to the car park outside.
- ❖ Do **NOT** use the lift.

Accidents can happen:

Please inform Urban Space of any accident, fire, or emergency incident as soon as possible.

## Section 4.

### Heating & Hot Water

#### Heating

Apartments in Century Wharf either have underfloor heating or panel heaters.

Underfloor heating is controlled by a unit on the wall located in each room. The unit is pre-programmed to come on and off twice a day (6am-9am and 4pm to 10pm).

If you wish to turn the heating up rotate the dial clockwise, you will see the central display increase from a minimum setting of 5.0 degrees to 35.0. Please note that bathroom tile heaters are displayed as a 'comfort level', from 1.0 to 10.0 on the display. Rotating the dial anti-clockwise will reduce the temperature setting.



If you want to change the heating to constant (on 24hours a day) push the grey dial in once. The display will show a thin black circle around the outside instead of segments. This indicates the heating is now set to constant. Please only use this setting if your time in the apartment is inconsistent.

If the wall unit shows no display this indicates the heating has been turned off in that room at the main switch (normally located immediately to the left or right of the display panel). Turn this on and the display should appear on the control unit. If the display flashes, the unit will need to be reset by one of our team – please call us to rectify.

**NOTE: If the heating has been turned off it can take up to 6 hours for a room to reach the desired temperature.**

If you wish the time settings on your thermostats to be changed, or the control unit is flashing which indicates an error please contact us on (0)29 2002 9959.

If your apartment has panel heaters they will come with either individual dials on the panel heater or a boost button. The panel heaters have two switches located next to them on the wall, one turns the heater on for 'off peak' heating and the second for 'on peak' heating.

In some apartments at Century Wharf with panel heaters there will be a central control panel in the hall with three sets of buttons to increase or decrease the temperature that the panel heaters emit

If your apartment has a central control panel use this to regulate the temperature in the lounge bedroom and hallway.

If your apartment has panel heaters with rotary dials or a boost button on them then use the controls to increase or decrease temperature.

### Hot Water

Hot water is heated automatically on the off-peak overnight tariff Economy 7. If additional hot water is needed it can be obtained by turning the immersion heater switch on that is located on the kitchen appliance panel as indicated below.

Please note that you should turn the immersion heater switch on before using any hot water e.g. before showering as turning this switch on when you have already run out of hot water will require at least one hour to heat approximately 1/3<sup>rd</sup> of the hot water tank.



The master switches for off peak and on peak hot water are located in the water cylinder cupboard in the hall. The off-peak switch should be turned on at all times and the on peak switch used as an emergency back up only. Please note the light on the switch will light up dependent on the time of day or night corresponding to the on peak and off-peak times set by the utility provider.



If you still have no hot water an hour after turning the immersion on, please call us on (0)29 2002 9959 for assistance.

## Section 5.

### Apartment Appliances

For ease of use, we have included some information on the appliances in your apartment.

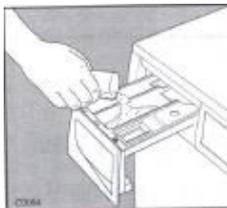
#### Washer-Dryer

Open the door by carefully pulling the door handle outwards. Place the laundry in the drum, close the door.

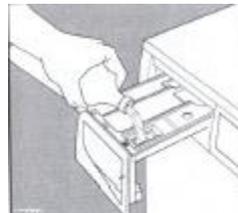


Insert detergent into the main wash compartment and fabric softener into the right compartment.

Detergent



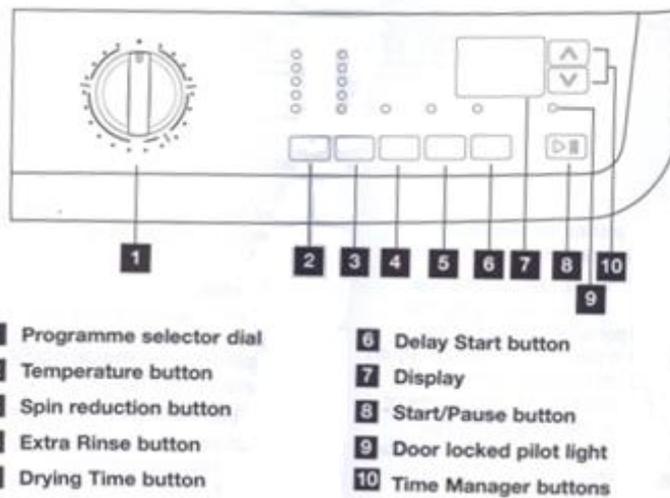
Fabric Softener



Select the required programme by turning the programme selector (dial 1) to the required programme. Press Start, the display shows the duration of the selected programme. Turn dial 1 to position O to reset programme/Switch OFF the machine.

Dial 1





The above shown are for the most common model of washer dryer at Century Wharf. For Drying, the recommended loads size is 3kg for cottons and linen, and 2 kg for synthetics. If this is not the make/model in your apartment you will find the appliance instructions in the kitchen draw.

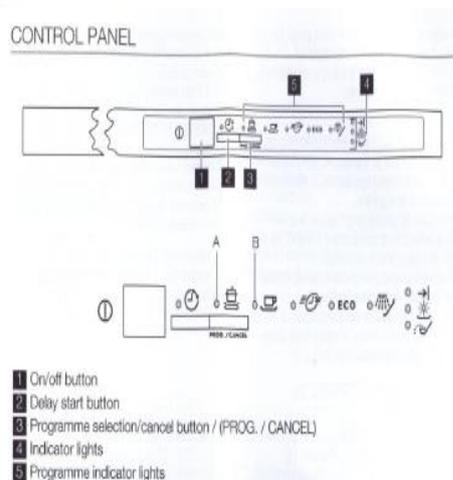
**To dry:**

1. Load laundry
2. Select the drying programme.

If you wish to select a timed dry-in, press button 5 until the time you want appears on the display.

Depending on the load size, drying time is from 50mins to 170 mins.

**Dishwasher**



To start the dishwasher;

- 1) Switch on the appliance
- 2) Press the programme selection/cancel button several times to set the specific washing programme. (The programme indicator light will come on)
- 3) Close the door. The programme will start automatically.

Programme	Degree of Soil	Type of Load	Programme description
	Heavy Soil	Crockery, cutlery, pots and pans	Prewash Main wash up to 70° C 2 intermediate rinses Final rinse Drying
	Normal Soil	Crockery, cutlery, pots and pans	Prewash Main wash up to 65° C 1 intermediate rinse Final rinse Drying
	Normal or light Soil	Crockery and cutlery	Main wash up to 60° C Final rinse.
	Normal Soil	Crockery and cutlery	Prewash Main wash up to 50° C 1 intermediate rinse Final rinse Drying
	Any	Partial load	1 cold rinse (to prevent food scraps to bond) Detergent is not necessary.

## Oven

To use the oven, turn the oven function control knob to the required cooking function. And turn the thermo stat control button to the correct temperature. The below diagrams is representative of a typical oven at Century Wharf however the oven make and model in your apartment may differ.

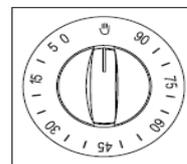
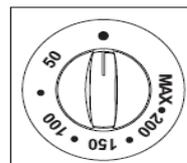
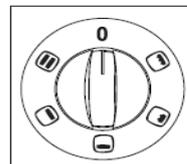
Function dial

Temperature dial



### Oven Function Control Knob

-  The oven is off
-  Conventional cooking - The heat comes from both the top and bottom element, ensuring even heating inside the oven
-  Bottom heating element - The heat comes from the bottom of the oven only
-  Top heating element - The heat comes from the top element only (outer section)
-  Inner grill element only - Can be used for grilling small quantities
-  Full Grill - The full grill element will be on



## Section 6.

### Important Phone Numbers

#### Emergency Services

#### Police, Fire, Ambulance - 999

Be prepared to state –

1. Which service you require
2. The nature of the emergency
3. Your location: Century Wharf Apartments, Dumballs Road, Cardiff
4. Your telephone contact number
5. Your name

#### Other Useful Numbers....

Police Stations	Cardiff Bay Station	(0)29 2022 2111
Hospitals	University of Wales Hospital	(0)29 2074 7747
		(0)29 2071 1711
	Llandough Hospital	
	Cardiff Bay Surgery	(0)29 2183 3450
	Emergency Dental Helpline	(0)29 2044 4500
Public		
Transport	National Rail Enquiries	(0)8457 48 49 50
	Cardiff Central Coach& Bus	(0)8705 80 80 80
	Travel-line	(0)871 200 22 33
	Travel-line website	www.traveline-cymru.info
Taxis	(0)29 2022 2222 or (0)29 2055 5555 or (0)29 2077 7777	
Airports	Cardiff	(0)1446 711 111
	<u>Bristol</u>	(0)8701 212 747
	Birmingham	(0)121 767 5511
	Heathrow	(0)208 745 1000
	Gatwick	(0)1293 535 353
Car Breakdown	The AA	(0)800 88 77 66
	The RAC	(0)800 82 82 82
Services	Directory Enquiries	118 500
	NHS Helpline	(0)845 46 47

## Section 7.

### Little extras

For your most immediate needs, Sainsbury's and Tesco Express are situated a short journey away in Cardiff Bay's Mermaid Quay area. From Century Wharfs main gates turn right walking 50 yards to the end of Dumballs Road. Cardiff Bay police station is situated on the corner. Turn left walking past the police station and Follow James street (the main road) until you reach Quantum Coffee Shop at the cross junction.

Turning right at the junction will bring you to a Tesco's. Alternatively going straight over at the junction will bring you to a Sainsbury's supermarket.

Asda, Boots, Morrisons and Argos are also within 15 minutes' walk, at Cardiff Retail Park.

Why not go for a late check-out?

- ❖ Stay until 2pm for £20
- ❖ Or until 4pm for £40

Give reservations a call on (0)29 2002 9959 and they will be happy to add a late check-out to your booking.

If you would like us to shop for you ...

We are happy to shop for any supplies you may need on your arrival, or during the time of your stay. Delivery times are limited to our standard office hours.

Contact us on (0)29 2002 9959, and we will endeavour to deliver them to your apartment within 3 hours of your call. This service is charged at £10.00 per delivery and will be debited to your card unless paid for in cash at the time of delivery.

### Toiletries

We have chosen large bottles over small bottles as they are more environmentally friendly. We hope you enjoy them. If you would like to take them home with you then let the guest service team know. We will pass a charge of £12.00 per bottle when you check out.

### Breakfast Hamper

Arriving home late? Haven't got time to run out for Breakfast? Let us take care of that and arrange for a full Welsh breakfast hamper or a continental breakfast to be ready for you when you return home from your busy day!

### Taxi Service

If you would like us to arrange a taxi service for you for long or short distances, we have links with executive chauffeur driven cars. Please give us a call on (0)29 2002 9959 and we will be happy to help.

### Laundry & Dry Cleaning

Although you do have a washing machine in the apartment, sometimes you just crave that special dry-cleaning finish. If you have any special laundry requirements, dry cleaning or you may even prefer an extra duvet or linen whilst staying with us, give our office a call on (0)29 2002 9959 for prices.

### **Additional Cleaning Services**

If you would like to arrange an additional service clean during your stay we can provide this subject to 24hours notice. Additional Service clean costs will vary dependent on the size of your apartment and the number of guests staying in the apartment.

Please contact us on (0)29 2002 9959 for tailored prices.

### **Replacements:**

New keys and fobs sets are charged at £150 as the lock on the door will need to be changed as well as replacement keys being cut. So to avoid incurring these charges, keep a close eye on your keys!

## Section 8.

### Internet

Most apartments at Century Wharf have wireless broadband in the apartment unless your check in documents state otherwise. Your log-in details are available at the front of this folder, it is also available on the WIFI router in the apartment.

If you are having trouble connecting to the wireless network or can connect but can't then see the internet web pages you are searching for please try turning the wireless router (if located in your apartment) off and back on again after 60 seconds. This solves 90% of issues.

If you are trying to connect with an Apple device (Ipad or Airbook) from experience these devices sometimes have difficulty connecting to some of our wireless networks. In the majority of cases Apple have advised that resetting the network settings on your device will solve connection problems. Apple have a dedicated customer support line that you can call them on directly if you still can't connect.

If this does not resolve the issue please call our office for further assistance between 8am and 6pm on (0)29 2002 9959 and we will endeavour to check the connection or provide you with an internet dongle (subject to availability).

If you have an Apple device and are unable to connect to one of our wireless networks, you can visit apple online for their guides or call Apple customer support.

## Section 9.

### Frequently asked questions

**Q:** Are there any shops/restaurants close by?

**A:** Yes. See section 7 for directions to the nearest amenities.

**Q:** Does Urban Space supply a shopping service?

**A:** Yes. Please see Section 7.

**Q:** How can I get some more towels, bedding or other items?

**A:** By phoning our housekeeping team on (0)29 2002 9959, depending on quantity, there may be a small charge for this.

**Q:** What is your policy if I decide to leave early, or ask to extend my stay?

**A:** We do our best to accommodate guests whenever a change in their plans become necessary. Please contact our Reservations Team on (0)29 2002 9959 who will do their best to fit in with your needs. Please note that alterations in the period of your stay are likely to affect the final price charged to you.

**Q:** Are there any 'House' rules I should know about?

**A:** Just a few, These items may not be placed on balconies or patios – barbeques, bicycles, or clothes for drying. No radio or other noise is allowed that is audible to neighbours after 11pm. (see the penalties clause in 'Essentials', section 2 about nuisance to neighbours). The keeping of pets is not allowed. Smoking is allowed only in outdoor spaces,

We hope that you have found the directory informative. Please let us know if we have missed anything. All information about our locations, what's on and the best places to dine is available via our website, [www.theurbanspace.co.uk](http://www.theurbanspace.co.uk)