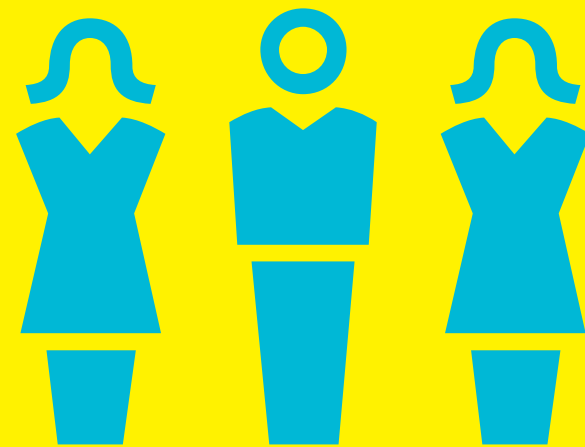


WELCOME ↓↓ TO

AROFAN HOUSE

THIS BOOKLET

IS HERE



TO MAKE

THINGS EASY



FOR YOU.

THE
STUDENT
HOUSING
COMPANY

Before we introduce ourselves here are a few things you should do as soon as possible.



Make sure you know how to contact the Accommodation Office to report any problems to your residence team.



Follow us on Facebook, Twitter and Instagram. We might not be reporting on breaking world news, but we can keep you up to date with events in your residence.



Introduce yourself to your neighbours. Living with other people is much easier if everyone is friendly.

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- ➔ What we will do for you
- ➔ Our promises
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- ➔ What you can do for you residence
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Useful Information



Accommodation Office

Opening Hours

Monday to Friday 8am–6pm

Saturday closed

Sunday closed

24 hours 029 2104 0580

arofanhouse@thestudenthousingcompany.com



Your Student Portal

To access your student portal go online at:

<http://thestudenthousingcompany.com/login/>

You can find your log in details in the email sent to you by your residence when you booked. If you cannot find your details just ask and the residence team will be more than happy to help.



Follow Us

 Arofan House - Student Accommodation

 @comelivewithus

 thestudenthousingcompany



What We Will Do for You

We are The Student Housing Company and we manage your residence.

We want to change the way accommodation is provided for students, raising people's expectations about service, quality and communication. We want you to find renting a room from us incredibly easy and we want you to feel safe, comfortable and looked after. We want your parents to have peace of mind and we want you to recommend us to other people.

From our plain-speaking name to our friendly staff, we want to make everything we do as clear and upfront as possible.

Our goal is to have buildings close to lots of UK universities. We want these occupied 100% of the time. We can only do this by being excellent.



Our Promises

We make 5 promises to our customers that we think reflect the quality of our accommodation. They won't tell you how to survive Freshers' Week, but they will give you a good indication of what to expect from our high standard of service.

If you don't receive this standard of service you can tell us by filling in a yellow card at reception, and we'll do everything we can to put things right.

We know we can't get *EVERYTHING RIGHT* all of the time, SO  **WE, HERE AT THE STUDENT HOUSING COMPANY,** will read *and* consider **ALL** of  **YOUR SUGGESTIONS** on how to **improve our service.**

 WE'LL BE **UPFRONT** *about ALL the COSTS YOU'LL FACE TO RENT*  a **ROOM** from us.

If things **BREAK** OR go wrong in our  **BUILDINGS**  **WE'LL FIX THEM QUICKLY AND CHEERFULLY.** 

WE'LL ACTIVELY **SEEK**  **STUDENT INVOLVEMENT** in our **COMPANY** through  **PLACEMENTS** so we make sure our offer is being SHAPED BY ACTUAL STUDENTS

 The **PEOPLE** who work in *your* building have been  **HIRED** for their **INTEGRITY,** FRIENDLINESS AND WILLINGNESS TO **GO THAT**  *bit* **FURTHER.**

What to Do When Things Go Wrong

When things go wrong in our building we will fix them quickly and cheerfully.

'Things' means

...anything we supply to you as part of the fixtures and fittings of the building.



'Quickly' means

Priority One (Emergency Repairs) are completed within 24 hours of being reported. These are repairs required to ensure the health and safety of residents, or prevent damage to buildings and belongings.

Priority Two (urgent repairs) are completed within five working days of report. These would be any repairs that materially affect the comfort or convenience of the residents.

Priority Three (non-urgent repairs) are completed within 28 days of report. These would be any repairs not falling into the above categories.

'Cheerfully' means

...we are happy to do so and hope that you will find our maintenance team happy to help you.

If you do wish to report a problem or need something fixing please call your residence team or visit reception.

The Serious Bit

At The Student Housing Company we take the behaviour of our residents very seriously. Breaches of our rules and regulations can result in removal from your accommodation.



We don't want this to happen so please remember to respect others and the building at all times.



It is your joint responsibility to ensure that communal areas are kept clean and tidy to an acceptable standard.



House inspections take place from time to time. We do not clear up after you but we will help and offer friendly advice – please remember that if cleaning is regularly ignored we may appoint contract cleaners to tidy up at your expense.



A list of common charges for damage to items can be found on The Student Housing Company portal. Please also remember that guests are your responsibility at all times.



Please remember to pay your rent on time. You can pay online through your student portal or by bank transfer, come to see us at reception for our banking details. Your student portal web address is:

<http://thestudenthousingcompany.com/login/>



If you are having financial problems please contact reception as there are charges for late payment of rent.



You can contact the student loans company through their website *www.slc.co.uk*

How to Stay Green



Switch it off

Please switch off all lights and other electrical gear not being used, don't just leave it on stand-by. You wouldn't believe how much energy this saves. In fact, every time you do this Al Gore hugs a puppy.



Keep a lid on it

Keeping a lid on your pan makes your food cook quicker and conserves energy. It also helps keep your hob clean.



Use your booster switch

If you're chilly your room has a booster switch for the heating. Using this means you don't have to leave your heating on permanently.



Bike storage

We have secure bike storage so be green and bring your bike with you.



Recycling and rubbish

Please ensure that all rubbish is taken to the bin store. We operate a very simple recycling system in all of our kitchens. Please familiarise yourself with this and stick to it in an effort to keep our planet green.



What You Can Do for Your Residence

We expect you to...



Look after your flat, keeping it clean and tidy.



Keep noise to a minimum throughout the building and outside at night.



Allow us access to your room for inspections and to fix things.



Familiarise yourself with our rules and guidelines.

Cleaning up



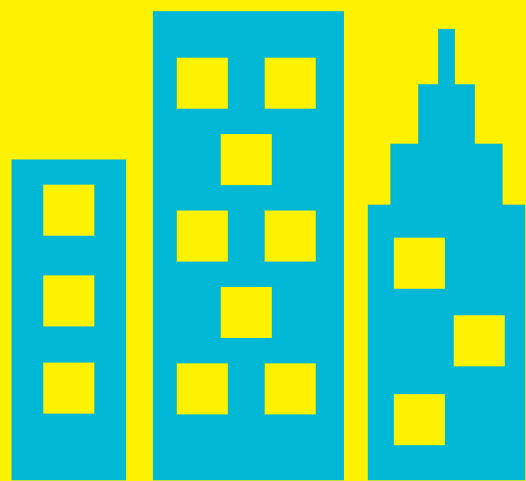
Remember to regularly remove rubbish bags and place them in the correct bins provided.



Remember to wash all your dishes, but be careful not to block the kitchen drain.



Ensure all hair is removed from the shower to prevent it from causing unnecessary blockages.



Being Safe and Comfortable

Fire Safety



Tampering with fire detection and safety equipment is a crime and may result in a fine or prosecution.



Take your time to familiarise yourself with the fire assembly point and the fire notices displayed. Make sure you know where your closest fire exit is.



Fire alarm tests are held weekly so familiarise yourself with when this is.



General Safety



Smoking and illegal drugs are not allowed anywhere inside the building.



Student accommodation is often seen as a soft target for thieves. Always lock your windows and doors when you are not in.



Be aware of your personal safety, particularly in relation to letting anyone you don't know into the residence. It is better to be safe than to give access to someone who could cause problems.



Don't make excessive noise, especially late at night. Many of our tenants will be studying in the evening or early morning.

Post and Parcels



All parcels go to reception. To pick them up you need to sign for them and show ID. Parcels can only be accepted at reception during office opening hours.



Please make sure all post is addressed correctly and includes your full name and your room number.



Post will be distributed into secure flat postboxes for your collection. A key to your postbox will be provided to you when you move in.



We will do our best to look after parcels, but in the unlikely event of something going wrong, we will not be liable for any damage or loss of a parcel you have authorised us to accept on your behalf.

What your rent includes...

Laundry



Circuit Laundry operate these machines for us. To use the machines you need a top up card worth £5. This money will be deducted from your card each time you use a machine.



Call Circuit on 01422 820 360



You can set up an account online and check for machine availability by visiting www.laundryview.com

TV, IPTV & Internet



All communal kitchens and Studios have TVs. IPTV is available throughout and is supplied by Ask4.



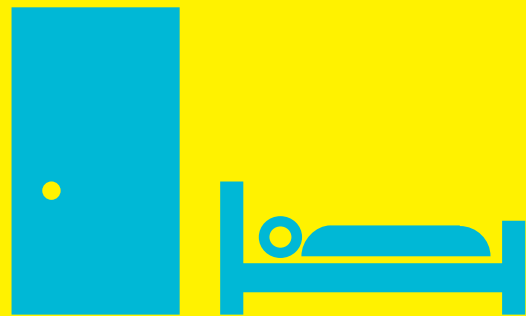
Remember to get your TV license at www.tvlicensing.co.uk



There is 100Mb broadband with Wi-Fi throughout, with the choice to connect six devices to your internet account. Internet is supplied by Ask4.



If you are stuck you can contact Ask4 by calling 0114 303 3232, emailing support@ask4.com, or texting 'call me' to 07797 800 545 for a call back.



What your rent includes...

Common Room



The Common Room is available for your relaxation and enjoyment 24/7.



You are welcome to plug in your DVD player, Playstation, Wii etc. and make it your own.



The Common Room is your space for you to use as you wish, however if noise is disturbing the other students the room will be locked. Remember, you are part of a community, so please be considerate of others.

Keys



Access to your residence is by key fob, which gets you into the residence and all the way up to your room.



Flat doors and Studio doors lock automatically, but bedroom doors do not. You must present the key to the door every time you leave your room, a bit like how you would lock a door with a normal key.



All communal doors lock automatically.



There is a charge to replace each key so please do not lose them.



Getting Around

Cardiff Central Train Station

Cardiff Train Station, Cardiff

Cathays Train Station

Senghennydd Road, Cardiff, CF10 3QN

Cardiff Coach Station (National Express)

Sophia Gardens, 2 Sophia Cl, Cardiff CF11 9HW

Megabus

1 Kingsway, Cardiff CF10 3AN (opposite City Hall)

Cardiff Metropolitan University

Cyncoed Campus, Cardiff, CF23 6XD

Cardiff University

Cardiff University, Cardiff, CF10 3XQ

Cardiff Metropolitan University

Cyncoed Campus, Cyncoed Road, Cardiff, CF23 6XD

University Of South Wales

Adam Street, Cardiff , CF24 2FN

Convenience store: Tesco Express

City Road. Cardiff, CF24 3DR

Cardiff Principality Stadium

Westgate Street, Cardiff, CF10 1NS

Cineworld

Mary Ann Street, Cardiff, CF10 2EN

Vue Cinema

Wood Street, Cardiff, CF10 1LA



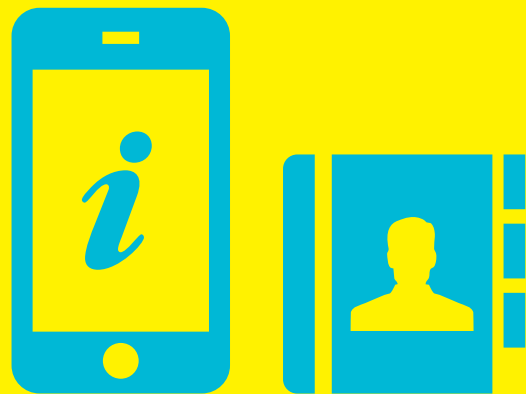
Useful Contacts

City Contacts

NHS Advice	111
Heath Hospital	029 2074 7747
Red Dragon Cabs	029 2033 3333
The Samaritans	08457 909 090
Addiction Helper	0800 044 8320
Talk to Frank	0300 123 6600

University Contacts

Cardiff University	029 2087 4000
Cardiff Metropolitan University	029 2041 6070
University of South Wales	034 5576 0101
Royal College of Music & Drama	029 2034 2854
KAPLAN	029 2038 8067



Freebies

It's hard to know where to start, so here are a few places we think you should take some time out to see, to immerse yourself into Cardiff culture:



Tour Cardiff Castle

It is a must do, situated in the heart of the Capital. Students are able to tour the prestigious Castle for a bargainous £10.50.

St David's Centre

With almost 200 places to eat & shop including department stores, St David's has everything you need!

Cardiff Arcades

Here you'll find six Victorian arcades dating as far back as 1858 including vintage fashion, café's and jewellers!

Cardiff Market

Does what is says on the tin, this is the main market in Cardiff. You'll find things you didn't know you needed here!

Museum

The National Museum in Cardiff is a fantastic place to learn a bit of Welsh history, both about Cardiff and Wales in general.

Bute Park

A large series of adjoining parks right in the centre of the city, with the River Taff running through. Another great place to picnic in summer.

Roath Park Lake

Fancy some fresh air? Roath Park has an amazing lake to help take you out of the city and into a state of relaxation. Also perfect for picnics.

The Best of...

Cocktails

Buffalo Bar is lively and close to the city centre so is a great place to start, end or spend the whole evening!

Coffee

Coffee Barker is set amongst Cardiff's many arcades, this coffee shop is a great place to get a caffeine fix between lectures. Little Man Coffee can also be found roasting all kinds of unique coffee beans and running events every month.

Bookshop

Welfield book shop is super near Arofan House. Pick up a fiction to immerse yourself in, or even a cook book to transform your microwave dinners!

3am Takeaway

Mowglis curry house started a new concept of Indian Cuisine in the heart of Cardiff. Their slogan is Indian cuisine Re-Invented. However, if you don't fancy curry, Arofan House is located on a road full of takeaways. So take your pick!

Gym

If you are eating kebabs after a night out, you better keep yourself active and EasyGym is in the centre of Cardiff, just 10 minutes' walk from Arofan House. Memberships are available for £18.99 per month.

Bars

Cardiff has so many amazing bars, but to keep it local and student friendly you must visit Urban Taphouse. Set across two floors of a grand old building, this is the perfect location for craft beer and burger lovers. Pints start at £3.30, lovely!



Bucket List



Head to **Cardiff Bay** for an array of restaurants and shopping, right on the waterfront! You can even grab an ice cream on the beach...



Relive 2000 years of history at **Cardiff Castle!** Highlights include the 'Roman Wall' and war time shelters hidden in the walls of the castle.



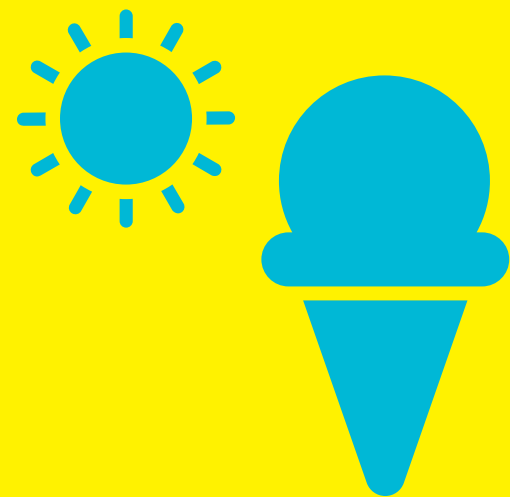
Immerse yourself in national history at **St Fagans**, one of Europe's leading open-air museums. Entry is free!



Attention all sci-fi lovers! Don't miss the **Dr Who Experience** during your time in Cardiff. Trip in the Tardis anyone?



Go for a picnic at **Bute Park**. At 56 hectares (equivalent to 75 football pitches) it is full of historic and wildlife interest. Don't forget to take the Pimm's!



Best kept secrets...

While Spillers may be the more famous Cardiff record store, Kelly's claim to fame is being Wales' largest vinyl record shop.

On the first floor of the market building there are hundreds and hundreds of records for sale. They also have an online catalogue, so if you can't get to into the city centre, you can still stock up on some new records.

And for you green fingers..

Head away from the lake and into the beautiful rose garden. There you'll find the conservatory which you can tour for a small entrance fee. On summer weekends, they sell plants which means you can plant a bit of Roath Park in your own garden!



The Good, the Bad and the Ugly

This can be covered by one event, WTF Wednesdays at Retros. Evoking memories & playing classic tunes from all your 90's heros. Retro is the undisputed home of the 90's vibe.

Retros is a nightclub just around the corner from our Arofan House residence so you will have no problems finding your way home after a great night.

Spread over 3 floors Retros boasts 3 bars including, our World Famous Cocktail bar, 2 dance floors & several stylish seating areas that allow you to 'party like its 1999' or relax & enjoy the intoxicating atmosphere of Cardiffs hottest venue.

Only a good night can be had at Retros, the bad and the ugly comes when you have to make your 9am lecture Monday morning.

Monday to Sunday

Mondays

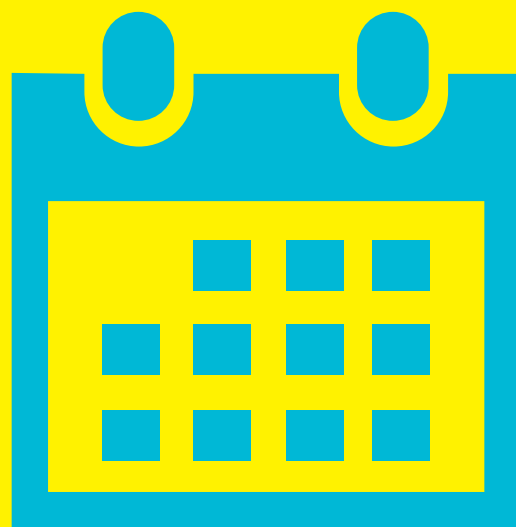
You have to study sometime!

Tuesdays

Jazz Tuesday's at Dempsey's. A bit of old school sophistication to get you through the week. You never know you might be listening to the next Tom Jones!

Wednesdays

Champions League night? Head to Gassy Jacks for big screens and curly fries!



Thursdays

Late night shopping down Queen Street, pick up a hot chocolate as it's cold outside!

Fridays

Expensive Fridays! Get down to Cineworld and use that student discount to see the latest release at one of Cardiff's IMAX!

Saturdays

Let's get active, get up and down Bute Park in time to catch Jeff and the boys on Soccer Saturday!

Sundays

Clear your schedule... it's Sunday.