



WELCOME TO YOUR  
CITYSTAY APARTMENT!  
HUB APARTMENTS

## ABOUT US

City Stay Apartments was established by Mark Phillips in 2008, who recognised the need to provide a high quality alternative to hotel accommodation in Milton Keynes.

We offer studio, one, two and three bed apartments for both leisure and corporate guests in Milton Keynes. We provide executive, high quality apartments with exceptional customer service is important to our company ethos, and regarded as the key to our success.

City Stay is owned and operated by a team who are local and have great knowledge of the Milton Keynes area. Please feel ask if you would like to know anything about your local area.

## IN NEED OF LOCAL INFORMATION?

Visit our website for details on local restaurants and things to do in Milton Keynes.

[www.citystayaparts.com](http://www.citystayaparts.com)

## CONTACTING US

Telephone: 01908 664516

Office open hours: 9.30am – 5pm, Monday – Friday

**Out of office hours (Please send a text message)**

Mobile: 07498 993 903

Please be aware that should you need assistance during out of office hours and require a non-emergency call out, you may incur a charge. Please leave us a message or send us a text with your contact details and we will get back to you if we think it is an emergency.

[You can also reach us by email on info@citystayaparts.com](mailto:info@citystayaparts.com)

# YOUR GUIDE FOR YOUR STAY

## WIFI

Wifi details are located on a small white sign in the apartment. (normally located next to the tv or on the coffee table) Alternatively the details are on the back of the internet router.

## Free view TV

By pressing the source button on the TV remote and choose TV you can watch the normal free view tv channels.

## Now TV

To watch the NOW TV press the source button and HDMI 1 or 2. You can access movies and entertainment channels. You can also access online channels such as Netflix/Amazon/BBC Iplayer. If you sign into our online account please ensure you log out of your account before you check out of the apartment.

The parental control pin is **2606**

## Parking

You are allocated with 1 x parking space during your stay. You will be given a parking permit in your key collection envelope. Please stick to the parking bay you are allocated on your parking permit. Please ensure that your permit is clearly displayed in your dashboard.

City Stay is not responsible for any parking fines received during your stay. Please make sure the permit is returned with your keys, we will charge £25 if not returned.

## Bin store and Rubbish

The bin store is located the -1 floor of the apartment. Please see map for location. Take your keys with you as you will need the grey fob to gain access back into the apartment block.

Please empty your bins regularly so there is no build up of rubbish in your apartment.

## Cleaning During your Stay

If you are staying longer than 7 days, your apartment will have a service clean every 7-8 days. This service will provide you with clean towels and freshly made bed/new linen.

It's a general tidy up just to keep your apartment in good order.

Please be aware that long term guests are expected to replenish their own stock, e.g. toilet roll, soap etc. These will not be replenished on your service.

If you would like a particular day/time for your service cleans please contact the office arrange this. If you turn away our cleaners due to the service being inconvenient please arrange with us another time to attend.

## Extras

We are able to provide extra beds, cots and baby high chairs on request. There is no charge for cots and high chairs. If you request a cot please note that we only provide a travel cot and you are expected to supply your own bedding and mattress.

Post box keys can be given also (Long term guests only)

## Maintenance

We hope you understand that maintenance issues happen from time to time, so if there is one that affects your apartment during your stay please inform us immediately. If you inform us early in the day before 12pm we will try and get this fixed on the same day. We rely on contractors and cannot always guarantee their availability. Maintenance reported over a weekend may take longer to fix.

We will always endeavour to get issues sorted ASAP.

## Damages

If you can see any damages to your apartment upon check in chances are we will be aware of them and they are on our maintenance list. Any damages we feel will impact your stay we will notify you prior to arrival.

If by accident something is broken during your stay please let us know before you checkout. We understand that accidents do happen from time to time, and would appreciate being told. Deductions may be made from the deposit depending on what it is.

## Heating in your Apartment

You have thermostats on the wall in the lounge. The heating is set to come on when the temperature dips below 21 degrees.

Please try not to adjust this.

If you are having problems with your heating please report it to the office immediately, City Stay will endeavour to get it fixed as soon as possible. We rely on outside contactors and it will depend on them when they can attend. Please use the portable heater in the apartment in the meantime.

## **WE HAVE A STRICT NO PARTY POLICY.**

**Our apartments are surrounded by residents and respect must be shown to them at all times.**

Under no circumstances do we allow parties in our apartments of any kind and we reserve the right to ask guests to leave if found doing so and no deposit refund will be given.

The total occupancy level must be stated at the time of booking and must not exceed the occupancy levels. We will contact the police if noise and gatherings persists after the time of 11pm.

**WE ASK THAT YOU PLEASE TURN ALL SOUND LEVELS DOWN AFTER 11PM AND BEFORE 8AM**

## **Smoking in the apartment is strictly forbidden.**

If you do smoke, please do so outside the apartment building and dispose of the cigarette appropriately. If we smell smoke or find evidence of smoking in the apartment payment will be deducted from your deposit.

## Damage Deposits

If we have taken a damage deposit payments will be deducted if we received noise complaints, extensive clean from mess and misuse, large damages to the apartment, smoking, and any call out charges. Deposits will be refunded after the apartment has been checked over and will take 2-3 days for the payment to return on your card.

## Checking Out of your Apartment

Check out is at 10am unless you have arranged a late checkout with the office. We need at least 24 hours notice to request a late check out.

When you check out we would appreciate:

- Loading the dishwasher and turning it on
- Bagging up your rubbish and taking it to the bin store
- Leaving keys and parking permit in the key post box in the entrance foyer on level 0. Please ensure you put the keys in the same number post box as the apartment number you stayed in. You do not need your fob to leave the carpark as there is a button on the left by the gates to manually open the gates.

## Feedback

We always appreciate feedback from your stay. Positive so we know we are doing a good job and negative so we can look to improve.

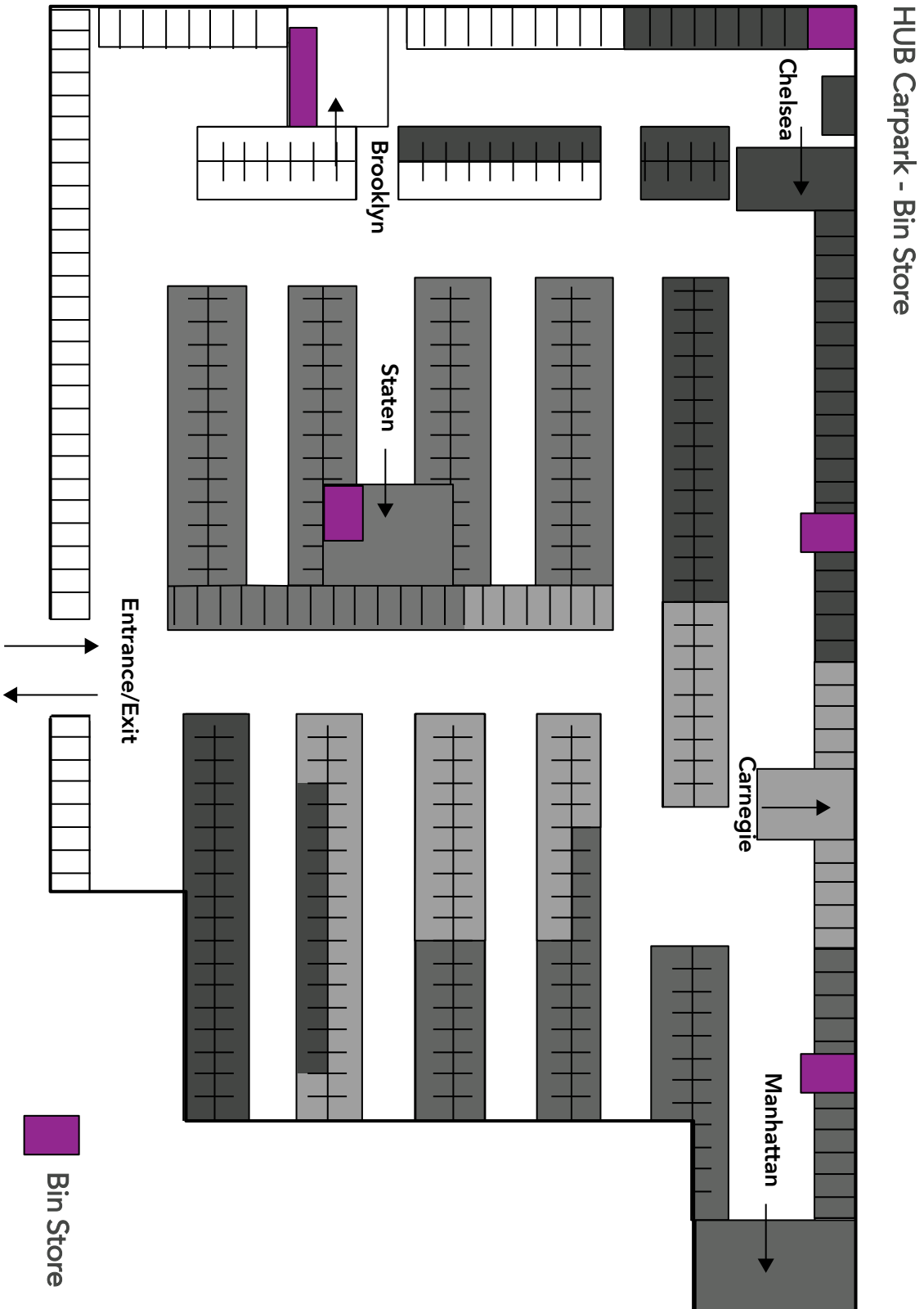
Please send us an email on [info@citystayaparts.com](mailto:info@citystayaparts.com) or send us a message through your booking platform.

## Thinking of staying again?

If you enjoyed your stay and would like to visit us again, if you book directly with us by contacting our office we can offer better discounts than if you booked through an online agency. We appreciated your support. We hope to see you again soon!

# THE HUB BIN STORE LOCATION

(Located -1 Floor)



# INVENTORY FOR YOUR APARTMENT

City Stay Apartments provides all your home from home needs, we have put together a list of the items that come in your apartment as standard. If there is something missing in your apartment that shows in the list below please let us know and we will be happy to provide it for you.

## 1/2/3 Bedroom Apartment Inventory

### Kitchen

4/6/8 x Bowls  
4/6/8 x Side Plates  
4/6/8 x Dinner Plates  
4/6/8 x Mugs  
4/6/8 4 x High Ball Glasses  
4/6/8 x Wine Glasses  
4/6/8 x Cutlery (Knife,Fork,Spoon,Tea Spoon)  
2/4/6 x Place-mats  
2/4/6 x Coasters  
5 x Cooking Knives  
1 x Corkscrew  
1x Serving Spoon  
1 x Spatula  
2x Frying Pan (Large and small)  
1 x Grater  
1x Tin Opener  
2 x Oven Dishes  
1 x Large Chopping Board  
1 x Potato Peeler

1 x Salad Bowl  
2x Saucepan (Large and Small)  
1 x Scissors  
1 x Sieve  
1 x Trivets  
1 x Microwave  
1 x Kettle  
1 x Toaster  
1 x Instruction Manuel for Dishwasher  
1 x Instruction Manuel for Washing Machine  
1 x Instruction Manuel for Heating  
1 x Fire Blanket  
1 x Tea Towel  
1 x Oven Glove  
1 x Washing up Liquid  
1 x Jay Cloth  
1 x Dishwasher Tablet  
1 x Sponge  
Free Condiments: Tea Bags, Coffee sachets,  
Sugar, Milk, Biscuits, Salt + Pepper Sachets,  
Olive oil, Dishwasher tablets, Washing Tablets

### Lounge

1 x TV + Remote  
1 x Wifi Box  
1 x NOW TV device  
1 x Welcome Folder  
1 x Wifi Sign

### Hallway Cupboard

1 x Bucket  
1 x Mop  
1 x Clothes Airer  
1 x Henry Hoover  
1 x Iron  
1 x Ironing Board  
1x electric heater

### Per Bathroom

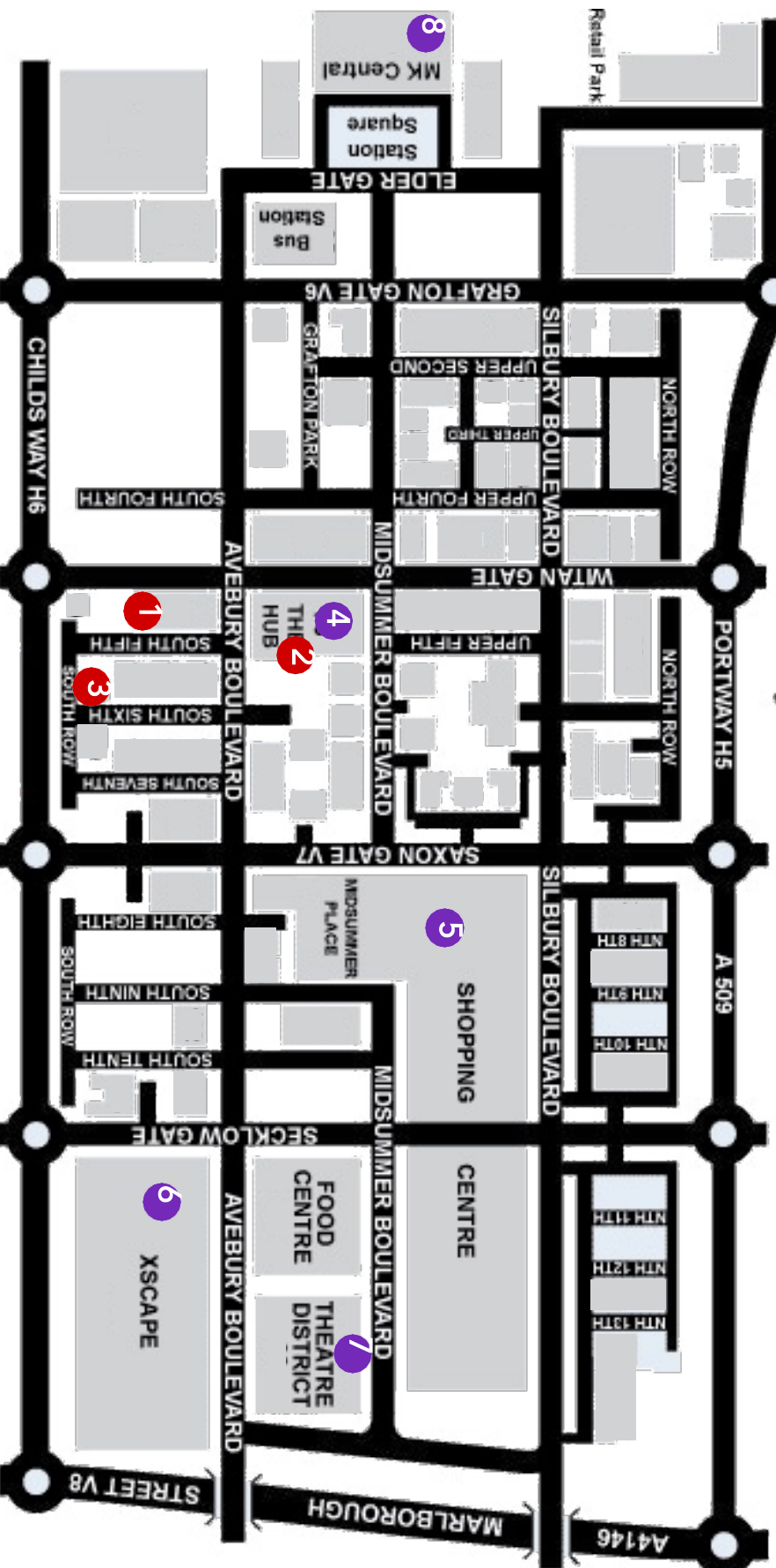
1 x Bin  
1 x Toilet Brush  
1 x Bath Mat  
1 x Soap  
1 x Shower gel  
1 x Shampoo/  
conditioner  
1 x Toilet Roll

### Per Bedroom

1x Hair-dyer (per  
apartment)  
2 x Bath Towels  
2 x Hand Towels  
4 x Pillows  
1 x Duvets  
8 x Hangars  
1 x Fan

Please note that all ornaments, pillows, pictures and stock vary from each apartment and City Stay will take note if anything goes missing and you will be charged if anything is taken and in some cases reported to the police. If you are short of any items please contact us on **01908 664516**.

# Central Milton Keynes



- 1 Vizion Apartments
- 2 Hub Apartments
- 3 Centro Apartments
- 4 Hub Restaurants
- 5 MK Shopping Centre
- 6 SnoZone
- 7 Theatre District
- 8 Train Station



# EMERGENCY CONTACT NUMBERS

## **Call 999 for**

The Police, an Ambulance or Fire Brigade.  
**Call 101** for non emergency police enquiries

## **Milton Keynes Main Police Station**

417 Saxon Gate East,  
Central Milton Keynes,  
MK9 3DX  
Direct dial: 101

## **Milton Keynes General Hospital 24Hour Accident & Emergency**

01908 660 033  
Standing Way, Eaglestone,  
Milton Keynes  
MK6 5LD

## **NHS Direct Helpline (Non emergency health issues)**

Dial 111

## **CMK Medical Centre**

01908 605 775  
68 Bradwell Common Boulevard, Bradwell Common,  
Milton Keynes MK14 6DY

## **MK Urgent Care Service**

01908 303 030

If the surgery is closed, you can get advice from the urgent care service, located at the hospital.

## **Emergency Dental Care – 24 hour service**

01908 690 326  
780 South Fifth Street, Central Milton Keynes, MK9 2FX  
Out of hours call 07973 227415