

Safety Guide

Safety in the home

Fire Safety

Smoking-Please note that there is strictly no smoking in the property and the entrance to it from the street, including e-cigarettes.

Safety- Do not leave children alone near with ignition sources, ensure no combustibles are left near ignition sources when in use.

Main Escape Route- The main escape route is through the hallway and out of the front door. Follow the exit signs. Do not use the lift

Waste and combustibles- Please dispose of waste and do not store combustibles near sources of heat or ignition including but not limited to the oven/hob, microwave (do not block vents),

Electrical items- Please use electrical items as intended, do not store combustibles around electrical items and turn them off when not in use. Do not leave appliance or the iron, vacuum or hairdryer turned on and unattended. Please switch off all appliances when not in use.

Furniture and Furnishings- Furniture and Furnishings have been selected to ensure compliance to regulations for fire safety, please do not remove labels from the furniture of furnishings which provide related information.

Fire Blanket -A fire blanket is supplied for your safety and are located in the kitchen. Please familiarise yourself with the instructions

In the event of fire-

If it is safe to do so, attack the fire with the blanket (**DO NOT TAKE RISKS**).

If the fire is out of control **CLOSE THE DOOR** of the room where the fire is to delay the spread of smoke.

Raise the alarm, exit the property (**GET EVERYBODY OUT**) using the front or rear doors (dependent on location of the fire).

Raise the alarm with neighbouring properties and **CALL 999 or 112**

If someone's clothes catch alight-

Stop, drop to the floor and roll to extinguish the flames.

If you are cut off by fire-

Smoke kills, prevent the spread of smoke by placing wet towels and bedding to block any gaps.

Raise the alarm by calling the fire brigade

Go to the window and attract attention by shouting and waving, flash a light if you have one.

If smoke enters the room, stay low, smoke rises and must not be inhaled, cover faces with wet towels

If it is possible to leave the building then do so by the quickest and safest route, use stairs not lift.

General Safety Guide

Windows - If you have got young children staying with you, or anyone who might not recognise the dangers of heights, please make sure that the windows are secured when closed.

Children-The safety of your children is your own responsibility so please supervise them carefully. There are stairs to get to the property, care must be taken.

Slips and trips - Please be careful when manoeuvring around the property..

Pinch points - Please be aware of pinch points in doors and cupboard hinges, particularly the balcony doors and heavy entrance doors where the wind or self closers could cause them to close unexpectedly.

Chemicals and sharp items - Please store chemicals and sharp items appropriately and away from children.

Electricity - Certified Fixed wiring checks are carried out on the property along with regular checks of portable equipment and appliances. Please check equipment is fit for use prior to operation. Please ensure equipment is used as designed, extension cables must not be used in the property other than where they are already installed and trailing cables should be avoided. If any damage is noticed on any electrical items, please do not use the item or if noted during use please stop using the item immediately and report them using the contact details in this document. Please ensure sockets, switches and lights are not tampered with and report any faults or failures. Please do not use water around electricity. Portable Heaters are not permitted in the property.

Iron - please do not leave this unattended and only store on the designated space on the ironing board when in use.

Fuse Box - Located in the cupboard by the front door

First Aid Kit - There is a first aid kit located in the kitchen if required.

Medical Information

There is a first aid kit located in the kitchen of the property.

The nearest pharmacy is the Boots Pharmacy in the High Chelmer shopping centre.

Chelmsford High Chelmer

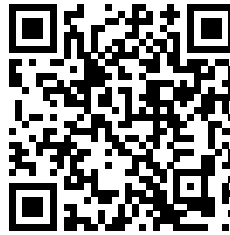
Scan QR code to visit



Out of hours pharmacy services can be found here:

Find a pharmacy - NHS

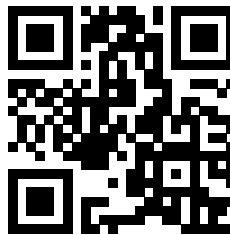
Scan QR code to visit



For non-emergency advice, the NHS operates an online diagnostic service (

Get help for your symptoms - NHS 111

Scan QR code to visit



) or you can call 111.

The closest hospital with an emergency department is Broomfield.

Broomfield Hospital in Chelmsford, Essex

Scan QR code to visit



Property Access

[Welcome To Niche Serviced Apartments](#)

Introduction & Ethos

Welcome to Niche Serviced Apartments

At Niche Serviced Apartments, we are dedicated to providing high-end, fully-serviced accommodations that elevate the hospitality experience. Whether you're travelling for business or leisure, our diverse range of properties across Essex, Suffolk, Lincolnshire, and Derbyshire offers the perfect blend of comfort, convenience, and style.

Our Ethos

Our mission is to create a relaxing atmosphere that meets the diverse needs of our guests. We understand that each stay is unique, and we strive to provide personalised service and amenities that enhance your experience. From well-designed interiors to high-speed internet and fully equipped kitchens, every detail is considered to ensure your stay is both comfortable and memorable.

Overview of Our Properties

Essex: Chelmsford, Maldon, Braintree, Witham, Dunmow

Our Essex properties, including the stunning executive apartments in Chelmsford, offer scenic views and modern amenities. Guests can enjoy proximity to historic sites, parks, and vibrant shopping districts, making it an ideal location for both short and extended stays. In Maldon, our charming one-bedroom apartments provide a unique blend of historic charm and modern comfort, perfect for a relaxing getaway.

Suffolk: Ipswich

Experience waterfront living at its finest with our Ipswich Marina accommodations. These properties offer breathtaking views and a seamless blend of luxury and coastal charm, ideal for those seeking a serene retreat with all the conveniences of home.

Lincolnshire: Boston

Our Boston properties are perfect for exploring the historic charm and natural beauty of Lincolnshire. These apartments are designed to offer a relaxing and hassle-free stay, with easy access to local attractions and amenities.

Derbyshire: Peak District

For adventure seekers and nature lovers, our Derbyshire properties serve as a gateway to the Peak District's stunning landscapes. Whether you're visiting Alton Towers or exploring the countryside, our serviced apartments provide a comfortable base for your adventures.

Why Choose Niche Serviced Apartments?

Luxury and Comfort: Our apartments feature stylish furnishings, modern facilities, and thoughtful touches that make your stay exceptional.

Convenience: With inclusive bills, regular cleaning services, and fully equipped kitchens, we ensure a hassle-free experience so you can focus on your trip, whatever the reason.

Personalised Service: Our friendly and dedicated Guest Care Team is committed to meeting your needs and exceeding your expectations, providing a personalised touch to your stay, and are on hand should you need us.

Prime Locations: Whether you prefer the vibrant city life or the tranquillity of the countryside, our diverse range of locations caters to all preferences.

Discover the difference with Niche Serviced Apartments and make your next trip truly unforgettable. Book your stay with us and experience the perfect blend of luxury, comfort, and convenience.

For more information and to book your stay, visit our website.

[Check-in](#)

Check-In Time

Welcome there

Check-in is from **15:00**

Our check-in and check-out times are set to ensure a smooth transition between guests, as there may be another booking before or after yours. We'll provide you with an access code prior to your arrival so you can check yourself in with ease.

Early check-in may be an option depending on availability. If you're planning to arrive before the standard check-in time, please reach out to us, and we'll see if we can make arrangements—though we can't guarantee it.

Should you get here ahead of schedule, be sure to check out our **MAP** below, where we've put together a list of nearby places to visit and things to do while you wait.

Need to store your bags due to Early Arrival.

Scan QR code to visit



Click Here

Scan QR code to visit



Keys

Keys (continued)

The lockbox code will be communicated to you via email 48 hours prior to your scheduled arrival.

Check-Out

Check-Out Time

Please vacate the property **before 10:00** .

At your departure, please: Return the keys to the key safe, using the reverse of the arrival instructions. Wash up or run the dishwasher Leave beds unmade (no need to strip bedding or towels) Empty bins and recycling to the allocated location Remember to leave a review using the method of booking

Long Term Stay?

Are you staying longer than 21 nights?

All of our properties are offered on a self-catering basis. We will provide you with enough basic amenities to get you started only. There will be a card in the property detailing the items that we provide so please do contact us if anything is missing from that list.

If your stay is longer than 21 days, we will include a housekeeping service on a fortnightly basis. Our team will perform a basic clean of the kitchen, bathroom and floors, although guest belongings will not be moved during this process. They will also change the bed linen and towels.

If you would like an extra service or linen change during your stay, please contact the guest care team by email at host@nicheservicedapartments.co.uk (please note that we require 48 hours' notice to provide this service and additional charges will apply).

Property Rules

Help us to be environmentally friendly

At Niche Serviced Apartments we are committed to protecting the planet for future generations, whilst still providing a luxury experience. We recognise the impact of our operations on the environment and aim to be an increasingly efficient & environmentally friendly serviced accommodation provider.

We request that guests partner with us to help us achieve our green aims, by assisting in the following areas:

Save energy by:

- o Switching off lights when leaving
- o Re-using towels and, for longer stays, only placing used ones, that need replacing in the bathtub and/or shower cubicle or floor.
- o Turning down the duvets in the beds that have been used, so the housekeepers know which linen to change
- o Turning down heater dials rather than opening windows
- o Recycling paper, cardboard, plastics, glass and food where appropriate

Paying Guests Only

Registered Guests Only

- Only the number of guests included in your booking are permitted on the property. Extra guests, tents, or campervans are not allowed. If additional guests are found to have stayed without prior approval, you will be charged for their stay along with a \$200 recovery fee.

No Parties

- This property has a strict **no parties** policy. Please be mindful and keep gatherings small and respectful.

Noise

Noise & Quiet Hours

- To ensure a peaceful environment for everyone, **the quiet hours are between 22:00 and 07:00**. If socialising outdoors, please keep voices low. If noise levels become disruptive, we kindly ask that you move inside to avoid disturbing the neighbours.

Additional Notes

Additional Notes (continued)

No parties or events allowed. No smoking allowed. No pets allowed. No illegal substances allowed on the premises. Suitable for toddlers and children under 12. Please don't eat or drink in the bedrooms. Please respect check-in and check-out times. Please take extra care of your keys. Lost keys incur a replacement fee. Please take care of the furnishings. You have to pay for damages that exceed the security deposit. Please don't rearrange the furniture. Please do your dishes.

Rubbish & Recycle

Before you check out, we kindly ask that all indoor bins be emptied. As the cleaner may not arrive immediately after your departure, this helps keep the space fresh and free from unwanted odours or pests.

[Guest Access](#)

Guest Access

[Room Layout](#)

Bedroom Layout

Bedrooms are configured in the following

WiFi Details

[Accessing the WiFi](#)

WiFi Login Details



Please use the following details to connect to our complimentary WiFi

WiFi Name:

WiFi Password:

[Wifi Troubleshooting](#)

Troubleshooting

We understand how important it is to have a reliable internet connection during your stay. Here's a simple guide to help you resolve common broadband issues quickly and easily. If these steps don't solve the problem, please don't hesitate to contact us again.

1. No Internet Connection

- **Router Check:** Ensure the router is plugged into a working power socket and turned on.
- **Power Cycle:** Turn off the router, wait for 30 seconds, then turn it back on. This often resolves connection issues.
- **Cables:** Ensure all cables are securely connected to the router and the wall socket.
- ****5G Routers only** – Please ensure that the router is placed as close to the window as possible. This is vital to ensure the most stable connection.

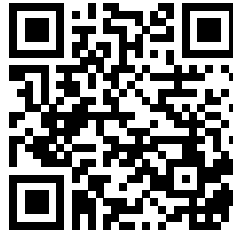
2. Slow Internet Speed

- **Restart Devices:** Restart your computer, smartphone, or tablet.
- **Wi-Fi Signal:** Check the Wi-Fi signal strength. If it's weak, move closer to the router.
- **Interference:** Reduce interference by moving the router away from other electronic devices and large metal objects.

- **Connected Devices:** Disconnect any devices that are not in use to free up bandwidth.
- **Speed Test:** Please run a speed test using either an app of your choice or using

<https://www.broadbandspeedchecker.co.uk/>

Scan QR code to visit



3. Wi-Fi Not Working

- **Network Name (SSID):** Ensure you are connecting to the correct Wi-Fi network.
- **Password:** Double-check the Wi-Fi password. If unsure, refer to the information provided in your welcome pack. (Our standard login is shown at the bottom of this guide)
- **Router Settings:** Log into the router settings page (usually via a web browser) and ensure Wi-Fi is enabled.

4. 5G Broadband Issues

- **Signal Strength:** Ensure you have a good 5G signal. If the signal is weak, try moving to a different location.
- **Device Compatibility:** Ensure your device supports 5G connectivity.
- **Network Settings:** Check your device's network settings and ensure it is set to use 5G.

5. Frequent Disconnections

- **Router Placement:** Place the router in a central location, elevated, and away from walls or obstructions.
- **Firmware Update:** Ensure the router firmware is up to date. This can usually be done through the router settings page.
- **Interference:** Other devices like microwaves and cordless phones can cause interference. Try moving the router away from such devices.

6. Can't Connect Specific Devices

- **Compatibility:** Ensure the device is compatible with the network type (2.4 GHz or 5 GHz for Wi-Fi).
- **Network Settings:** Forget the network on the device and reconnect by entering the password again.
- **IP Conflicts:** Restart both the device and the router to resolve any IP address conflicts.

7. Issues with Streaming Services

- **Buffering:** If videos are buffering, reduce the video quality in the streaming app's settings.

- **Bandwidth:** Ensure other devices aren't consuming too much bandwidth (e.g., downloading large files).
- **Router Restart:** Sometimes, a simple restart of the router can resolve streaming issues. Please allow the router a minimum of 1 minute to refresh fully, ideally 5 minutes.

If you've tried all the steps above and are still experiencing problems, please contact us again, and we'll be happy to assist further.

How to use...

[Heating & Hot Water](#)

Heating

Instructions on heating systems to be added here

Hot Water System

Hot water control system to be added here

[Entertainment](#)

TV

? TV &Guide

Turning on the TV

1. Press the Power button on the TV remote.
2. The smart TV may take a few seconds to boot up.

Watching Netflix & Other Streaming Apps

- The TV has built-in apps, press the Home or Smart Hub button and select Netflix, Disney+, or YouTube from the menu

Troubleshooting

We understand how frustrating it can be when the TV isn't working as expected. Here's a simple guide to help you resolve common TV issues quickly and easily. If these steps don't solve the problem, please don't hesitate to contact us again.

1. No Picture or Sound

Check Power: Ensure the TV is plugged into a working power socket and the power switch is turned on.

Remote Control: Make sure the remote control has working batteries and is pointed at the TV.

Power Cycle: Turn the TV off, unplug it for 30 seconds, then plug it back in and turn it on.

2. No Signal or Weak Signal

Input Source: Press the "Source" or "Input" button on the remote to select the correct input (e.g., HDMI 1, HDMI 2, TV).

Cable Connections: Ensure all cables (HDMI, aerial, etc.) are securely connected to the TV and the external device (like a cable box or game console).

External Devices: Make sure any connected devices (cable box, game console, etc.) are turned on.

3. Picture Issues (e.g., Blurry, Distorted, No Colour)

Settings: Go to the TV's settings menu and check the picture settings (brightness, contrast, colour, etc.). Reset to default settings if necessary.

Cables: Check if the cables are damaged or loosely connected.

External Devices: Ensure the resolution settings on the connected device are compatible with the TV.

4. Sound Issues (e.g., No Sound, Distorted Sound)

Volume: Check if the TV or connected device is muted or the volume is turned down.

Settings: Go to the TV's sound settings and ensure they are set correctly. Reset to default settings if necessary.

External Devices: Make sure the audio output settings on the connected device are correct.

5. Remote Control Not Working

Batteries: Replace the batteries in the remote control.

Obstructions: Ensure there are no objects blocking the signal between the remote and the TV.

Pairing: If it's a smart remote, try re-pairing it with the TV according to the instructions in the TV's user manual.

6. Smart TV Apps Not Working

Internet Connection: Ensure the TV is connected to the internet. You can check this in the TV's network settings.

Restart: Restart the TV and try opening the app again.

Update: Ensure the TV's software and the apps are up to date. Check for updates in the settings menu.

If you've tried all the steps above and the TV still isn't working properly, please contact us.

Kitchen Appliances

Stove

If the stove isn't working, try holding down the LOCK button for 3–5 seconds to disable the safety lock.

If it still doesn't turn on, ensure you've placed a pot or pan on the element—our stove uses induction technology, which requires a compatible metal cookware item to activate.

If neither of these steps resolves the issue, turn the oven off at the main switch located behind it, wait for 10 seconds, and then turn it back on.

Weather

[Weather Report](#)

Weather Forecast

Weather

Scan QR code to visit



Contacts

[Phone Numbers](#)

Our Phone Number

You may call, text or reach out to us via the booking app you booked through.

Our direct dial number is +44 800 321 3051

Accident / Emergency

If your emergency requires police, ambulance or fire services, please call 999 first.

07396 775467 - the number is also whatsapp enabled.

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Direct Booking

Save 10% or more by booking direct!