

Welcome to your new home!

Some important information
to help you settle in...

When you move in..

- Read the gas / electricity meters and contact suppliers with the readings
- Register your details with your water supplier and TV Licencing
- Organise home contents insurance
- Contact your local authority to register for council tax
- Inform DWP or your Local Authority if you claim any housing costs for your rent
- If you have a gas boiler please book a repair with us to arrange a turn on and test giving at least 24 hours notice

Report a repair by:

- Registering for a 'My MSV' account to report repairs 24/7 via our website

Visit the 'Report a Repair' page on our website to find out what repairs you are responsible for. Contact us before making any major improvements to your home.

Access our services on the go!

It's easy to book a repair, check or pay your rent or access other services whilst on the move.

Please register for a 'My MSV' account at: www.msvhousing.co.uk

www.msvhousing.co.uk



Emergency repairs:

- Call our repairs line on 0161 226 4211 (our out of hours service operates on this number outside of office hours)
- If you smell gas call National Grid on 0800 111 999
- If you have no electricity supply call 0800 195 4141

Ending your tenancy

If you wish to end your tenancy you must give us 4 weeks notice in writing. Please email lettings.team@msvhousing.co.uk for more details.

your neighbourhood officer is:

contact:

Safety

in the home:

We will be in touch to carry out an annual gas check in your property.

Don't forget to test your smoke alarms regularly.

Visit the 'Health and Safety at Home' page on our website for more information on asbestos, gas and fire safety.

Community Safety:

We take the wellbeing of our customers very seriously and take a zero-tolerance approach to racism, discrimination, hate crime, domestic abuse, harassment and antisocial behaviour in all its forms.

Call us 24 hours a day to report in strict confidence on 0161 226 4211. Our Community Safety Team will respond and provide updates and support.

Alternatively, email staysafe@msvhousing.co.uk or report via your 'My MSV' account on our website.

Paying your rent:

Your rent is due in *advance* - we will ask you to pay a small amount a week to get into a month's credit. You have a number of ways in which to pay:

- **Direct Debit:** Call 0161 226 4211 to set this up or download a form on our website
- **Allpay:** We can take your rent payment through your 'My MSV' account on our website using your debit or credit card.
- **Text:** You can now pay your rent easily by text through Allpay. Visit our website for more info.
- **Swipe card:** Use at any Post Office or PayPoint outlet.
- **Telephone/internet banking:** Please quote our Sort Code (20-55-34) and Account Number (60650595). When making payments via this method please include your Tenancy Agreement Reference Number with the payment (this can be found on your rent statement).
- **Standing order:** Please request a Standing Order form from us and ensure you include your Tenancy Agreement Reference Number with the payment (this can be found on your rent statement). The completed form should be taken or posted directly to your bank.
- **Cheque:** Make payable to 'Mosscares St Vincent's' and write your name, address and Tenancy Reference Number on the back of the cheque. Please post to our Head Office.

If you are struggling to pay your rent, contact your Neighbourhood Officer, or for help with money issues contact our Money Management team on 0161 226 4211

اگر آپ کو مدد یا ترجمہ چاہیے تو برائے مہربانی نیچے دیئے گئے نمبر یا ای میل ایڈریس پر ہم سے رابطہ کریں'

If you would like this leaflet in another format or language, please get in touch on the number or email address below

Get in touch:

Head Office (open 8.30am - 5.00pm)

7th Floor, Trafford House, Chester Road, Stretford, Manchester, M32 0RS

0161 226 4211

enquiry@msvhousing.co.uk

www.msvhousing.co.uk