

# 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

### Book a repair by:

- Registering on our online portal at: <https://www.msvhousing.co.uk/tenants/my-msvportal.html>
- Downloading our app (search for msvhousing)
- Emailing [enquiry@msvhousing.co.uk](mailto:enquiry@msvhousing.co.uk)
- Calling us on 0161 226 4211 between 8.30am and 5.00pm

Visit the 'Repairs' 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.

Download our app by searching for **msvhousing** in the Google Play store or the App store.

You can also register on 'My MSV Portal' at: <https://www.msvhousing.co.uk/tenants/my-msvportal.html>

### Emergency repairs:

- For a gas leak call 0800 111 999
- If you have no electricity call 0800 195 4141
- For a water leak call 0845 746 2200
- Call our out of hours repairs line on 0161 226 4211

### Ending your tenancy

If you wish to leave your tenancy you need to sign and return the termination notice to the Lettings team (find it under 'Useful Downloads' on our website). You must give 4 weeks notice.

**your neighbourhood officer is:**

**contact:**

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### Community Safety

(Anti-Social Behaviour, Domestic Abuse, Hate Crime)

- Report online at [www.msvhousing.co.uk/contactus/staysafe](http://www.msvhousing.co.uk/contactus/staysafe)
  - Email [staysafe@msvhousing.co.uk](mailto:staysafe@msvhousing.co.uk)
  - Call us 24 hours a day to report Anti Social Behaviour on 0161 226 4211 (out of hours service 5pm -8.30am weekdays and all weekend)
- Please respect your neighbours, keep noise to a minimum and do not dump rubbish*

### 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 'Home Safety' section on our website for more information on asbestos, gas and fire safety.

### 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 and to set this up.
- **Telephone/internet banking:** Quote our Sort Code (20-55-34) and Account Number (60650595 for MSV customers or 93597458 for Mossbank customers) Include your Tenancy Reference Number (find it on your rent statement).
- **Register on our online portal:** Keep up-to-date with all your rent statements online at <https://www.msvhousing.co.uk/tenants/my-tenancy.html>
- **Callpay:** Pay over the phone via your debit or credit card - call 0161 226 4211.
- **Swipe card:** Use at any Post Office or PayPoint outlet.
- **Standing order:** Request a standing order form from us to take to your bank. Include your Tenancy Reference Number with the payment.
- **Cheque:** Make payable to 'Mosscares St Vincent's' and write your name, address and Tenancy Reference Number on the back of the cheque. Post to our Head Office.

*If you are struggling to pay your rent, contact your Neighbourhood Officer, or for help with money issues contact [CustomerSupportTeam@msvhousing.co.uk](mailto:CustomerSupportTeam@msvhousing.co.uk)*

### 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](mailto:enquiry@msvhousing.co.uk)

#### The Pod:

Open 9.00am - 1.00pm

Monday to Friday

141 - 143 Princess

Road

Manchester

M14 4RE

#### Mossbank Homes:

Highgate Centre

Bents Avenue, Bredbury

Stockport, SK6 2LF

0161 474 3840

#### Homecare & Repair:

41 Bury Road

Haslingden, Rossendale

BB4 5PG

01706 221849

[www.msvhousing.co.uk](http://www.msvhousing.co.uk)