

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

Staying safe at home

- We will be in touch to arrange an annual gas check at your home
- Don't forget to test your smoke alarms regularly
- Please report any signs of damp or mould to MSV straight away on dampmould@msvhousing.co.uk or call **0161 226 4211**

Search for 'Health and Safety at Home' on our website for information on damp, asbestos, gas, fire safety and more

Report a routine repair:

- Via your **My MSV Account** - register for a free account on our website to report issues quickly and track repair progress
- Call us on **0161 226 4211** (Monday-Friday, 8.30am-5pm, excluding bank holidays)
- Email enquiry@msvhousing.co.uk
- Via the **contact us form** on our website

Emergency repairs:

- If you need an emergency repair - call MSV on **0161 226 4211** (24 hours a day)
- For a gas leak - call **0800 111 999**
- If you have no electricity call **0800 195 4141**
- For a water leak from the mains - call **0845 746 2200**

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

msvhousing.co.uk



your neighbourhood officer is:

contact:

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:

Please call us on **0161 226 4211** with your bank details and we can set up a Direct Debit for you or we can post you a form to return

Text:

Pay your rent quickly by text through Allpay. Search for '**Pay My Rent**' on our website to find out more at **msvhousing.co.uk**

Telephone /internet banking:

Make a rent payment into our bank account via your bank. Please quote MSV **Sort Code (20-55-34) and Account Number (60650595)**. Please ensure the reference is your **tenancy reference number** (find this on your rent statement or rent card)

Allpay:

Pay your rent through your **My MSV Account** on our website using your debit or credit card. This payment method is completed via a secure payment service. To register for a My MSV account please visit our website at **msvhousing.co.uk** or call **0161 226 4211**

Standing order:

This is a financial instruction between you and your bank (rather than you and MSV). Please contact your bank to set up a standing order using MSV bank details. You will still need to quote our **Sort Code (20-55-34) and Account Number (60650595)**. Please ensure the reference is your **tenancy reference number** (find this on your rent statement or rent card).

Need support with finances?

- Contact our dedicated team on **CustomerSupportTeam@msvhousing.co.uk** for money, benefits and Universal Credit advice
- Call **0161 226 4211**
- Or drop into one of our Hubs - search for '**Hubs**' on our website at **msvhousing.co.uk**

Community safety

Report anti-social behaviour, domestic abuse, or hate crime in a number of ways:

- Email **staysafe@msvhousing.co.uk**
- Call us 24 hours a day on **0161 226 4211** (out of hours service 5pm -8.30am weekdays and all weekend)
- Or via the **contact us form** on our website at **msvhousing.co.uk**

Please respect your neighbours, keep noise to a minimum and do not dump rubbish

Our services

Please visit our website on **msvhousing.co.uk** or call us on **0161 226 4211** to find out more about our other services including:

- Adaptations
- Mutual Exchange
- Employment and training support

Ending your tenancy

If you wish to end your tenancy you must give us **4 weeks notice in writing**. Either email **lettings.team@msvhousing.co.uk** and we will send you a form to complete or you can ring us on **0161 226 4211** and we will post you the form to complete and return in a pre-paid envelope.



Mosscares St Vincents Housing Group Head Office, 7th Floor, Trafford House, Chester Road, Stretford, Manchester M32 0RS

If you would like this information in another language or format, then please contact us

Si vous voulez ces informations dans une autre langue ou format, prière de nous contacter

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਤਰੀਕੇ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

إذا كنت ترغب في الحصول على هذه المعلومات بلغة أو صيغة أخرى، فيرجى الإتصال بنا.



telephone
0161 226 4211



email
enquiry@msvhousing.co.uk



visit
msvhousing.co.uk

Haddii aad macluumaadkan ubaahan tahay luqad kale ama hab kale, fadlan nala soo xiriir

Jeśli wymagasz tej informacji w innym języku lub formacie to skontaktuj się z nami

اگر این اطلاعات را به یک زبان دیگر و یا ر یک قالب متفاوت می خواهید لطفاً با ما تماس بگیرید.

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਤਰੀਕੇ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی دوسری زبان یا شکل میں چاہیے تو براہ کرم ہم سے رابطہ کریں۔