



# Resident information guide

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# Contact Us

## Office Address

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60 Oxford Street,  
Manchester,  
M1 5EE

## Opening times

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Monday – Friday 9:00–18:00  
Saturday 10:00–17:00

## Website

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[mapartments.co.uk](http://mapartments.co.uk)

## Email

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[hello@mapartments.co.uk](mailto:hello@mapartments.co.uk)

## Lettings Team

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For lettings enquiries and renewals

✉ Email: [hello@mapartments.co.uk](mailto:hello@mapartments.co.uk)

☎ Phone: +44 (0) 161 228 6633

📞 Whatsapp: +44 (0) 777 808 7000

## Propert Management Team

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For queries during your tenancy or about your application

☎ Phone: +44 (0) 161 694 4944

## Westpoint Team

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For your queries during your stay at Westpoint

✉ Email: [westpoint@mapartments.co.uk](mailto:westpoint@mapartments.co.uk)

☎ Phone: +44 (0) 7919 567 483

## Ancoats Gardens Team

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For your queries during your stay at Ancoats Gardens

✉ Email: [ancoatsgardens@mapartments.co.uk](mailto:ancoatsgardens@mapartments.co.uk)

☎ Phone: +44 (0) 7880 023 214





# Contacting Maintenance and Repairs

## Reporting maintenance and repairs using FixFlo

All of our properties are managed by our dedicated in-house maintenance team. To report maintenance and repairs, please use our online system FixFlo. To access the system, please [click here](#).

For information on how to use FixFlo, please read our FixFlo guide, available [here](#).

## In case of emergencies

In the unlikely event of a maintenance emergency, please call the maintenance team on +44 (0) 7769 273 998. If there is no answer, please leave a voicemail and someone will quickly get back to you.

Examples of possible emergencies include fire alarm activations, water leaks or a broken external doors or windows.



# Things to do before moving in

Please minimise delays with moving into your property by ensuring your tenancy application is fully complete in advance of your tenancy start date.

Your property manager will have been communicating with you about what we need to complete your application, so please ensure you read any correspondence emailed to you and keep in touch with any questions. You are not able to book your check-in appointment until your application is complete.

## What we need for a fully completed application

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- ▶ Goodlord online application form and ID
- ▶ Guarantor form and ID
- ▶ Signed tenancy agreement
- ▶ Payment of holding fee, deposit, and first period's rent
- ▶ Proof of standing order set up for your rent payments

For more information about our new tenant checklist, visit our website checklist page at: <https://mapartments.co.uk/manchester/checklist-for-new-tenants/>







# Your tenancy agreement

## Rents and charges

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Your tenancy agreement provides the full details of your obligations regarding rents and charges so please read this carefully. If you are having financial difficulties, please ensure that you speak to a member of our property management team as soon as possible, so that we can work together to reach a manageable solution.

## Rental guide

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All residents are advised to read the government guide on 'How to rent: the checklist for renting in England', available to download [here](#)

## Renewing your tenancy

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If you wish to renew your tenancy agreement for another year, please contact the lettings team as early as possible during your current tenancy period. For properties that are popular with students and graduates, you will receive an email towards the end of the year asking if you would like to renew your tenancy, as this is when peak viewing season starts for these tenants.

## Replacement tenant

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You are not normally allowed to leave your tenancy agreement before its end date, however, in special circumstances, we may allow this if you find a suitable tenant to replace you. You will need to pay our re-let costs and rent up until the new tenant moves in. Please contact your property manager for further information and advice.



# Our policies

## Privacy policy

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We are committed to protecting the privacy and security of our resident's personal information. Our privacy policy describes how we collect and use personal information about you and can be read [here](#).

## Pets

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We unfortunately do not allow pets in any of our apartments, unless prescribed for medical reasons. If we find pets residing at your home, we will ask you to remove them, and you may also incur a charge as it will be regarded as a breach of tenancy.

## DIY

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Tenants are unable to customise their apartments by drilling or nailing into the walls, ceilings, or doors, etc. Any requests for DIY activity should be directed to your property manager, who will then send your request to our maintenance team for consideration and approval before getting back to you.

## Smoking

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All apartment buildings are strictly **no smoking**. Please do not smoke anywhere on the premises. If we find that you have been smoking on the premises, then you will be charged as this is a breach of your tenancy agreement. You may also be charged for any damage caused.

## Parcels

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Manchester Apartments do not take responsibility for post or parcels that have been left in our buildings, including those left in the communal mailbox areas or in a reception area. Residents are advised to try to be home in order to collect your parcel at the scheduled delivery time.





# Westpoint Residents

## Westpoint Residence Team

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For queries during your stay at Westpoint

☎ Phone: +44 (0) 7919 567483 ✉ Email: [westpoint@mapartments.co.uk](mailto:westpoint@mapartments.co.uk)



**Lucy**

Residence Manager, Westpoint



**Michael**

Assistant Residence Manager, Westpoint

## Pharos portal

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Residents at Westpoint will be required to register on our Pharos portal to benefit from our parcel collection and notification service and also receive communications from our on-site Residence team.

## Registration

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To register for the Pharos portal, you will need the postcode of your apartment and also an email address. You can register for the portal by clicking [here](#).

## Parcel collection

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When a delivery is made to the building, our Residence team will collect the parcel on your behalf and store it in a secure area accessed only by management. Our team will then notify you using the Pharos system to let you know that a parcel has arrived for you and that you will need to come and collect it. If you decide to not register on the Pharos portal, then we are unable to take your parcel on your behalf, and this service will not be provided.

## Gym access

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Please note that the gym is for the use of Westpoint residents only.

## Communications and local services

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From time to time, our residence team will notify residents at Westpoint regarding community events held in the building and any general announcements via the Pharos portal. The portal can also be used to access information regarding local services, such as the nearest post office and bus timetables for the area.

## Postcodes

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As there are over three hundred apartments at Westpoint, there are four postcodes that cover the entire building. To learn which postcode corresponds to your apartment, please see them listed below.

- ▶ Apartment G01 - 238 = M16 9QL
- ▶ Apartment 301 - 620 = M16 9QN
- ▶ Apartment 701 - 1116 = M16 9QX
- ▶ Apartment 1201 - 1516 = M16 9QY





# Ancoats Gardens Residents

## Ancoats Gardens Residence Team

For queries during your stay at Ancoats Gardens

📞 Phone: +44 (0) 7880 023214 ✉ Email: [ancoatsgardens@mapartments.co.uk](mailto:ancoatsgardens@mapartments.co.uk)



**Carlos**

Residence Manager, Ancoats Gardens



**Salma**

Assistant Residence Manager, Ancoats Gardens

## Your new address

Ancoats Gardens  
30 Bendix Street  
Manchester

Due to the size of the building, you and your neighbour may have a different postcode. To determine your postcode, please use the information below.

**Apartment 101-516** - M4 5GH  
**Apartment 601-1405** - M4 5GJ

## Parcel and post collection

If you have had a parcel delivered and the Residence team collected it for you, you will be able to pick this up during the parcel collection slot. The Residence team will let you know when your parcel collection slot is on a day-to-day basis using the signs at the reception desk. If you did not manage to collect your parcel during the collection slot, you can simply collect it the next day.

If your schedule means that you will not be free during the parcel collection slot, we recommend using one of the nearby parcel lockers. This means you can collect at a time that suits you best and gives you an extra layer of security.

If the delivery driver for your parcel calls you over the Intercom to let you know they've arrived, you

## Navigating the building

Please ensure that you take your access fob and keys with you whenever moving in and around the building to make sure you have access to all communal areas, facilities, and your apartment.

Ancoats Gardens is a Secure By Design building, meaning we have put steps in place to ensure the safety of our residents at all times. This means you will need your access fob to not only enter the building but the communal areas as well.

will need to go down to the entrance to get your parcel. We ask that you don't buzz them into the building, as this is a breach of security for other residents.

We also ask that you direct all delivery drivers to the entrance on Thompson Street as this will provide easier access for their vehicles and it is easier to navigate to the building entrance.

To manage our parcel collections for the building, we use a system called Pharos. To benefit from our parcel collection service, please register for the Pharos portal using the postcode of your apartment and your email address. You can register for the portal by clicking [here](#).

## Communal services

### The Courtyard

The communal courtyard on the ground floor can be used by all residents. To get to it, use the main entrance door on Bendix Street.

### The Residents' Lounge

The residents' lounge on the ground floor is open 24/7 for you to use whenever you like – whether you want to work, study, or meet friends. To get in, just head through the main entrance.

### The Internet

The complimentary Wi-Fi service at Ancoats Gardens is provided by 2Connect, therefore, if you have any issues with this service, please contact them directly. To upgrade your internet service, please contact 2Connect.

### The Gym

Ancoats Gardens is fully equipped with a 24/7, multi-floor gym for you to use. You can access the gym through the residents' lounge by using your access fob.

Before using the gym for the first time, you will need to sign a short gym access form. This is usually provided to you by your Property Manager as part of your check-in pack, but you can ask your Residence Manager for one if you did not receive it.

### The Car Park

The basement car park is accessed via the car parking lift on Mason Street and is for the use of residents who own or rent space only.

### The Roof Terraces

There are two rooftop terraces for you to use at Ancoats Gardens. One is on the seventh floor, and the second is on the ninth floor.

Please be aware that building staff may need to remove access to the rooftop terraces in the event of a safety issue.

When using the roof terraces please be aware that there are etiquette expectations and rules to abide by in order to ensure the space is kept safe for all residents. This includes being mindful of noise late in the evening, not hosting large gatherings or functions, strictly no barbeques, and not bringing your own furniture or parasols onto the terrace.

For further information and expectations when using the roof terrace, please refer to the signage on site.

### The Bike Store

The main bike store can be accessed using the entrance on Mason Street and is located on the ground level of the building. There is also an alternative bike store which can be located on the basement floor.

Note – the bike storage facilities are for the use of residents and their bicycles only.

If you are found to be parking in a space that is not assigned to you or your apartment, then your vehicle may be removed from the site and charges will be incurred.



# How to stay green and sustainable

Manchester Apartments are proud to have provided Manchester with some of the most sustainable and energy efficient apartments in the city.

We ask our residents to also be considerate of the environment during their stay, which you can achieve by being careful with your energy usage. You have an energy allowance of five units per person per day, so taking care to not use too much energy will help prevent you from exceeding this personal allowance.

## Energy saving tips

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A fair usage limit applies for electricity usage, which is 5 units per person per day. You will be charged if you exceed this limit, so please follow our advice to avoid exceeding your energy allowance, which you can find in our Green Tips Guide. Please download our guide [here](#).

## Economical energy tariffs

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We aim to use green and economical energy tariffs in all our buildings, so please try to use as much of your energy, where possible, during the economical electricity hours. They are: Midnight to 07:00 (Economy 7 Tariff).

## Energy performance certificates

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Residents can find the Energy Performance Certificates (EPC) for their apartment on our website, [here](#).

## Induction cooking

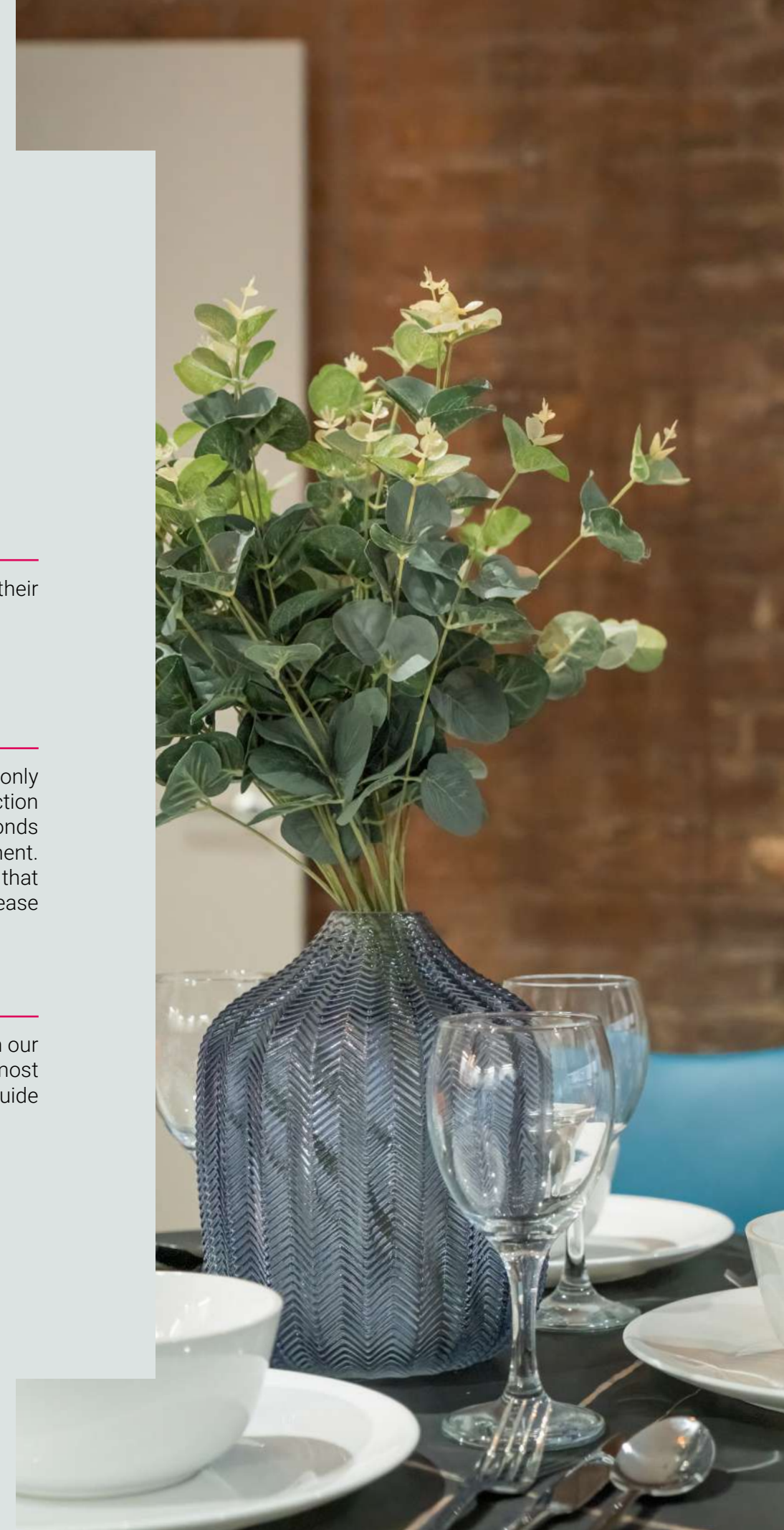
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All our apartments are fitted with induction hobs, which means that only pans that are compatible with an induction hob will work on them. Induction cooking is very energy efficient as it uses very little power, responds immediately to its electrical settings, and does not pollute the environment. Please ensure that when you are purchasing your saucepans and pots, that they display the following logo. For information on how to use them, please download our appliance guide, [here](#).

## Heating, ventilation, and hot water

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Our Heating Guide informs you of the heating and ventilation systems in our buildings and gives advice to our residents, so that you can make the most of the technologies available in your apartment. You can download our guide [here](#).





# How to use your communal laundry room

There are only a few rules for our communal laundry rules, but they are important to follow.

## Time your laundry – set an alarm

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As the laundry rooms are shared amongst the buildings' residents, it is important to attend to your clothes promptly once the machine has finished its washing cycle. Setting an alarm on your phone or watch to remind you to return and collect your washing is the most efficient way to ensure you are not leaving your clothes unattended.

## Fill the machine – but don't overload

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In order to be as energy efficient as possible, please only use the machine for full loads of washing – as washing only a handful of items wastes energy. However, please take care to not overload the machine as this can cause damage to the appliance.

## Empty the machine promptly

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If you enter the laundry room and the washer has stopped but is full of clothes, it is recommended that you wait a few minutes for the person to come back. If over five minutes have passed and the person has not returned, you are free to remove the clothes and use the machine, however, please ensure that you put the clean clothes on the shelves. **Do not put them on the floor.**

## Keep it clean

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Please keep the laundry room neat and tidy, ensuring you have cleaned up any spilled detergent or any other mess made. As a courtesy to the next resident, please wipe the washing machine out after you have used it, including inside the door and the detergent drawer.

## Use a clothes airer – don't damage your clothes

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Drying your clothes in a machine can damage your garments, so instead, it is recommended that you hang them on a clothes airer in your apartment, which is also better for the environment.

## Don't forget your clothing

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Please do not leave your belongings in the laundry room. Clothing that has been left for more than a week will be removed.

## Choose the right hours

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When people are doing their laundry during the night, it can be distracting to others who are trying to relax or sleep. Please try to not use the machines before 7am or after 10pm.

## Problem with the machines?

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Please let us know if a machine breaks or if you are having an issue with it. The sooner we are aware of the problem, the sooner we can fix it.





# How to use your appliances

To read our full appliance guide, please download it [here](#).

## Your utility bills

### Council tax

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We provide the council with a list of our tenants each year, and this will generate a council tax bill to be sent to your property. If you are a student, you can register for a council tax exemption, and if you are living alone, you can apply for a single person discount. More information on council tax can be found on the Manchester city council website [here](#), the Trafford council website [here](#), and the Salford Council website [here](#).

### TV Licence

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You don't need a TV Licence to own or possess a television, however, if you use it to watch or record programmes as they are being shown on TV, live on an online TV service, or to download or watch BBC programmes on demand, including catch up TV, or on BBC iPlayer, then you will need a TV Licence.

### Wi-Fi

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Free Wi-Fi is available throughout all our buildings, as standard, and you will not have to pay additional fees to use this service. The Wi-Fi password will be displayed on the notice board in the lobby of your building on the ground floor – should you experience any problems with the Wi-Fi provided, please contact your property manager.

A select few of our buildings provide an internet upgrade service; to upgrade, please contact 2Connect. To find out whether your building has this additional upgrade to our service, please contact your property manager.





# Reducing risks in your home

## Fire safety

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### Do not leave belongings or rubbish in the corridors

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This could negatively impact you and your neighbour's apartment if there is a fire. If you are in a corridor, lift, lobby, or stairway, and you notice a fire, you must leave the building immediately and, if it is safe to do so, alert other residents in the immediate vicinity on your way out.

### Do not return to your apartment until it is safe to do so

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Remember to

- ▶ Test your smoke alarm once a week
- ▶ Keep the exit route from your apartment clear so that you can escape in the event of a fire or an emergency
- ▶ Close your internal doors at night to prevent a fire from spreading
- ▶ Have your escape plan prepared in advance

## Fire action notice

### If a fire breaks out in your home

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Leave the room where the fire is straight away and close the door behind you.

Tell everyone in your home to leave and close the front door of your apartment behind you. Do not stay behind to put the fire out.

Call the fire service. Then call the maintenance team, or the residence manager if you live at Westpoint, to inform them of the situation.

Wait outside and away from the building.

### If you see or hear of a fire in another part of the building

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The building is designed to contain a fire in the apartment where it starts, meaning it will usually be safe for you to stay in your own apartment if the fire is elsewhere. However, you must leave immediately if smoke or heat affects your home, or if you are told to by the fire service. **If you are in any doubt, get out.**

## To call the fire service

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Dial 999 or 112.

When the operator answers, give them your telephone number, and ask for FIRE.

When the fire service responds, give them the address of where the fire is. Do not end the call until the fire service has repeated the address correctly.

## To call the maintenance team

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Dial +44 (0) 7769 273998.

## Never use the lift in the event of a fire.

## E-Scooters and E-Bikes

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### Do not leave batteries charging unattended

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With the rise of e-scooters and e-bikes, it should be noted that unattended batteries are known to cause fires, especially those that are purchased from a third party and are not approved by the manufacturer.

### You can prevent a battery fire by taking a few simple steps

- ▶ Always use the correct charger for the product and buy an official charger from a reputable seller.
- ▶ Lithium-Ion batteries can get warm during their use; therefore, you should always allow them to cool down before attempting to re-charge as they could be more susceptible to failure.
- ▶ Batteries should always be charged on hard flat surfaces where heat can dissipate.
- ▶ Lithium-Ion batteries can also pose a risk if they have been damaged, so try to ensure they are not getting knocked around while in use or while being carried as spares as this can increase the chance of damage to cells.
- ▶ Always unplug a charger once it's finished charging and follow the manufacturers' instructions when charging. **Never leave it unattended, especially whilst people are asleep.**





# Security

It is important that our tenants also play their part in helping to keep our buildings secure, and we ask that you always remain vigilant to help minimise any security breaches. Do not allow anyone to follow you into the building.

- ▶ Close all entrance doors behind you
- ▶ Do not give out the entrance security code to anyone who is not a resident  
Keep your apartment door locked at all times
- ▶ Report any suspicious activity to a member of our team immediately
- ▶ Report any serious incidents directly to the police





# Water – Legionella

Legionnaires' disease is a pneumonia-like illness caused by legionella bacteria, which is found in the natural environment, and may contaminate and grow within water systems, including domestic hot and cold-water systems.

## **Please follow the below guidance to minimise the risk of Legionnaires' disease within your home**

- ▶ Inform us if the hot water is not working properly, particularly if the water is not coming out of the taps at a sufficiently high temperature. It should come out at a temperature of 50 degrees Celsius after it has run for a minute at the latest.
- ▶ Inform us if the cold water is still running warm after you have initially run off any water, which may have accumulated in the pipes. The water should not be above 20 degrees Celsius.
- ▶ Inform us if there are problems, debris, or discolouration present in the water.
- ▶ Clean your shower head periodically, descale, and disinfect it, at least every three months.
- ▶ Where a property is left vacant, perhaps over the holidays, please make sure that you run the hot and cold water taps for two minutes on your return.
- ▶ Although it is our responsibility as a landlord to take precautions to prevent Legionella being present within your hot or cold-water systems, residents also have an important part to play in taking these simple and practical precautions.

## **Descaling your shower head**

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Please follow the below guidance to clean your shower head every three months and reduce the build-up of limescale.

- ▶ Remove the showerhead from the hose. Be careful not to lose the rubber washer when you do as this stops water from leaking between the head and the hose.
- ▶ Put the shower head in a bucket or plastic container and cover it with white vinegar.
- ▶ Leave the shower head to soak in the vinegar for at least 30 minutes, preferably around an hour.
- ▶ Take the shower head out of the vinegar and rinse it with water.
- ▶ Remove any remaining limescale with an old toothbrush, particular from the nozzle.
- ▶ Rinse again with water and wipe with a soft cloth.
- ▶ Reattach to the hose and turn on the shower to flush out any remaining limescale.



# How to be a good neighbour

At Manchester Apartments we welcome friendly residents as it is important that you get on with your neighbours. Whoever your neighbours may be, please be mindful of their lifestyle. By having a friendly relationship with your neighbours, you can look out for one another.

## Being a good neighbour

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- ▶ As a general rule while living at any building with Manchester Apartments, we kindly ask that you are respectful of your neighbours and take care to follow the below guidelines to ensure everyone in your building is getting the most out of their living experience.
- ▶ Be considerate of your neighbours and please do not make excessive noise after 11pm – particularly in the communal areas and when navigating around the building. Please also be mindful of noise within your apartment including when playing music or watching television.
- ▶ Please do not operate a business from your apartment or sublet your apartment.
- ▶ Ensure that your balcony is kept clean, tidy, and free of any bicycles, gym equipment, or rubbish. Please store your bicycle in the bike stores on the ground and basement levels.
- ▶ Please do not operate a barbeque or smoke on your balcony as falling debris can potentially injure your neighbour and it may present a fire hazard to the building.
- ▶ Take care when using the communal areas and amenities and ensure that they are left in a clean and tidy state once you have finished using them. This includes the gym, residents' lounge, rooftop terrace, and post boxes.
- ▶ Dispose of your rubbish in the bin store bins appropriately and ensure that no rubbish or refuse sacks are left in the communal areas.
- ▶ Be considerate of your neighbours' health and safety and help to keep the bin store clean and tidy.
- ▶ Take care to not lose your key fob or key to your apartment as this can result in payment needed to cover the cost of a replacement.
- ▶ Please do not keep pets of any description in your apartment or in the building.
- ▶ Please do not make any adjustments to the structure of your apartment or permanently affix items to the walls in your apartment.
- ▶ Be considerate of your neighbours and do not obstruct the communal areas, stairwells, lifts, or corridors, as this can impede the movement of fellow residents around the building and become a fire hazard.
- ▶ Take care to ensure you are not parked in a car parking space that has not been allocated to your apartment.

## Vacating the property

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If you are choosing to not renew your tenancy agreement with Manchester Apartments, you will need to vacate the property on or before the last day of the tenancy.

### Remove all personal belongings from the property and put all rubbish into the outside rubbish bins

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This includes food from the fridge and cupboards, and all bed linens. We recommend that you stagger your rubbish disposal over a period of a few weeks to avoid rubbish bags not fitting into the allocated bins, as you may be charged for additional bags.

## Moving out - what you need to do

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- ▶ Ensure that all doors and locks are in correct working order
- ▶ If you have carried out any decoration, please restore the rooms to their original colour and condition
- ▶ Ensure lightbulbs are in correct working order
- ▶ Do not leave any of your own furniture in the property without written permission from the Maintenance manager.

## Return your keys

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Please return all keys to the office, this includes keys to the property, mailbox, and bedrooms. These will need to be returned by 12 noon on the last day of your tenancy, at the latest. If the office is not open, please put your keys in an envelope with your name on, and post through the office door mailbox.

## Before you check out

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You should take care to:

- ▶ Mop the floors
- ▶ Clean the windows
- ▶ Clean the sinks and all countertops
- ▶ Wipe the cupboards inside and out
- ▶ Thoroughly clean the oven, hob, and microwave
- ▶ Remove dust, grease, and dirt from the extractor fan and overhead light
- ▶ Wipe down the fridge and freezer, inside and out
- ▶ Remove marks from the walls
- ▶ Wipe down the doors, frames, and knobs, etc.

## Returning your deposit

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Your deposit is refundable at the end of your tenancy, once all keys have been returned, the property has been vacated, and a property inspection has been carried out. Please complete a deposit release form when you vacate your property and return your keys, as this will ensure that we have your correct contact details. Your deposit will be refunded by bank transfer through the MyDeposits deposit scheme.

We ask that you are patient whilst we process your deposit refund, as we will have a large number to administer.

## Forward your mail

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Please ensure that you inform all necessary contacts such as your bank, employer, and university of your change of address. You may also wish to put in place a redirection with Royal Mail to ensure that any post delivered to the property is forwarded on to you.












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### Thank you for renting with us at Manchester Apartments

If our comprehensive green tips guide hasn't answered all your questions, please give us a call, message us on WhatsApp, or drop us an email and we would be happy to help.

-  [facebook.com/mapartments\\_](https://facebook.com/mapartments_)
-  [instagram.com/mapartments\\_](https://instagram.com/mapartments_)
-  [twitter.com/mapartments\\_](https://twitter.com/mapartments_)
-  [mapartments.co.uk](https://mapartments.co.uk)

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-  Whatsapp: +44 (0) 777 808 7000