



A-Z Tenant Information Guide

All of your information in one place

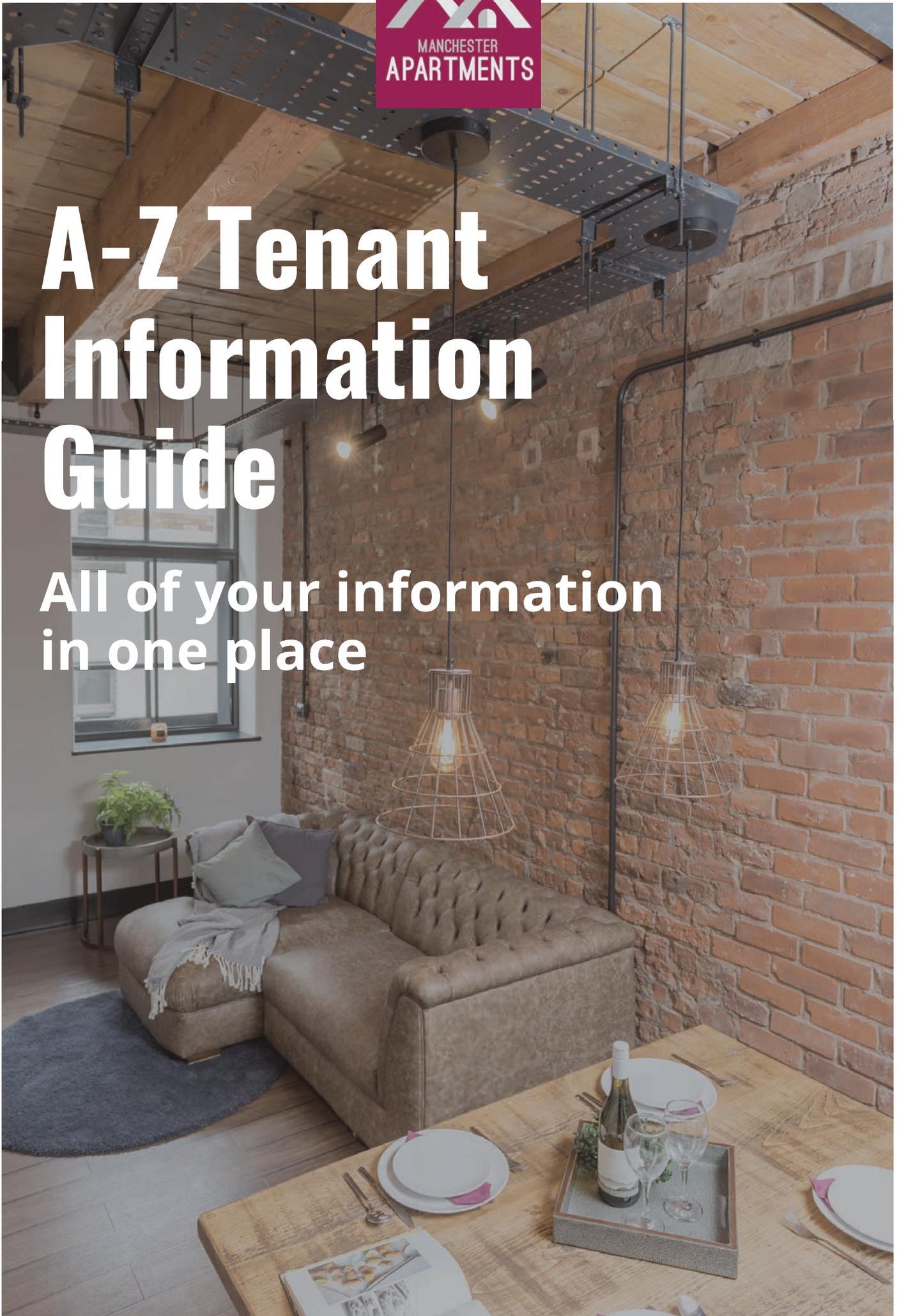


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CONTACT US

We are open Monday to Friday

9am to 6pm

Saturday

10am to 5pm

Property Management Team:

0161 694 4944

For queries during your tenancy/about your application

Lettings Team:

0161 228 6633 | 0777 808 7000

For new lettings enquiries and renewals

OFFICE ADDRESS

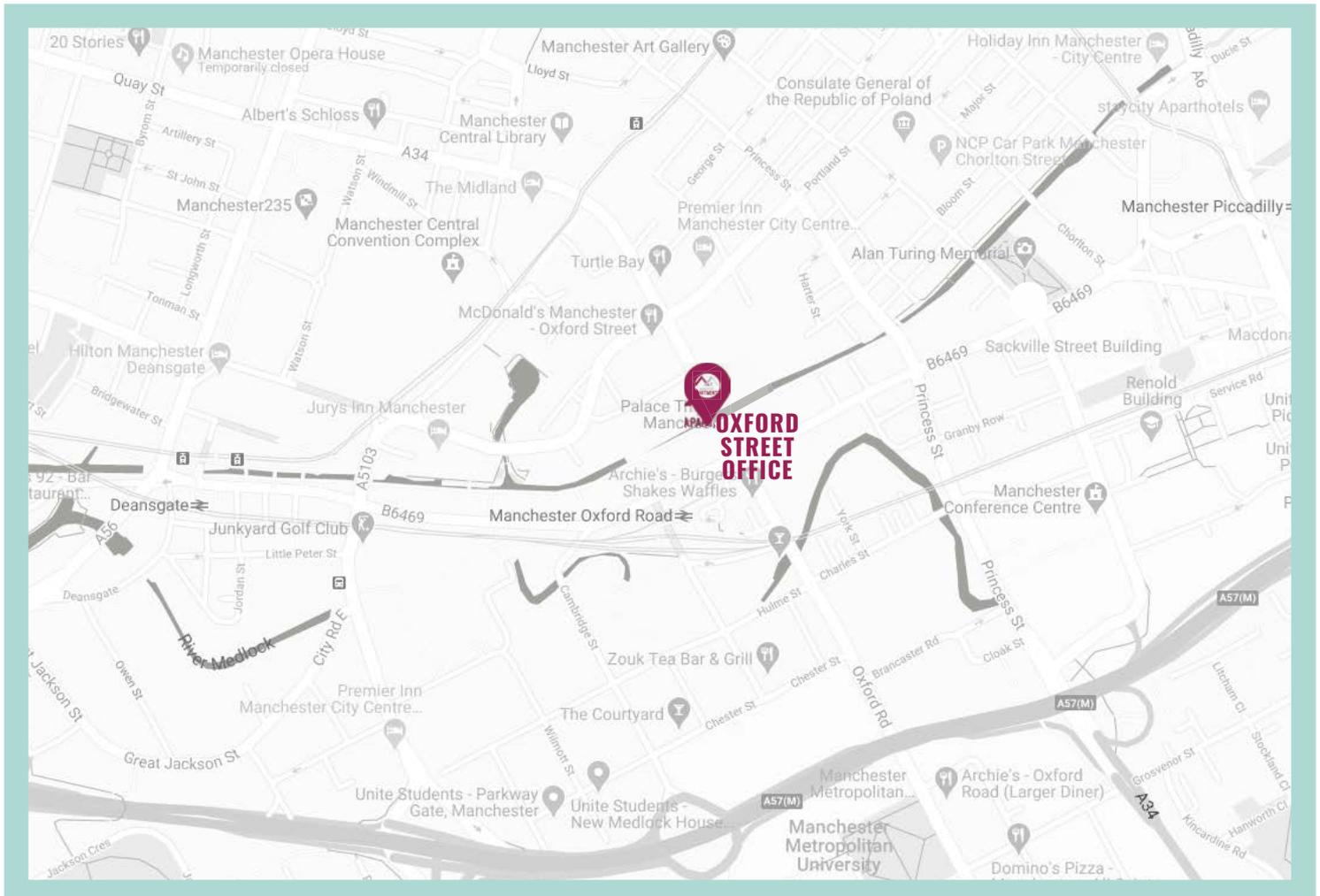
60 Oxford Street

Manchester

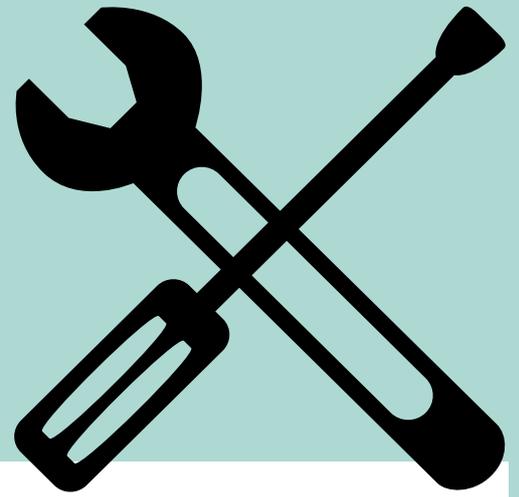
M1 5EE

mapartments.co.uk

hello@mapartments.co.uk



CONTACT US: MAINTENANCE AND REPAIRS



Reporting maintenance and repairs using FixFlo

Our properties are managed by our dedicated in-house maintenance team.

We have an online system to report maintenance and repairs, the system is called **FixFlo**. [Click here to access the system.](#)

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

Emergencies

In the unlikely event of a maintenance emergency, please call 07769 273998. If there is no answer, 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 door/window.

Westpoint

If you are a Westpoint tenant, please see the [Westpoint Welcome Guide](#) for information on emergency contacts.

Concierge phone number: 07880 102 791

Westpoint email: westpoint@mapartments.co.uk

CCHECKLIST: THINGS TO DO BEFORE MOVING DAY

Please minimise delays with moving in to 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 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.

Things we need for a fully completed application are:

- Online application form and ID
- Guarantor form and ID
- Signed tenancy agreement
- Payment of full holding fee and first period's rent
- Proof of standing order being set up for your rent payments

FIRE ACTION NOTICE

IF A FIRE BREAKS OUT IN YOUR HOME

- Leave the room where the fire is straight away, then close the door.
- Tell everyone in your home to leave. 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 concierge if at Westpoint).
- Wait outside, away from the building.

IF YOU SEE OR HEAR OF A FIRE IN ANOTHER PART OF THE BUILDING

- The building is designed to contain a fire in the apartment where it starts. This means 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

- Dial 999 or 112.
- When the operator answers, give your telephone number and ask for FIRE.
- When the fire service reply, give the address where the fire is.
- Do not end the call until the fire service has repeated the address correctly.

TO CALL THE MAINTENANCE TEAM

Dial 07769 273998. For Westpoint concierge, call 07919 567483.

Never use the lift in the event of a fire.



FIRE SAFETY

PROTECTING YOU AND YOUR HOUSEHOLD

The easiest way to protect your home is with a working smoke alarm. A smoke alarm can provide an early warning of a fire and allow you to make your escape – but only if it's working. Please never disconnect or take the batteries out of your smoke alarm.

If you see or hear any issues with your smoke alarm, please report them immediately to the maintenance team.

YOU CAN PREVENT FIRE FROM HAPPENING BY TAKING A FEW SIMPLE STEPS:

- Do not smoke in your apartment or anywhere in the building.
- Don't leave cooking unattended and avoid leaving children in the kitchen alone.
- Be especially vigilant when cooking with oil.
- Don't overload electrical sockets.
- Turn off appliances when not in use. Don't even leave them on standby.
- Keep matches and lighters out of the reach and sight of children.
- Make sure candles are secured in a proper holder and away from materials that could catch fire.

FIRE SAFETY

KEEP SAFE AND PLAN YOUR ESCAPE

- Your apartment is in a building designed to be fire-resistant. A fire should not spread from one apartment to another, so that you need not leave your home if there is a fire elsewhere in the block. That said, if in doubt, get out.
- Always leave if your apartment is affected by smoke or heat or if told to by the fire service.
- Your stairway is designed to be safe for escape throughout the course of a fire. Always use the stairway to descend to ground level if escaping

DO NOT LEAVE BELONGINGS OR RUBBISH IN THE CORRIDORS

- This could affect you and your neighbour's apartment if there was a fire.
- If you are in a corridor, lift lobby or stairway and you notice a fire, leave the building immediately and, if safe to do so, alert other residents in the immediate vicinity on your way out (knock on their doors).

DO NOT RETURN TO YOUR APARTMENT UNTIL IT IS SAFE TO DO SO. REMEMBER:

- Test your smoke alarm once a week.
- Keep the exit route from your apartment clear so you can escape in an emergency.
- Close doors at night to prevent fire spreading.
- Plan your escape NOW. Be prepared.

GREEN GUIDE

Manchester Apartments is proud to have launched some of the most sustainable and energy efficient apartments in Manchester.

We ask our tenants to also be considerate of the environment by being careful with your energy usage.

You have an energy allowance of 5 units per person per day so taking care not to use too much energy will also help you stay within this allowance.

ENERGY SAVING TIPS

Please read our Green Tips Guide for advice on how to limit the amount of energy you use and to help stay within your energy allowance:

www.mapartments.co.uk/green-tips-2019.pdf

ECONOMICAL ENERGY TARIFFS

We aim to use green, economical energy tariffs in our developments so please try to use as much of your energy, where possible, during the

economical electricity hours:

Midnight to 07:00 (Economy 7 Tariff) – at most developments.

Midnight–05:00, 13:00–16:00, 20:00–22:00 (Economy 10 Tariff) – at our 90 Princess Street Development.

ENERGY PERFORMANCE CERTIFICATES

Tenants can find the Energy Performance Certificates (EPC) for their apartment on our website at:

mapartments.co.uk/epc/

HEATING, VENTILATION AND HOT WATER

Our Heating Guide tells you about the heating and ventilation systems in our buildings and gives advice to our tenants so that you can make the most of the technologies available. It's available on our website at:

mapartments.co.uk/heating-guide-2019.pdf

INDUCTION COOKING

Our apartments are fitted with induction hobs, they are great as no energy is wasted when cooking. For info on how to use these, please see our appliance guide: <https://mapartments.co.uk/Appliance-Guide-v01.2021.pdf>

KITCHEN: APPLIANCE GUIDE

OUR FULL APPLIANCE GUIDE CAN BE FOUND AT MAPARTMENTS.CO.UK/INFO-FOR-TENANTS/

INDUCTION HOBS

We use Induction hobs in all of our apartments. This means only induction pans work on the hobs.

Induction cooking is efficient as it uses very little power, responds immediately to settings and does not pollute the environment. Only the cooking vessels get heated up due to electromagnetic induction, making it way safer than gas or electricity.

Please make sure that when you buy your pots and pans, it has this logo:



LAUNDRY ROOM ETIQUETTE



There are only a few rules for communal laundry rooms but they are pretty important.

TIME YOUR LAUNDRY - SET AN ALARM

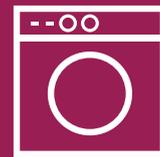
Because other people need to do laundry too, it is important to attend to your clothes promptly after the washing cycle is done. Set an alarm on your phone or watch to remind you to come back and collect your washing when it's finished (1 hour on recommended cycle).

FILL UP THE MACHINE

Full loads only please but don't overload

It's good to be green! Please use the machine for full loads of washing only as washing only a few items or half loads wastes energy. Please take care not to overload as this can break the machine.

LAUNDRY ROOM ETIQUETTE CONTINUED



EMPTY THE MACHINE PROMPTLY

If you come in and the washer is stopped but full of clothes, it is kind to wait a few minutes for the person to come back. If they don't, you are perfectly free to remove the clothes and use the machine.

Please put the clean clothes on the shelves. Do not throw them on the floor!

KEEP IT CLEAN

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

USE A CLOTHES AIRER – DON'T DAMAGE YOUR CLOTHES

Drying your clothes in the machine can damage your garments. Please hang them on a clothes airer in your apartment instead. This is also better for the environment and we provide them free of charge. Please contact us if you don't have one.

DON'T FORGET YOUR CLOTHING

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

CHOOSE THE RIGHT HOURS

When people are doing their laundry at odd times of the night it can be distracting to others who are trying to relax or sleep.

Please do not use the machines before 7am or after 10pm.

PROBLEMS WITH THE MACHINES?

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

MAINTENANCE

Our properties are managed by our dedicated in-house maintenance team.

To report a repair, please log into FixFlo and provide as much information as possible. For information on how to log into FixFlo, [please read our guide here](#)

For emergencies, please call 07769 273998. If there is no answer, leave a voicemail and someone will quickly get back to you.



NEIGHBOURS: BEING A GOOD ONE

Manchester apartments welcomes good residents & it's important that you get on with your neighbours

Whoever they are, please be mindful of their lifestyle. By getting on with neighbours you can look out for each other.

Please avoid activities that cause a nuisance or disturbance to your neighbours.

For example, playing loud music, vandalism, dumping rubbish or drunken behaviour. Please avoid excessive noise after 10pm.

POLICIES

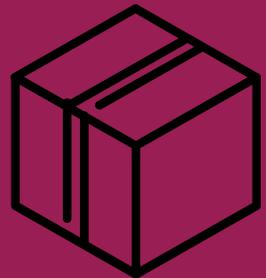
PETS

Sorry, we 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. You may also incur a charge as it will be regarded as a breach of tenancy.



PARCEL POLICY

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



PRIVACY POLICY

We are committed to protecting the privacy and security of our tenants' personal information. Our Privacy Policy describes how we collect and use personal information about you. It's available on our website at:

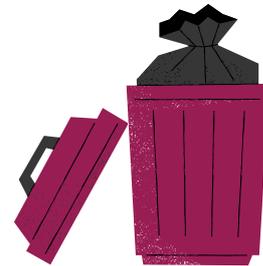
mapartments.co.uk/privacy-policy/



RUBBISH DISPOSAL

Do not leave rubbish bags or any objects on the corridor outside of your apartment as it is a fire risk.

Please refer to the noticeboard at your development to find out where your refuse bins are located. These are usually outside in the alleyway next to your building or in the bin store inside the environs of your building.



MANCHESTER CITY COUNCIL - CITY CENTRE APARTMENTS

BLUE BIN

Mixed paper,
Cardboard, etc...

BROWN BIN

Mixed recycling -
plastic, glass, cans

BLACK BIN

Non-recyclable
rubbish

GREEN BIN

Food & Garden
waste

TRAFFORD COUNCIL - WESTPOINT & ACADEMY APARTMENTS

BLUE BIN

Mixed paper,
Cardboard, etc...

BLACK BIN

Mixed recycling -
plastic, glass, cans

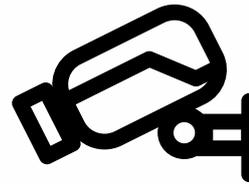
GREY BIN

Non-recyclable
rubbish

GREEN BIN

Food & Garden
waste

SECURITY



Security of your home is our utmost concern and we install many security measures in our buildings, including CCTV both inside and outside, to help keep our tenants safe.

It's important that our tenants also play their part in helping to keep our buildings secure and we ask that you remain vigilant at all times 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 tenant
- 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

SMOKING



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

TENANCY AGREEMENT



RENTS & CHARGES

Your tenancy agreement provides full details of your obligations regarding rents and charges so please read this carefully.

If you are having financial difficulties, please ensure you speak to a member of our property management team as soon as possible so we can work together to reach a manageable solution.

RENTAL GUIDE

All tenants are advised to read the government guide 'How to rent: the checklist for renting in England'. The latest version is available here: <https://www.gov.uk/government/publications/how-to-rent/how-to-rent-thechecklist-for-renting-in-england>mapartments.co.uk/privacy-policy/

RENEWING YOUR TENANCY

If you wish to renew your tenancy agreement for another year, please contact the office as early as possible during your current tenancy period.

For properties that are popular with students and graduates, you will receive an email around November asking if you would like to renew your tenancy as this is when the peak viewing season starts for these groups.

REPLACEMENT TENANT

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.

UTILITY BILLS

ELECTRICITY

A fair usage limit applies for electricity usage. This 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. Advice can be found in our Green Tips Guide and Heating Guide.

<https://mapartments.co.uk/green-tips-2019.pdf>

<https://mapartments.co.uk/heating-guide-2019.pdf>

COUNCIL TAX

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 councils' websites:

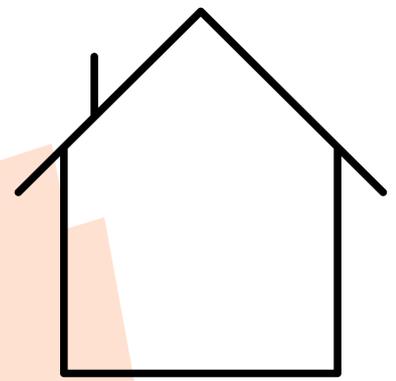
https://www.manchester.gov.uk/info/200028/council_tax

<http://www.trafford.gov.uk/residents/benefits-and-council-tax/council-tax/council-tax.aspx>

TV LICENCE

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

VACATING THE PROPERTY



MOVING OUT – THINGS YOU NEED TO DO

If you are not renewing your tenancy agreement, you will need to vacate the property on or before the last day of your tenancy. You will need to vacate by midday on your day of departure or you will be charged extra.

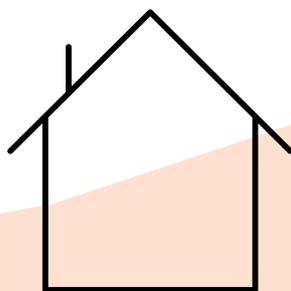
Before checkout:

Ensure all items are where they are when you moved in and in the condition described on the inventory.

Clean the property: Mop floors; Clean windows; Clean sinks and all countertops; Wipe cupboards in and out; thoroughly clean the oven, hob and microwave; remove dust, grease and dirt from the extractor fan and overhead light; wipe fridge and freezer, inside and out; remove marks off walls; wipe down doors, frames and knobs, etc.

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

Furniture and fittings: Make sure doors and locks are working properly; If you have carried out decoration, please restore the rooms to their original colour and condition; Ensure light bulbs are in working order; Do not leave any of your own furniture in the property (e.g. desks and chairs) without written permission from the Maintenance manager.



Return keys: Please return all keys to the office (all tenants' copies). This includes keys to the property, mailbox and bedroom. These 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.

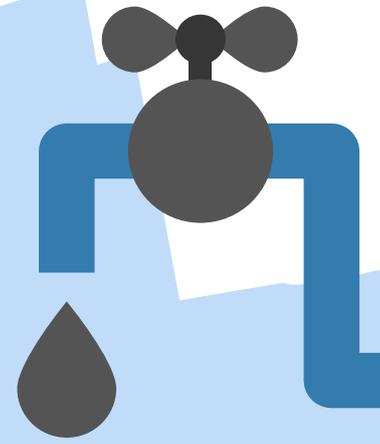
Deposit: The deposit is refundable at the end of the Tenancy once all keys have been returned, the property is vacated and a property inspection has been carried out. Please complete a deposit release form when you vacate your property and return your keys. This ensures that we have your correct contact details. The deposit is refunded by bank transfer through the MyDeposits deposit scheme.

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

Mail: 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.

WATER: LEGIONNELLA

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



Please follow the below guidelines to minimise the risk of Legionnaires' Disease within your home:

- Tell 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°C after it has run for a minute at the latest.
- Tell us if the cold water is still running warm after you have initially run off any water, which may have accumulated in the pipes. It should not be above 20°C.
- Tell us if there are problems, debris or discolouration in the water.
- Clean the shower head periodically, descale and disinfect it. At least every three months.
- Where a property is left vacant (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 in the hot or cold water system, residents also have an important part to play in taking these simple and practical precautions.

WI-FI

Hyperfast fibre optic internet broadband is available throughout our developments. The Wi-Fi code is displayed on the notice board in the lobby on the ground floor. If you experience any problems with the Wi-Fi provided, please contact your property manager.



THANK YOU FOR RENTING WITH MANCHESTER APARTMENTS

If this guide doesn't answer all your questions, please just give us a call, message us on WhatsApp or drop us an email and we'll be happy to help!

GET SOCIAL



[FACEBOOK.COM/MAPARTMENTS](https://www.facebook.com/mapartments)



[INSTAGRAM.COM/MAPARTMENTS](https://www.instagram.com/mapartments)



[TWITTER.COM/M_APARTMENTS](https://twitter.com/m_apartments)



[MAPARTMENTS.CO.UK](https://www.mapartments.co.uk)

REFER A FRIEND

Refer a friend to rent with Manchester Apartments and we'll give you £150! Not only that, we'll also give your friend £150.

Speak to your Property Manager about referring a friend and you could both receive £150 cash!

[Full Terms and conditions can be found here](#)



HELLO@MAPARTMENTS.CO.UK



[0161 228 6633](tel:01612286633)
[07778 087000](tel:07778087000)