

Moving into your property – Guide

1. Choose a move in date

Each student property becomes available from the 1st July each year.

This is the busiest time and the 1st July is *the busiest day of the year for us!*

So if you need to move into your property on the 1st July 2013 then you will need to make an appointment with us at least 1 week before so that you can go into our diary system.

This appointment is called a property induction and will take approximately 1 hour.

Please arrange a mutually convenient time for all the members of your group to attend the induction so that each member can benefit from the information and documents supplied.

2. Attend the Induction

Please make your way to the property on the day and the time of your pre-booked induction and one of our agents will be waiting to meet you. **If you are going to be late then please ring up and let us know.**

Please note that if some members of the tenancy group are unable to attend the induction, then those that do attend will be asked to sign for ALL of the keys to the property and be under a responsibility to ensure that they provide all the information and keys to those tenants that could not attend the induction.

3. Information to be handed out at the induction

At your property induction you will be supplied with the following:

- a. Full sets of House keys i.e. front door and bedroom keys with split rings and key Number tags
- b. One full set of back door/ Steel door /cellar door/ patio door and any back gate keys (if applicable)
- c. One Full set of garage or shed / Lockup keys (if applicable)
- d. Property Operating and Maintenance Manual (OMM) (Contains all instructions for your property)
- e. Utility Company Contact Details for Gas, Electric and Water
- f. Gas/Electric/Water Meter Readings
- g. Main Water and Gas Stop Tap Positions
- h. Carbon Monoxide Detector Location and Test Demonstration
- i. Burglar Alarm Code and Demonstration
- j. Council Tax Contact Details
- k. Telephone and Broadband Information
- l. TV License Information
- m. Refuse and Bin Collection Information
- n. Fire Alarm, Equipment and Safety Information and Demonstration
- o. Preventative Damp and Condensation Information
- p. Noise Nuisance and Anti-Social Behaviour Information
- q. Property Cleaning Inventory
- r. Property Lamp Inventory
- s. Tenant Repair Request Sheet

4. Cleaning Inventory

Please note that on the day of your property induction the cleaning of the property may not yet have been carried out. Please be assured that your property will be cleaned as soon as we can get around to it.

If the property has been cleaned and meets your expectations then you will be asked to sign the cleaning inventory on the induction.

5. What to do after your induction

1. You will need to phone up the utility companies to get the bills for your gas, electric, water and council tax (where necessary) all put into your name. It is advisable to put a few names on each bill so that no one person is solely responsible for that bill.

Make sure to use the meter readings as shown on your induction sheet and the start date of the 1st July.

Locating your GAS provider:

If you need to know who you're current Gas service provider is then:

- a) First of all look on the pin board in the hallway of your property to see if the previous tenants have marked it down for you.
- b) See if there is any mail from a Utility Company addressed to the homeowner etc, as this will have all the relevant information provided.
- c) If none of the above methods work, then please telephone British Gas **THE NATIONAL GRID** on **0870 608 1524** and ask them for your current service provider. Make sure you have your post code available, as they will require this information.

<http://www.nationalgrid.com/uk/>

Emergency telephone number for reporting gas leaks is 0800 111 999

Locating your ELECTRIC provider:

If you need to know who you're current Electric service provider is then:

- a) First of all look on the pin board in the hallway of your property to see if the previous tenants have marked it down for you.
- b) See if there is any mail from a Utility Company addressed to the homeowner etc, as this will have all the relevant information provided.
- c) If none of the above work, then please phone the **METER POINT ADMINISTRATION SUPPLY (MPAS)** on **0870 751 0093** and ask them if they could tell you who your current service provider is. Make sure you have your post code available, as they will require this information.

[MPAS - Meter Point Administration Service](#)

Locating your WATER provider:

Look out for a letter in the post from **United Utilities**, or contact them on: 0845 746 1100 for Manchester and 0845 746 2222 for Stockport.

www.unitedutilities.com

2. You will need to notify the Manchester City Council that you are a new occupant at the property and are liable for council tax at the property. Please notify the Council that you are exempt from Council tax if you are a student occupant. The telephone number for Manchester Council Tax enquiries is 0161 219 6130

www.manchester.gov.uk

3. Contact British Telecom on 0800 800 150 to find out whether your property has an active phone line. If your property does not have an active phone line then there may be a charge for reconnecting your phone line. After this you can elect whichever broadband provider best suits your needs.

6. Please complete your tenant repair request sheet

Your repair request sheet is what we complete to make sure that you are happy in your new home!

If you have any extra shelves or a mirror that you need fixing up then put it on your repair sheet. If you want some furniture moving out then put it on your repair sheet.

If you have no repair requests then complete your form and say ****NO repairs required****

We file these sheets away and we just want to know that we have met your expectations for the property to be free of any niggling defects.

Take your time to complete this sheet and put as much down as you want to. We would prefer to go to your property and complete all the jobs in one list rather than receiving a repair request sheet every week for 4 weeks.

Throughout the course of your tenancy you can make a repair request at any time and we recommend that you use your property email address as then you will have a written dated record of the repair request. Details of your property email address log in and password will have been given to you when you signed up for the property.