

Thank you for choosing your new home through Northern Group. We hope you settle in over the next few days.

You have chosen a property which is managed by Northern Group. This means we will take care of all aspects of your tenancy.

This document will assist with you moving in and answer some of those important questions you may have. If you have any additional questions, please feel free to contact us.

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Our contact details

Northern Group Office

0161 974 3232 . live@northerngroup.co.uk

Office Hours

Monday – Friday (9am – 5.30pm)

Office Address

Jactin House, 24 Hood Street Ancoats Urban Village, Manchester M4 6WX

Inventory

The inventory details the general condition of the apartment, appliances and furniture (if applicable). We strongly advise that you check over your apartment as soon as you move in and use the form to record any snags and defects. We will use your inventory to compare the condition of your apartment at the end of your tenancy.

All apartments are thoroughly checked prior to your move-in, however if you have any initial maintenance requests, please feel free to note these down on the inventory.

The completed inventory must be signed prior to taking keys for and occupying the apartments, any further comment on inventory items must be raised with our office within 7 days of your tenancy start date.

Rent payments

Rent must be paid to us in full via standing order on the 1st of every month from a single bank account. Late payments will be subject to additional charges as outlined in your lease. If for any reason your standing order does not come out on the 1st, please contact us immediately on 0161 974 3232 to make a card payment over the phone. Please remember to cancel any standing orders that are no longer applicable to your tenancy.

Bank details for payment are as follows:

Bank	Barclays Bank
Account Name	Northerngroup Management Limited Client Account
Sort Code	20-55-59
Account Number	93978419
Payment Reference	Apartment Number and Surname

Repairs & maintenance

All repairs should be reported by the lead tenant (where possible) either in person, or using the contact details above. Please follow up with a written report of the repair via email. (Please confirm within the e-mail if you allow our contractors to access your property with our management key).

Emergencies

If you have an emergency when the office is closed, please call our office number and follow the instructions on the out of hours message.

IF YOU SMELL GAS CALL TRANSCO IMMEDIATELY ON 0800 111 999

**IF YOU HAVE AN EMERGENCY WITH YOUR WATER OR WASTE WATER SUPPLY
CALL UNITED UTILITIES ON 0345 672 3723**

Appliance manuals

It is important you read these upon moving in. You will be responsible for costs and call out charges incurred due to the incorrect operation of an appliance or device. If you require copies, please e-mail your request to live@northerngroup.co.uk

Refuse

Household refuse should be disposed by using the designated bins provided. This includes recycling in accordance with local authority guidelines.

Larger items of waste should not be put into the bins or left in any communal/external areas. The local authority may collect bulky items of waste free of charge. You can check this by visiting their website:

www.manchester.gov.uk

www.stockport.gov.uk

www.trafford.gov.uk

www.salford.gov.uk

Unfortunately we will have no choice but to impose fines for non-compliance of the local authority recycling policy or disposing of waste incorrectly.

Utilities

When moving in it is essential that you ensure all relevant services are connected and registered in your name, ready for use. This will involve you obtaining/taking meter readings. Please do this as soon as you move in to ensure you are billed correctly.

Useful contact details

Electricity North West (to check electric supplier)	0800 195 4141	www.enwl.co.uk
Meter Point Administration (to check gas supplier)	0870 608 1524	
United Utilities (Water)	0845 746 1100	www.unitedutilities.com
BT (Telephone/internet)	0800 800 150	www.bt.com
Manchester Council Tax	0161 234 5002	ctax.enquiries@manchester.gov.uk
Stockport Council Tax	0161 217 6014	council.tax@stockport.gov.uk
Trafford Council Tax	0161 912 2220	council.tax@trafford.gov.uk
Salford Council Tax	0161 909 6502	counciltaxenquiries@salford.gov.uk

Smoking

Smoking is strictly prohibited inside the property along with any balcony, corridor or car park. Please smoke outside the premises and dispose of extinguished cigarette ends within the designated bins.

Neighbours

We ask all tenants to show consideration for their neighbours by not making noise which can be heard from outside your property.

Security / bicycle storage

We would like to remind all residents that they should not leave communal doors ajar or allow unknown people to follow you into the building.

Bicycles must not be stored in hallways or inside the property. Please secure in the designated storage area (where provided). We suggest following Greater Manchester Police advice regarding bicycle security which can be found at www.gmp.police.uk

Balcony

Barbeques and other potential fire risks such as chimeneas and open fires are strictly prohibited.