



Resident Info Guide



Contents

- 02. Contact us
- 03. Maintenance and repairs
- 04. Things to do before moving in
- 05. Your tenancy agreement
- 06. Our policies
- 07. How to stay green and sustainable
- 08. How to use your communal laundry room
- 09. Utilities
- 10. Fire safety
- 11. Security
- 12. Water hygiene – legionella
- 13. Be a good neighbour
- 14. Vacating your property

Contact Us

My Apartments

60 Oxford Street,
Manchester,
M1 5EE

Opening times

Monday – Friday 9:00–18:00
Saturday / Sunday CLOSED

Lettings Team

For lettings enquiries and renewals

✉ Email: hello@mapartments.co.uk

☎ Phone: +44 (0) 161 228 6633

💬 Whatsapp: +44 (0) 777 808 7000

Property Management Team

For queries during your tenancy or about your application

☎ Phone: +44 (0) 161 694 4944

www.mapartments.co.uk | hello@mapartments.co.uk

Residence Teams

Ancoats Gardens Team

To contact your on-site Residence Team at Ancoats Gardens

✉ Email: ancoatsgardens@mapartments.co.uk

☎ Phone: +44 (0) 7880 023 214

Westpoint Team

To contact your on-site Residence Team at Westpoint

✉ Email: westpoint@mapartments.co.uk

☎ Phone: +44 (0) 7919 567 483



Maintenance & 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 maintenance 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 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

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.

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.

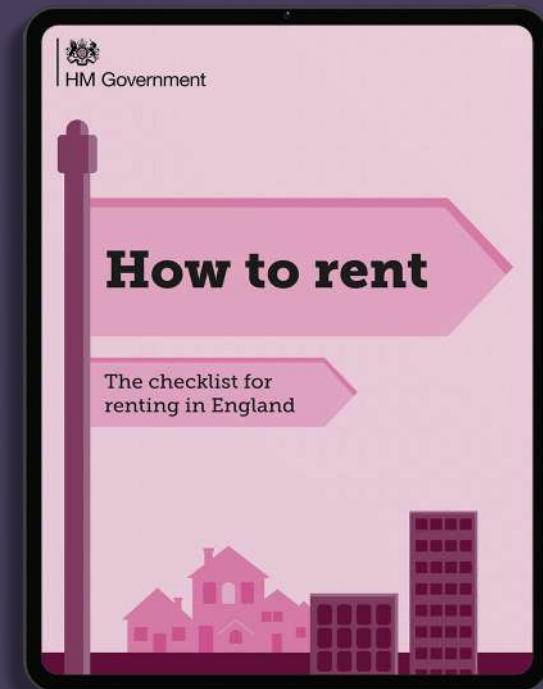
Renewing your tenancy

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. You will receive an email around the start of the academic year asking if you would like to renew your tenancy, as this is when peak viewing season starts for these tenants.

UK Government

How to Rent Guide

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





Our policies

Parcels

Some of our buildings have an on-site Residence Team who offer a parcel collection service. If you live in these buildings, then please see the respective sections on the pages dedicated to those buildings in this guide.

For our buildings that do not have an on-site Residence Team or parcel collection service, please note that My 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.

Pets

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.

Smoking

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.

DIY

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.

Privacy policy

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

Wi-Fi

Free Wi-Fi is available throughout many of our buildings, as standard, and you will not have to pay additional fees to use this service. As a service we provide, we ask all residents to familiarise themselves with our [Internet Safety Guide](#), to keep a safe and secure connection. 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.

Some of our buildings provide an internet upgrade service; to upgrade, please contact 2Connect – who is our internet service provider. To find out whether your building has this additional upgrade to our service, please contact your property manager.

Should you have any issues with your complimentary Wi-Fi service, please do not hesitate to contact 2Connect at support@2connect.co.uk.

How to Stay Green & Sustainable

My 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

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](#).

Induction cooking

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](#).

Energy performance certificates

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

Heating and ventilation

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

Most of our buildings have communal laundry rooms for the use of our residents during their stay with us. When using the communal laundry room in your building, it is important to ensure that you are following the few rules we have set out to ensure that the experience is positive for all residents.

Time your laundry – set an alarm

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

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.

Keep it clean

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 clothes

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

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

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?

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.



Utilities

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 Manchester city council website [here](#), the Trafford council website [here](#), and the Salford Council website [here](#).

TV Licence

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.

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Fire safety

At My Apartments we are not only dedicated to providing our residents with a luxury living experience, but also keeping our residents as safe as possible.

Please read through this section to familiarise yourself with the potential risks in your home to prepare in the event that any should occur.

Fire action notice

If a fire breaks out in your home

- ◆ 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 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

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

- ◆ 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

Dial +44 (0) 7769 273998. Never use the lift in the event of a fire.

Do not leave belongings or rubbish in the corridors

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

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

E-Scooters and E-Bikes

Due to an update in the latest National Fire Chief's Council Guide, we wanted to reach out with an update regarding any e-bikes or e-scooters that may be stored on any of our sites.

The lithium-ion batteries used to power e-bikes and e-scooters, when left charging unattended, are known to cause fires, which is why storing or charging them is prohibited in any communal areas across any of our sites.

Considering the danger that these batteries can hold, we would also strongly recommend that any residents that use an E-bike or e-scooter charge them offsite, away from their home, to keep you and your neighbours safe from any potential malfunction that could cause harm from these batteries. If you're not able to do this, please read and follow the advice on the [National Fire Chief's guide](#) on charging at home.

For more information, please refer to the National Fire Chief's Council Guide, which will provide you with more information.

Security

It is important that our tenants play their part in helping to keep our buildings secure, and we ask that you always remain vigilant to help minimise any security breaches.

Steps you can take to keep safe

-
- ◆ 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 suspicious activity to a member of our team immediately
- ◆ Report serious incidents directly to the police.



Water Hygiene - 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 there are problems, debris, or discolouration present in the water.
- ◆ 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.
- ◆ 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.
- ◆ Clean your shower head periodically, descale, and disinfect it, at least every three months.
- ◆ 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

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

1. 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.
2. Put the shower head in a bucket or plastic container and cover it with white vinegar
3. Leave the shower head to soak in the vinegar for at least 30 minutes, preferably around an hour.
4. Take the shower head out of the vinegar and rinse it with water.
5. Remove any remaining limescale with an old toothbrush, particular from the nozzle.
6. Rinse again with water and wipe with a soft cloth.
7. Reattach to the hose and turn on the shower to flush out any remaining limescale.





Be a good neighbour

At My Apartments we welcome friendly residents and 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.

- ◆ 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.
- ◆ 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.
- ◆ 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.

Vacating your property

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

What you need to do before moving out

When vacating your property, there are a few things that you will be responsible for doing before vacating the property. These are:

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

You should also take care to:

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

Return your keys

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.

Returning your deposit

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


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.


Thank you for renting with My Apartments


If our comprehensive Resident's 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_


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