




WELCOME TO MAGENTA LIVING

CUSTOMER INFORMATION

If you need help understanding any information in this guide or have any questions, please contact us on **0808 100 9596**



01

Welcome to your new home

This booklet provides you with lots of information to help you settle into your new home.

You will have a dedicated Neighbourhood Housing Officer who can help and advise you if you have any questions.

You can contact them through our Customer Contact Centre on **0808 100 9596** or email **contactus@magentaliving.org.uk**

You can find out more about your Neighbourhood Housing Officer on our website **www.magentaliving.org.uk/your-neighbourhood**

02

How to contact us

There are several ways that you can contact us regarding any of the following:

- Report a repair and emergency repairs
- Incidents of anti-social behaviour
- Appointment enquiries
- How to complain, compliment or make suggestions
- Rent enquiries, payments or financial support
- Become an involved customer

-  contactus@magentaliving.org.uk
-  **0808 100 9596**
-  www.magentaliving.org.uk/contact-us
-  www.magentaconnect.org.uk
-  **Magentaliving**
-  **magentaliving**
-  **Magenta Living, Partnership Building, Birkenhead CH41 5AA**
Open Monday to Friday, 9am to 5pm



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Ways to pay your rent and charges

Direct Debit

If you have a bank account you can set up a Direct Debit for hassle free payments. To do this contact us on **0808 100 9596**.

Most customers choose to pay by Direct Debit, which is also our preferred method of receiving rent payments as all payments made are posted the next day, removing any delays.

Allpay

Online – Register or login to **www.allpayments.net** to make a payment. You will need your 19-digit payment reference number and your debit or credit card.

By phone – Contact allpay's secure automated payment system on **0330 135 9512**. You will need your 19-digit payment reference number and your debit or credit card.

By Text – To pay by text, you will need to register at **www.allpayments.net/textpay**

Internet Banking

If you have online banking, you can make a rent payment using the following details – you will need your payment reference number:

Our sort code is **60-05-07**

Our account number is **15569136**

Standing order

You can set up a Standing Order if you have online banking using the following details – you will need your payment reference number:

Our sort code is **60-05-07**

Our account number is **15569136**

In person

Pay by cash or card at any Post Office or where you see the PayPoint sign. You will need a Magenta Living swipe card from us to show the cashier.

Pay by Link

Pay by Link is a simple and secure way for you to pay your rent using a credit or debit card.

A personalised payment link can be sent to you via email or text to allow you the ease of making a payment anytime, anywhere.

To be sent your personalised Pay by Link, please contact your Income Officer, on **0808 100 9596**.

Did you know you can check your latest rent account by requesting a statement from us or using our online portal MyMagenta.



Struggling to pay your rent – we are here to offer help and support

If you are experiencing financial pressures and are struggling to pay your rent, please get in touch with us as soon as possible. We will offer you help, support and assistance and will work with you to reach a solution.

We have dedicated Income Team who are here to help you. Please contact your specialist Income Officer on **0808 100 9596**.

Housing Benefit / Universal Credit

You may be able to claim housing benefit or Universal Credit to cover some or all of your rent. Contact us today to discuss your options.

Our easy-to-use online benefits calculator will let you know what you are entitled to – you can access it here **www.magentaliving.org.uk/welfare-and-benefits**

Income Welfare Advice Team

Our team of advisors are here to help you by providing specialist support and advice on how you can better manage your money and maximise your benefit entitlement.

In the past, we have helped secure up to an additional **£2 million in benefits** for our customers that they didn't know they were entitled to.

We want to help you maximise your income and benefit entitlement, and ensure you are in a good position to pay your rent, charges and household bills.

Contact them today on **0808 100 9596**.

Debt Advice

If you require Debt Advice there are a number of organisations that may be able to help including:

National Debt line:

www.nationaldebtline.org
0808 808 4000

Citizens Advice:

www.citizensadvice.org.uk/debt-and-money
0800 144 8848

Step Change:

www.stepchange.org/how-we-help.aspx
0800 138 1111

04

Utilities information

When you move into your new home, you will need to arrange for your gas supply to be switched on and tested. This may have been done during your sign up but if not, you can contact us on **0808 100 9596** to arrange.

We work with an organisation called **Green Energy Switch** who are keen to ensure that your electric and/or gas supplies are in working order once you move into your new home.

For further details of how to set up your utility supplies please refer to the **Green EnergySwitch** Tenant Welcome Pack on our website.

In most cases your gas and electric supply will be through British Gas. You can contact them on **0333 202 9804** or visit www.britishgas.co.uk/help-and-support/contactus

To find out who your gas supplier is call **0870 608 1524**.

To find out who your electric supplier is call **0800 195 4141**.

Your water supplier is United Utilities: **0345 672 2888** or www.unitedutilities.com/help-and-support/contact-us

Please note:

If you live in Sunningdale or Brackendale high rise you will need to contact Scottish Power on **0345 270 0700**.

If you live in a high rise flat you will not need to arrange for your gas supply to be switched on and tested.



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Safety in your home

As your landlord, we have to provide you with a number of legal documents as follows which you will be given to you:

- **Energy Performance Certificate**
This gives information about a your home's energy use and typical energy costs.
- **Electrical Installation Condition Report**
This provides information on the testing of your home's electrical installations.
- **Gas Certificate**
If your home has gas, we will provide you with a Gas Certificate.
- **Handover Certificate**
This will include your meter readings that can be provided to your utility suppliers.

We want to keep you safe in your home and ask that you read the following information:

- Electrical Safety
- Asbestos Safety
- Fire Safety
- Water Safety
- Heating Safety
- Lift and Lifting Equipment Safety
- Building Safety
- Fire Doors
- Damp, Mould and Condensation



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Contacting your local Council

Your Council is responsible for a number of services you may need to use. You will need to contact the Council for the following:

- Applying for Housing and Council Tax Benefit
- Informing Council Tax of your new address

Please contact the relevant Council depending on where you live:

Wirral Council

www.wirral.gov.uk
0151 606 2002

Cheshire East Council

www.cheshireeast.gov.uk
0300 123 5500

Cheshire West and Chester Council

www.cheshirewestandchester.gov.uk
0300 123 8123

Halton Council

www.halton.gov.uk
0303 333 4300

07

How to get involved and help us improve

We know that some of our customers like to be involved in how we do things here at Magenta Living and one way to do this is to register with us to get involved.

Listening to your ideas and opinions is really important to Magenta Living as this can really help us improve the way we do things. In order to do this, we have a customer involvement programme that offers flexible ways of getting involved by helping shape our services.

Join the Magenta Connect Community

This platform gives you a place to share your views, have your voice heard and influence how services are delivered.

If you would like to be involved, please head over to Magenta Connect at www.magentaconnect.org.uk to find out more.

Or contact our Community Regeneration Team on **0808 100 9596** or email communityregeneration@magentaliving.org.uk



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Frequently asked questions

Got a question?
We've answered some of the questions
you may ask.

Q. Can I have a pet?

A. We recognise that keeping pets can offer significant benefits to their owners. However, irresponsible ownership can cause nuisance and affect the quality of life for other residents in an area and will not be tolerated.

We ask customers wishing to own a pet to apply for permission before introducing a pet to your home. Normally we won't refuse the request, and this will be confirmed by your Neighbourhood Housing Officer. You can apply by contacting us on **0808 100 9596** or visit www.magenatliving.org.uk/pets

Q. Am I responsible for maintaining my garden?

A. Yes, if you have your own front and/or back garden, it's your responsibility to maintain and keep them tidy. We do offer a low cost garden maintenance service to help with grass cutting. To request a quote, please contact us on **0808 100 9596**.

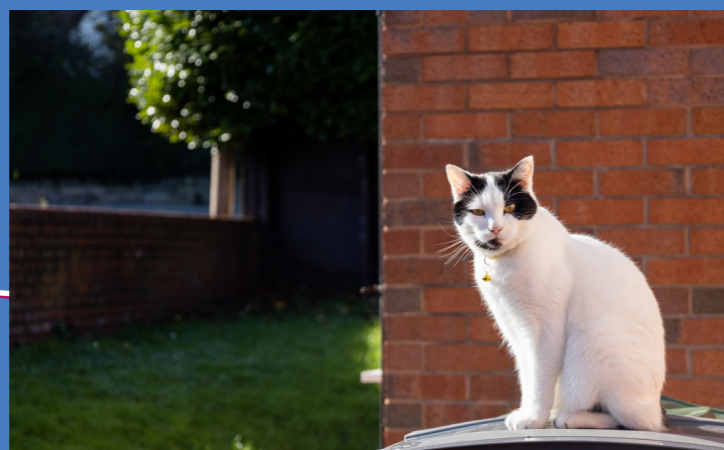
Q. Is my home insured?

A. We advise that you take out home contents insurance to protect your belongings. We do offer a low-cost home contents insurance scheme in partnership with a third-party supplier. Please contact us on **0808 100 9596** for more information or visit: www.magentaliving.org.uk/contents-insurance

Q. What repairs am I responsible for?

A. Looking after your home is your responsibility, to ensure it remains clean, tidy, in good condition and safe. You are responsible for a range of repairs. If you're responsible for causing any damage to your home, then we may ask for you to pay to fix the problem.

Full details of repair responsibilities visit www.magentaliving.org.uk/repairs



Q. How quickly will you attend if I report a repair?

A. How quickly we carry out a repair depends on the following:

- What the fault is
- The amount of inconvenience it is causing you and others in your home
- Your general health and safety
- The risk of further damage to the property being caused

Further information on response times can be found by visiting www.magentaliving.org.uk/repairs

Q. Will you decorate my home?

A. You are responsible for the internal decoration of your home.

Q. Can I make changes to my home?

A. Before carrying out any changes you will need to complete a request form. You can do this by contacting us on **0808 100 9596**. For further details about this along with information on the work you can and cannot do in your home visit: www.magentaliving.org.uk/work-in-my-home

Q. How much notice do I need to give if I want to end my tenancy?

A. If you're considering ending your tenancy with us, please let us know as soon as possible. We can offer you support and guide you through this process to help you avoid any unexpected charges. We will ask you to give us four weeks' notice in writing.



Get in touch

0808 100 9596

www.magentaliving.org.uk

contactus@magentaliving.org.uk

 MagentaLiving

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**WE HOPE YOU ENJOY
YOUR NEW HOME!**

