

Moving in and Maintenance tips for Tenants

What do I
do if I find
a leak?

What
should I do
if I am
locked out?

How do I
take meter
readings?

What happens
with my
tenancy
deposit?

What should I
do if my light
bulbs need
changing?



Hello new tenant, welcome to homes4u!

May we be the first to welcome you to your homes4u Managed Property; we have provided this guide to ensure that your move will be hassle free and to help with any maintenance questions you may have during your tenancy.

In this guide you will find the answers to the most common questions we are asked by tenants. If you have a query relating to your tenancy and the answer is not included, please call your property manager on 0161 448 4800.

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Moving in guide

Making moving in easier

Useful contact details:

Property Management Department:

Tel: 0161 448 4800 Email: property.management@homes4u.co.uk

Property Accounts Department:

Tel: 0161 448 4802 Email Rent enquiries: property.accounts@homes4u.co.uk
 Deposit enquiries: deposit.returns@homes4u.co.uk

Inventory:

In your move in pack you will find an inventory which we have prepared. This inventory details the condition of the property along with the contents and their condition. Should you find that any of the details on the inventory need amending, please make any adjustments clearly on the document, any repairs required should be noted on the back page. Please remember to include your meter readings.

Please ensure that you sign each page of the inventory. The inventory will be stamped as received by our office, and we advise you to request a copy of the stamped inventory for your records. This will assist you when you vacate the property.

If the inventory is not returned to us within 48 hours it will be deemed that the information detailed on the document is correct. When you move-out, the inventory will be used to establish any differences, such as the condition of the decor and cleanliness etc. compared to the condition when you moved in.

Utility Bills:

After 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 taking meter readings. Please do this within a day of you moving in to ensure you are billed correctly. It is your responsibility to ensure utilities are set-up, and in your name.

Some numbers that might be useful for bills:

Electricity North West	0870 751 0093	(to check electric supplier)
National Grid	0870 608 1524	(to check gas supplier)
Water- United Utilities	0845 746 1100	
Telephone - BT -	0800 800 150	www.bt.com
Manchester Council Tax -	0161 234 5002	ctax.enquiries@manchester.gov.uk
Salford Council Tax -	0161 909 6502	counciltaxenquiries@salford.gov.uk
Trafford Council Tax -	0161 912 2220	council.tax@trafford.gov.uk
Stockport Council Tax -	0161 217 6014	council.tax@stockport.gov.uk
Oldham Council Tax -	0161 770 6622	council.tax@oldham.gov.uk
Tameside Council Tax -	0161 342 8355	counciltax@tameside.gov.uk
Liverpool Council Tax -	0151 233 3008	www.liverpool.gov.uk/council-tax/

Rent:

It is your responsibility to make sure your rent is paid. Please ensure you have enough funds in your account each month for the Direct Debit to be collected. If you have any reason to believe the direct debit has not been paid, please contact homes4u. There will be a charge for late payment.

Security:

Make certain that all external doors are locked; all windows are closed (and locked if appropriate). If there are any defects with the locks, report this immediately to homes4u's Property Management Department. We would advise not to leave any belongings on display to passers-by. (E.G: Laptops, phones etc)

Insurance:

For security reasons, you should insure your own personal belongings without delay. We recommend using Endsleigh Insurance 0800 783 2526 as they specialise in contents insurance for rented properties (particularly for sharers), but there are other providers.

Deposit:

Your deposit will be protected in line with Deposit Protection Legislation. Your Tenancy Agreement will state which protection scheme your deposit is protected by. We will send you a letter in the post confirming this within 30 days of your tenancy commencing, along with a copy of your tenancy agreement.

There are two protection schemes which we may use to protect your deposit;

a) My Deposits:

You will receive a letter from homes4u enclosing your Mydeposits Protection Certificate and a tenant deposit guide.

b) The Deposit Protection Service (DPS):

You will receive a letter from us with the terms and conditions of the protection attached. You will also receive a confirmation email from the DPS, this email will include a repayment ID which you will need to keep safe as you will require this when claiming back your deposit.

Collecting Keys:

Please call the property management department within two days of the start date of your tenancy to make arrangements to collect your keys. Please be aware that we are unable to release keys prior to noon on your move in day, or outside working hours.

Retainer Payments:

If you are a student paying retainers and wish to store items at the property over the summer, you will be required to leave a deposit for keys. These keys must be returned before close of business on the same day to avoid being charged full rent. *Please refer to clauses 3.1 to 3.5 of your tenancy agreement*

Repairs:

All repairs should be reported by the lead tenant (where possible) either in person, or using the contact details below. Please follow up with a written report of the repair, via email or a letter dropped into the branch.

Property Management Department, 414 Wilmslow Road, Withington, Manchester, M20 3BW
Telephone: 0161 448 4800 **Email:** property.management@homes4u.co.uk

Emergency Repairs:

If you have an emergency repair out of office hours please call your local homes4u branch and listen to the answer phone for the emergency mobile number. Outside of office hours, we can only assist with emergency repairs.

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 0845 746 2200

Refuse Collection and Recycling:

Please call your local council or visit their website to find out what day your bins are collected. Please put your bins out the evening before they are collected.

Manchester Council:	0161 954 9000	www.manchester.gov.uk
Trafford Council:	0161 912 4000	www.trafford.gov.uk
Salford Council:	0161 909 6500	www.salford.gov.uk
Stockport Council:	0161 217 6019	www.stockport.gov.uk
Oldham Council:	0161 770 3000	www.oldham.gov.uk
Tameside Council:	0161 342 8355	www.tameside.gov.uk
Liverpool Council:	0151 233 3000	www.liverpool.gov.uk

Meters



There are two types of meters for gas and electric. **Standard meters**, which are paid by direct debit and **pre payment meters**, which are “pay as you go” and topped up with a card or a key (see images above)

Top up your meter

If you don't top up your meter, your energy supply will stop once your credit, including any emergency credit, has been used. Prepayment meters apply a standing charge every day, so even if you are not using the gas or electricity, there will still be a charge applied.

Buying credit



To top up a prepayment meter, you have to visit an authorised **PayPoint**, **Payzone** or **Post Office** outlet with your payment card or key. All outlets sell credit in whole pounds. Some are open 24 hours and you can top up monthly, weekly or more often.

Check your credit levels regularly

You may use more energy than you think, so top-up with extra credit to cover the daily fixed charges and any appliances you keep on. For instance, if you go on holiday, you would not want your freezer to defrost. In the summer, you may not have your heating on but you may wish to build up credit in readiness for the winter months.

Don't forget

- Make a note to check your meter, on a regular day and time
- Don't let the meter run out of credit. The meter uses credit to cover the fixed charge, every day. It also continues to use credit to cover debt repayments. If it runs out, then you will owe money even if you are not using gas or electricity
- Make a note of your closest outlets with their opening times and put it next to your meter

Don't have a key or card? Please contact your energy provider directly.

Meter readings and access to meters

It is important to take your meter readings regularly and supply them to your energy provider. If your meter is located outside in a box (like the photo below) you will need a specialist key to open it.



The key you require can be picked up from any good DIY shop and looks like either of the photos above.

Electrics

Why does my electricity automatically trip (switch off)?

Modern Fuse Boxes/Consumer Units (See picture below) look out for abnormal electricity currents and shut off the power supply the moment this is detected. This might seem annoying, but this is for your safety.



How to turn the electric back on

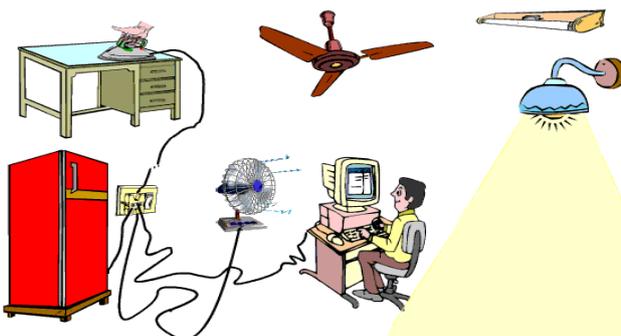
Find your fuse box. Each of the switches would normally be labelled showing the room or circuit (ie upstairs lights, kitchen sockets etc) Find the switch which has tripped and turn the switch to the 'on' position. If the switch flicks back to the 'off' position, check the following;

When did the problem start? Think about when the fuse box tripped. Did you turn on a lightbulb, overload a socket, or plug in a new electrical appliance? Switch off and unplug the appliance or fitting and try again.

If you don't know what might be causing the fuse box to trip, take a look at the switches and work out which fuse is tripping. This will allow you to identify the room or circuit the fault is located in. Unplug every appliance and fitting in the room, switch the electricity supply back on, and then methodically go around the room plugging things back in until the electric trips again. You have then located which appliance/fitting is causing the problem. If the appliance is supplied with the property please report this to us. If this is your own appliance/fitting please arrange for it to be repaired or replaced.

If you cannot narrow down the area of the problem, then you will have to unplug everything in your house, and then plug everything back in again one at a time.

Are you overloading your circuits? If you are boiling the kettle, making toast, charging your phone, running the washing machine, and watching satellite television simultaneously, you could well be overloading your electricity. This is particularly dangerous if you have a lot of appliances plugged into the same sockets. Don't overload your sockets – doing so can be dangerous!



Still having trouble? Call homes4u!!

Don't fiddle with the inside of the fuse box or remove sockets etc.

Smoke Alarms

Below are examples of **standard smoke alarms** which contain a battery as a power source or as a back up power source



It is important to regularly test your smoke alarms by pressing and holding the test button until the alarm sounds.

If you have a smoke alarm which is beeping or chirping regularly, this is usually a sign that the battery is running low. You must replace the battery straight away.

How to change a smoke alarm battery?

Remove the cover or body. Gently pry the cover open or unclip the body of the detector from its base with a slight twisting motion. Inside, you will find three main parts: the sensing chamber, a loud horn, and a battery (and in some cases, mains voltage power source).

Note: Some smoke alarms have separate access to replace the battery (see right). In this case, slide out the battery drawer instead of removing/unclipping the detector.



- **Replace the battery:** Unclip the old battery from its holder. Most detectors utilise a 9-volt battery, use a brand new lithium 9-volt battery as a replacement. Be sure the male and female terminals are properly connected.
- **Close the cover or replace the body:** Snap the cover shut or lock the body of the smoke detector back into its base.
- **Test the detector:** Press the test button on the surface of the detector to make sure the battery is working. When the button is pressed, the detector should sound

Fire Alarm System (with a Fire Alarm Panel)

Some larger properties will be fitted with a fire alarm system which includes a fire alarm panel in the hallway (see right). The smoke detectors in this type of system do not have a battery. If you set off the fire alarm by mistake (e.g by burning food or with hair spray) look for instructions next to the panel. **If the panel shows a fault, please contact homes4u immediately**



Carbon monoxide detector

Your property may be fitted with a carbon monoxide detector (see right) If this is supplied in the property it would usually be situated next to a gas/log fire or the boiler.

It is important to regularly test the CO2 detector by pressing the test button on the front. If the battery requires changing, please do so straight away.



Light bulbs

Changing a light bulb is a tenants' responsibility – There are various different types of bulbs, please follow the steps below for the most common types of bulbs. If you are unsure or having difficulties, please contact homes4u for advice.



Bayonet fitting (two prongs)



Screw Fitting

Pendant/Batten Lamp Holders

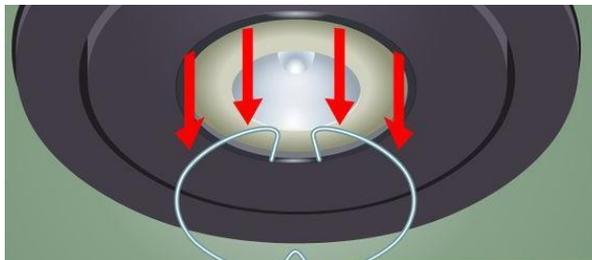
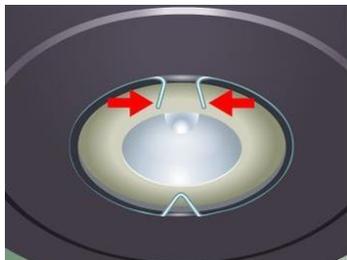
1. Turn off the power
2. Allow the bulb to cool before touching it.
3. Ensure you can safely reach the bulb, use a stepladder if necessary
4. Remove bulb. The way you do this will depend on whether your bulb has a bayonet mount or a screw fitting. Both types of bulbs are removed by grasping the bulb and turning anti clockwise
5. Fit the new bulb and restore the power



Spotlights

Follow points 1 to 3 above

1. Remove the plastic coated metal ring if there is one. There should be two plug bits on this ring if it is a specific type of halogen bulb. Squeeze them together and the ring will fall out.



2. Remove the bulb. There are two main types of spotlight bulbs (see below)

GU10



MR16



- a. The GU10 is removed by twisting the bulb 90 degrees from the fitting
 - b. The MR16 is removed by gently pulling the bulb from the fitting
3. Fit the new bulb and restore the power.

As always safety is crucial when working with electrical fittings.

Remember:

- Check the wattage on the used bulb and replace it with a bulb of the same wattage
- Dispose of the bulb well out of the reach of children
- Don't put your fingers in the exposed light socket

Plumbing and Heating

Preventing blocked drains

Kitchen and Bathroom drains can block at various points. This is usually caused by the wrong types of waste being washed or flushed into the drains. Please be aware it is a tenants' responsibility to prevent this.

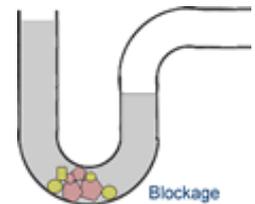


How to prevent blocked sinks, baths and toilets

- Scrape plates before washing them as food particles can get stuck in the pipes if they go down the plug.
- Place a strainer over the plug hole as it will catch any bits of food dirt before they are washed down the drain and get stuck.
- Don't pour grease or oil down the drain. This can stick to the inside of the pipes
- The best way to get rid of any leftover oil or grease is to pour it into an old jar and throw it in the bin.
- Don't pour any coffee granules or used ground coffee down the sink as this can easily clog the pipes. Put used coffee filters and mulch from plungers in the bin
- Clean the sink regularly by slowly pouring a kettle of boiling water down to help clear the pipes. If odor is a problem then either pour a handful of baking soda or a cup of vinegar down first and then the boiling water.
- Hair is the biggest enemy of bathroom sinks and baths so make sure you regularly remove hair from the plugs
- Don't flush anything other than toilet paper down the toilet. Heavy paper products such as face wipes and sanitary towels will cause a blockage



If you do get a blockage in a sink or bath, slowly pour some boiling water into the drain, then pour ½ a cup of baking soda and ½ a cup of vinegar into the drain. Cover the top of the drain and leave for 5 minutes. Rinse thoroughly. If you still have a blockage most DIY store and Supermarkets will stock specialist drain un-blocker.



Programming the central heating timer

Although central heating timers vary depending on the system, there are two main types;

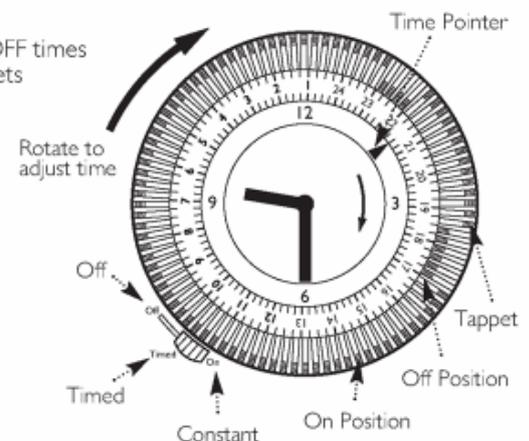
Manual and Digital

Both types of timers have three functions.

1. Off
2. Constant (On)
3. Timed

You should familiarize yourself with your central heating timer and know how to switch between the three options. If you wish to set your heating to come on at certain times of the day, you should set your heating to **Timed**. A typical example of a manual timer is shown to the right.

- On = Continuously on
- Timed = Central Heating ON/OFF times controlled by the tappets
- Off = Continuously off



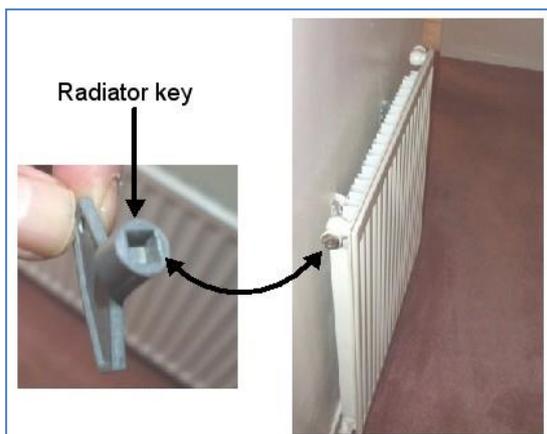
Radiators

Central Heating systems work by forcing hot water around pipework and radiators. Trapped air causes the radiators to have cold spots, reducing the efficiency of them. You can bleed your radiators yourself, and it can vastly improve the efficiency of your entire heating system. That means a warmer home and cheaper energy bills.

How to bleed a Radiator

Bleeding radiators is when you let out air that has become trapped inside.

- **Step 1: Turn your heating on** - Turn on the heating so that all radiators in your home come on. Remember to wait until your radiators are fully heated before moving on to step two. You need to build up the pressure inside the radiator to be able to force the air out.
- **Step 2: Find out which radiators need bleeding** - Once your radiators are hot, go and check each one individually to see if all parts of the radiator are warming up. Be careful - radiators can get very hot and you don't want to burn yourself. Cool spots, particularly toward the top of the radiator, mean that there could be air trapped and that you'll need to bleed that radiator. Once you have found your cool spots it's time to move onto step three and bleed them.
- **Step 3: Bleed the radiators** - Switch off your central heating. This is reversing the process identified in step one and will allow you to handle the radiators without burning yourself or soaking your floor. Bleeding radiators will require a radiator key (you can buy one at your local hardware store) or a flat-blade screwdriver. At the top of the radiator at one end there will be a valve. You can attach the radiator key to the square bit in the centre or put the end of the screwdriver into the groove.
 - Hold the key or screwdriver with a cloth, and have another cloth ready to catch any drips, then slowly turn the radiator key or screwdriver anti-clockwise **a quarter turn only!** – If air is escaping you'll hear a hissing sound.
 - Once there is no more air, liquid will come out and the valve will need to be closed quickly.



- **Step 4: Check the pressure** Check the pressure by having a look at the gauge on your boiler. If the pressure is too low, you will need to 'top up'. If you are unsure how to do this, please contact homes4u. Afterwards, you may want to run another 'hot test' to check that your efforts have been successful. Simply turn your heating on, wait for all the radiators to heat up

Leaks

It is important for you to minimise any damage caused by a leak and report the fault to homes4u as soon as you discover it. Move any furniture from underneath the leak to stop any damage and put a bowl or bucket underneath to catch any water.

Leak from the flat above

If you live in a flat or an apartment and you have neighbours upstairs please ask them to shut off their water and contact their own plumber to rectify the leak in their apartment.



Leak when taking a shower

If you see a leak into the room below your bathroom when the shower has been used, stop using the shower immediately.

Leak from the roof

Please take into account that in order to check a roof, the weather will need to be dry and calm. Contractors will not be insured to go onto a roof in bad weather or in the dark.

If you have an internal leak:

If not dealt with, an internal leak can cause real damage. By locating your home's stopcock, if you experience a leak then you will be able to shut off your water supply and limit any further damage. The following will help you understand more about what a stopcock does and where it can be found.

What is a stopcock?

Your internal stopcock is a tap that controls the mains supply of water into your home. In the event of a leaking tap or a burst pipe, it's this control which you'll need to shut off in order to stop any more water escaping and damaging your home's interior.

What does a stopcock look like?

The stopcock in your home looks very much like a tap without a spout, and sits on top of an existing stretch of pipe. It manages the connection between two different pieces, and twisting it shuts off the flow of water. Most will have a typical tap handle which can be twisted by hand. It may be stiff to turn due to it not being used often. Please do not force the handle if it is too tight.



Where is my stopcock?

If you don't know where your stopcock is please be sure to locate it now. Although you may not be able to fix the problem yourself, shutting off the water will be vital in preventing further damage in your home while you're waiting for emergency assistance from a plumber. In houses that are old and have seen some deal of renovation, the internal stopcock could be found just about anywhere. This is because, while houses may change, stopcocks are not often relocated, and are usually simply built around. Newer builds will have one in a far more reasonable and easy-to-reach spot, but if you are having trouble, then here are some of **the most common places you can find your internal stopcock:**

- Underneath your kitchen sink
- In your main bathroom
- Under your stairs
- In your cellar
- In your utility-room
- Next to your gas or electricity meter
- In a corridor cupboard (most common in flats or shared accommodation, this can often be found low down)

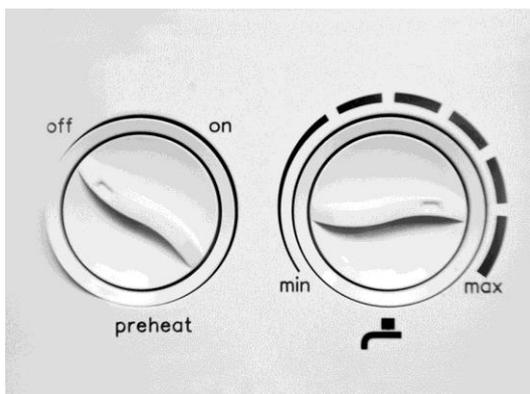
Keeping your water supply clean

Please find following some advice to ensure your water is kept clean and bacteria free;

- Keep shower heads clean and avoid scale build up. Bleach them every three months or as necessary



- Flush through showers and taps if you have been away or on holiday for any prolonged period. Ten minutes will give the system chance to bring in fresh water and clean out any stagnant water in the pipework. Do the same every week or so if you have any rooms in the house with a water supply to them (such as a master bathroom if you generally use the en-suite).
- The ideal temperature for hot water is 60 degrees Celsius. If you have a water temperature dial on your boiler (see below) please ensure the water is set to the ideal. **Please be careful when using this water and make sure you mix it with cold to avoid scolding.**



- If there is any dirt or unusual discoloration to the water coming out of the taps let homes4u know.

Condensation and Mould

Condensation is caused when water vapour comes into contact with cold surfaces and condenses to form dampness or water droplets. Air can contain varying amounts of water vapour; warm air can hold more water vapour than cold air. When warm air comes into contact with a colder surface, it cools down and can't retain the same amount of water vapour. The excess water vapour is released and forms condensation.



Water vapour is invisible in air and is formed when you breathe and when you carry out normal daily activities in the home. Condensation can cause mould growth on walls, ceilings, windows and furniture. (see the examples below)



Mould caused by condensation is a tenants' responsibly, therefore please ensure the advice below is followed.

Produce less moisture

- Cover pans when cooking and don't leave kettles boiling.
- Dry your wet clothes outdoors rather than on radiators. If it's raining, put it in the bathroom with the door closed and the window open, or the extractor fan on.
- If you have a tumble dryer, put the outlet pipe to outside (e.g through an open window).



Ventilate

- Open the curtains to allow air to circulate to the windows and frames.
- Keep a small window ajar when someone is in the room or open a window-ventilator or air brick cover, if you have one.
- When using the kitchen and bathroom, open windows to let steam out; use the extractor fan if you have one.
- If there are trickle vents in the windows, leave them open
- Close kitchen and bathroom doors when the rooms are in use, even if you have an extractor fan, to stop moisture reaching other rooms.
- Don't put too many things in wardrobes and cupboards – it stops the air circulating.
- Don't block ventilators or chimneys.

Heat your home

- Keep your home warm to avoid cold surfaces, and remember that it can take a long time for a building to warm up.

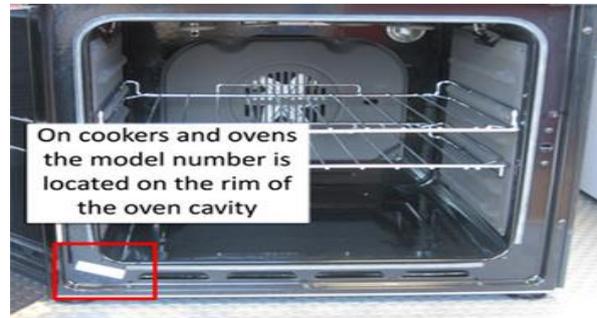
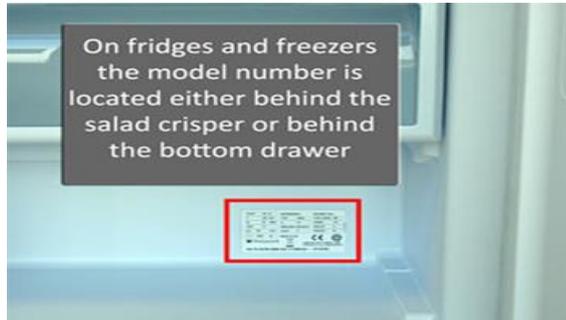
Clean any affected areas

- Wipe any areas affected by mould with a cloth, using a solution of 1 part bleach to 3 parts water, or a fungicidal wash. Be careful not to brush it, as this could release harmful spores. When you have finished, use a new dry cloth to remove the moisture from the surface.
- If your windows are covered by condensation water, use a cloth to dry the window and window sill every morning. Squeeze out the cloth in a sink rather than drying it on a radiator, or the water vapour will go straight back into the air and create further issues.

Appliances

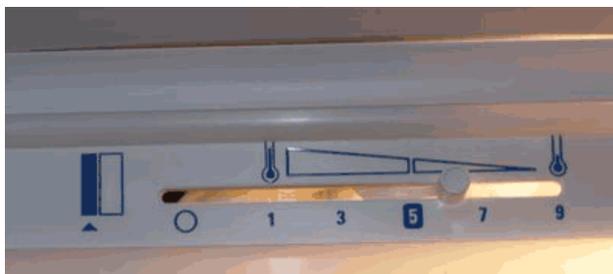
Appliance Manuals

Unfortunately many appliance manuals get lost over the years in rented properties. Most major appliance manufacturers will have downloadable manuals on their websites. Before you contact homes4u please check the manufacturer's website for the appliance manual. This would be our first port of call, so by checking first this means you will be able to obtain the instructions quicker. Below are some examples of where the Make and Model of the appliance can be found.



Refrigerator control settings

- Most refrigerator temperature settings are controlled with a dial or slider. They are often labelled 1 to 5 or 1 to 9. If you are not sure what setting to choose, then set it somewhere in the middle.
- USUALLY the higher the number on the temp control dial, the colder the temperature of your refrigerator will get. If your drinks and food are not as cold as you like, turn the dial to a higher number and test 12-24 hours later to see if your food is at the temperature you desire.



Cleaning Washing Machine Filter

A fault can occur on a washer or washer/dryer due to the filter being blocked. It is a tenants' responsibility to ensure the filter is kept clean. When washing your clothes, please ensure no foreign items (such as coins, hair grips etc) are placed in the washer, as this can cause serious damage to the appliance. The filter is there to mainly catch any fluff and dirt. It can normally be found on the front of the washing machine behind a small hatch.



By keeping your filter free from blockages you can prevent a build up of water, which is often to blame for faults, leaks and water damage to both your machine and kitchen floor.

To clean;

1. Turn off the washer and unscrew the filter cap.
2. Be careful of a large amount of water pouring out. Use a bowl or towels if necessary.
3. Pull out the fluff and debris, rinsing and soaking the filter if the debris is hard to remove.
4. Replace the filter ensuring it is screwed back securely.

Locked out?

If you are locked out of your property because you have left your keys inside or you have lost them, you will be responsible for any costs involved in getting you back into your property.

If this is during office hours, and we hold a set of keys for your property, you can collect our management keys to either cut a new set or give you access to your property. To do this you will be required to leave a £20 deposit and provide ID. The deposit will be returned to you once our management keys have been returned.

If this is outside office hours please listen to our out of hours answer machine message and follow the instructions for calling a locksmith.

If you are locked out of the property due to a failure of the lock, call your property manager and they will arrange for a locksmith to repair the lock and get you back into the property. Again if this is out of hours please listen to our out of hours message and follow the instructions. This includes if your bedroom lock has failed.



Preventing Pests

Pests can chew through boxes and wires, contaminate your food or leave droppings behind in drawers and pantries. Fortunately, here are some handy tips for preventing pests in the kitchen.

1. Make a habit of cleaning up immediately after meals. Wash all dishes, wipe down tables or counters, and store leftovers in airtight containers. Cleaning up quickly prevents pests from making their way onto dirty dishes or uncovered foods.
2. When possible, buy food that comes in cans or jars. Pests like insects and rodents can easily chew through plastic, paper and cardboard.
3. Keep more food in the refrigerator or freezer. Few insects and rodents can make their way into these appliances. Some food actually lasts longer when cool.
4. Clean, clean, clean! The kitchen needs to be cleaned more often than other areas of the home. Even the tiniest of crumbs can attract pests. Be mindful of brushing away crumbs and sanitizing tables and countertops after any type of food prep. Sweep away anything that hits the floor.
5. If you don't have time to wash a dish or place it in the dishwasher, at the very least rinse it! The less residue the better.
6. Take out the rubbish as soon as it's needed. Allowing rubbish to sit in the kitchen only invites pests over for dinner.
7. Keep your cabinets clean! It is important to inspect your cabinets regularly for exposed food, crumbs or signs of a pest invasion



Useful telephone numbers and websites

Emergency Police/Fire/Ambulance	999	
Police Non-emergency	101	
NHS Non Emergency number	111	www.nhs.uk/111
National Rail Enquiries	08457 484 950	www.nationalrail.co.uk
Crime Stoppers	0800 555 111	www.crimestoppers-uk.org
Royal Mail Customer	08457 740 740	www.royalmail.com
Metrolink enquiries (Trams)	0161 205 2000	www.metrolink.co.uk
Stagecoach Manchester (Bus)	0161 273 3377	www.stagecoachbus.com
Manchester Tourist Board	0871 222 8223	www.visitmanchester.com
NCP Car parks	08450 507 080	www.ncp.co.uk
Travel line-Public transport information	08712 002 233	www.traveline-northwest.co.uk
Transport for Greater Manchester	0161 244 1000	www.tfgm.com
Trafford Tourist Information	0161 474 4444	www.visittrafford.info
Liverpool Tourist Information	0151 709 8111	www.visitliverpool.com