

Introduction

I would like to take this opportunity to welcome you to your new home. I am delighted to present you with a detailed pack of information which will help you understand your responsibilities as a tenant and our responsibilities to you as a landlord.

Below is a list of contact details which you may find useful throughout your tenancy with us.

Useful Contacts

Leasehold & Sales Team – for all tenancy management & rent queries

Dawn Grocott 0151 235 2555 or Kim Hyslop 0151 235 2408

renttobuy@liverpoolmh.co.uk

Customer Contact Centre – to report repairs (24 hour, 7 days)

0800 678 1894

National Emergency Gas Leak Number – 24 hour

0800 111 999

United Utility Emergency Water Leaks

0800 330 033

Citizens Advice Bureau (CAB)

Liverpool Tel: 0344 848 7700

Wirral/Birkenhead Tel: 0300 330 0111

Web: www.citizensadvice.org.uk

Liverpool City Council

You can access all council services including bin collections, pest control, council tax and planning via the City Council website or contact number below.

Tel: 0151 233 3000

Web: www.liverpool.gov.uk

Wirral Council

You can access all council services including bin collections, pest control, council tax and planning via the City Council website or contact number below.

Tel: 0151 606 2000

Web: www.wirral.gov.uk