

# Neighbourhood Services

**S4B is committed to building and supporting a family community and providing a high-quality service to make this happen.**

## **Our offer to you:**

S4B manages New Brunswick on behalf of Manchester City Council. As part of this service S4B provides services to owners of new homes in New Brunswick as follows:

- 24-hour line to report anti-social behaviour 0300 555 0128 (*option 2*)
- Neighbourhood litter picking
- Provide a quarterly newsletter – Neighbourhood News
- S4B housing office 9:00am-5:00pm Monday to Friday for neighbourhood concerns (currently closed due to COVID restrictions)
- Collection of the annual sum
- Supporting Leaseholders to report all crimes and anti-social behaviour in confidence
- Meet the legal obligations set out in the Lease/Covenant agreement
- Enforcing any breaches as quickly as possible
- Responding promptly, professionally and sensitively to complaints of nuisance and continue action until the problem is resolved

## **Collection of annual sum**

The annual sum that you pay is a yearly payment based on the size of your home. This is set out in your lease/covenant agreement and is charged annually in January. The charge is made because your property is built on Council land and not for services.

## **You can pay your annual sum via Direct Debit.**

Please complete a Direct Debit form and return to the S4B Housing office or contact us on **0300 555 0128** to request one.

- Direct Debit payments are totally secure, and you are protected by the Direct Debit Guarantee
- You can choose your payment date if paying monthly, so you have better control over your finances. You can also pay quarterly
- You can enjoy peace of mind as payments are made automatically, so they are never forgotten and paid on time

**Tel: 0300 555 0128**

Email: [info@s4bmanchester.co.uk](mailto:info@s4bmanchester.co.uk)

Visit: **S4B Housing Office, 15 Brunswick Street, Manchester, M13 9SU**

Web: [www.S4Bmanchester.co.uk](http://www.S4Bmanchester.co.uk)  S4Bmanchester  @S4BManchester



**Your responsibilities:**

*We ask all New Brunswick residents to be part of the community by following these rules:*

- **The property must only be used as your primary residence**
- **The property must NOT be let to multiple persons**
- Owners must not keep any unworthy road vehicle or caravan at the property or land
- Owners must clean inside windows monthly
- Owners must not leave rubbish in open areas or common parts. Please use recycling and bins provided on collection day. To find out your day visit <http://www.manchester.gov.uk/bincollections>
- Owners must not make any external alterations or additions to the property
- Owners must not use the property for any trade business, manufacture or noisy or illegal purpose
- No animals or reptiles to be kept without permission of the landlord
- No loud music or noise between 11pm and 8 am
- Suitable window dressing should be used and fitted
- The garden areas need to be kept in a neat and tidy condition plus clear of rubbish
- The property must be insured
- No 'For Sale' boards are to be erected at the property
- Not to assign or underlet part of the property
- To take responsibility for their visitors and friends' behaviour on the estate
- To know where their children and teenagers are and to take responsibility for their behaviour

**Name (print)** -----

**Address** -----

**Email** -----

**I have read the information in this agreement and agree to abide by the standard set.**

**Signed:**

**Date:**

AS MANAGING AGENT S4B SUPPORT THE COMMUNITY  
S4B WILL ENSURE THAT ANY BREACHES RELATING TO THE LEASE AGREEMENT ARE  
DEALT WITH LEGAL ACTION AND CRIMINAL BEHAVIOUR WILL NOT BE TOLERATED

*Please sign and return form to: **S4B Housing Office, 15 Brunswick Street,  
Manchester. M13 9SU***