

PLATFORM_

Resident Guide

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Welcome to your new home at PLATFORM_! As you embark on your new journey with us, we wanted to provide you with this comprehensive resident guide, which we hope will simplify your moving-in experience.

1. Your Dedicated Resident Services Team

Customer service is our priority. Your on-site Resident Services Manager, **XXXXX**, oversees day-to-day operations and is available to assist you.

Here's how to contact your Resident Services Manager:

Available: Monday to Friday – 9am to 6pm

Phone: 07xxx xxxxxx

Email: sheffield@platform.life

Office: Sylvester Street, Ground Floor

If your Resident Services Manager is unavailable, the PLATFORM_ Service Desk team is also here to help:

Available: Monday to Friday – 9am to 6pm

Phone: 0333 444 0069

Email: support@platform.life

Post: PLATFORM_, 11 The Boulevard, Crawley, RH10 1DJ

1.1 Maintenance and Repairs

Should you encounter any maintenance issues, please report them promptly to your Resident Services Manager or via the Resident Portal. We have a dedicated maintenance team available during working hours.

To submit a maintenance enquiry, please report this via the RentCafe App. For Apple users, please use this link to download RentCafe Resident on the App Store (apple.com) and for Android users, please follow this link [RentCafe Resident – Apps on Google Play](#).

The app allows you to:

- Submit maintenance requests with photos and voice memos and track progress along the way
- Set up monthly automatic payments
- Reserve amenities such as the Resident Lounge and Rooftop Terraces
- Sign and complete your lease renewal

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1.2 Join the Community

We want you to feel part of the PLATFORM_ community in Sheffield. So, we're bringing you a Resident Group on Facebook and would love you to join! Simply click on the link here [PLATFORM_SHEFFIELD Residents | Facebook](#) and request to join. Here you can communicate with your neighbours and learn more about regular resident events we're hosting.

You can also follow @PLATFORM_Life on Instagram and Facebook to keep up with community news and to enter exclusive giveaways.

2. Reporting an Emergency

If you notice something in your residence or the building that could affect the health and safety of you, residents, or visitors, please contact your on-site team as soon as possible.

For out-of-hours help, please call our 24-hour line at 0113 532 3703. We ask that you only call out-of-office hours in the case of genuine emergencies. Examples of such emergencies include:

If you can smell gas or suspect a gas leak

If you witness suspicious behaviour or think someone might be in danger

If your fob is lost, immediately contact your Resident Services Manager. Replacements for lost fobs incur a charge of £40.00. If you lock yourself out after working hours, call our 24-hour line at 0113 532 3703. Note that out-of-office assistance incurs a minimum charge of £50 + VAT.

Please note, always call 999 if someone is seriously ill or injured, and their life is at risk.

2.1 Lifts

We regularly service our lifts. If you encounter any issues or emergencies, please let us know immediately.

Please be sure not to overload the lifts or force the doors open. If you need to move any heavy goods, please speak to your Resident Services Manager who be on hand to assist you.

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3. Move-in Quick Checklist

- Register for council tax
- Review and return your Inventory within 3 days of moving in
- Set up a direct debit with your bank for rental payments
- Register your internet (Glide), energy (Switch2) and water (Yorkshire Water) accounts
- Register for a TV license, if you watch, stream or record TV on any device
- Consider taking out contents insurance
- If you have any pets, be sure to register for a Pet License with us

4. Discover Communal Amenities at PLATFORM_

Our communal spaces have been designed for you to enjoy. If you have any questions, please do get in touch with your Resident Services Manager to find out more.

4.1 Gym opening times and rules

The gym is open to residents only 24 hours a day, 7 days a week.

Your safety and enjoyment are paramount while using our gym facilities. Here are a few helpful reminders to ensure a pleasant experience for everyone.

- In case of fire, leave the room immediately and ensure the door is closed.
- Our gym facilities are exclusively for Wood Street House residents.
- Let's take care of our gym equipment and each other by treating both with respect.
- For safety reasons, only individuals over the age of 18 are allowed in the gym.
- If you have underlying medical conditions, feel unwell, or have consumed alcohol, we kindly request you refrain from using the gym.
- Please be aware that the gym is unsupervised. Management is not responsible for any injury, loss, or theft.
- Suitable gym attire, including training shoes, shorts, a t-shirt or tracksuit is required to promote safety.
- Stretching before and after your workout is recommended for better flexibility and muscle health.
- Be considerate of others. Wipe down the equipment after use.
- Please keep an eye on your personal belongings. Management cannot be held responsible for any loss, theft, or damage.
- Management reserves the right to suspend or terminate gym use if necessary.
- After working out, please return all weights and loose equipment to their original location.
- Should you notice any damaged equipment, please report it to the management team and refrain from using it until it's repaired.

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4.2 Communal Areas

The Residents' Lounge is open between **9am and midnight**. The Resident Terraces are open daily between **9am and midnight**.

4.3 Bookable spaces

4.3.1 Guest Suite

Got family or friends coming over but no room in your apartment? We have a bookable Guest Suite available for a small service fee. It is suitable for two people and is equipped with a double bed and an ensuite. To book the Guest Suite, you will need to speak to the Resident Services Manager at Reception.

4.3.2 Private Dining Room

The Private Dining Room is a dedicated bookable space that is perfect for hosting friends for dinner. There is space for up to 6 guests. The room costs £x to hire on weekdays and £x during peak times on weekends. To book the Private Dining Room you will need to speak to the Resident Services Manager at Reception.

4.4. Parking

If you have a car, we have private parking spaces you can rent for £100/month, subject to availability. Display your permit clearly in your car to avoid any penalty charges.

Please speak to your Resident Services Manager to reserve a space.

4.5 Bike Storage

For cycling enthusiasts, we have bike storage facilities in our car parks. Speak to your Resident Services Manager for access.

The bike store is located on the ground floor of the X block. It is equipped with CCTV, but please note that PLATFORM_ is not responsible for the security of your bike. Please use appropriate bike locks and consider taking out insurance.

Remember to always use the appropriate safety equipment when cycling.

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5. Your Apartment

5.1 Access

You can access your apartment by using a keyless fob and the PLATFORM_ mobile app. This can be used to unlock your apartment's front door, the main building entrance, and any secured communal areas.

If your door reader's battery is running low, it will flash red twice when you enter. If this happens, just let your Resident Services Manager know and they will sort it out for you.

[For those staying in Pembroke, you'll use a physical key.]

5.2 Lost Fobs

If your fob is lost, immediately contact your Resident Services Manager. Replacements for lost fobs incur a charge of £40.00. If you lock yourself out after working hours, call our 24-hour line at 0113 532 3703. Note that out-of-office assistance incurs a minimum charge of £50 + VAT.

5.3 Condensation

To maintain a condensation-free home, a key trick is to ensure good ventilation. Always keep your extraction system switched on, especially during those colder months. You'll find the switch marked 'exit fan' in your utility cupboard. When showering, remember to put the fan into boost mode to handle the extra moisture. Not to worry, this system doesn't consume as much power as a traditional fan, so it shouldn't have a big impact on your electricity bills.

A handy tip: use your washer-dryer for drying clothes or open the windows when clothes are drying in your apartment. Keeping your furniture a bit away from the walls can also help prevent condensation.

In winter, aim to maintain a steady temperature in your home. Condensation loves a humid environment, so these tips should help keep your home cosy and dry.

5.4 Kitchen Extraction

For a well-functioning kitchen extractor unit, avoid storing items in the cupboard directly above the filter. Blocking the grilled cap can make the filter less efficient.

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5.5 Windows and Ventilation

You're welcome to open your windows for some fresh air, but for safety, they're designed not to open too wide. Night security latches let you keep your windows slightly open while you sleep. In summer, we suggest leaving these latches open at night for better ventilation. If you would like a demonstration, just ask your Resident Services Manager.

5.6 Setting up Wi-Fi

You can find multiple internet access points in your living room and bedrooms. If you've opted for broadband, you'll be good to go as soon as you move in. Here's a brief overview of Glide's setup process:

Getting Started

Download the app for Apple users here [Glide Utilities Ltd Apps on the App Store \(apple.com\)](#) OR for Android users see link here [Glide – Apps on Google Play](#)

1. Once you've moved in, you need to scan for available Wi-Fi networks and select Glide – or – the Service Set Identifier (SSID) on the device in your home – or – connect your device using an Ethernet cable.
2. Open a browser window to be re-directed to the Glide welcome screen.
3. Click 'Get Started'. Select Your Broadband.
4. Next to the FREE broadband product, click 'Register' (if you're purchasing an upgrade, review your order and click 'Continue')
5. You'll be automatically re-directed to a login page.

Login in or Create Account

6. New users should click 'Create Account'.

Create Account

7. Complete all fields and choose a memorable username and password.
8. Accept the Terms and Conditions by clicking 'I accept'.
9. If the services selected require payment, you'll be asked to enter your payment and billing details. Click 'Pay now' to accept the Terms and Conditions.

Registration Confirmation

10. If registration has been successful, a confirmation screen is displayed.
11. You'll also receive an email confirming your login details.
12. You're now connected to the Internet!

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5.6.1 Wi-Fi Usage

Once you've registered on the Glide portal, you'll be able to get broadband in your residence through your individual router. You'll also be able to connect to Wi-Fi in the communal areas of your building. All you need to do is find the Wi-Fi network and login using your Glide account details.

5.7 Decorating your Home

We want your home to feel like your own. Whether it's hanging pictures or adding an extra shelf, we encourage you to make your space yours. Just make sure to follow the guidelines in your Tenancy Agreement and get the necessary permissions.

If you are not sure, your Resident Services Manager or Service Desk team are always here to help.

5.8 Smoke Detectors

It's important to check your home's smoke detectors regularly. You should replace the batteries when needed. Keep them clear of clothing and don't ever remove the batteries - this could stop them from alerting you to a fire.

If you're not sure how to change the batteries, just get in touch with your Resident Services Manager.

5.9 Thermostats

Traditional Thermostats

If you're in Southernhay Court, Langwith House or Pembroke House, you'll control your thermostat with a traditional dial.

Nest Thermostats

For those in Darwin House, your home temperature is managed by a Nest thermostat.

For more details and the relevant user guide, head to the Nest website at <https://nest.com/support/>

If you have questions about your NEST product, reach out to their support team on 0808 169 2307. They're available Monday to Friday from 07:00-19:00, and Saturday & Sunday from 09:00-17:00.

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5.10 Being a Respectful Neighbour

One of the perks of living at PLATFORM_ is the wonderful community of neighbours around you. To keep things harmonious, we ask that you consider your neighbours. Noise levels should be respectful, particularly between 10pm and 8am.

The most common sources of nuisance are loud music or parties that can be heard outside of an apartment, DIY noise, loud voices and alarms.

What do to about neighbour problems

If you are having a difficult time with your neighbours, we'd suggest first talking to them. They might not even be aware that they have disturbed you! A friendly chat could clear the air and sort things out. If you don't feel comfortable speaking with them directly, or things do not improve, please speak to your Resident Services Manager.

5.11 Fuse Box Location

Firstly, if you are having any issues with electricity in your home you should contact your Resident Services Manager immediately.

The fuse box is the central switchboard for the electrical system in your home. It's sometimes useful to know where this is.

The fuse box is located in the utility cupboard in the kitchen of your apartment.

5.12 Water Stopcock Location

The water stopcock is the master on/off switch to water in your apartment. It's useful to know where this is in case a water leak occurs.

You can find the stopcock under the sink in your kitchen. Turning it clockwise will turn off your water supply.

5.13 Appliances

You can find all appliance user manuals by scanning the QR code located in your utility cupboard. Your apartment comes with a full suite of appliances which include:

- Integrated fridge freezer
- Integrated oven
- Electric Hob
- Dishwasher
- Washing machine

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5.13.1 Hob

Glass ceramic hob is an induction hob and requires induction pans. Normal pans do not work. Equipped with an operation light and a hot zone warning indicator. A hot zone warning indicates the active zone and remains lit after the plate is turned off. The hob must be cleaned daily by following the user manual. Under no circumstances should the hob be cleaned with an abrasive cleaner. Our hobs are fully electric and so produce no emissions.

5.13.2 Oven

The Oven has a separate on/off switch/spur. Please check the manufacturer's manual before using.

5.13.3 Dishwasher

Please check the manufacturer's guide before using the dishwasher. Under no circumstances should washing up liquid be used in a dishwasher; this will cause flooding and damage to the machine.

6. Apartment Inventory

You should receive an inventory of your apartment's fixtures and fittings within three days of moving in. This will be used to compare the condition of your apartment at the end of your tenancy.

Please review and return it with any amendments to the Service Desk team within 5 working days. If we don't receive a signed copy back within 5 working days this will be taken as an acceptance of the property's condition as stated in the inventory.

7. Apartment Inspections

We may decide to perform a mid-tenancy inspection to ensure property upkeep. Rest assured you will be given advanced notice of these inspections and will be given the option to be present.

We will note any damage or issues highlighted by this inspection in comparison with your original inventory report.

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8. Tenancy Agreement

Before moving in you will have signed the Tenancy Agreement (AST). This contract outlines the responsibilities of both parties. You will also receive a digital copy of the Government's "How to Rent Guide". If you have any questions, don't hesitate to reach out to your Resident Services Manager.

9. Rental Payments

Rental payments can be made by setting up a standing order or direct debit with your bank. Payments must reach us by the 1st of each month. Please ensure the transfer is set up before your first due date to avoid potential impacts on your credit score.

Details are as follows:

- Account Name: PLATFORM Client Account
- Account Number: 60709557
- Sort Code: 20-48-42

Always quote your resident reference number when making payments. **You can find this code...** Here is an example bank payment If you are unsure of this code, contact your Resident Services Manager.

10. Council Tax

Don't forget to register for council tax with the local council. You can do this on the [Exeter City Council website](#).

Remember that failure to register for Council Tax can result in legal action and even prosecution.

11. TV License

It is a legal requirement to hold a TV license if you watch, stream or record TV on any device. Please register for your TV license at the start of your tenancy. You can find out more information on how to sign up for a [TV license here](#).

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12. Utilities & Broadband

Up moving in, you are responsible for setting up accounts with utility suppliers of your choice. Please note that your apartment is registered with Switch2 for electricity. It's a good idea to take a meter reading as soon as you move in. You can find your gas and electricity meters in a small cupboard in your apartment.

You can find more information about the meter readings process, billing and billing queries on the Switch2 website.

You can choose to sign up for high-speed broadband with Glide.

Please contact Yorkshire Water to set up your account for water supply. You can set up an account [online on their website](#). You will need your full apartment address.

Apartment X,
PLATFORM_
Sylvester Street,
S1 4RP

13. Insurance

PLATFORM_ insures the building but please note that this insurance doesn't extend to your personal contents. You must arrange for contents insurance for your belongings.

14. Our Services

14.1 Post

Post will be delivered directly to your post box which is situated within the ground floor entrance of the community Lounge. You will receive a post box key upon move in.

For deliveries outside of working hours, please arrange to accept delivery of your own parcel or arrange for delivery at the local post office. Please note that we accept no responsibility for loss or damage to any deliveries.

Please note that your on-site team is unable to accept large deliveries, such as furniture and large home appliances.

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14.1.1 Parcels will be delivered to the ParcelSafePlace room located in Reception

14.1.2 You will receive an email or SMS from ParcelSafePlace with your unique code

14.1.3 You can then come to the parcel room in reception, enter your code and retrieve your parcel from inside

14.1.4 Look out for your block and floor on the shelving inside the parcel room

14.1.5 Oversized deliveries

Please contact your on-site team regarding the delivery of large items. For deliveries outside working hours, please arrange to accept delivery of your own parcel or arrange for delivery at the local Post Office.

All parcels and post should be ordered to your own specific address, including your apartment number.

As a reminder, the building address is:

Apartment X

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Southernhay Gardens

Exeter

EX1 1NP

14.2 Recycling and Waste

Each floor has designated recycling and waste disposal rooms. Please ensure all waste is properly disposed of.

Please see below where the bin stores are located for each building:

- Darwin House: In the underground car park of Darwin House.
- Langwith House: In the underground car park of Pembroke House.
- Linacre House: On the ground floor of Linacre House.
- Pembroke House: In the underground car park of Pembroke House.
- Southernhay Court: At the rear of Southernhay Court.

14.2.1 Recycling

We take our environmental responsibilities seriously. Next to the waste bins, you'll find plenty of recycling bins. Please help us by recycling as much as per Exeter City Council guidelines.

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14.2.1 Bulky Waste Collections

If you have any large waste items, you can arrange for a bulky waste collection with Exeter City Council. There is usually a charge for this service. Please do not leave any bulky items in the bin store.

15. Pet Policy **[Ask Tara for pet contracts issued by other BTR]**

We love pets and encourage you to bring them to stay in your home. But, you must get prior permission from us first, as not all types of pets are allowed. This is to make sure that the building is well looked after, safe, and enjoyable for everyone who lives here.

Please also remember that there's additional rent for each pet. So, if you're thinking about getting a pet, please speak to us for more details as there are terms and conditions that are required for you to sign. You can find further details in your tenancy agreement.

Please note that it is up to you to look after your dog responsibly. We want PLATFORM_ to be an environment for all to enjoy, so please don't let your pets make a mess anywhere inside the building – failure to do so will force us to issue fines.

16. Fire Safety Measures **[confirm with Pene]**

We have developed the building with full fire safety provisions incorporated into the design to protect residents. These provisions satisfy the fire safety legislation and guidance applicable in **the UK**.

The following is guidance for you as a resident to help ensure fire risk is minimised and what to do in the unlikely event of a fire occurring:

16.1 Apartments

Each apartment is designed and constructed to resist fire spread between apartments.

All floors to the apartment blocks are designed to resist fire and smoke spread between floors, while the doors to apartment entrances are fire-resisting self-closing doors.

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In the event of a fire that is within your own residence, please evacuate the building immediately (see Section 4.10.5 Emergency Evacuation / Escaping from a Fire).

16.2 Communal Areas

The apartment block is provided with a protected corridor and stairway designed to be resistant to the passage of fire and smoke.

The corridors are also provided with dedicated extraction designed to clear smoke and combustibles. This ensures the routes are usable for escape and for the fire service. The corridors are installed with emergency backup lighting. This will be activated should the power supply fail within these areas. Dedicated provisions have been installed to aid the fire service. These include controls to the smoke extract system and fire mains to aid water supplies.

Fire detection is installed with the Landlord corridors. This is installed to operate dedicated fire systems but is not intended to raise an alarm signal within these areas.

In the event of a fire that is within the communal spaces, please stay put in your apartment until instructed otherwise by the Fire Brigade or on-site team.

16.3 Fire Prevention

You can help reduce the risk of fire within your apartment by observing the following precautions:

- Make sure that the smoke alarms in your apartment are working and are regularly tested.
- Do not store any combustible items, including gas canisters.
- Do not store anything in the communal corridor; this includes door mats which will be removed due to fire and trip risk.
- Use the heating system installed in your apartment. Do not use radiant heaters with a flame such as gas or paraffin, or electric bar heaters.
- Do not leave candles lit whilst you are not around.
- Avoid storing items in the cupboard that houses the electrical consumer unit as doing so could cause an obstruction and potentially a fire.
- Do not prop open self-closing or fire doors.
- Turn off electrical appliances when you are not using them.

16.4 Emergency Evacuation / Escaping from a Fire

You should devise your own fire escape plan and ensure that everybody living in your apartment is familiar with it in the event an emergency occurs.

If you are required to evacuate the building you should leave immediately and stay outside, in a safe place, until instructed otherwise by the Fire Brigade or on-site team.

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If a fire starts inside your home the most important thing to remember is to get out, stay out and dial 999.

16.5 Know your escape plan

- The best route is the normal way in and out of your home following the green directional arrows.
- Plan for a second route in case the first one is blocked.
- Keep door and window keys where everyone you live with can find them.
- Make sure the way in and out of your home is kept clear of anything that may slow down your escape.
- Review your plan if your circumstances change.
- Make sure everyone that lives in the apartment knows the escape plan.

16.6 What to do if there is a fire in your home

- If your smoke alarm goes off, never assume it's a false alarm.
- Don't waste time investigating what's happened or rescuing valuables.
- Don't put yourself and others in danger by tackling fires yourself.
- Keep calm and get out.
- Close doors behind you to slow down the spread of fire and smoke.
- Before you open a door, check if it's warm by touching it with the back of your hand. If it is, don't open it as there may be fire on the other side
- If there's smoke, keep low.
- Call 999 as soon as it's safe to do so.
- Never go back into the building once you are safely outside.

Do not use the lifts in the event of a fire as they will be commandeered by the Fire Brigade for their use. Any instructions from the Fire Brigade take priority over the above instructions.

Heat and smoke detectors are provided as standard in all apartments.

17. Renewals

We will contact you at least two months before the end of your tenancy to talk about how we can help you with extending your stay with us before your current agreement ends. If you do not get in touch with us then, we will look to re-market your property for re-let within the last month of your tenancy. So, don't forget to get in touch and tell us what works for you.

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18. We'd Love for You to Review Us

Follow our social media handles on Instagram, Facebook, and Twitter to keep up with community news, events, and updates. These platforms offer an excellent way to connect with your neighbours, learn about upcoming events, and stay in touch with the broader PLATFORM_ community.

Your feedback is extremely valuable to us. If someone in our team has gone above and beyond we'd love to hear about it.

- [Google Reviews](#)
- [Homeviews](#)
- Contact us directly: feedback@platform.life

19. Complaints Procedure and Feedback

If you are experiencing an issue, our team will ensure it is resolved as quickly and efficiently as possible. As a first step please contact your Resident Services Manager:

Available: Monday to Friday – 9am to 6pm

Phone: 07xxx xxxxxx

Email: sheffield@platform.life

Office: Sylvester Street, Ground Floor

If your Resident Services Manager is unavailable for any reason, the PLATFORM_ Service Desk team is always at your service.

Available: Monday to Friday – 9am to 6pm

Phone: 0333 444 0069

Email: support@platform.life

Post: PLATFORM_, 11 The Boulevard, Crawley, RH10 1DJ

If you want to provide us with feedback or ideas, you can email feedback@platform.life. We always want to keep improving and are keen to hear any ideas that you have.

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20. Local Partnerships

We are proud to be part of the Sheffield community, and as part of living with us, you get access to exclusive discounts through PLATFORM_ Loyalty. Think of PLATFORM_ Loyalty as your VIP pass to Sheffield's coolest spots, from must-try restaurants and hidden-gem cafés, to boutique shops and pampering salons.

To get the latest information on all discounts you have access to, visit our blog: www.platform.life/brand-newsroom/loyalty

Remember, to redeem your discounts you will need your PLATFORM_ membership resident card.

21. Moving Out

Of course, we'll be sorry to see you go, but if you plan on moving out, please remember to provide at least one month's notice via email to your Resident Services Manager. You should ensure the apartment is left in the same condition it was when you moved in. Charges may apply for any damages or necessary cleaning beyond normal wear and tear.

We will inspect the apartment at the end of your tenancy and check the condition against the inventory submitted when you first moved in. Your on-site team will then get in touch with you to confirm the findings and the deposit to be returned to you. Your Tenancy Agreement has lots of detailed information about how we protect and return your deposit to you, so please refer to it if you are unsure.