

Detectors:

Smoke Detectors:

- **Regularly test your Smoke Detector** – Test your detector at least once a month by pushing the device's test button. If the alarm doesn't sound it is possible the batteries need to be replaced.
- **Keep it clean** – dust and dirt can build up on the surface reducing its effectiveness. You should keep it clean by dusting it and wiping it with a moist cloth on a regular basis. Please do not use cleaning goods and chemicals because they can harm the device.
- **Also**, make sure that the fire alarm is not obstructed by anything, such as furniture, curtains, or decorations.
- **Report issues** - If your alarm bleeps intermittently this may be due to a low battery or fault, this needs attention (contact us if you need help with this). If you have any concerns with regards to the detection in your home please call us and allow us to investigate **0333 200 7304**.

Carbon Monoxide Detectors:

- **Regularly test your Carbon Monoxide detector** – Test your detector at least once a month by pushing the device's test button. If the alarm doesn't sound it is possible the batteries need to be replaced.
- **Do not** damage, relocate or remove carbon monoxide detectors from your property – they are there for your safety and can save you and your family's lives.
- **Do not** cover vents in your property, especially in windows and the room where your appliance is located, they are there to ensure effective ventilation to prevent build-up of fumes.
- **Report** issues or activations promptly - If your alarm bleeps intermittently this may indicate a battery low fault or an alarm memory fault, which needs attention. The carbon detectors are sealed units so please report issues promptly on **0333 200 7304** and allow us to investigate.

Let us know of any changes to your circumstances - If you have a change in personal circumstances that you feel will impact your ability to hear or respond to an alarm, **let us know!** We can assist with further assessments to ensure that you remain safe in your home.

Platform website

Visit: platformhg.com

- Register/sign into our customer portal.
- Speak to our Chatbot 24/7.
- Live chat with our customer advisors.
- Complete online enquiry forms, including non-urgent repairs, changing repairs appointments and reporting ASB.