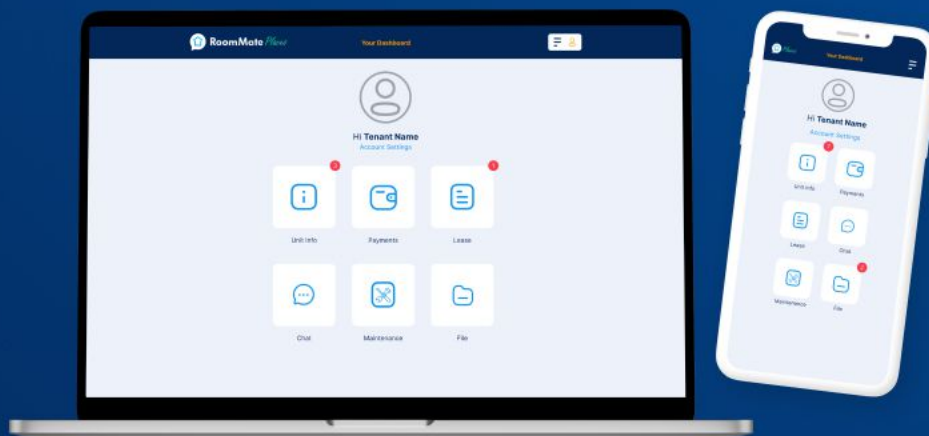


CHOOSE YOUR RULES, AND **MANAGE** YOUR SPACE.



HOW TO USE

# PLACES



## Address

76 Grand-Rue, 1660  
Luxembourg

## Contact

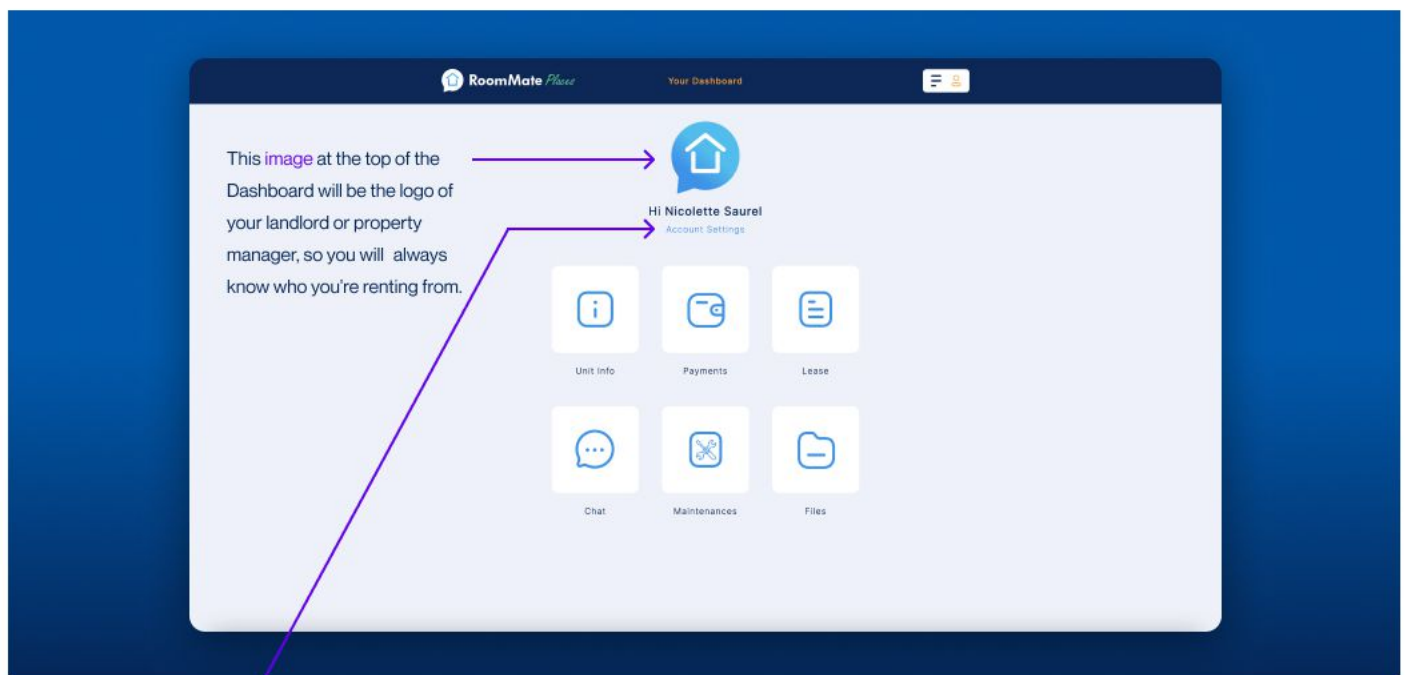
Mikael Da Silva  
Marketing & Business Development  
mikael.dasilva@the-roommate.com

## Dashboard and Account Settings

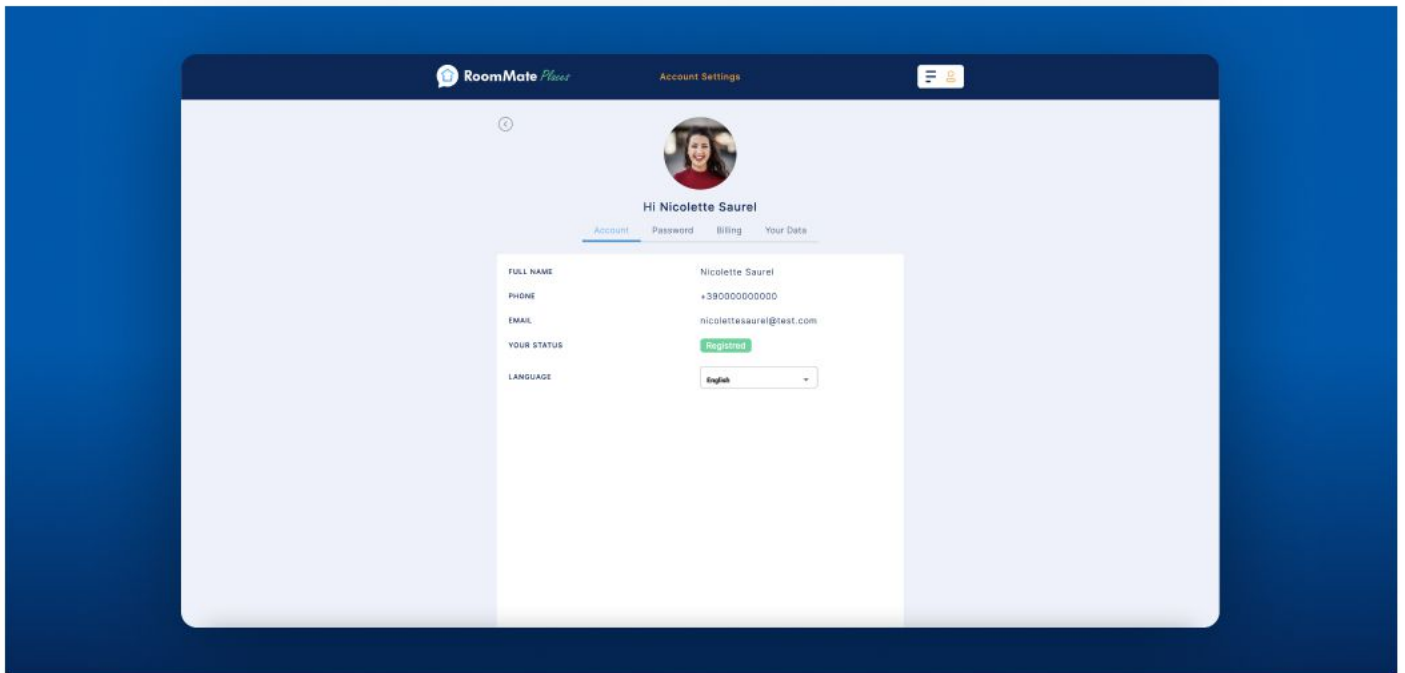
RoomMate Places is a platform where you can manage and build seamless relationships with your landlord. This new application is available for both mobile and web, so users will be able to access Places from their phone, tablet, web browser, etc... It's **important** to note that if you have used our [Spaces App](#) in the past, no data will be lost.

This is your **Places Dashboard**.

The interface is very simple. You have **six** tiles each with a specific feature.



If you click on "[Account Settings](#)" you can manage your main settings. For example, you can select the language of the application with options of English, Italian, Spanish and French.



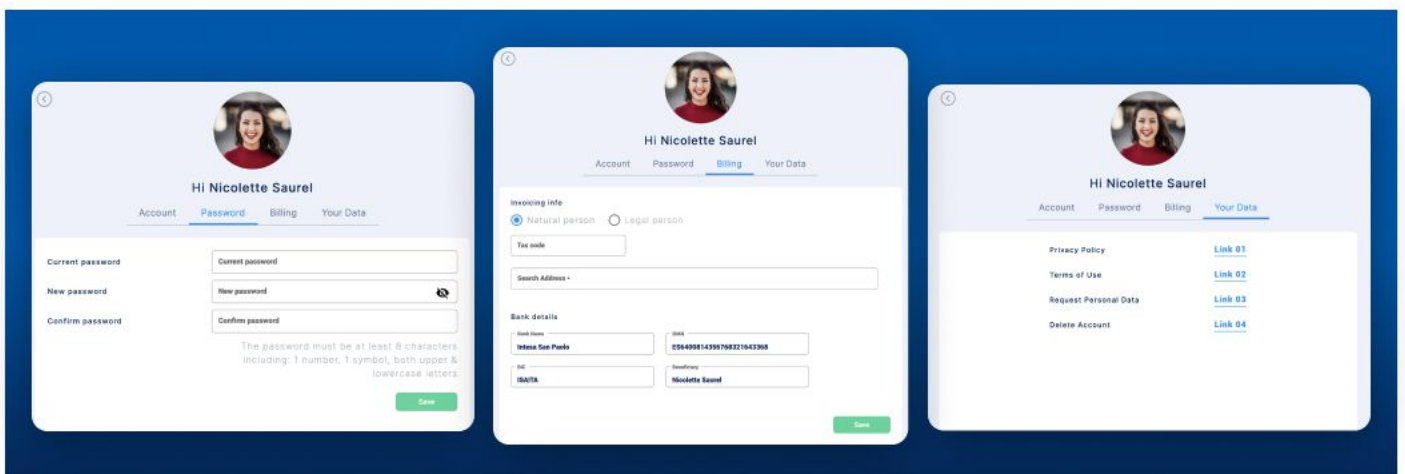
By clicking on the "Password" tab, you are able to reset your password.

Under the "Billing" tab, you have your billing information which is very important for you as a tenant as your landlord will be sending you receipts or invoices. So, it's smart to always have this information up to date. You can also manage your bank details for the bank transfers that you will do to your landlord or property manager.

On the last tab titled "Your Data" you have access to your data and information.

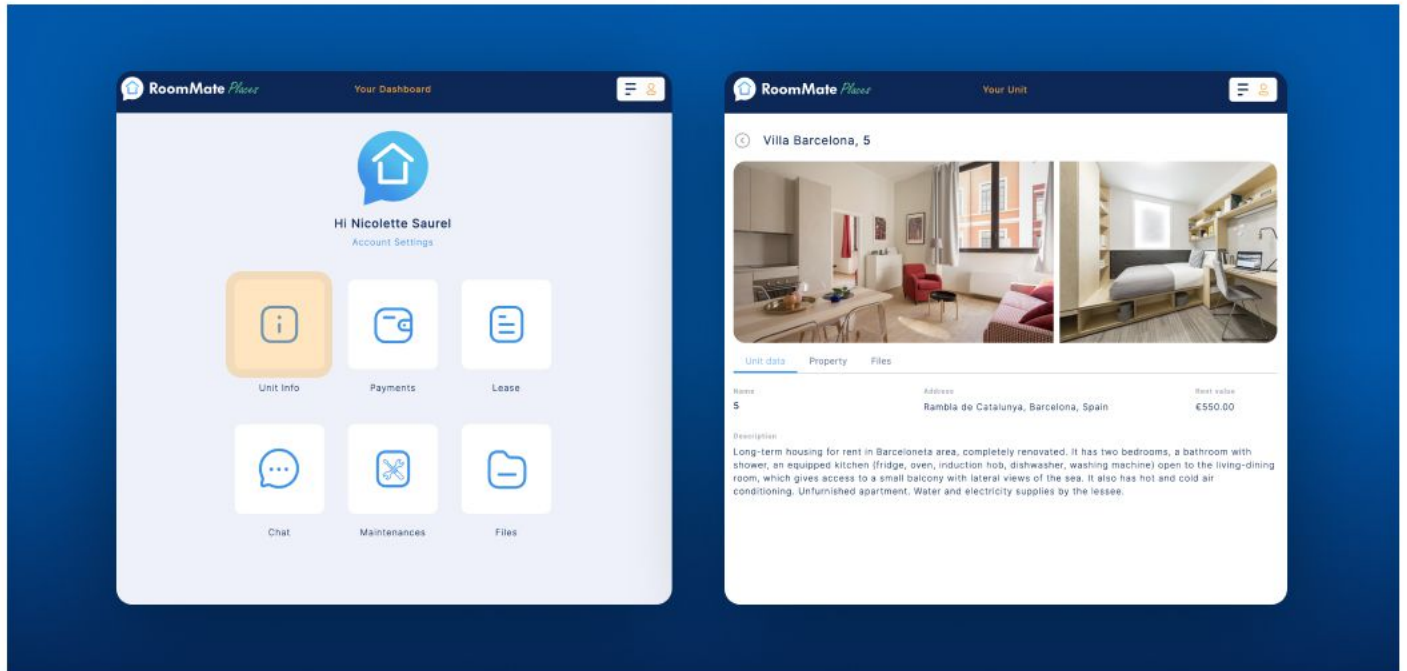
You can view your Privacy Policy, Terms of Use, a Request of Personal Data, and you have the option to Delete Your Account.

Going back to the top of the page, you can click on the person icon and upload a picture of yourself for your account profile. Now, just click the back arrow, and you will be taken back to your Dashboard.



## Unit info

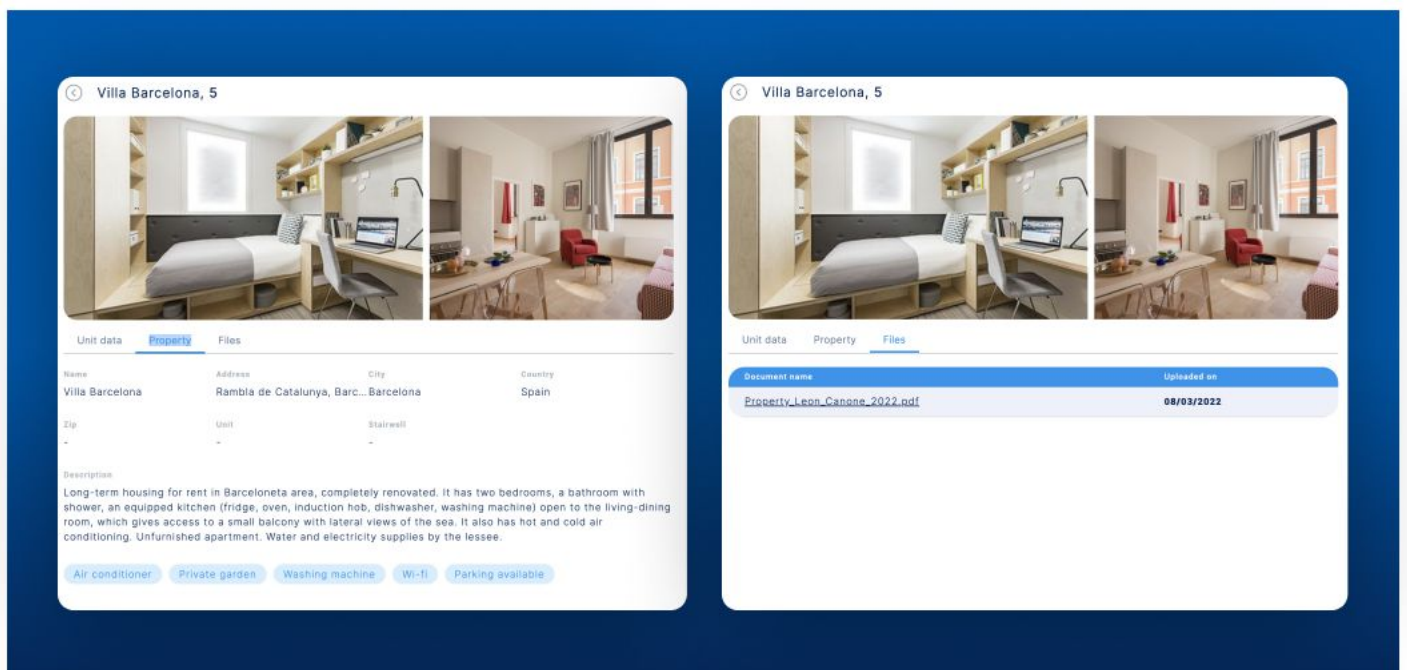
Starting from your Dashboard, let's go to **Unit Info**. Here, you can see all of your unit's information.



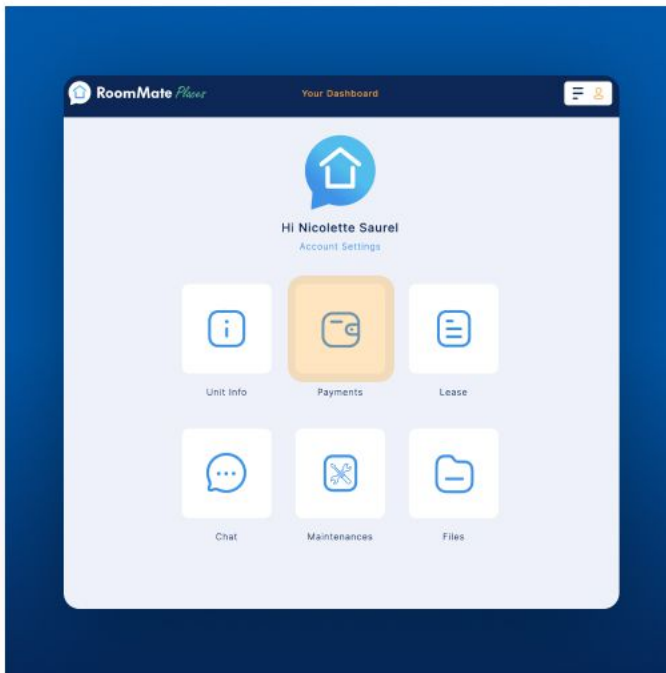
Under the **"Unit Data"** tab, you can see the images of your room, your room name, the address, the rent value, or how much rent you are paying, and the description of the unit.

Under the **"Property"** tab, you can see the same details of your property. There are additional details here, as well as the tags.

Under the **"Files"** tab, you will see all of the documents that have been uploaded by your landlord in regards to the property. For example, this is a generic, informative document that has been uploaded.



## Payments



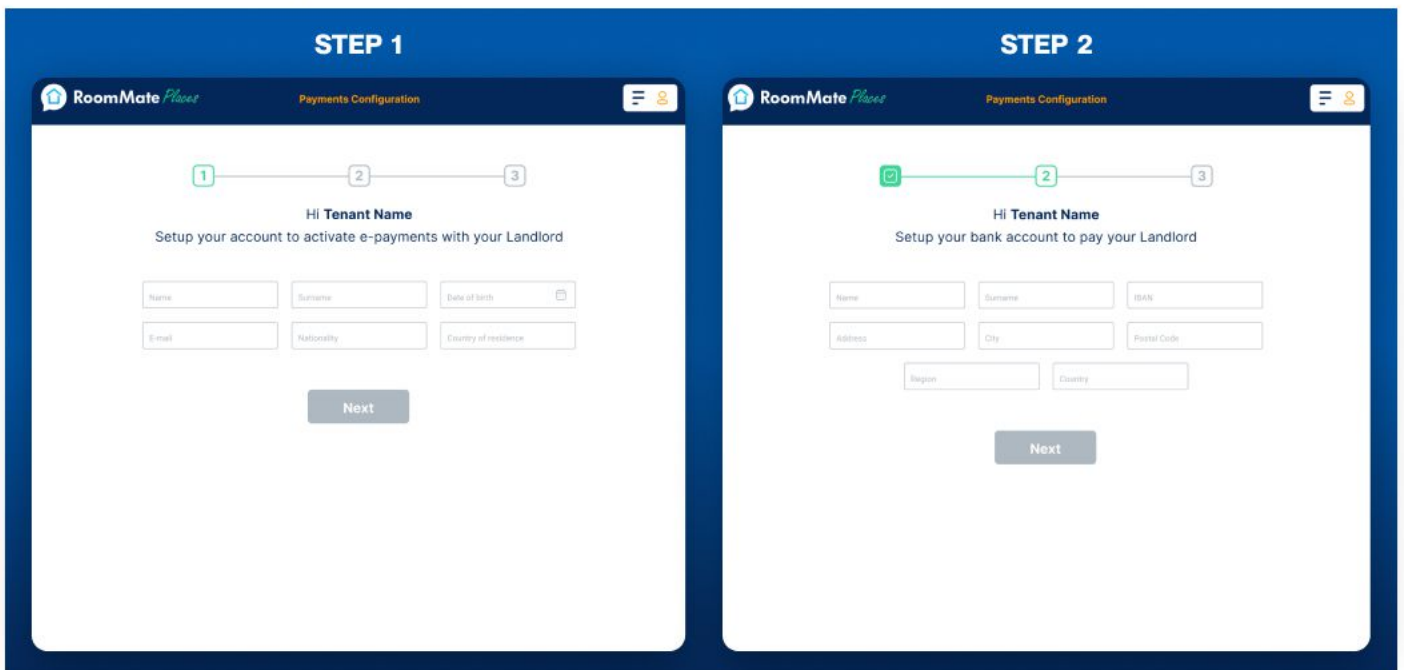
Starting from your Dashboard, let's go to [Payments](#).

In this section, you are able to pay your rent and all of your other expenses directly from the app.

With this feature, you don't have to access your bank account, you can simply complete your bank transfers to your property manager from here.

When you click on this button, you will see "Step 1" where you will first set up your payments.

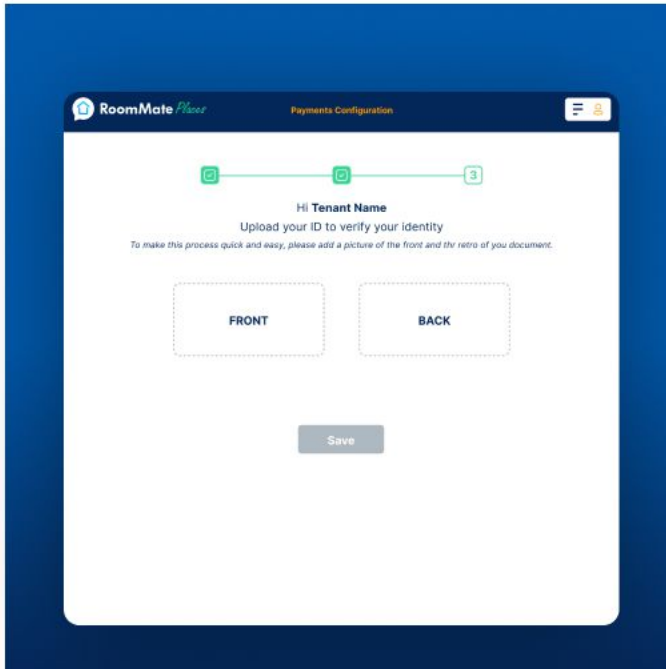
Simply type in your main information as each of the tabs directs you. Once you have completed this step, you can click "next" and move on to "Step 2."



In this step, you will put in your bank details.

It's important to note that this section will be detailing the bank information of the person that is actually paying the rent and expenses, whether or not they are the person staying in the property.

Once you have completed this step, you can click "next" and move on to "Step 3"

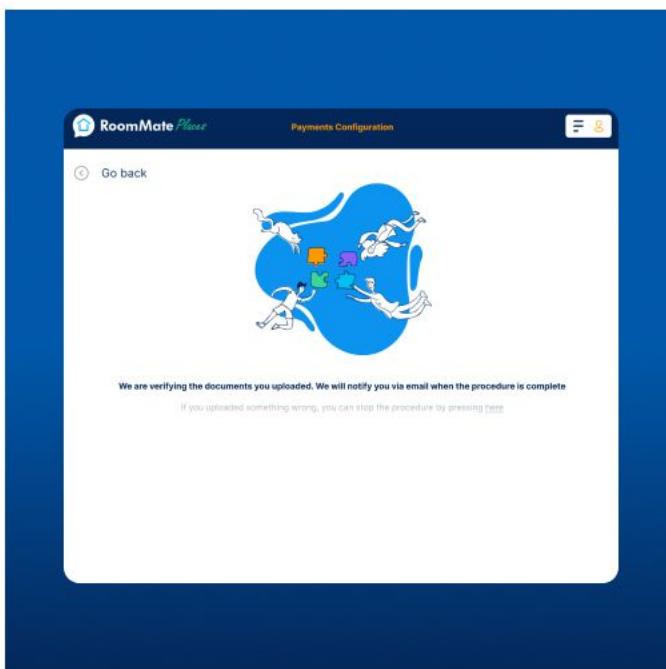


In this step, you will upload the front and back of your ID.

You should make sure that the ID you upload is of yourself, regardless of if you are the same person whose bank information you filled out earlier.

Once you have finished uploading your ID, you can click “[save](#)” and will be taken back to your Dashboard.

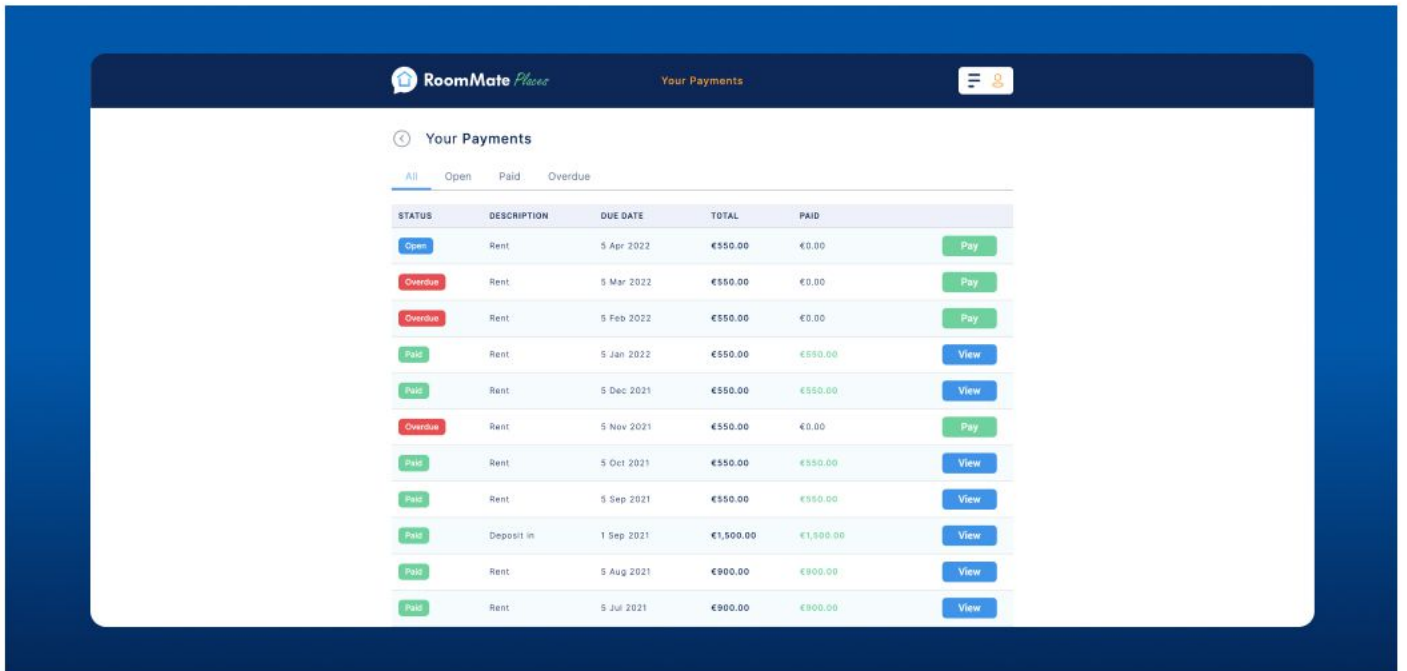
You will only need to complete this process once. Places will remember your information for future payments.



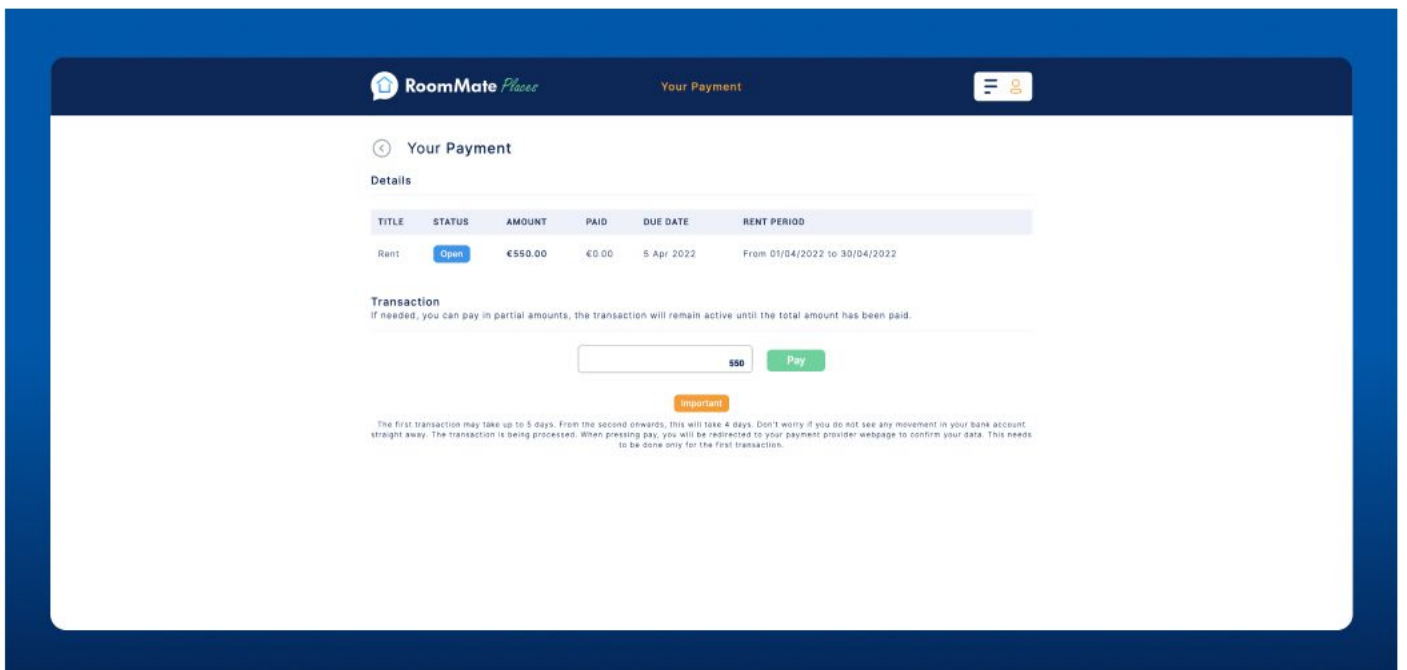
If you click on “[Payments](#)” again, you can see that your request is pending and that your documents are being verified.



Once your information has been verified, the “Payments” section will show you all of the payments that you have made as well as their current status - **open**, **paid**, or **overdue**.

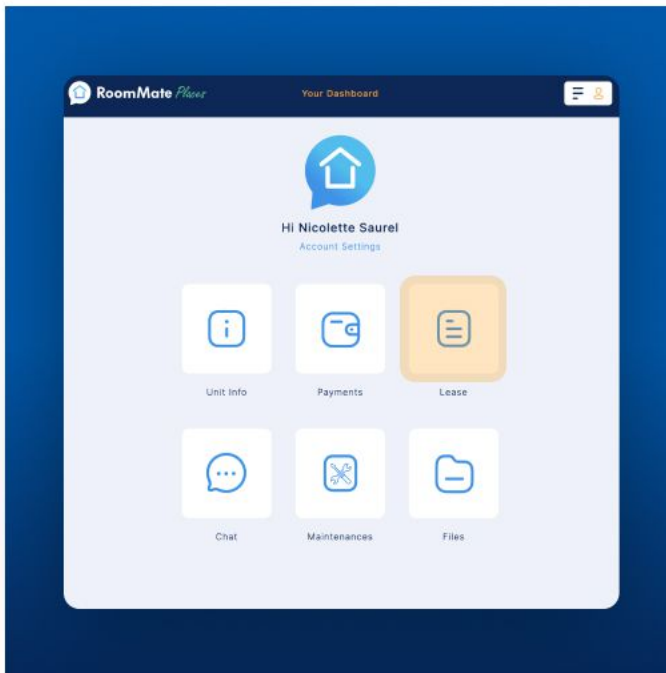


Clicking “Pay” will take you to the details of your payment, where you can choose the amount that you would like to pay.



Now, just click the back arrows, and you will be taken back to your Dashboard.

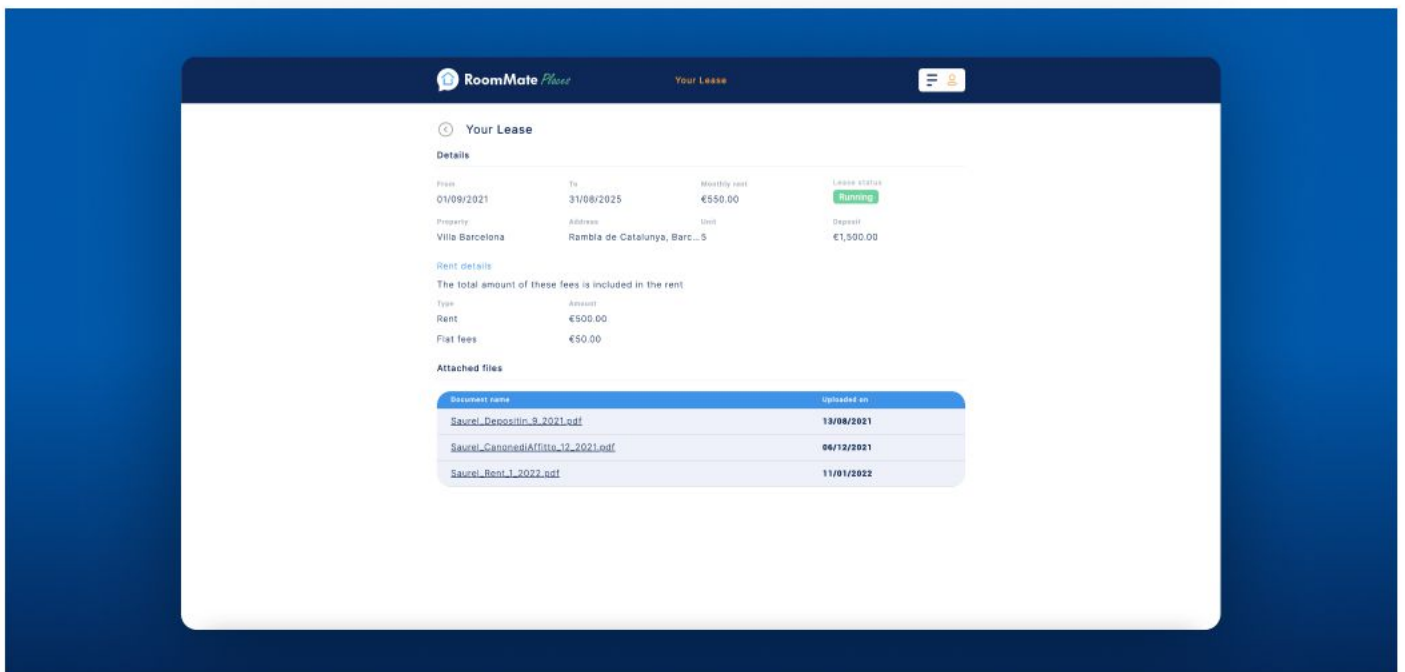
## Lease



Starting from your Dashboard, let's go to [Lease](#).

In this section, you are able to see all of the details of your Lease Agreement.

These details include when your lease started, when it's ending, your property information, rent amount, and most importantly, all of the receipts and invoices from your landlord.

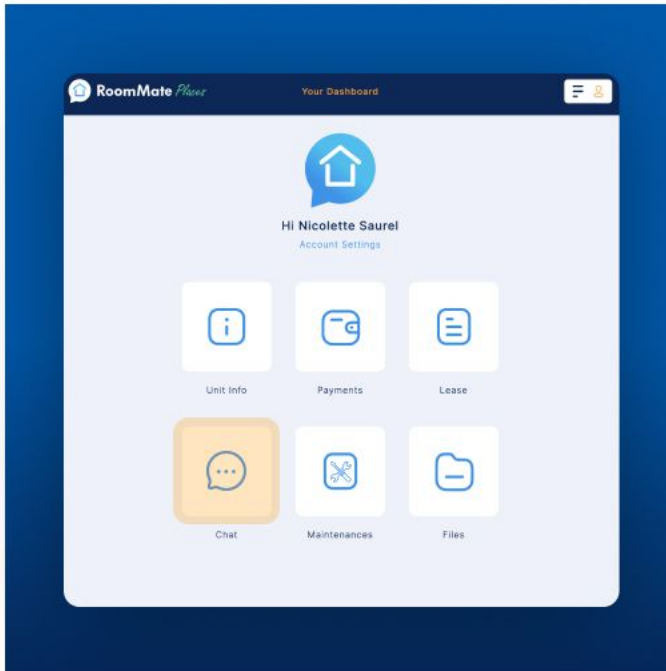


If you click on one of these attached files, you will be able to view it or download it from the application on both our mobile and desktop versions.

Now, just click the back arrow, and you will be taken back to your Dashboard.



## Chat



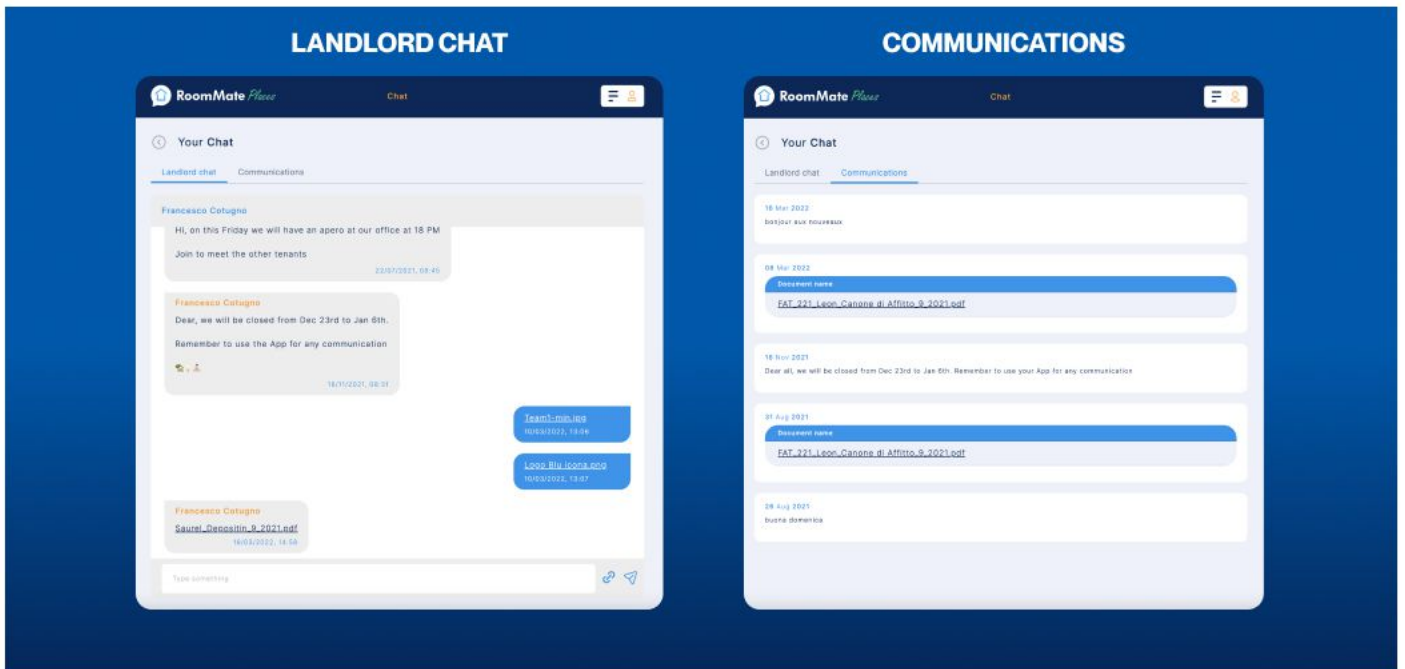
Starting from your Dashboard, let's go to [Lease](#).

In this section, you are able to see all of the details of your Lease Agreement.

Under the “[Landlord Chat](#)” tab, you can individually send messages to your landlord.

In this chat, you also have the option to attach a file or send an image in addition to your message.

Under the “[Communications](#)” tab, you can see the things that the landlord is communicating to you as well as to the other tenants with whom you may be sharing an apartment.

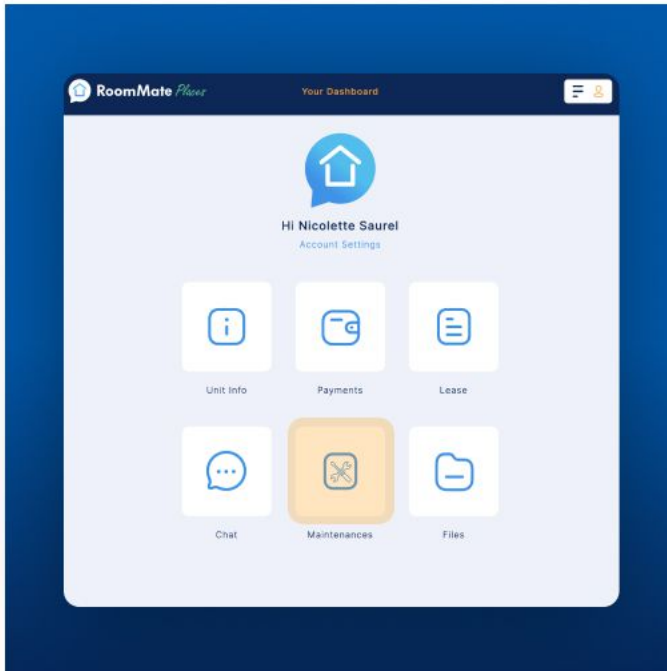


They can share data, files, messages, and anything else that they may want you to view.

In this tab, you do not have the ability to respond to your landlord, so simply go to your individual landlord chat if you would like to communicate with them.

Now, just click the back arrow, and you will be taken back to your Dashboard.

## Maintenance

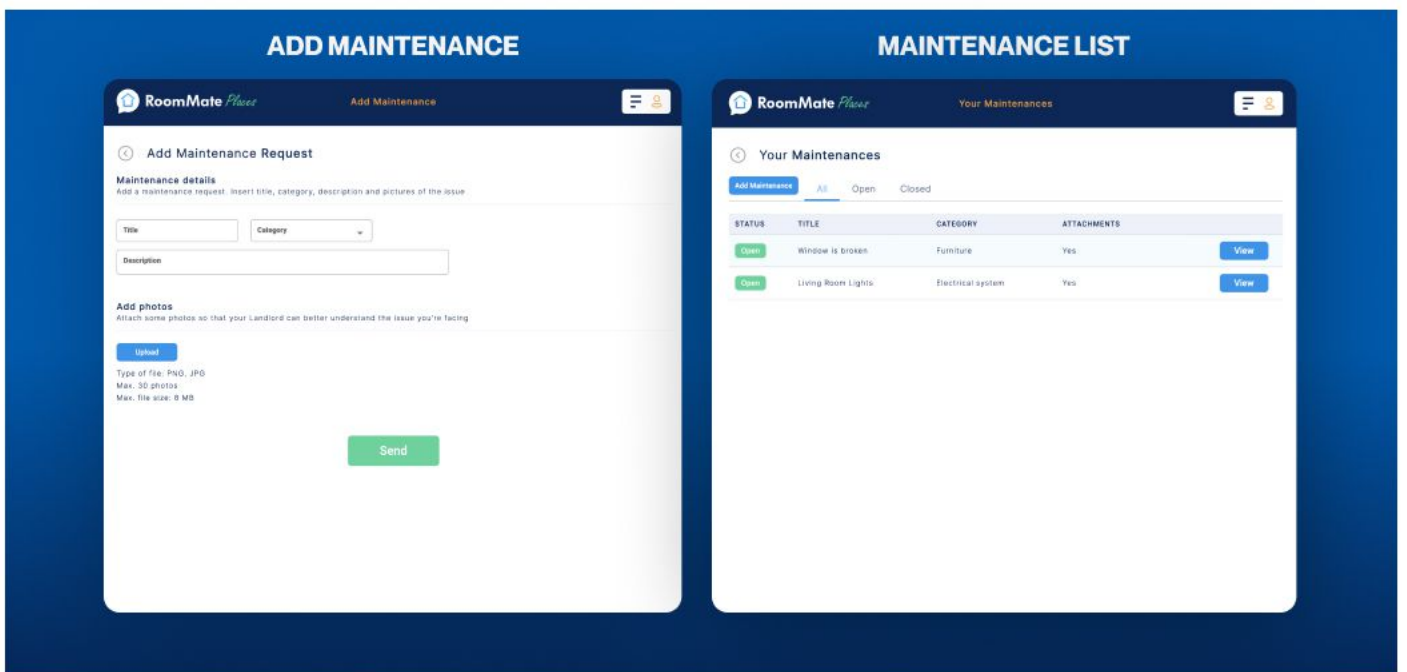


Starting from your Dashboard, let's go to [Maintenances](#).

This section is very important as it is where you as a tenant will be able to **submit** a maintenance request if something is broken or needs fixing.

You will be able to type the "title" of your request, select its "category," and give it a "description" to describe the issue to the landlord. It's also very important that you upload some photos to further explain the request to your landlord.

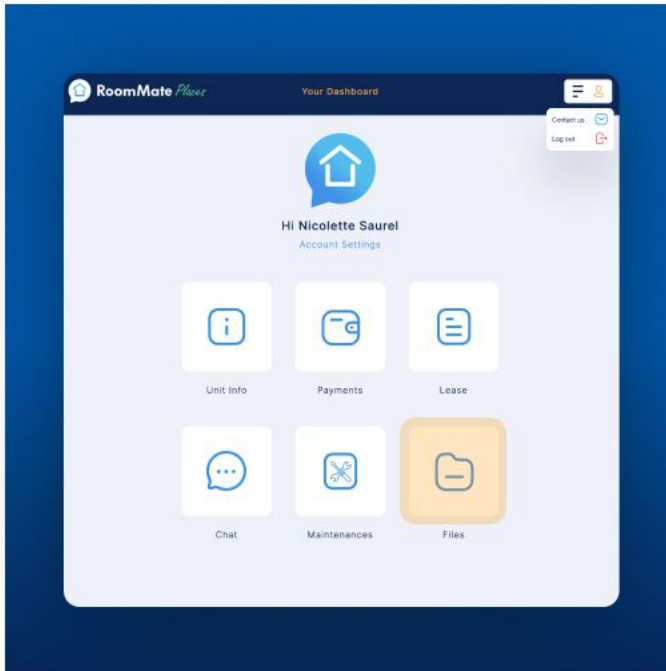
Once you click "Upload" and attach a file, you can press the "Send" button. Your maintenance request will be sent to your landlord.



Once you have uploaded maintenance requests, you will be able to view them as well as any updates from your landlord regarding repairs. Your request will be marked as open or closed depending on its status.

Now, just click the back arrow, and you will be taken back to your Dashboard.

## Files and logout



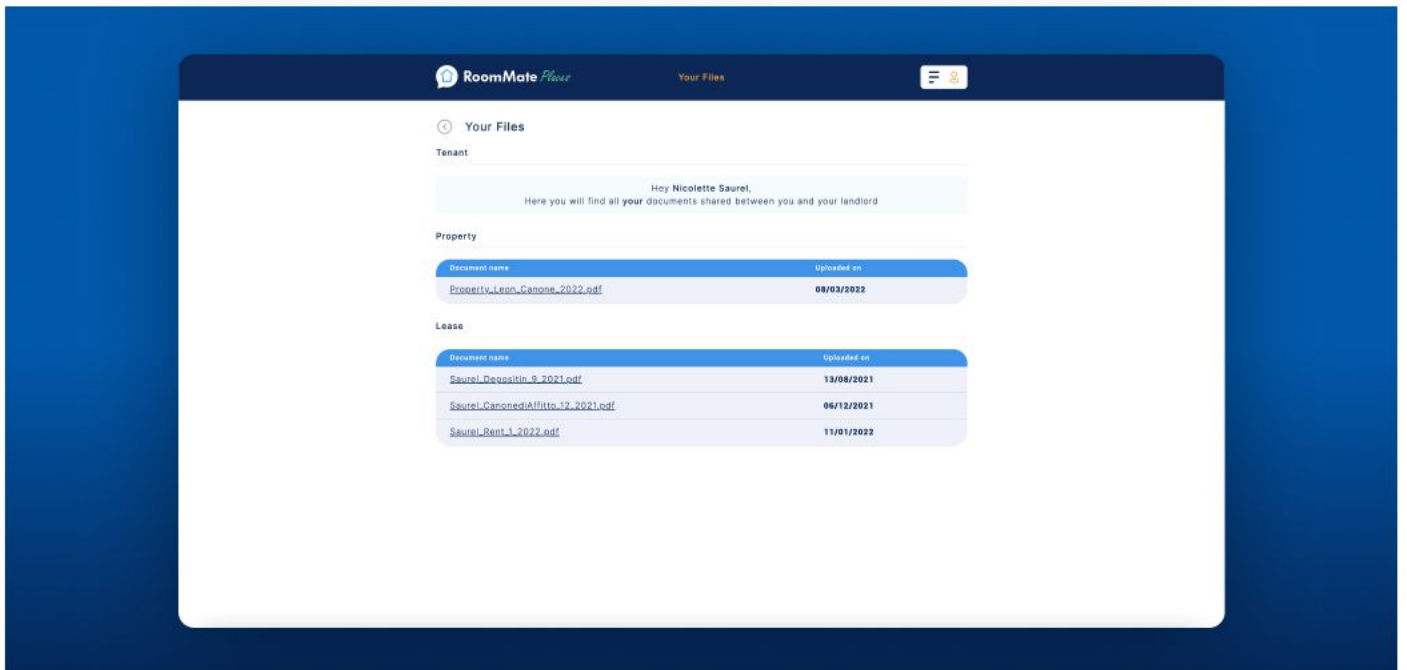
Starting from your Dashboard, let's go to [Files](#).

In this section, you will be able to see all of your documents.

These documents are in different groups according to their topic.

In the **“Tenant”** group, you will see all of the files related to you. You will be the only one with access to this group. In the **“Property”** group, you will see all of the files related to your property.

These files will be shared with the other tenants in this property.



The **“Lease”** group acts similar to the **“Tenant”** group as these files are only accessible to you.

Now, just click the back arrow, and you will be taken back to your Dashboard.

At the top right of your screen, you will see the menu button. From here, you can choose to contact us and send us a message regarding any questions you may have.

If you go back to your Dashboard and click the menu button again, you can see that you also have the option to logout of your account. Clicking the logout button will take you back to the Login screen.