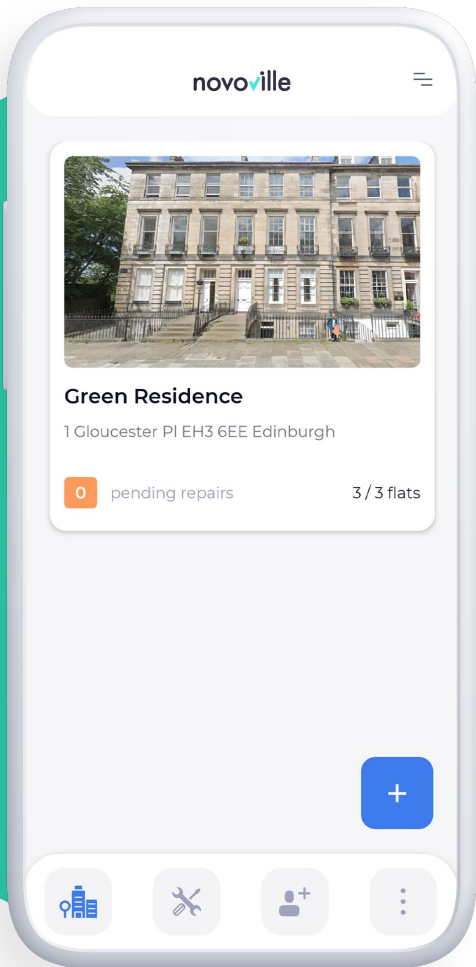




novoville
shared repairs

A HOMEOWNER'S START GUIDE

Last updated:
July 2022



Welcome to Novoville Shared Repairs!

You've made the first step to common repairs and maintenance peace of mind.

Common repairs and maintenance has been a real pain for too long. The sole purpose of this app is to **get you over the line, quickly and effectively.**



- **keep everyone** in the loop
- **hire** Trusted Traders
- **manage money** and payments
- **learn** what you need to know

Need help with the app?

Real people are here to support you.

But first, it's always good to read the **Help section** in the app. It can be **accessed using the "... icon** at the bottom right of the screen, or in the menu accessible at the top right (tap on "FAQ").

The Help section has been written and vetted by experts, as well as your local authority.

For all frontline support using the Novoville Shared Repairs app, we can be contacted:

- by email on srhelpdesk@novoville.com
- by phone on 0131 364 4545, between 9am and 5pm Monday-Friday

Owner's Note:

Your council's private sector housing team is best placed to advise you on the specifics of your situation (i.e., does your repair count as "common", untraceable owners, etc.).

For how to translate that into the app, we're here!



Novoville Shared Repairs is supported by...

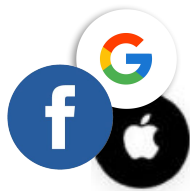


• EDINBURGH •
THE CITY OF EDINBURGH COUNCIL



Step 1 —




Register & log in



You can find and download the free Novoville app from the App Store (if you are using an iOS device), or from Google Play (if you are using an Android device).

Search for “Novoville” or click on the store icons on the right, and then click on ‘download’.

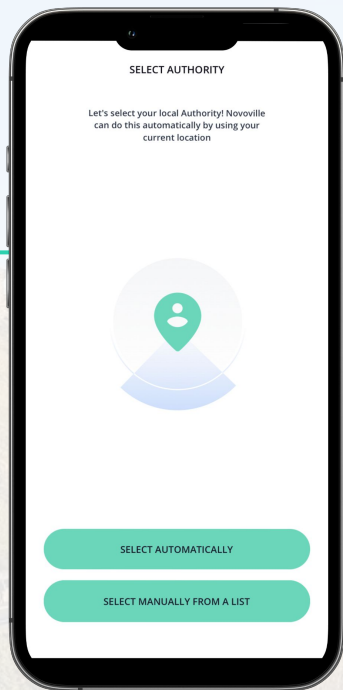
When you open the app, you will see “Welcome” screens from Novoville. After that, you are required to create an account. You have 2 options:

1. Fill the **required fields** (Name, Surname, Email), create a memorable password and tap on the ‘Register’ button.
2. Register with an existing **Google** (Gmail) account, **Facebook** or **Apple** (iCloud) account by tapping   or 

Please enter your real name when creating an account. Your personal data is **not** shared with **anyone** without your **consent**.

A smartphone screen displaying the Novoville app's registration form. The form has fields for 'Name', 'Surname', 'email', and 'password'. Below these fields is a red 'REGISTER' button. Under the button, it says 'By registering you agree with our [Terms](#)'. At the bottom, there are three circular icons for social media login: Facebook, Apple, and Google. Below these icons, it says 'Skip registration' and 'Already have an account? Log in'.

Select your local authority

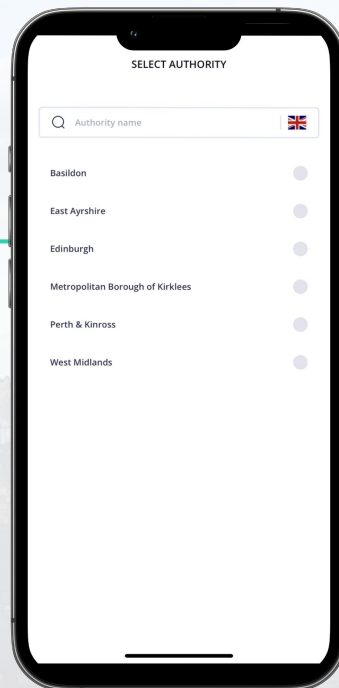


Automatic selection

If you are physically in your local authority, the app can access your location to select it automatically.

If not, select it from the list.

Your location is stored to determine your address.
We do not track or store it.



Selection from a list

Scroll through the local authorities listed and simply select your authority.

You may have to switch countries first. The flag icon allows you to do so.

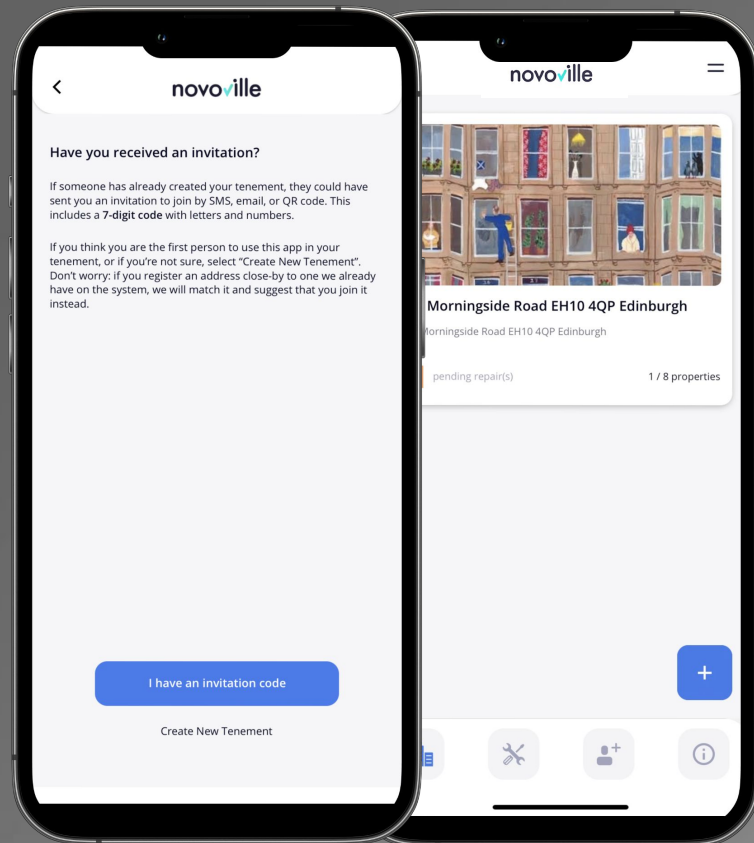
Join or Create your virtual tenement

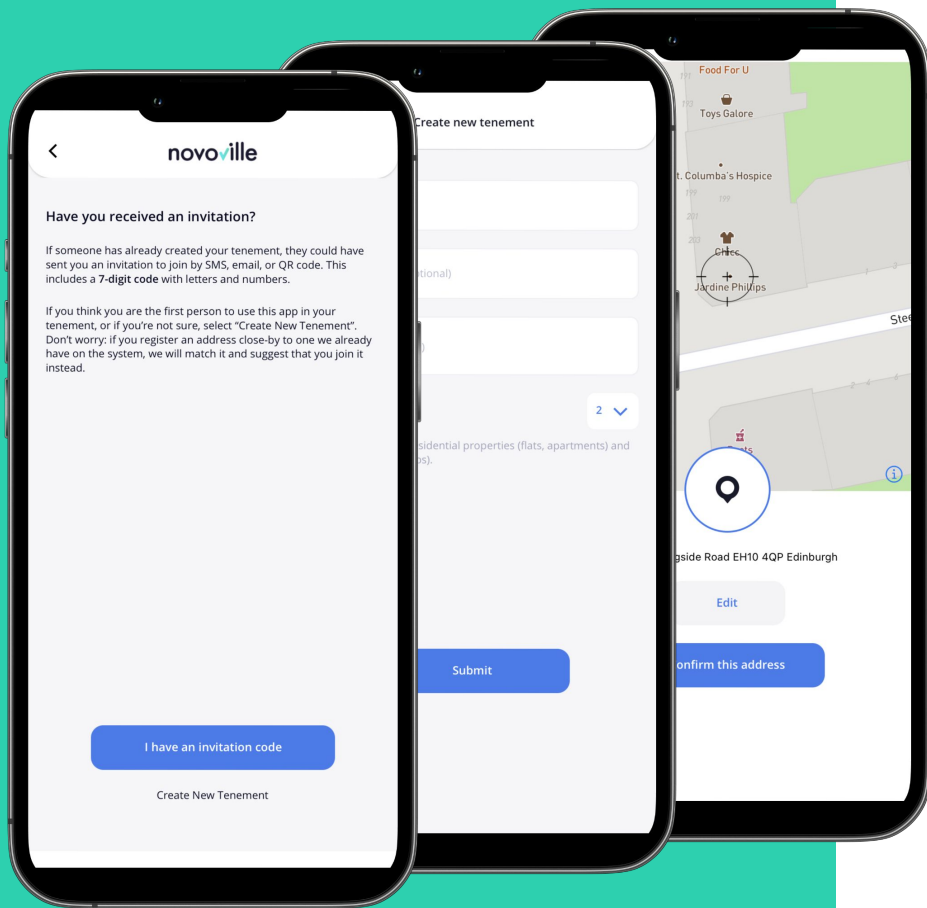
Register your address, invite others to join, and fill up your virtual block.

To get started, you need to identify your block's address and create a one-to-one picture of your tenement.

On the Home page, tap on "Shared Repairs". The app prompts you to **create** a "virtual tenement", **or join** an existing one.

It is not necessary for all owners to join the app. But the more people join, the simpler and faster everything gets!





Creating your tenement / block / stair

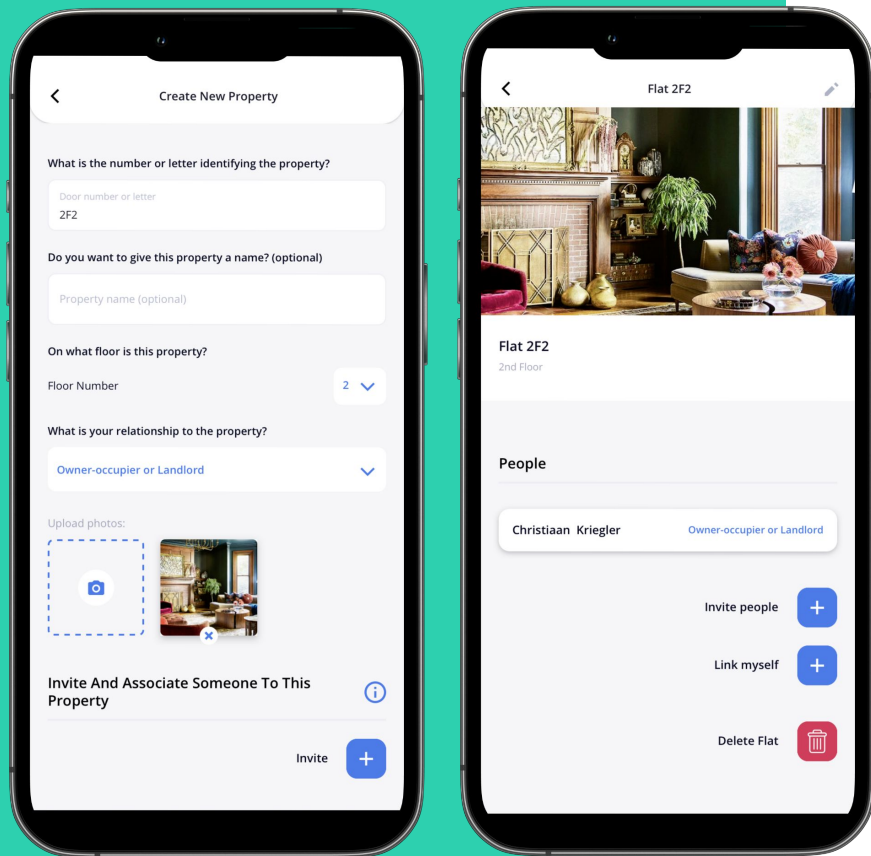
On the Home page (the one with a picture of your local area), tap on “Shared Repairs”. The app will ask you if you have received an **invitation code**.

- **If you haven't received a code**, select “**Create New Tenement**”.
 - Read and agree to the Lead Proprietor terms.
 - Go through the **New Tenement** creation process.
 - **Use the real address of the tenement you are creating!**
 - **If your tenement comprises multiple house numbers**, input all of them, e.g., “8, 10 & 12 Marchmont Avenue, EH...”
 - Don't worry if you get the number of properties wrong, you can edit it later.
- **If you have received a code** by SMS, email or QR code, select “I have a code”.

Read and agree to the End-User Agreement. This takes you directly into the correct virtual tenement!

If we find a close match with your address, we will suggest you to **join** that tenement instead. Make sure to double check the addresses.

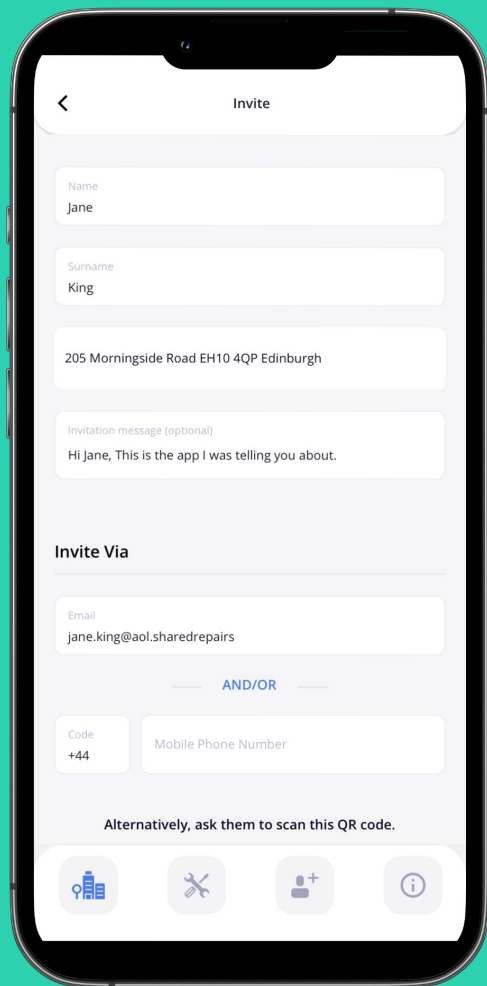
Create the properties / flats / shops



Once you've created the tenement, you need the properties (flats and any shop).

If you joined an existing tenement, check if your property is already listed (a previous app users could have pre-created it for you).

- If it is, **associate yourself with it** by clicking on "Link Myself".
- Otherwise, **create it and select your role** in the flat.
 - In order to vote and pay, you will have to identify yourself as the "owner occupier or landlord" of a flat.
 - If you are a shop owner, please also select "owner-occupier or landlord".
- **Enter a number or letter** to identify your property.
- Invite someone who **lives with you** to join the app, if they like. You can do this in the "People living here" section.



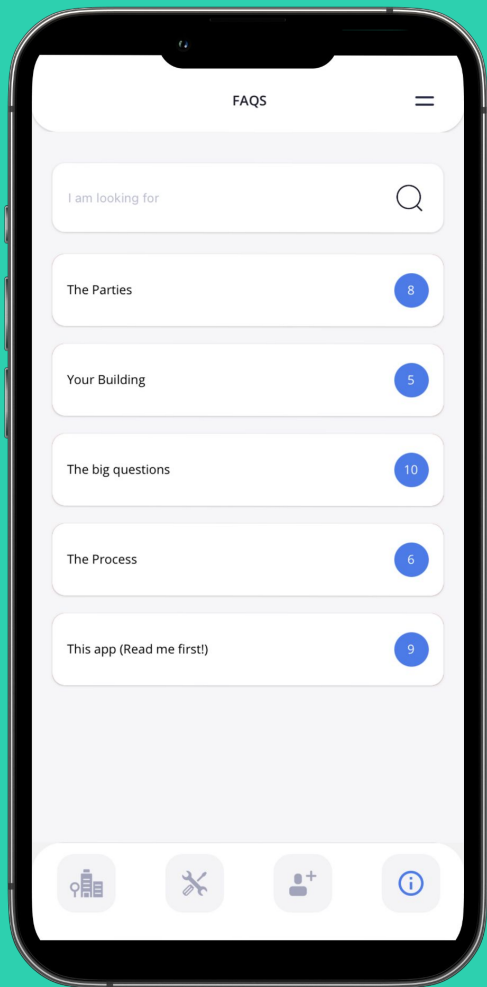
Step 5 — Invite other owner via SMS, Email or QR code

After creating your flat, the app suggests that you **invite** one other person (other owner) into the app. You may want to do this later, but the more people who join the app, the **faster and easier** everything will be down the line.

You don't need to invite every owners involved in the repair to join the app. But it is better and easier to do so for transparency, communication, and efficacy.

You have 2 options when trying to get people into your virtual tenement.

- **Invite someone you know** by sending them a code. There are **3 ways** to do so: SMS, email or QR code.
 - The **SMS and email invitation** will send someone a code which will need to be entered when the app (see page 7)
 - The **QR code** imbeds a direct link to the app on the app stores, including which tenement they have been invited to join.
- **Share a general invitation link.** Once people click on this link and follow the screens, they will request to join your tenement. This will send you a notification. You will have to let them in.



Drop by the FAQ section

This has a lot of information to help you get over the line, and signposts you to even more information when needed.

We recommend that you **read the section called “This app” and “The Process”** first.

- **If you're still lost** and need more information, you should visit www.underoneroof.scot
- The app will also link to key webpages on your council's website.



Create a Repair

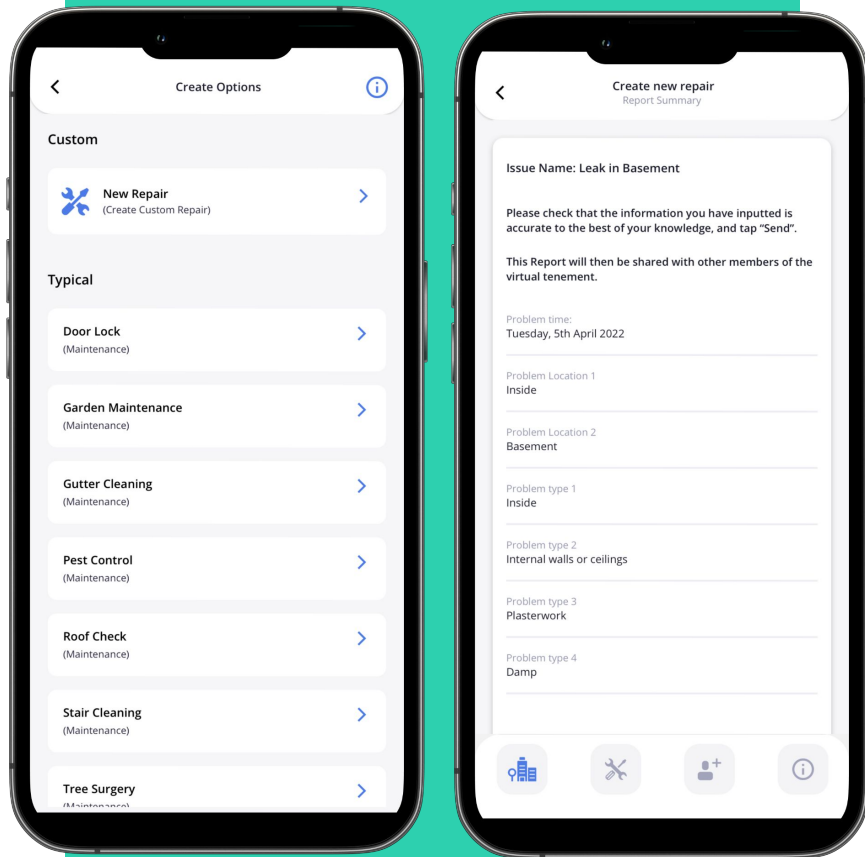
Once you've created the app's properties, tap "new repair" to start the process!

The **first** time you do this, the app will take you through a 4 page tutorial. **Make sure to read everything.** If you need to view the tutorial again, tap on the "i" button at the top right.

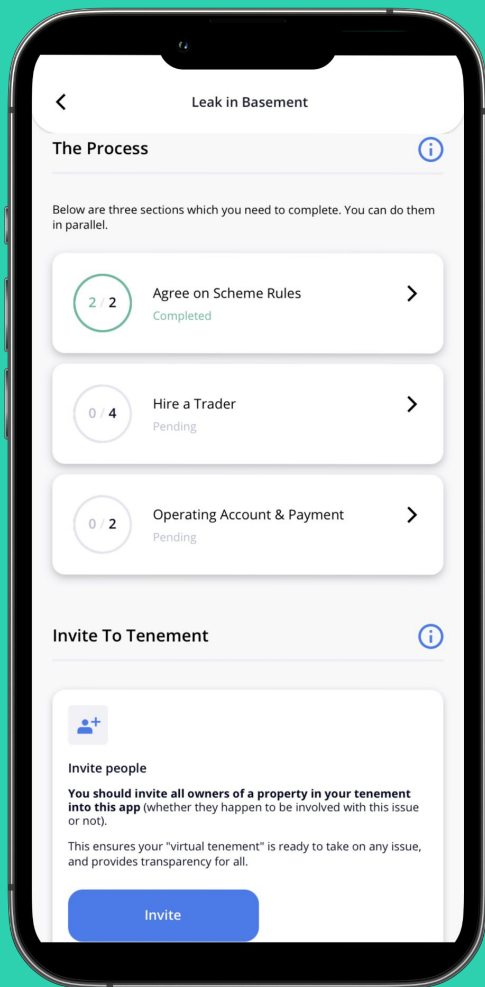
Choose one of the typical repair categories, or choose "New Repair" to create a custom repair.

When you've issued a new repair or maintenance report, **the app sends a notification** about it to all owners.

Creating a repair doesn't send it to traders.



- If you're not sure about the problem, just select "Other" and say what you can.
- After creating the report, you can **download a letter** summarising the issue to send to owners, called a "notification of defects" letter. Scroll down to the bottom of the Repair Details screen to find it.
- The letters are downloaded to your mobile browser's "Downloads" folder, and are stored on your phone. You can then send the on to anyone as an attachment, or print them to post them.



Repair Details

Once you've created the issue, you arrive on the Report Details screen. **This is where all of the work is done.**

"The Process" is divided into **3 streams**. You can **start with any one of them** and continue with the rest later or in parallel.

If you're not sure what to do, check out the Help section ("The Process") or contact us on srhelpdesk@novoville.com or 0131 364 4545

Completing Scheme Rules is **required** before you can finish the "Hire a Trusted Trader" stream. This is because you and other owners in the app need to **agree** to the rules before a vote can be taken.

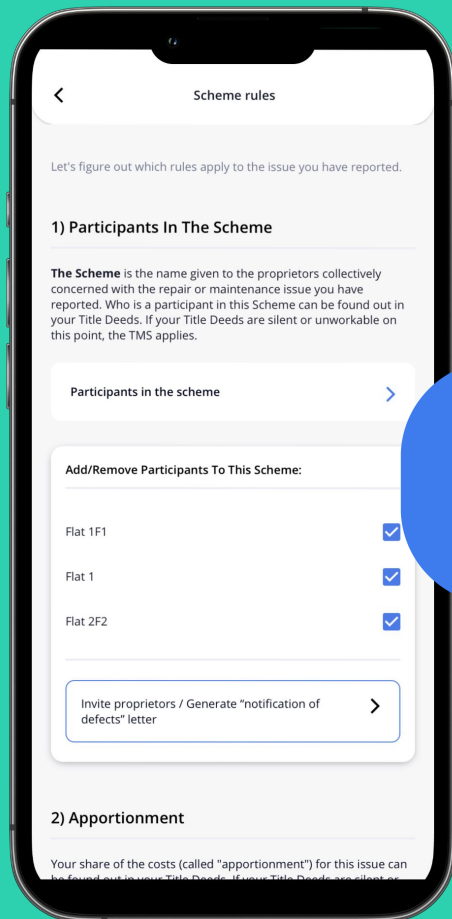
Scheme Rules & Declarations

All app user need to **agree** (by accepting the Declaration) on the rules which govern this repair or maintenance purchase.

You need to find the rules by looking into your property's Title Deeds.

The app's **Help Section** will help you understand what that is and where to look (search for "Title Deeds"). Then, make sure you correctly input the participants, apportionment and majority required in **"Scheme Rules"**.

If there is **only one app user**, this is enough to move forward.



- The majority required is "more than" the number you put in the box.
 - If you are using the TMS's simple majority, you should enter 50%, not 49%: half of the votes is not enough.
 - If they say you need "at least" 60%, then put (more than) 59%. This ensure that 6 out of 10 votes **does count** as a majority.
 - If your Deeds say you need "more than" 60%, put 60%.
- **Any change** to the Scheme Rules means the declaration must be accepted by all app users **again**.

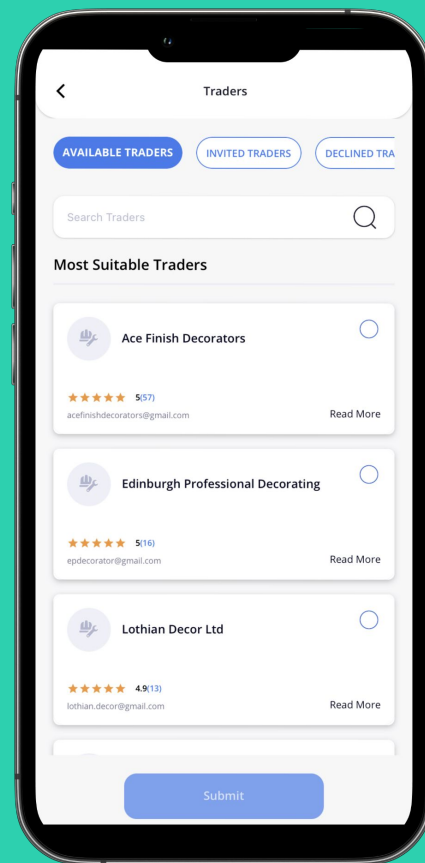
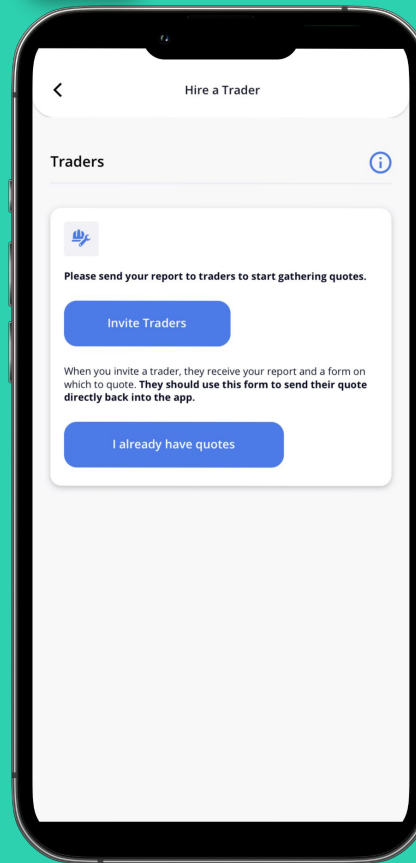
Hire a Trader

You have 2 options when hiring traders for your repair/maintenance job

- **Hire a trusted trader** from your local authority's trusted trader scheme.
The app is prepopulated with your local authority's trusted traders, so just select the trader you want and submit. Traders matched with your issue type will appear in "Most Suitable Traders".
- **Hire another trader.** You can hire any other trader by filling in the trader's business name and email address, even if they are not part of your local authority's trusted trader scheme.

You are free to select any trader from the list to invite them to quote on your issue. To see more detail about them, tap on "read more".

Start by selecting up to 6 traders, and wait for them to get back to you before selecting more. Traders will likely want to visit your property before quoting.



View Quotes

When a trader sends you a quote, you will receive a notification. Quotes can be **viewed** in the “Hire a Trader” stream.

Traders all use the **same form** to send their quotes back into the app, **helping you compare how they responded**.

The quote includes a full cost breakdown, including Novoville’s commission.

If the trader has included any attachments, you can find it here.

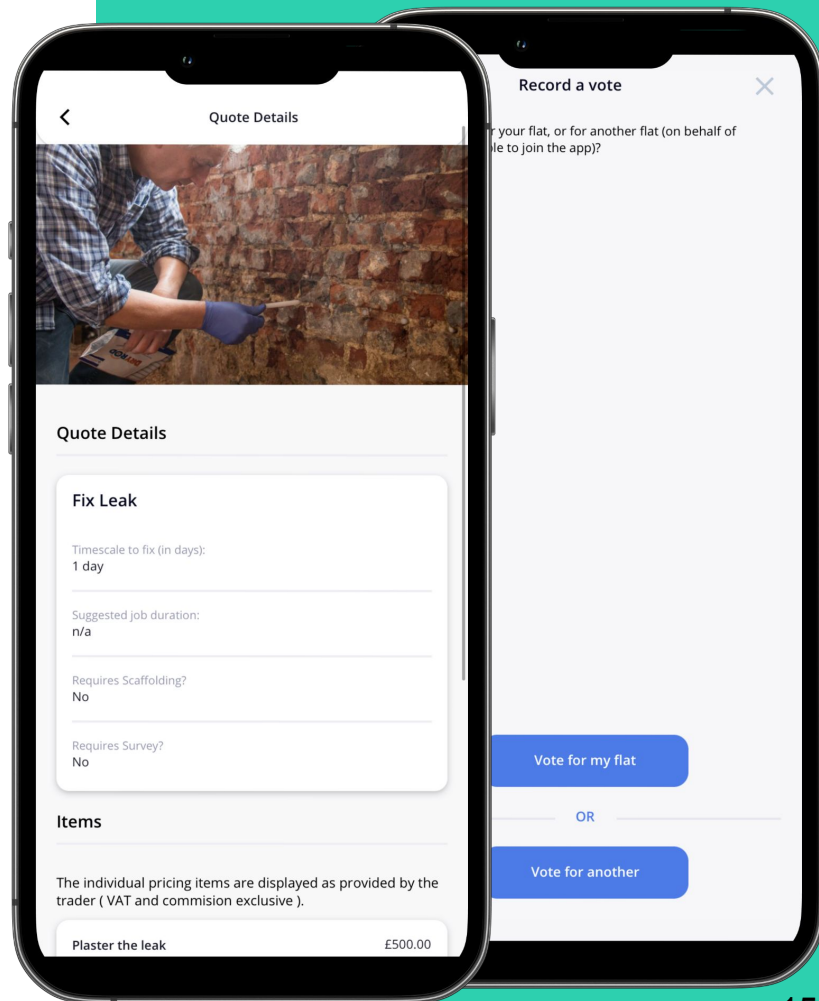
Vote

You can only start voting as soon as **all app users** have accepted the declaration.

There is **one vote per property**.

The app will ask you if you want to **record the vote of any other person not in the app**. If you do, we suggest you keep evidence of their vote.

The repair owner/creator needs to close the vote when a majority has been achieved.



Achieve a Scheme Decision

Once you close the vote, if you have the majority you needed, **you've achieved a Scheme Decision!**

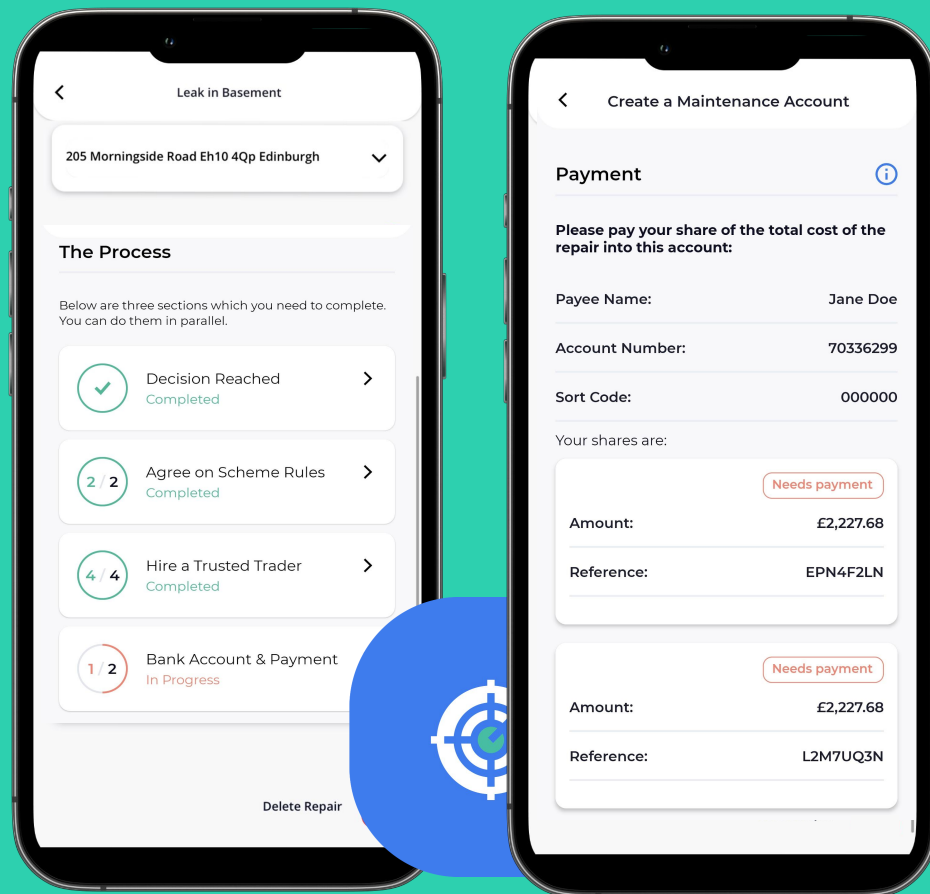
Well done! This compels owners to carry out the works (unless no appeal is made to the competent authority).

This also initiates a standstill period during which works cannot start. The app will tell you when it's over. Then, the **Scheme Decision is active.**

The length of the standstill period depends on what you have inputted in "Scheme Rules".

A unanimous decision waives any standstill period. In this case, the app has an in-built delay of 3 hours before the "Decision Reached" section shows, and payment opens.

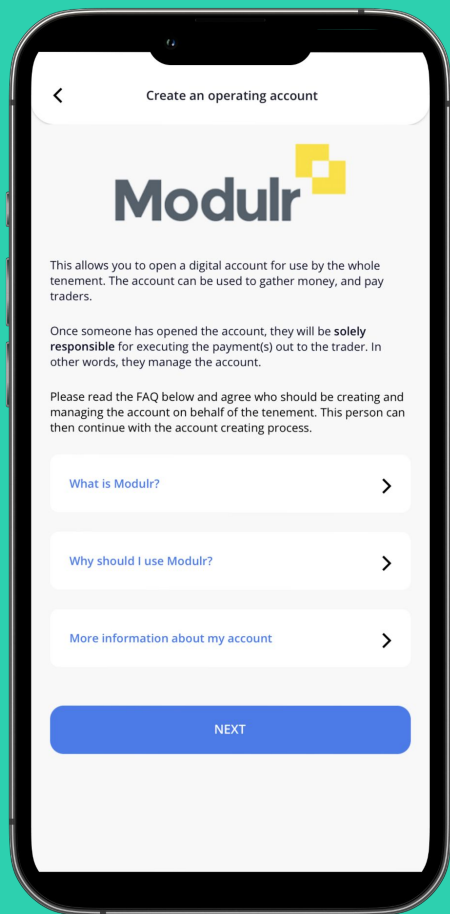
When it does, you will be presented with a **Payment Notice** in app. If you've created **digital account** through the app, details about what account to pay into will appear here.



Step 9 — Create an account

To open an account for repairs and maintenance for the whole tenement, you just need to **sign up to Modulr**. Any app user can do it, but then they **take responsibility** for authorising payments.

- **Take time to read the information screens and FAQ items.**
- **Your application is then processed by Modulr.** This includes “Know your customer checks”.
- We may require you to provide supplementary evidence during the signup process. If so, we will email you.
- Opening an account take one to three days on average.



- This digital account is **just like a bank account**, except it does not come from a bank, but an e-money institution (AEMI).
- AEMIs are **regulated by the Financial Conduct Authority (FCA)**, like any traditional high street bank.
- Why is Modulr **better** than your existing personal account?
 - Transactions are **separate**
 - Transaction history and balance are **viewable** by all
 - No banking fees
 - **Free** to open and close
 - 100% digital

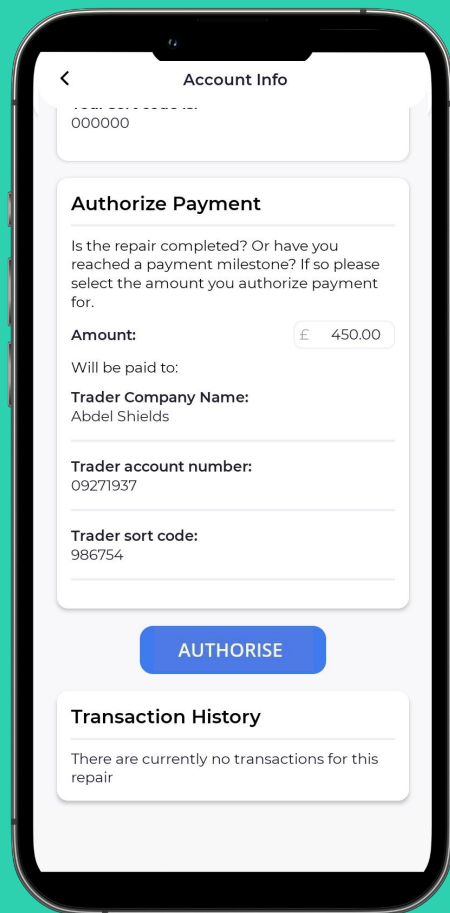
Authorise a payment

Once your account is active, clicking on “Access Account” in the Account & Payment stream takes you to your **account information** screen. This comprises:

- Account details (**this the account you and other owners need to pay into**)
- Account balance
- Authorising a payment
- Past transactions

To pay the trader, select the amount due, add Novoville’s fee (typically 2% unless otherwise stated) and tap on “**Authorise**”.

You’re done!



You can authorise multiple payments **to the bank account which the trader specified.**

You don’t have to pay everything in one go.

After you have submitted a payment in or out, **the app will take a few minutes to reflect your transaction.**

The app’s account will not show any incomplete share or any payment sent with the wrong reference code. If you are not seeing a payment which you expect has been received, please get in touch with us.

For **any support** query using your Modulr account, **please get in touch with us** on srhelpdesk@novoville.com or 0131 364 45 45

PROFILE

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Mobile

Landline

Authority
Edinburgh

SAVE

[Change Language](#)

[Privacy & Support](#)

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Profile

Viewing and editing your Novoville details

Your profile page is automatically populated with the information you provided when you registered. If you wish to add or change any information, you can do so by tapping on the relevant field.

Legal information

Click to see Terms and Privacy Policy
dedicated to Novoville Shared Repairs



Don't change your authority

Don't change your "authority"... unless
you have another virtual tenement in a
different authority.

Thank you for using ...



novoville
shared repairs

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