



Novus Homeshare:

Step by Step matching processes- Householder information

During the initial meeting with the Householder/s the co-ordinator establishes the list of needs the householder/s has as well as the criteria they are looking for in a homesharer. Upon completion of this meeting the co-ordinator puts together a profile and thus begins the process of matching.

Step 1:

The coordinator looks at current homesharers on the system and when looking at potential homeshare candidates for the householder, they consider a few points, for example:

- Schedule – does the homesharer have a schedule that fits the needs of the householder?
- Location based – are there any homesharer's who are specifically requesting to live in or around the home, and/or work in the area?
- Interests – does the homesharer share a similar interest with the householder?
- Help that can be offered – what help and support is the homesharer offering to potential householders?

In some cases Novus Homeshare may not have a homesharer on their system that matches the needs and wants of the householder and in this case they will source great new homeshare candidates that are better suited for the householder.

Step 2:

Once a list of homeshare candidates has been put together, their profiles will be sent to the householders to read.

Step 3:

The householders will get a chance to select at least 2 homesharers to meet, once they have done so a **match meeting** will be arranged, the expected attendee's will be:

- the householder/s,
- the homesharer/s,
- the family of the householder/s,
- the homeshare co-ordinator.

Step 4:

At the **match meetings** the householder will be introduced to their homeshare candidates. It is advised that one hour should be allocated for each homesharer. The householder and their family member are able to ask necessary questions such as the sort of schedule the homesharer may have, as well as questions that can establish common interests that will help break the ice. The

homesharer in turn is able to ask their questions that will help them gain a better insight to their potential householder as well as to understand what is expected of them. During this time the homesharer will also be able to look at the accommodation that is on offer which helps towards making a clear decision in regards to homeshare.

Step 5:

Once the householder has met with their prospective homesharer, the co-ordinator will contact them the next day to see how they felt the match meeting went. In some cases, where the householder hasn't been able to decide out of the 2, or they have taken a liking to 1 particular candidate but are not 100% sure yet, then a secondary meeting can be arranged. The secondary meeting is slightly different to the **match meeting** as the homeshare co-ordinator is not present. It can be requested that they attend, however it is usually advised that the secondary meeting involves the householder and their family (if required) as well as the homesharer. This provides a more authentic environment and gives a small insight of what to expect when a successful match has been made.

Step 6:

When a final decision has been made and the householder/s decides on their chosen homesharer, the process of finalising the match begins. Welcome letters are sent to both parties with information on their match as well as payment details and monthly fee information. The Welcome letter will come with direct debit mandates to be completed by each individual. The agreement documents are sent to the address of the householder. There will be 3 copies sent, 1 for the householder, 1 for the homesharer and 1 to be sent back to Novus Homeshare. All 3 copies will need to be signed on the homesharers move in date by both parties.

Step 7:

The day after the homesharer has moved into the property of the householder, a coordinator will call both parties to ensure that the move went smoothly, after that there will be a secondary call 1 week later to see how things are going. Novus Homeshare's policy in monitoring their matches is that every month both homesharer and householder will be contacted via phone by a co-ordinator to discuss their on-going match. Every 3 months there is a householder and homesharer visit that a co-ordinator will personally attend. If there are any causes of concern or any issues raised by the householder or homesharer, then the situation/match will be monitored, and Novus Homeshare will increase provide support to everyone involved to reach a solution that will satisfy both the homesharer and the householder.