**Invida Property Query Management System - Frequently Asked Questions**

In October 2024, we transitioned our property query management system to Invida. The change is intended to improve Property service quality.

This article is intended to help you understand how the changes impact you and how you can quickly adjust habits to take advantage of the benefits.

Pub teams can access the system to raise, check and provide feedback on queries via the My Pub area of the Pub Hub.

This new system is dedicated to the management of Property queries. For the avoidance of doubt, Stonegate Support is still available via the Pub Hub for you to raise all other queries.

If you are using a PC to view this document, we suggest using CTRL + F on your keyboard to open a search box so you can search for key specific words in the thread below. From a smart device, you should be able to use your browsers tools to search within the page in a similar manner.

**Question.** What is Invida?

**Answer.** Invida is our new Property Query Management system. Publicans can access the tool via the My Pub area of the Pub Hub

**Question.** Why can’t I raise property queries in Stonegate Support or Property Universe anymore?

**Answer.** We transitioned away from these systems for the purposes of Property queries in October 2024. The new system is intended to provide a better service via a dedicated system thereafter.

**Question.** How do I access the new system/Invida to raise Property queries?

**Answer.** Publicans are able to access Invida by visiting the My Pub area of the Pub Hub. Once within this area, click ‘Other Apps’ in the top ribbon. Then select ‘Invida’. You will now arrive in the Invida welcome screen.

**Question.** Howdo I raise a new query/ticket?

**Answer**. Publicans are able to access Invida by visiting the My Pub area of the Pub Hub. Once within this area, click ‘Other Apps’ in the top ribbon. Then select ‘Invida’. You will now arrive in the Invida welcome screen. Click on ‘Create new ticket’ to begin a new query/ticket. Click ‘Report a maintenance issue’. The system will now allow you to select a classification for the request through a series of options. Example, Build fabric > Glazing > Windows.

The system will also ask you for a brief description of your query as well as to add further detail. These options will help the team isolate the problem and assign the correct contractor solution.

You will also be asked to check a box referencing whether the matter is a Health and Safety risk.

The first time you raise a query/ticket, the system will also ask you to populate your contact details. The system will remember these thereafter.

**Question.** Does the system allow me to include photos or videos to help me demonstrate the problem?

**Answer.** Yes, a field exists in the query allowing you to upload photos. Do feel encouraged to include photos to help the team understand your request.

You can also upload videos but we recommend keeping them short. Longer videos will take additional time to upload as well for our team to enable and watch,

**Question**. How many photos can I upload in my query/ticket?

**Answer**. There is no limit to the number of photos you can upload.

**Question.** Can contractors see my photos?

**Answer.** Yes, we will be sending contractors and engineers photos that you upload.

**Question.** Will the system cater for me if I have multiple sites?

**Answer.** Yes,during the raising of your query/ticket, you will be able to choose from a list of pubs aligned to you.

**Question.** How do I view my queries/tickets?

**Answer.** Publicans can access Invida by visiting the My Pub area of the Pub Hub. Once within this area, click ‘Other Apps’ in the top ribbon. Then select ‘Invida’. You will now arrive in the Invida welcome screen. From within this screen click on ‘View tickets’. This will allow you to see all the queries/tickets you have raised, where you might have multiple sites, you will see all queries/tickets for all sites.

**Question.** How do I search for specific queries/tickets?

**Answer.** Publicans can access Invida by visiting the My Pub area of the Pub Hub. Once within this area, click ‘Other Apps’ in the top ribbon. Then select ‘Invida’. You will now arrive in the Invida welcome screen. From within this screen click on ‘View tickets’. This will allow you to see all the queries/tickets you have raised, where you might have multiple sites, you will see all queries/tickets for all sites.

You can search for specific queries using the search bar in the top right of the system.

**Question.** How do I cancel a ticket/query/job?

**Answer**. You can cancel a specific ticket/query/job at any time by opening it within Invida and clicking the ‘Cancel Ticket’ button at the bottom of the page. You will be prompted to supply a reason for cancelling.

**Question.** How do I provide feedback on queries?

**Answer.** You can interact with tickets throughout the process to share feedback. Simply open your ticket/query and click ‘add comment/photo’ to do so.

Once a ticket is completed you will also be prompted for further feedback as well as a star rating for the ticket.

If you have urgent matters, you can call our Property Helpdesk line 24/7. Dial 03333202085 and use option 4. Queuing times can vary, particularly during peak trading and periods of extreme weather conditions.

**Question.** How do/Can I re-open a ticket or recall a contractor?

**Answer.** You can re-open tickets/queries within 5 days of them being completed. To do so, open the ticket and click ‘re-open ticket’ at the bottom of the page. You will be prompted to provide a reason why you want the query re-opening.

You cannot re-open tickets/queries that have been completed for over 5 days. Instead, you can start a new query/ticket and include a clear reference to the first one in the description as well as why you want to communicate further on the matter. This will help our team join up the dots for you.

**Question.** Can I choose my preferred contractor for the job?

**Answer.** Do feel free to share your preference in the description fields in our ticket form whilst you are raising the query/ticket. This does not guarantee the output, but it will allow our helpdesk to explore that option first.

**Question.** How do I/Can I raise a quote for work?

**Answer.** Raisingrequest for a quote follows the same process as raising a query/ticket. Please just include the words ‘Quote request is required’ in the description field whilst filling out the ticket form.

**Question.** What if the resulting works are rechargeable to me?

**Answer**. We will not complete works that are rechargeable to you without your approval. Once you have raised a ticket, the helpdesk will assess the query in relation to your agreement. If the work is rechargeable, the team will inform you within the query/ticket including the value. You must reply within 14 days to authorise works to begin.

**Question.** How are my tickets prioritised/worked/triaged?

**Answer**. Tickets will be triaged within the Invida system and given an impact rating. The ratings are Critical (3 hours), High (24 hours), Medium (48 hours) or Low (5 days).

All impact ratings will be reviewed by our support team during office hours (8am to 6pm Monday to Saturday). You can help the team by including lots of detail within your queries/tickets.

Regardless of the impact rating, our goal is to have assessed each ticket within 30 minutes of it arriving (within office hours) so updates are visible to you.

**Question**. What will happen to my old queries in Stonegate Support?

**Answer**. Any property queries previously raised within Stonegate Support will either be closed down (with your feedback) or migrated to the new system. All your other queries will be maintained within that system. Stonegate Support remains as your method for raising queries for everything except Property.

**Question**. What is the difference between Stonegate Support and Invida?

**Answer**. The purpose of both systems is to help manage your queries. Invida just focuses on Property matters, whereas Stonegate Support focuses upon everything that isn’t Property.