

Five Reasons to Install & Use Shimmy at Elmsbrook



1

Elmsbrook Newsletter

The newsletter will no longer be distributed to each house on paper. Future editions will be available on Shimmy. Please have Shimmy notifications turned on and you will be alerted when each new edition is released

Elmsbrook Notices

Shimmy now has notices on events in your neighbourhood and activities taking place at Elmsbrook. These will come up as a notification on your phone to keep you up-to-date with what's going on. Just touch the notification for more details.

There's normally 1 - 2 per week.

2

Get The Most from Your Home

Shimmy records your energy usage, solar panel output, heat and water use minute-by-minute. Many residents have been finding the information very helpful to understand how to get the best from their home and not waste money. Carnego are running video surgeries to help you to do this - see details overleaf.

Be Alerted If There's A Problem

Shimmy can automatically detect problems or unusual patterns of energy, heat and water usage within your home. The system can now notify you if it detects something unusual. Shimmy has already helped residents spot and resolve problems with their rainwater systems and solar panels.

4

Future Features

Shimmy continues to be updated based on feedback from Elmsbrook residents. New features will include better energy comparisons between property types, energy 'top tips', booking of the Brompton bikes, and monthly reports emailed directly to you. We are also exploring the idea of a 'village noticeboard'.

5

Installing the App

If you haven't yet installed the Shimmy app on your phone or tablet, here's how to go about it.

1. Register your email address by emailing support@carnego.net together with your home's address. Include multiple email addresses for your home if more than one person wants to install the app.
2. Download the app from Google Play or the Apple App Store by searching for 'shimmy mobile'
3. Open the app and enter your email address and name when prompted.
4. Shimmy will then email you an activation code. Enter that into the app and Shimmy will then open. You only have to do this step once.

Not Receiving Notifications?

A key part of the Shimmy app is being able to notify you about what's going on in your home and at Elmsbrook. Please make sure you have notifications switched on in your settings.

If you have the Shimmy app installed and are concerned that you are not receiving the automatic notifications then please let us know at support@carnego.net and we will try to help you.

Support & Feedback

We always want to know what you think - good or bad. Please get in touch by email:

support@carnego.net

Maybe you have an idea for a new feature? Or a complaint? Or Shimmy doesn't seem to be working for you. Or maybe you just haven't used Shimmy in a while and want a refresher. In any event, please get in touch by email or why not book a Shimmy Surgery?

Booking a Shimmy Surgery

Carnego is now running online 'surgeries'. These Zoom sessions can:

- help you to resolve any issues you are having with the Shimmy app
- run through the Shimmy app and what it tells you
- help you to understand how your home works
- have a joint look at your energy
- suggest ways you can get more from your home and avoid waste

Residents have been finding these sessions very useful to understand more about their homes and their energy use.

You can book a session online by going to carnego-systems.appointlet.com and choosing a time that suits you.