

# NEWS

IT'S THE VERY LATEST



**SOUTH DEVON RURAL**  
HOUSING ASSOCIATION LIMITED

OmniLedger are pleased to announce the award of a new contract to supply their fully integrated Pyramid Housing Management System to South Devon Rural Housing Association Ltd (formerly known as Dartington Housing Association Ltd).

Established in 1958, South Devon Rural HA is a small Association with just under 200 properties in South Devon. The housing is diverse, including warden-assisted schemes for the elderly, young people and adults with learning difficulties, and a Care Home for the elderly, as well as a variety of homes for disabled people and those in General Housing Need.

Early in 2002 we realised that our current systems could no longer cope adequately with our increasing demands. The system had been in place for seven years, and could not provide the information we required at the speed or format needed. The decision to replace the system was made, and we fast realised that this would have far-reaching effects on the Association's work. We were looking for an integrated housing package with full accounts and an integral repairs system. We were also looking for multi-user capability, enabling staff to gain access to account details at their own computers - a fully-functional intranet / internet server-based system would be required.

Research was done before approaching any companies for quotes; involving all staff in the process – full participation of staff was paramount. Our anticipated needs were discussed, as were the systems currently in place or being changed in similar RSLs around the country. On-site visits to see packages live and running were made.

Quotes from six companies were received, and the three companies shortlisted were asked to our offices for demonstrations. The main attraction of OmniLedger was that the majority of our requirements were met within their standard package and, although not the prettiest software of those demonstrated, it was obvious that time had been spent on the programming behind it. We liked the software in part for its apparent simplicity, and the package they designed for us enabled a completely integrated solution.

The team at OmniLedger listened carefully to us, and organised an entire system according to our requests. The IT team are friendly and any issues we approach them with are dealt with promptly. Additional modules are available if we need them, and ideas listened to. A report is now being written into the system after a member of our staff asked how to produce it, which could benefit other OmniLedger clients.

The implementation of the system went smoothly, thanks to the combined efforts of the OmniLedger team and our staff, and we are determined to use it to its full potential. A re-evaluation of our procedures is taking place in light of the changes that have occurred due to OmniLedger being installed.

Year Installed: 2002 / Units: 191 / Previous System Used: Housing 2000

**OmniLedger**

