

BEXLEY CHURCHES HOUSING ASSOCIATION

TESTIMONIAL



Bexley Churches Housing Association [BECHA] is a small housing association established in 1965, providing a housing management and maintenance service to its 137 tenants, as well as a floating housing support service to the following client groups who are resident in the borough of Bexley, in order that they may sustain their tenancy: Offenders; substance misusers; low level mental health sufferers; victims & perpetrators of Anti Social Behaviour and vulnerable households.

BECHA has grown steadily since with 12 staff and are now well established in the borough as part of the voluntary community.

Steve Milford-Kemp, Chief Executive *"We were operating an old computer system, which was constantly letting us down. We made the decision to replace it and after looking at several different systems, decided to purchase the Pyramid system. We were in need of a reliable system that would cover all aspects of our work from rents and maintenance right through to the production of annual accounts. And as we are only a few in the office, we wanted an easy system that did not need a lot of data inputting.*

We were also in need of new hardware, and so were looking for a 'one stop shop solution' in order to avoid that risk of one firm blaming another one when things went wrong. It became clear early on in our discussions with Lee Wagnall from Omniledger that they could provide everything we required at a price that fitted our budget.

The timetabled deadlines discussed were realistic to both ourselves and OmniLedger. Our target date to go live was 1st April 2005 and the OmniLedger team met this and just 3 months after placing the order, all their promises became a reality!

The support received from both the trainer, Kevin Sander and the technical support team has been first class, and has allowed us all to have total confidence in the system. Since its introduction, Pyramid has been so reliable in comparison to our old system, that staff morale has also been increased considerably.

The noticeable benefits with the system are that it is a complete package (fully integrated). The tenants' notes facility is very effective, as all information can be recorded and the fact that the system is integrated any information that is added for the tenant/property is updated instantly. We initially saw an improvement on our arrears reports, but the real noticeable benefit has been with the production of the management accounts – It is easier and more efficient. The Pyramid system has provided us with the opportunity to provide our tenants with regular rent statements that can be accessed quickly."

Year Installed: 2005 / Units: 137 / Previous System Used: Excalibur/SDM