

BRISTOL COMMUNITY HOUSING FOUNDATION TESTIMONIAL



Bristol Community Housing Foundation is a community based, not for profit, Housing Association established in 1997 to redevelop the Upper Horfield estate in North Bristol.

The redevelopment was a partnership with Bristol City Council and Bovis Homes to transform the run down pre war Upper Horfield council estate into a thriving new community where residents can feel proud of where they live. The Foundation now manages 614 homes and is now developing various sites for housing in North Bristol.

Allister Young, Finance Director, *"In 2004 the decision was made to look at alternative systems that were available, as our existing IT system wasn't efficient or robust enough for our needs. We talked to neighbouring associations about the systems that they were using and then approached several suppliers before deciding on three for the tendering process. These organisations were invited to demonstrate their Housing Management System and OmniLedger was one of them.*

We were very impressed with the way OmniLedger initially handled our enquiry. Their proposal was more detailed than the other prospective suppliers and addressed our exact IT requirements. References and site visits were sought from current OmniLedger customers and it became apparent that OmniLedger had a high level of client satisfaction. There was also more information and support offered for the implementation process.

Once the decision was made, an achievable and realistic timetable was put in place for the implementation of the system. We were looking to go live on 23rd February 2004 and this was achieved without any significant issues. We found the training provided was very good and effective for our needs.

The noticeable benefits with the system are that it is a One-Stop Shop Solution (fully integrated). The reporting tool is an excellent feature and is a huge improvement on our previous reporting method. Another noticeable benefit is that invoices are linked to the repair orders. The notes facility is excellent as a complete record of all tenants/contractors outstanding issues can be recorded and with the integrated facility any user can access this information from any PC with Pyramid installed instantly.

It became apparent early in the contract that OmniLedger were flexible with innovative ideas and as Bristol Community are a small organisation this was very encouraging. There has always been good communication between Bristol Community and OmniLedger and they will always listen to any requirements that we may have. We have also found that with the system being fully integrated and easy to use this frees up resources. Any member of staff can help our tenants with enquiries, not just our Housing Officers and this has resulted in a more efficient service to our tenants."

Year Installed: 2004 / Units: 614 / Previous System Used: Manual/Excel Database

