

BROOKE PARK TENANT CO-OP TESTIMONIAL

Brooke Park Tenant Co-op was established in 1980 and manages 115 general needs properties.

Lorraine Constantinou, Manager, *"Our previous system was used by one member of staff and when they retired we decided to look for an alternative Housing Management, Maintenance and Finance system that would suit our needs. We needed a system that would be easy to use and reliable, and after talking to neighbouring associations OmniLedger were recommended.*

We requested further information and an indication of pricing before inviting them to visit our offices to demonstrate Pyramid and discuss the proposal. We were impressed at their market knowledge and found this very reassuring.

As with all computer systems our first impression of Pyramid was one of "fright", however, that feeling lasted a very short period and we soon found it to be a very user friendly system and we took to it like a duck to water.

Once the decision was made, we closed off the balances on our old system and transferred them across to Pyramid, so that we could start using the system straight away. The training we received was very good. The trainer was very patient, as we were very nervous at first, but everything started to fall into place once we started to use the system.

We noticed benefits straight away with Pyramid. We can produce easy to read rent statements that clearly illustrate their arrears. We are also able to highlight tenants that are at risk and make general notes regarding them through the notes facility that is unlimited with the amount of information that can be stored. The reporting tool is excellent as we can produce quality management reports easily and have the ability to export them into MS Office to manipulate them at our leisure.

Most importantly is the support we have received from the Support Team. We feel very comfortable that should we make errors, the support is there. This support we receive is vital as it means we are able to carry out our day to day tasks, which also means we are able to provide a first-class service to our tenants."

Year Installed: 2004 / Units: 115 / Previous System Used: PCES