

CHISLEHURST & SIDCUP HOUSING ASSOCIATION TESTIMONIAL



Chislehurst and Sidcup Housing Association (CSHA) works with communities in South East London. Established in the mid 60's CSHA provides specialist accommodation with support for elderly and disabled people, as well as offering management services to partner associations in the general needs rented housing and the supported housing sectors.

CSHA's focus is on high quality services and following a recent assessment they were rated in the top 1% countrywide for their Bromley-based Supporting People services. Much of their success is built on working effectively with their partners, including local authorities, especially in Bromley and Bexley, with other Housing Associations and the private sector.

Kim Wade, Finance Manager, *“Our previous supplier and in-house finance system were no longer working for us. We decided to look at alternative systems, as we wanted a fully Integrated Finance and Housing Management System. We employed a Consultant to research the relevant suppliers who could provide this. We also spoke to other associations to see what they were using and one of those associations recommended OmniLedger. We invited OmniLedger to our offices to demonstrate Pyramid. They listened to our requirements and were professional at all times. During the demonstration it was obvious that Pyramid was a user friendly system and would do everything that we wanted it to do.*

Once we decided to purchase Pyramid, a meeting was arranged to implement the system and a deadline for achieving this was agreed. The training we received was very effective. Kevin Sander, the trainer, was excellent and provided us with clear and concise training.

Since the installation of the system we have noticed several benefits. Most noticeably is the time that is saved when posting entries on the system. Pyramid is a fully integrated system, so any information that is posted against a tenant or property feeds through the entire system providing a single point of entry. Any member of staff can then access up-to-date information from any PC where Pyramid is installed. The notes facility is of huge benefit as all information can be recorded and there is sufficient space for each tenant. Everything is much more efficient.”

Year Installed: 2006 / Units: 175 / Previous System Used: Comino