

## SOUTH DEVON RURAL HOUSING ASSOCIATION

### TESTIMONIAL



**SOUTH DEVON RURAL**  
HOUSING ASSOCIATION LIMITED

South Devon Rural HA (formerly known as Dartington Housing Association Ltd) is a small Association with 26 staff, established in 1958. Despite its size, the Association manages a diverse portfolio of properties and provides management services to other landlords. It provides accommodation for single people and families along with a registered care home and a support service for older people. The

Association has also developed accommodation for young people and people with learning difficulties, these housing schemes being managed by others and. Given that they now provide services to leaseholders and have developed a sub-market rental scheme, demonstrates clearly the diversity and complexity of the business.

Early in 2002 we realised that our previous system could no longer cope adequately with our increasing demands, therefore, the decision was made to replace the system. We wanted 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 by involving all staff in the process, which was paramount. We discussed our anticipated needs and systems that were currently in place or being changed in similar RSLs around the country and arranged on-site visits to see packages live and running.

We received quotes from six companies, whereupon three companies were shortlisted and 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. We even had a report written into the system after a member of our staff asked how to produce it.

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

Steve Prime, Chief Executive, *"The main noticeable benefit of Pyramid since it's installation has been the fact that it is a One-Stop shop solution, fully integrated and information is accessible within a few key strokes. We have recently purchased a new module for Planned Maintenance and know that this will be a valuable asset management tool and the Purchase order module has helped to accurately define our costs on a property basis.*

*Costs have been cut due to the ability to produce management accounts and the rent arrears management statement has been beneficial showing our weekly and monthly paying tenants.*

*Over the years we have purchased different modules and have found them to be useful".*

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

**OmniLedger**