

ELDON HOUSING ASSOCIATION TESTIMONIAL



Eldon Housing Association Ltd, established in 1982, is a Charitable Housing Association. It is an established provider of supported housing for older people of Croydon and has expanded its support services to include care. This Domiciliary Care service enables tenants to stay longer in their own home.

Eldon's caring management service is extended to other Housing Associations in the South East, together with Administrative and Consultancy services to others further a field.

Elizabeth Range, Chief Executive, *"In 1990 having been with the Association 4 months reviewing its processes and IT support, which at that time was a small accounts package (Pegasus) that did not provide the necessary management data, I recommended a change. As I had already been through the market at my previous Association and selected OmniLedger Ltd, I recommended their system to Eldon Housing Association.*

OmniLedger Ltd had been selected in 1986 for my then larger Association because they not only could provide us with a fully Integrated Housing Management System that suited our requirements but had a very professional and informative Sales Team that were not pushy and listened to our needs. The main attraction was that the program was adaptable and could be written around our current and future needs.

With this in mind and in the knowledge that the system was transferrable to us as a specialist provider I confidently recommended the Association engage in employing OmniLedger Ltd as our IT supplier and support.

Once the decision was made, an achievable and realistic timetable was put in place for the implementation of the system. The training we received from the trainers provided the staff with knowledge and confidence to use the system competently. We ran the new system parallel with our old system but for only three months as the staff were keen to work with the new system, described as user friendly, sooner rather than later.

We have never looked back."

Rita Pascoe, Senior Finance Officer, *"The noticeable benefit with the system is the adaptability of the system to our changing needs. The reporting tool is an excellent feature and the printing options are very flexible along with the fact that reports are easily exportable into MS Office.*

It was apparent early on in the contract that the after sales service was excellent. The support that we have received from OmniLedger has been impeccable. They have always made themselves available to help with any queries that we have had."

Year Installed: 1990 / Units: 194 / Previous System Used: Pegasus