

NEWS

IT'S THE VERY LATEST

LOCHABER HOUSING ASSOCIATION

TESTIMONIAL



BUIDHEANN TAIGHEADAS LOCHABAIR

Lochaber Housing Association is based in Fort William and own/manage over 600 properties. The Association, established in 1988, is a non-profit making organisation that aims to provide good quality affordable housing opportunities for local people in the communities of Lochaber.

Isla Gray, Operations Manager *"Our old system became unsuitable for our needs, so we decided to research suppliers who could supply us with a Fully Integrated Housing Management & Finance System. We also talked to various associations to see what systems they were using. We visited the Scottish HITEX Exhibition, where we first saw Pyramid, OmniLedger's Housing Management System. We invited 3 suppliers, including OmniLedger, to our offices to demonstrate their system and discuss our requirements. Our impressions of the system at this time were that it would be efficient and provide us with what we needed.*

We found the sales team to be really helpful, professional and a pleasure to deal with. They had an excellent approach towards the organisation as a whole and our staff as individuals. The ease with which we could communicate with them certainly influenced our decision to purchase the software.

Once the decision to choose Pyramid from OmniLedger was made, the system was installed and we went live within just six weeks.

We were very impressed with the trainer from OmniLedger. The training experience was so positive for the organisation as a result of the trainer's competence, knowledge and manner. Each member of staff who received training expressed nothing but extremely positive feedback and we all benefited from the trainer's knowledge of the system, his skill as a trainer, and above all his patience and humour. I generally cannot praise him enough.

Since the system has been in place we have noticed various benefits. We have found that with the system being fully integrated, the service that Lochaber provides is more efficient. The drilldown facility is excellent as we are able to see all the tenant information on a single screen, without having to trawl through various options to find the data that we require.

Our arrears have reduced dramatically and we have found that Pyramid makes it easier for our Housing Officers to manage/monitor their arrears more efficiently and effectively.

We have found that information is very easy to access and as Pyramid is a fully integrated system, information can be accessed around the organisation straight away (real-time) and that is hugely beneficial to our organisation. This and the fact that we are able to provide clear and concise rent statements has helped us to provide our tenants with a more efficient and professional service."

Year Installed: 2004 / Units: 600+ / Previous System Used: Bespoke

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