

ROSEMARY SIMMONS MEMORIAL HOUSING ASSOCIATION LIMITED

TESTIMONIAL



Rosemary Simmons Memorial Housing Association was established in 1959 and is responsible for running The Fellowship Houses Trust, with homes in Surrey, Sussex and Berkshire.

Rosemary Simmons HA offers around 600 rented, leasehold and shared ownership homes for families and single people of all ages. Their new houses and flats meet the latest environmental standards and are designed to offer high quality, whilst remaining affordable.

Rosemary Simmons has been investing substantially in new homes and service enhancements and wanted to ensure that its IT systems could support this.

Michael Chinn, Finance Director at RSMHA, said: *"We researched several suppliers before deciding to purchase OmniLedger. We chose OmniLedger because in addition to providing a stable platform to handle compliance issues, Pyramid offered a management tool that would enhance our decision making capabilities.*

Our target date to go live with rents and repairs, upon completion of installation, was 1st April 2007, to coincide with the start of the new rent year. We followed this with the nominal and tenant modules on 1st June 2007. Both of these target dates were achieved without issues.

We decided not to run parallel with our old system. Instead, we backed up the system, transferred the balances with assistance from OmniLedger, and then went live with Pyramid. The training we received from OmniLedger's trainers was outstanding. I cannot praise them enough. Their knowledge and understanding of the system gave RSMHA confidence to use it.

We have found that with the integration of the rents, tenant, repairs and nominal systems it has saved time on reconciliation, ensuring that our information is in one accessible place.

Our savings and efficiency gains on areas such as voids and arrears are difficult to quantify at this stage and other factors have an effect (the economy), however, we have been able to reduce the staffing in the accounts department as a result of streamlining the system.

The system has helped to provide our tenants with clearer rent statements. Our service charge accounts and interim reports are produced promptly and are much more transparent.

Lee Wagnall, Sales Manager at OmniLedger, added *"The flexibility of the Pyramid system allows the user to get the IT system to work for them, rather than adapting their established procedures to accommodate a new system. A key requirement for RSMHA was the ability to quickly and accurately see the position of the tenant arrears, in respect of the Personal and HB elements and Pyramid provides this both on screen and via extensive reporting tools. The additional benefit to RSMHA was that Pyramid is a real-time, fully integrated system, so data is up-to-date every second of every working day.*

Year Installed: 2007 / Units: 520 / Previous System Used: SDM