

SHIAN HOUSING ASSOCIATION

TESTIMONIAL



Shian HA is a community based Housing Association, which was established in 1989 catering for the general needs of primarily ethnic minority people in Hackney and neighbouring areas.

Shian's purpose is to provide decent affordable social housing and relevant accompanying services in an effective, efficient and responsive manner, meeting the needs of primarily black and minority ethnic people from local communities.

The Association works in the London boroughs of Hackney, Haringey and Islington and manages over 400 permanent homes.

Leslie Laniyan, Managing Director of Shian Housing Association: "We looked at a number of systems and after talking to neighbouring associations, OmniLedger were the only supplier that could provide a comprehensive and fully integrated solution at the right price, without compromising the usefulness of the system.

What has impressed us with Pyramid is that it is extremely easy to use and requires minimal training. Pyramid is very reliable and we can honestly say that it has never let us down. The reporting mechanisms are excellent and we especially find that having the ability to produce good quality reports in PDF (Adobe Acrobat) is an asset.

We have found that OmniLedger listen to our requirements and are open to change when it comes to their system. They are happy to discuss this in great detail and should we have any specific requirements or amendments they are happy to adapt our system at a reasonable price and sometimes these changes have been made without charge to Shian Housing Association.

We are also happy with the Support Team. They have been extremely helpful on the occasions that we have needed their help.

We are in the process of looking at OmniLedger's Workflow and MS-Outlook Interface. We like the fact that this could help to reduce our arrears with the email alert functionality. We are also interested in the fact that it can also identify contractors who have not achieved the estimated completion date. We are looking forward to liaising with OmniLedger as we understand that this interface has many functions and could be extremely useful for Shian's housing staff."

Year Installed: 2000 / Units: 431 / Previous System Used: Manual