



## Hillhead H.A. 2000

Hillhead H.A. 2000 - Is a community controlled Housing Association operating in the Hillhead area of Kirkintilloch. Through a recent stock transfer, they have received over 900 tenanted properties and in excess of 400 leaseholder properties from East Dunbartonshire Council. A complete Pyramid system for fourteen users was supplied, along with a Linux server.

After the decision to chose Pyramid from OmniLedger was made, a handover meeting between Hillhead and the Training and Installation Departments of OmniLedger took place to arrange the phased implementation of their Pyramid system.

The target date for Hillhead to go live was the 28<sup>th</sup> June 2004. Hillhead are now up and running with their entire Pyramid system (July 2004) and training to cover every aspect of the system has taken place and was regarded as being effective. *“The training we received was extremely knowledgeable and the trainer was very effective in helping us understand the system very easily and clearly.”* Stephen MacIntyre – Director

And what have been the noticeable benefits so far...

*“Accessibility, user friendly and report writing is good. Flexible report writing to tailor our own organisational requirements without staff having to have the necessary IT skills.”*

*“Tenants will not necessarily “see” the benefits, but the fact that record keeping on the system is so good, any questions or queries on repairs can be accessed quickly and effectively resulting in better service delivery by staff.”*

**Stephen MacIntyre – Director**