GROSVENOR SYSTEMS LIMITED

PROPMAN

Retirement Leasehold Management Case Study

Susan Williams
Senior Finance and IT Officer
RLHA Group

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"The automated bank reconciliation now takes 50% less time with Propman."

rlha group

RLHA Group

Retirement Lease Housing Association (RLHA) was founded in 1971 by a group of committed and experienced individuals who came together as volunteers to achieve a shared vision. Their aim was to pioneer what was a revolutionary concept in housing at the time – the development of sheltered housing for sale to people of retirement age. RLHA now manage over 2,400 dwellings on 74 estates.

Prior to the implementation of Propman, we were using three separate systems to manage our accounts and properties. Due to business growth, we required an integrated system that acted as a debtor ledger, purchase ledger, rental and contract management system all in one. We needed a system that was Windows based and compatible with Microsoft products.

We chose Propman over several other software packages because it is non-modular and easy to use. In a demonstration, Propman impressed six of us with its ease of use. The finance team were happy to have an integrated system; the customer services team were pleased with the functionality, such as being able to link documents to the tenant's account and to create user definable Keynotes.

Propman's reporting facilities appeal to the management team by enabling them to quickly produce management information for board meetings as well as easily carry out VAT returns. Propman provides good functionality for chasing arrears, as well as linking of supplier invoices to the supplier accounts/payment run, which saves significant time chasing for payments. The automated bank reconciliation now takes 50% less time with Propman.

INTEGRATED PROPERTY MANAGEMENT & FINANCIAL ACCOUNTING SOFTWARE

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"The training sessions have all been very informative; the Propman training team have all been very professional and friendly and they also have a fantastic working knowledge of our business and of Propman."

"Propman more than meets our company needs and there are many more functions in Propman that we are yet to utilise which will bring further benefits and reduce staff workloads."

The Keynotes are one of the most useful features of Propman for RLHA, as they are easy to use and they allow us to send information from one colleague to another. They are used on every level of the system, from client to supplier. From an accounting perspective, the entries screens are designed in a similar manner from entering monies to nominal journals – this makes the system very easy to use.

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The support team have also been excellent; we always know when we call them that we will be answered by a professional and polite member of staff who will be able to deal with our query quickly and efficiently.

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