

Weaver Vale Housing Trust Go Live on QL Housing



Implementing and then making full use of an integrated housing management system implies a long term relationship with a supplier. Aareon is the largest supplier of housing systems in Europe. The key to our success is the quality of our systems and the service we provide our customers. All of the Company's resources are directed at providing housing management systems. In fact: ***"Housing is Our Business"***

Weaver Vale Housing Trust

Weaver Vale Housing Trust (WVHT) is an LSVT Housing Association formed in 2002 after the transfer of 6300 homes from Vale Royal Borough Council.

The Trust are the largest registered housing provider in Cheshire, with the majority of their homes situated in the market towns of Northwich, Winsford and Frodsham. Their corporate vision is ***"Transforming neighbourhoods, homes & services to improve the quality of life for our customers."*** The Trust is committed to providing the best possible service in maintaining and improving properties and providing their customers with a desirable home in a decent area.



The Selection Process

WVHT started to look for a new system as the old system that they were using was not able to meet the changing needs of their developing organisation. The Trust needed a system that would aid them in their business and grow with them. After a thorough review of the UK marketplace and after a number of reference visits and demonstrations, WVHT chose QL Housing from Aareon UK.

Andrew White, Director of Resources at WVHT said ***"We had a look at a number of other systems and felt that Aareon's was the one that most closely matched our particular needs - it put customers at the heart of the system"***

QL Housing is a fully integrated housing management system designed and developed specifically for social housing providers in the UK. QL is a flexible portfolio of software modules encompassing the fundamental disciplines of housing management, maintenance and development.

QL Housing is being used by approximately 100 users at the WVHT offices in Northwich, at the area offices and various other Trust sites.

Aareon - A Tailored Approach to Implementation

WVHT made full use of the training and implementation services from Aareon. Aareon's dedicated professional services team were able to ensure that all aspects of the implementation were expertly covered.

All Aareon implementations are governed by the Aareon Implementation Methodology, which is a clear, structured and documented framework focussing on the three main aims - to deliver the solution; on time, in budget and to quality standards. To ensure total transparency during each implementation, Aareon also supply a Project Website. This is a central repository for all project related material.

Aareon Project Manager, Diana Austin had this to say about the implementation: **“I enjoyed managing the Weaver Vale implementation. The relationship between Aareon and Weaver Vale was an excellent one and WVHT’s thorough and detailed approach to planning, data management and testing helped them to achieve a very successful go live. The staff at Weaver Vale were a pleasure to work with and were very appreciative of the work undertaken by the Aareon consultants.”**

E-Business Solutions - “delivering the future today”

In today’s modern environment your tenants expectations of the services you should provide have greatly increased. They now expect the same level of ease of access and availability provided by other service organisations. With these objectives in mind, Aareon concentrates on providing e-business solutions to meet these expectations in areas such as: internet access for the logging of repairs, access to individual service accounts any many other tenant orientated services.

WVHT chose i-Housing from Aareon UK; a web-based portal for their tenants and contractors which allows them to provide a ‘virtual housing officer’ 24/7.

Joanne Watkins, Project Leader at WVHT has this to say about i-Housing **“although we already had a web-based portal for tenants we chose to replace this with i-Housing as this provided additional benefits to our customers. The changeover went remarkably smoothly”**

Long Term Partnership

WVHT look forward to a long and successful relationship with Aareon. Andrew White says ***“The choice of QL and all the benefits that I believe we will derive from the new system are very much the start of a long-term partnership between ourselves and Aareon. We are already working on a second phase of additional modules of the system whilst reviewing and consolidating those areas of QL already in use in the Trust”***

Aareon UK Ltd

Building 500
Abbey Park
Stareton
Kenilworth
CV8 2LY

tel: +44 (0) 24 76323 723
fax: +44 (0) 24 76323 724



email@emma.woodward@aareon.com
www.aareon.co.uk