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Richmond Housing Partnership drives improvements in Customer Service with QL



Richmond Housing Partnership is a vibrant and innovative residential property management company based in Richmond, Surrey. RHP was established in July 2000, and now owns and manages 8,400 properties in Richmond and Hounslow. RHP's asset base includes 1,900 leasehold and 450 retirement properties. Both of these services are Charter Mark accredited. Their vision is to deliver consistently high levels of customer satisfaction.

Part of the challenge facing RHP was the outdated IT system that it had inherited from the Council on stock transfer. The system did not facilitate good customer service, and information was difficult to extract in a usable format.

Technology was seen as a key delivery vehicle to support the business plan, and as such, it was decided to begin a procurement process for a modern, integrated Housing Management IT System.

Even before the procurement exercise, RHP had created a Customer Service Centre in April 2005. The CSC takes up to 2000 calls per week and aims to resolve queries at the first point of contact.

After the tender and demonstration process had been completed, RHP selected QL Housing from Aareon UK Limited in January 2006. The implementation project commenced in February 2006, and the system went live on 4th December 2006.

RHP implemented the core modules of Contact Management and CRM, Workflow, Rent Accounting, Arrears, Allocations and Incident Management. Strategic Interfaces were provided to SUNAccounts.

Speaking after the implementation, RHP's Head of Information Technology, Jonathan Creaser, said:

"We are all very happy at RHP with the implementation and live running of QL. Considering the complexity it is probably the best implementation I have been involved with. Aareon were very professional and responsive to our requirements."

From the first day of live running, QL handled the contacts logged by the Customer Service Centre. The ease of navigation, and the ability to view customer information in one place on the system, plus the ability to report easily on the information entered, are seen as key benefits by RHP.

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