

New Charter Housing

The Plexus® CaseVision Property Management solution enables New Charter to add properties quickly and easily, as all historical records relating to the properties can be scanned and archived in a short period of time.

CHALLENGE

New Charter's primary business involves processing 6,400 applications for housing each year, dealing with inquiries from existing tenants, handling inquiries from the public, keeping abreast of new government initiatives and legislation, acquiring new properties and maintaining existing ones. For each of New Charter's properties there is a paper-based folder containing all information relating to that property: site visit reports, property deeds, maintenance and repair job cards, and so on. For each tenant there is a folder containing items such as applications for housing, doctor's reports and tenancy agreements. In addition, New Charter must store a wide variety of government and legal documentation.

Maintaining these tens of thousands of property and tenant files and folders, and the relationships between them, had become a labor intensive and error-prone process. The management team recognized that time spent handling paper and searching for files is time that could be better spent dealing with customers.

SOLUTION

Using the property management solution, 500 New Charter staff members have electronic access to all property and tenant files. This enables simple verification checks into repair status, suitability of tenants, applications etc. with greater speed and efficiency.

All incoming mail is intercepted in the mailroom where it is expediently opened and scanned by operators. Staff receives their mail electronically, and sophisticated workflow is implemented to handle inquiries. Handwritten notes no longer need to be keyed-in – they are simply scanned and forwarded electronically. The enormous backfile of one million documents was converted by BancTec's Business Process Outsourcing operation in Harlow, and stored in eFIRST Archive, providing a comprehensive online repository of all historical and current data relating to every property and tenant that has dealt with New Charter. The main system is located in New Charter Housing's premises, while a backup server resides at the building company's depot for disaster recovery purposes.

INDUSTRY

Property Management

CUSTOMER

New Charter Housing

SERVICES/PRODUCTS

Scanning and Storage

BENEFITS

The benefits of the property management solution at New Charter are considerable:

- Physical space savings
- Ease and speed of document retrieval
- Enhanced customer service and better inquiry handling
- Improved relationships with tenants
- Elimination of manual duplication of documents for inclusion in multiple folders
- Tracking of tenant movements – their details can now be linked to multiple property folders
- Faster processing of housing applications
- More effective management of building repair job tickets