

# MYOB Greentree

Client Community Housing Inc | Partner Kinetic Information Systems  
Location Australia | Product MYOB Greentree | Industry Non Profit



## Opening the door to an ERP solution that supports social housing

Community Housing Limited (CHL) is a registered charity and public benevolent institution delivering affordable housing accessed via various government programs. For 22 years they have provided housing for people who can't afford private rental. CHL now manages 5,700 properties across Australia. However, CHL was having issues consolidating its data properly, which was starting to affect important aspects of their business.

### Problem

#### Unaccommodated by a fragmented system

CHL is responsible for the day to day management of properties including rent collection, property maintenance, funding programs and tenant selection.

The institution collaborates with all levels of government, which means stringent and frequent reporting requirements. With a property portfolio that had doubled in four years, the old system of getting by (an accountancy and tenancy management system, an aging piece of asset management software, and piles of Excel spreadsheets) was no longer going to cut it.

Property maintenance was another area needing improvement. CHL employs more than 40 contractors in the various states it serves, with multiple variations in charges for the same jobs in different states. The large amounts of manual paperwork this generated increased the risk of errors in payments and purchase orders.

Patricia Vaz, General Manager, Corporate Services Community Housing Ltd says, "Because all of the different schedules of rates and different data, it was difficult to do consolidated reports. We were spending too much time trying to collate data and had no tools for doing long-term asset planning, which is an important part of our job".

**"We were spending too much time trying to collate data"**

### Solution

#### Kicking manual and clunky processes to the kerb

"MYOB Greentree was one of two products that really fit," Patricia recalls. "The others were not developed for maintenance and would have needed a lot of customisation. We chose MYOB Greentree because of its established commitment to the social housing sector and its strong Partner network."

The MYOB Greentree Partner already had system designs that suited CHL's needs and was able to integrate MYOB Greentree with its tenancy accounting system. "They were very flexible about meeting our needs and enabled us to manage our internal requirements and processes without forcing radical change on us."

**"We chose MYOB Greentree because of its strong Partner network"**

## Outcome

### Continuous improvement and innovation

Today, CHL activities nationally have one central database for managing its maintenance schedules. Thousands of different work items are now covered by a national bespoke schedule of payment rates, and MYOB Greentree easily processes tens of thousands of purchase orders annually.

“We have quality assurance of each work order and our contractors appreciate the clarity that MYOB Greentree delivers about their jobs,” Patricia says. “We can do budget projections for years ahead across all states, we can plan each financial year properly, and review costs and performance accurately.”

All maintenance data is entered into MYOB Greentree and automatically replicated in the tenancy accounting system. Spreadsheets have disappeared and producing consolidated quarterly reports now takes a day, where it used to take a full week.

CHL has been able to establish a national call centre for tenant inquiries. Previously, tenancy workers spent a lot of time inspecting properties and producing reports; now tenants phone in and get an instant response on maintenance and rent issues.

“We couldn’t have started this service without Greentree making all our data instantly available online,” says Patricia. “We’re introducing continuous improvements and innovations in the services we provide, so we’re now in a position to offer external maintenance service to other housing organisations.”

“One of our major needs was to acquire a business system that could grow with us. With MYOB Greentree, we have a system that will evolve with the company.”

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Before	After
+ Spreadsheets, separate systems with data that didn’t match	+ Centralised ERP data available instantly online
+ Discrete systems that lacked forecasting capabilities	+ Easy budget projections and sophisticated planning tools
+ Slow and labour intensive reporting	+ Time and manual effort to compile reports slashed
+ Difficult to accommodate CHL’s requirements	+ Bespoke and flexible, allowing the business to innovate