

MYOB Greentree

Client Compass Housing | Location Australia
Product MYOB Greentree | Industry Community Housing; Not For Profit



Resilient ERP helps tackle growing demands

Compass is Australia's largest regionally-based community housing provider. This not-for-profit organisation provides social and affordable housing options to people in need. Its services include: housing for low to moderate income earners, as well as disability, supported, seniors and indigenous housing. Compass chose MYOB Greentree to meet its current and future needs.

Problem

New system needed that could handle change

Organisations like Compass Housing Services Co Ltd play a vital role in helping the disadvantaged, and demand for its services is growing constantly. In 2014 Compass had 4,251 properties and \$1.3 billion in assets under management. It derived \$53.1 million in revenues. Its property portfolio is growing significantly after winning a joint bid for the Logan Renewal Initiative, the largest social housing revitalisation project in Australia's history.

To handle its increasingly complex asset management and reporting requirements, Compass needed a high-performance business system. "We wanted a system that was going to support us through the growth that we knew was coming," explains Systems Accountant Jeanne Packer. "It had to be fully integrated, rather than a collection of smaller, disparate systems. Also, we didn't want a solution that we'd have to change again in two or three years."

The Greentree Partner has an established commitment to the social housing sector which was an important factor. "Just as we wanted a software solution for the long haul, it was important to obtain the services of a good support provider that could help us during and post-implementation," Jeanne says.

To meet growing demand for housing services, Compass has undertaken a series of mergers with similarly-minded housing providers, expanding from its Newcastle base into the wider New South Wales central coast and further north into Queensland. "Greentree is capable of scaling up – we're talking about tens of thousands of extra properties," says Compass's Group General Manager, Greg Budworth. "Greentree is going to be very, very important in backing our growth."

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Solution

One source of information lifts performance

Greentree provides an integrated, online, real-time housing system that manages properties, tenants, community engagement, maintenance and finance. It captures information regarding tenant demographics, sources and movements to support faster reporting to statutory authorities. "Greentree is able to support the hunger that government housing authorities and the commonwealth government have for data," Greg says.

Jeanne says the creation of a single source of information has delivered major administrative improvements to the organisation. "It's very flexible software that is really easy to manage. We've found it allows us to change and be very dynamic as a business." This flexibility is evident in Compass's development of an automated Rent Review process within the housing system.

In the past Compass staff would approach tenants for financial statements or seek consent to log in and obtain the income information from Centrelink, the tenancy payment service operated by the Australian federal government. The housing system is now integrated directly with Centrelink.

Compass simply sends a file from Greentree to Centrelink and an online batch system retrieves the required income update. "This saves us so much time every year," says Jeanne. "We used to have eight or 10 people working fulltime for 10 weeks every six months to obtain this information. Now we are down to two people for four to six weeks instead and the calculation of tenant rents occurs in the background."

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Outcome

A system that can handle anything

Greentree's Payroll, Purchase Orders and Fixed Assets modules have also been added. Service Manager, including the contract management module, is being used to manage insurance and workplace health and safety obligations concerning suppliers and contractors. "We're also using Job Cost for just about everything," Jeanne adds. "It allows us to have a mini profit and loss statement for each of our properties. We can slice and dice the information any way we like, which allows us to take a higher view and to make decisions about our portfolio."

Greentree also offers an emergency response system. In early 2015, when storms lashed Australia's central coast, it was used to send bulk SMS to tenants advising where to report and obtain support if they'd suffered property damage. As Compass expands, so too does the need to monitor, and accurately report on, its activities. "From a chief executive point of view you survive on data, and it needs to be in time and verifiable," Greg concludes. "Greentree provides that right across the spectrum of the company's activities and I think that's the most important thing."

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Before	After
+ Disparate systems	+ Centralised data
+ Major growth difficult to handle	+ Better processes and decisions
+ Difficult tenancy management issues	+ Tenant management problems resolved
+ Changing compliance needs	+ Transparent reporting
	+ Flexibility for future growth