



Medina Housing Association

Medina Housing Association is part of the Spectrum Housing Group which **owns and manages over 16,000 homes, maintains a further 30,000 properties and plans to develop around 700 homes a year across the South and South West of England through Source Development Partnership.**

Medina Housing Association owns and manages almost 3,000 homes on the Isle of Wight. This is mainly general needs housing for rent but also includes sheltered housing, a Leasehold Scheme for the Elderly and a Foyer for young people which links housing with training opportunities. The Isle of Wight is an area of high housing need, and to help meet this demand there are a further 400 new homes in the development pipeline.

Medina Housing Associations' approach to service delivery is underpinned by a Neighbourhood Strategy and to a commitment to working in partnership with residents and local stakeholders.

A key aspect of the Associations' work is to ensure all its homes meet the Government's Decent Homes Standard by 2010 as well as a commitment to equality and embracing diversity, and the delivery of services to Quality Housing Service standards.

Medina Housing owns and manages eight sheltered housing schemes providing **320** homes. They include bungalows, houses, flats and bedsits, offering managed accommodation for single people and couples over pensionable age or registered disabled.

pimss4communities – everything you need to manage your housing assets:

Proven web based asset management system

Easy to implement, train and upgrade
Deploy across multiple sites

Core module to manage decent homes/WHQS

Links with other systems for accurate data sharing
Dashboard view, quick access to most used information

Optional modules

Energy – with in-built energy calculator
Asbestos – comprehensive reporting
Planning - scenario planning to manage forecasts and budgets
Contracts – track progress and spend
Servicing – managing servicing schedules
Handhelds – rapid transfer of data gathered on site

To find out how pimss4communities can help your business call 0800 121 8767 www.pimss.com

"we were after a database/register that key personnel could use on a daily basis therefore it made sense to combine this with the Stock Condition Database. This enables our Direct Maintenance Service to access this information 24/7."

The benefits of pimss4communities

The system is being used all the time for Decent Homes data especially as the 2010 deadline approaches. The key benefits of **pimss4communities** have been the ability to generate a variety of reports, tailoring the reporting to most frequent request and providing visibility across the organisation. As more staff and partners are able to see the data, the number of requests for information and therefore interruptions to other work have reduced.

One of the big benefits is reporting on energy efficiency. Having information to hand on the system rather than paper based saves time and improves accuracy. The plan is to import the information directly from a PDA and using the system to quote EPCs, again saving time and money. Surveys are currently being carried out on a sheltered scheme where the properties are all similar; information can be cloned and registered, which is a real saving. The in-built Energy simulator will allow the Association to target poorly performing properties with the quickest and most cost effective method of improving the energy efficiency, whilst being certain what the end result will be in terms of EPC Rating.

Adrian says that the focus has been on ensuring that all the data held on the stock is accurate and complete across all the systems. Once that has been achieved, there will be more benefits to come as greater use is made of the facility to manage planned works, generate five year programmes, generate SAP calculations and develop and monitor a thirty year business plan for the Association. Increasingly the system will become a one stop shop for anyone wanting to access or manage aspects of the maintenance programme.

Tracking and planning major programmes such as renewing bathrooms and kitchens which are carried out by the in house team runs alongside other specialist works such as gas servicing, electrical safety and roofing, where it is either necessary or more cost effective to out source. Aligning, resourcing and tracking this work is complex and there is no doubt that the dashboard facility in **pimss4communities** makes it much easier to be able to move between screens and access information.

In respect of the asbestos module Adrian says "we were after a database/register that key personnel could use on a daily basis therefore it made sense to combine this with the Stock Condition Database. This enables our Direct Maintenance Service to access this information 24/7. In addition we have linked this to our Housing Management System which in turn generates asbestos warning information on repairs orders to inform operatives that asbestos may be present thus prompting them to check the asbestos register prior to attending site."

Adrian says "**pimss4communities** does everything that we want it to do. We want to build on what we have and I'm looking forward to the day when all the records relating to a property or group of properties is all on the system, so there is no need to use the paper filing system.

Over the next few months we intend to provide our project surveyors with PDAs with the intention of loading their individual planned programmes for the whole year. This will assist them in the management of their programmes whilst allowing them to update and check stock information on site, thus reducing double handling of data and enabling us to keep PIMSS up to date almost on a daily basis.

The team at PIMSS is very helpful and responsive and it's great to know that there is always someone who will pull out all the stops to help – that assurance is something that few organisations can match."



PIMSS Data Systems
10 Woodside Business Park
Birkenhead
CH41 1EL

Tel: 0800 121 8767
Fax: 0870 460 1979
Email: pimssinfo@pimss.com

www.pimss.com

software that's an asset

Medina Housing
ASSOCIATION LIMITED
Part of Spectrum Housing Group Ltd



pimss4
communities

Planned improvements

The Association has a programme of planned works and improvements in excess of £3 million per annum and has almost completed the process of carrying out Stock Condition Surveys to all of its properties. The Medina Board has approved expenditure of £15 million over the next five years on Planned Maintenance Programmes.



The **Five Year Planned Maintenance Programme** details specific programmes of work that generally include **new kitchens, bathrooms, windows, entrance doors, roofs, boilers, external works, fencing and paths.** The Association is also committed to improving the thermal efficiency of its properties and is working in partnership to provide insulation to the majority of homes that need it.

Planned maintenance includes external painting to all properties at least every five years and at the same time undertaking an inspection of the outside of the property, and carrying out any minor repairs that are required.

The majority of the maintenance programme is carried out using contracting partners and the Associations' in-house Direct Maintenance Service Team and satisfactions levels are monitored and reported to a Repairs Forum.

Choosing an asset management system

Medina Housing Association selected PIMSS Data Systems as the provider of its asset management system provider at the time that Savills' Commercial undertook surveys for Decent Homes in 2000. The relationship with PIMSS Data Systems and Medina Housing Association has always worked well, and when PIMSS Data Systems decided to develop and release the new web based **pimss4communities** system, the Association was amongst the customers who provided their input into the new software.

Medina Housing Association was also the first organisation to buy the new system and has been involved in testing it prior to roll out to other customers. It wasn't an automatic choice though. As Medina Housing Association is part of a larger group, other asset management systems providers were invited to demonstrate their software before a decision was made. The Group's IT Manager was an important decision maker and he was impressed with **pimss4communities'** flexibility. The team responsible for asset management was also keen to continue working with PIMSS Data Systems. Adrian Pragnell, the Asset Surveyor, says "we have always liked working with PIMSS and wanted to maintain the relationship. We were impressed by the demonstrations we saw and the system is intuitive, it did everything we wanted. But just as importantly, there is always someone available on the end of the phone at PIMSS and they respond very quickly. That responsive service was an important factor in the decision making process."

pimss4communities is used to manage the maintenance programme. Medina Housing Association have bought the core module with the planning and reporting features, the asbestos, energy and handheld data capture modules.

Medina Housing Association's vision

For Medina Housing Association, implementing **pimss4communities** is part of a vision. The move to choice based lettings and the desire to make information much more accessible to tenants and other partners means that plans and programmes of work need to be shared far more than ever before. Adrian Pragnell sees the asset management system as one part of a jigsaw that includes the housing management system and GIS, all sharing information and providing the platform that will enable tenants and prospective tenants to look up information about properties on line. Whilst the source won't be visible, it will be possible to draw information seamlessly from all three systems: information about rents from the housing management system, the location of schools and other services from GIS and details of planned repairs from the asset management system. The fact that **pimss4communities** is web based supports this plan.

So the plans for **pimss4communities** include linking to the housing management system and GIS, so that accurate data is available across all three systems. In Adrian's view no individual system is the 'master', each has a specific function and he wants to build on the specific functionality of each system whilst ensuring that the information and data flow between them is fast and accurate. **pimss4communities** is available for 17 staff to view information, but the ability to change the data is restricted to key individuals.

"we have always liked working with PIMSS and wanted to maintain the relationship. We were impressed by the demonstrations we saw and the system is intuitive, it did everything we wanted. But just as importantly, there is always someone available on the end of the phone at PIMSS and they respond very quickly. That responsive service was an important factor in the decision making process."