Open Housing
Your partner in housing management

Open Housing

IBS Open Housing is purpose designed to provide Local Authorities and Housing Associations with a comprehensive software solution for housing management. Its modular, feature rich structure is ideally suited for housing providers ranging from a few hundred to tens of thousands of properties. And its true Windows™ format, combined with an integrated people and properties database, enables easy navigation of the system and allows users to gain a complete picture of any situation.

Fundamental to Open Housing is its open platform technical and operational flexibility. Written in Progress 4GL, it can be used with a wide range of technologies and operating systems including UNIX and Windows NT. It links to other IBS Open software solutions and will seamlessly integrate with popular business packages such as Microsoft Word and Excel.

Importantly, Open Housing can be tailored to your exact needs. The modules are highly parameterised so that you can use your existing coding structures and prepare customised management information reports. Each element is designed in such a way as to give you all the advantages of using the very latest software technology but with the convenience of familiar processes and procedures.

With Open Housing you also benefit from the expert consultancy, implementation and operational support available from IBS. The combination of innovative software with a company dedicated to customer service offers you a unique opportunity to achieve best value in every aspect of your housing management.

Fully integrated modules

Void Management

Allows you to reduce your void periods and increase the details held on the void processes. These can be linked to property sub-status and automatic standard job creation within the repairs module.

- Creation of void sub-status to monitor void works
- Automatic job logging via void sub-status control
- Monitoring of keys
- Performance monitoring
- Automatic calculation of void loss

Waiting Lists and Allocations

Reduces time spent on application creation, offers and matching procedures. It incorporates the facility to hold an unlimited number of waiting lists and pointing schemes which, in turn, can store other organisations' waiting lists.

- Waiting lists and pointing schemes
- Common registers
- Matching facility by person to property or property to person
- Mutual exchange partnership/suggestion
- Nominations

Rent Accounting

Easy to use, fully functional system designed to ease your rent accounting and administration procedures. Charges are stored individually against either the location, tenancy or person and linked to the user defined sub-accounting and arrangements systems. An integral cash receipting facility is available which enables you to post cash to accounts interactively and in batch. Payments can be split for different tenancies, types of payment and sundry debts.

- Full on-line tenancy enquiry functions
- Arrears progression and regression mechanism
- Sub-accounting including sundry debts with sophisticated income allocation
- Service charges
- Electronic interfacing capabilities and batch saving facility
- Extensive rent collection facility
- Tenancy 'arrangement' facility

Right To Buy

Monitors all stages of the Right to Buy Process.

- Rent account information defaulted into application
- Warning message of approaching key dates
- Standard documents created by the system
- Standard reports included

Homelessness

This is part of the common core database and gives access to any previous details held against the enquirer. It allows the simple creation of enquiries, management of homelessness accommodation and private lodgings, including the facility to create attributes and matching criteria.

- Enquiry management
- Links to waiting lists
- Production of DOE returns
- Temporary accommodation management
- Private lodgings facility

Development

Integrates fully with the finance and housing modules. Spreadsheets are utilised for appraisal and cash flow forecasts with links to the housing module allowing for pre-allocations.

- Scheme appraisal
- Cash flow projection
- Automatic links to housing management and finance modules

Planned Maintenance

Administers all types of planned maintenance including cyclical, servicing, refurbishment and major works.

- Automatic update of attributes
- Contract management
- Retention monitoring
- Interim certificates

Responsive Repairs

Ensures jobs are logged as quickly as possible and monitored through to invoicing. Full job history is

available for all properties. Comprehensive commitment processing allows drill down from ledger codes to individual jobs.

- Quick and easy job logging
- Commitments drill down from analysis code through to job
- Facility for partial completion
- Contract and contractor monitoring
- Multiple schedule of rates
- Non-schedule items and unlimited text on works orders
- Pre/post inspections
- Tenant satisfaction surveys
- Automatic update of property attributes

Service Charges

Allows calculation of charges to be made in various different scenarios. Calculations can be modelled in Microsoft Excel via DDE before applying directly to location charges.

- Seamlessly links into IBS Open Financials
- Apportionment via user defined parameters
- Charges can be held in summary or detailed form

Appointments

Accesses the core people and properties database to ensure comprehensive logging of activities.

- Gives ability to create user defined templates for type, time slots, priorities and escalation paths
- Allows for capacity planning of officers and tradespeople
- Non-modular dependent

Features

- True client server
- Genuine Windows™ 'point and click'
- User friendly
- Feature rich
- Easy navigation via people and properties
- DDE links to the desktop
- Powerful graph facility
- Flexible management reporting
- Open platform
- Integrates with other popular business packages
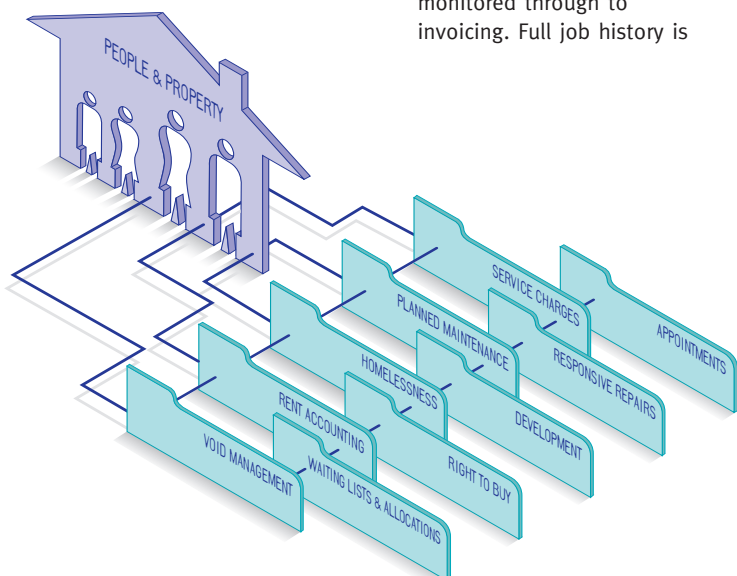
The fully integrated housing solution

IBS (Public Services) Ltd is dedicated to providing IT based business software solutions for UK Local Authorities and Housing Associations. This has been our sole area of business since we were founded in 1979 and is the focus for all our activities.

One of our key strengths, and fundamental to our ability to deliver appropriate, well defined solutions, is our commitment to employing people with exactly the right balance of expertise and industry knowledge. Many of our team have direct Local Authority and Housing Association experience, and we are an accredited Investors In People company.

Through the skills of our people we are able to offer you a total solution. This ranges from consultancy and technical support to essential user services such as training and helplines. We are certified to BS EN ISO 9001, with the TickIT initiative, and in each area of activity we adhere to proven effective quality controlled procedures.

As part of the IBS group, one of the world's leading software organisations, IBS (Public Services) Ltd gives you the assurance of working with a stable and well resourced business partner. Through our Open Housing, Open Financials, Open Revenues and Contractorplus software solutions, combined with our comprehensive services, we offer you proven solutions for streamlining working practices, increasing efficiencies and optimising delivery of best value.

IBS

Software Specialists for the Public Sector