



608: Making Technology Work For You: A Small Provider Perspective

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About GHC

- Small family housing provider, started in 1986
- 10 staff
- 288 units: 252 RGI, 36 affordable housing units
- Located in Gloucester, Ontario – RGI housing built before amalgamation with Ottawa






GLoucester
HOUSING CORPORATION
INVESTING IN COMMUNITY

- Designated as 100% RGI
- Aging stock
- Insufficient capital reserve to meet requirements
- Operating agreements end in 10-15 years

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Software Upgrade

- Current property management software purchased 2006, Yardi Enterprise
- In 2012 upgrade purchased
- New ED in 2012
- Upgrade process proved challenging within an environment of organizational change
- Decision to hold on upgrade
- Negotiation with software company



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- Researched options
- Favoured option not affordable
- Organizational change: number of Board members retired
- Staff turnover in 18 months, new strategic plan within 2 years
- Previous staff and Board had been involved with software upgrade – corporate information lost



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- Timely introduction of new software on the market, HSC Insite
- Housing Services Corp. Client Manager available to explain the benefits of the software and supported GHC through process
- Reasons for choosing Insite:
 - Affordability
 - Established relationship with developing software company
 - User-friendly, similarities with preferred product
 - Support from local office and Client Manager



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Lessons learned from a small provider

- Research the market
- Think through organizational capacity and timing
- Build additional HR resources into budget and project plan
- Seek out the experience of other providers
- Communication with software company vital at every stage.



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