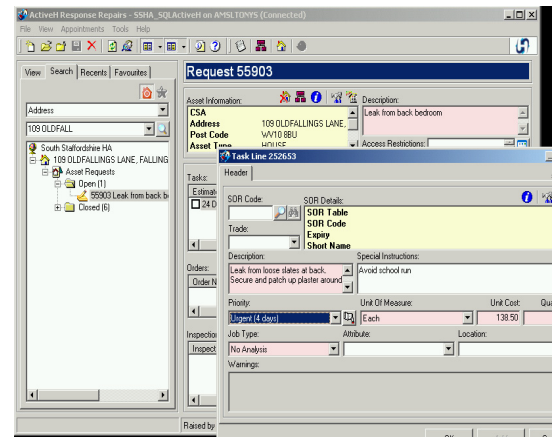


MIS Active Housing Management Systems

Module: **ActiveH Response Repairs**

Rev 02

Introducing the complete Client Response Repairs control, monitoring and ordering application for Registered Social Landlords and Council organisations managing housing stock. A fusion of the unparalleled experience of MIS Active Management Systems Limited, together with the marketplace's "Best of Breed" technologies delivering integrated Housing Management Systems.



The result is a highly stable and scalable system providing at its core a fully integrated multi-user, real-time Response Repairs environment, offering the most feature rich system of its kind.

Integration

ActiveH Response Repairs provides immediate benefits to the organisation, by providing a nexus for all of your interactions with other systems. The application is designed around the management of repairs placed with internal and external contractors, whilst integrated to other modules such as rent accounting and Lettings. It has the ability to link to handhelds and the internet, as well as most popular finance packages. ActiveH Response Repairs delivers maximum functionality, management control and provides an unsurpassed, unique staff friendly, user interface.

Collaboration

Developed in close collaboration with over 30 housing associations and a number of Local Authorities, ActiveH Response Repairs sets out to address all of the shortcomings that the Housing Corporation commonly identify in existing repairs systems for RSL's, and we firmly believe that it will meet and exceed your expectations.

If you're looking for an easy to use, full Windows product handling repairs, ordering, appointment management and tenant feedback monitoring, or are just trying to ensure that your staff have information at their fingertips, then ActiveH Response Repairs is the system for you.

Big enough to deliver, but small enough to care

General Features

- Ease of use and modular design
- Stable system for mission critical environment
- Automatic drill down for contact and tenant details
- Comprehensive asset and property management
- Recording of asset attributes (eg asbestos)
- Major works defect periods accommodated
- Integrated diary
- Request logging and task logging based on SOR or narrative
- Multiple task priorities and multiple SOR tables with warranty periods
- Contractor contracts control including order allocations, pricing and CIS
- Internal (user) and external (contractor) inspections supported
- Multiple works orders per original request
- Expense coding automated by use of coding maps and authorisation limits
- Workflow features to tailor systems to organisational requirements
- Generation of works order details including variation tracking
- Generation of task and emails to internal staff
- Appointments and generation of tenant confirmation letters
- Processing of external contractor documents (invoices/credits)
- Ability to record tenant satisfaction or contractor questionnaires
- Financial integration with external finance systems

Optional Features

- Link to CRM module
- Integration to repairs diagnostic systems (eg Omfax or M3)
- Web components to allow contractors to access via secure web pages
- User defined additional information can be added at any time
- Generation of works orders via PDA or SMS text messages
- Integration to document image processing
- Integration to DLO / internal contractors using ActiveH Contractors module
- Links to lettings, rents, planned maintenance and other modules

Reporting and Management information

- Works order, tasks and inspection reporting
- Contractor and Key Performance Indicators
- KLOE information
- RSR
- Decent Homes (England)
- SHQS (Scotland)
- All viewable browser information may be exported to Excel
- Crystal Reports and Microsoft Reporting Services compatible

Designed for Usability

Full Windows utilising browser and inspector data handling with on-line help
User definable desktop schemes, integrated tasking and total security
User customisation through built in Workflow functionality
Multiple currency, email and SMS texting enabled
Fully integrated to Microsoft Office products and utilising Word for all letters
SQL Server 2000/2005, thin or thick client, Citrix and Vista compatible

For more information or to arrange a demonstration please contact us directly.

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