

Local Authority Case Study

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The main function of Grosvenor Systems' Propman system, which we have at Liverpool City Council, is for the management of our properties with rents passing. We have about 4,000 property records on the system. We use Propman, in the main, for rent collection and financial reporting and, through the diary function, for management of Lease Renewals & Rent Reviews.

The system was installed around six years ago, and was purchased as an “off the shelf” system with some bespoke, to ensure compatibility with the City Council's Corporate systems.

Grosvenor have always been very accommodating in adding improvements, particularly on the reporting side, either within general upgrades to the system or as one-off jobs at our request. We have had very good training and support from Grosvenor, who are always willing to listen to, and comment on, any suggestions we may have regarding amendments to be included in future system upgrades.

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INTEGRATED PROPERTY MANAGEMENT & FINANCIAL ACCOUNTING SOFTWARE

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On 1st October 2003 the City Council entered a joint venture partnership with Mouchel Parkman, which is known as 2020 Liverpool. The new company has taken over the Property Management function, so in effect we are now in the private sector. We anticipate that this move will give us the opportunity to develop and expand our use of Propman.

At present we have around ten regular users of the system, although we are licensed for 27. We see the number of users increasing as more surveyors and valuers start to use the system. Similarly, we intend to make more use of the Diary function and are aiming to load data in connection with, for instance, the Gas and Asbestos Registers.

There is a great deal more we could get the system to do for us and we are planning to become much more active in the way we use Propman. As an example, currently we do not input property valuations into the system, but we plan to start doing this in the near future.