



Owner Retirement Association Case Study

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Broadleaf Management Services

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Broadleaf Management Services

Broadleaf was formed in 1990 as a specialist sheltered and retirement housing management company with the key objective of offering a flexible, commercial approach to management issues tailored to the needs of each individual development.

Based in Hampshire, Broadleaf currently manages just fewer than 1,000 individual properties in developments throughout Southern, Eastern and South West England. Our experience spans the retirement housing spectrum and includes two developments in the grounds of residential care homes, as well as mixed developments such as bungalows, cottages and apartments. The size of our developments ranges from as few as 18 properties, with the largest being just under 60 properties.

We currently employ 37 people in nine varied roles, from Scheme Managers to Concierges and Estate Managers. Our largest development comprises 50 properties on an 11 acre parkland estate where we employ four people on a full time basis.

Before installing Propman we had been using a basic software system installed in 2000. We considered two programs when we decided to move away from our old system and decided on Propman as it offered everything we needed and could be set up and running comparatively easily. The other program we considered required an awful amount of input to suit our company's needs, which we felt was too onerous. Being a small company we did not have the time or manpower to get it going.



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Propman manages our portfolio very efficiently, with 1% of the paper printouts the previous system used. One of the biggest benefits of Propman is the ability to manipulate any of the data from the entire database into user defined reports so you get a report containing exactly the information you require within minutes.

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We have only had the initial in-house training at the inception, which was excellent and has seen us through ever since. The support received from Grosvenor Systems is arguably the biggest plus of all, as the support team are truly excellent. Before Propman, we were used to waiting days before a problem was dealt with but with Grosvenor it is dealt with in minutes, with just one phone call. Be it a problem or advice, whoever assists us has always been very good. From a customer's viewpoint this is very important, especially for a small company such as ours.

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