

Local Authority Case Study

Robin Stratton
Head of Commercial
Property Management
Camden Council

*“Grosvenor has done
some bespoke work for
us to customise the debt
reporting, which works
very well”*



Camden Council

We are one of the earlier users of the Propman system, which we have had in place since 1996. Propman is our main database for information on commercial properties and we use it for the financial management of our leasehold properties, a function which it performs very well.

Currently we have 1,100 individual units on the system including shops, workshops and industrial units, and Propman holds all the details of our tenancies, rent accounts, rent collection and debt recovery.

The key thing is getting updated information of, for example, changes in lease and rental terms into Propman as quickly as possible, so that we can use it more effectively.

There are uplinks from Propman to our mainframe financial management system and we do a daily cash import into Propman, so that we can update all the rent accounts with the amounts paid.

We are working towards meeting the targets set by central Government for local authorities to supply the majority of their services online by 2010.

Our commercial tenants can already pay their rent online by credit card through Propman, a facility which we developed in conjunction with Grosvenor.

*“Grosvenor has always provided excellent
and personal service and support”*



*“It was a good decision
to buy Propman”*

In the future I would like to expand the way we use the Diary and Reporting functions. We currently have the debt and collection reporting, outstanding leases and rent reviews, but we could make a lot more use of both the standard reporting and the user defined reporting functionality. Grosvenor has done some bespoke work for us to customise the debt reporting, which works very well. We are looking at linking Propman to our GIS mapping system which could happen in the next year or so.

As a local authority we do have more demands made on us than a private sector organisation in that we have to respond to central Government. For example, when the Freedom of Information Act comes into force next year, we will have to provide information to people within a certain amount of time.

Propman will be an invaluable tool in helping us to do this. It was a good decision to buy Propman, and Grosvenor has always provided excellent and personal service and support

For more information on how Propman can benefit your organisation please contact our sales department via the contact details at the bottom of this page.

*“Propman is our
main database for information
on commercial properties”*