

Local Authority Case Study

Mike Helszajn
Property Unit
Falkirk Council

“Grosvenor provided excellent training, modified to meet our needs, and have rapidly resolved any operational problems”



Falkirk Council

As part of Community Services, the Property Unit at Falkirk Council manage 850 properties, comprising industrial units, retail units and office complexes, with a total of 800 tenants. The rent roll is in excess of £5m per annum and we needed to renew our existing system and eventually shortlisted three companies, finally selecting Propman.

The Propman system was chosen because Grosvenor demonstrated a clear understanding of our requirements and the particular problems we faced. It is a comprehensive and functionally rich system which meets our needs now and in the foreseeable future.

Now that the system is up and running, Falkirk Council can see the benefits in time and efficiency. The aim is for Propman to be our one-stop shop for property information and we have changed working practices to make the most use of the system. The reporting side is very simple and easy to use and we are able to use our own selection criteria to create reports tailored to our needs.

“The Propman system was chosen because Grosvenor demonstrated clear understanding of our requirements and the particular problems we faced”



*“The Propman system
does all it said it would
and is flexible for our
future needs”*

A useful feature is the ability to link to other documents such as pictures and scanned leases which we can attach to the relevant file, although we estimate that it will take a year to complete this.

Keynotes is also a brilliant feature of the system, allowing users to add on a lot more information and link to other modules. Grosvenor is very open to suggestions from customers and there is an active user group.

We attended the Annual User Strategy Group meeting and found it very useful to exchange ideas with other users. Grosvenor provided excellent training, modified to meet our needs, and have rapidly resolved any operational problems.

We were looking for a system which could grow with us and we made the right choice in selecting Grosvenor Systems as our provider.

The Propman system does all it said it would and is flexible for our future needs.

*“The reporting side is
very simple and easy to use
and we are able to use our
own selection criteria
to create reports tailored
to our needs”*