

# Residential Block Management Case Study

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## Trinity Estates

Trinity Estates is a residential property management company, which was started about three years ago. We have 11,000 units under management and we anticipate a further 12,000 units coming online in the next 18 months or so. Ours is a volume business and we produce large numbers of ground rent and service charge invoices and supplier payments.

We initially used spreadsheets to manage our properties, but as we grew, this quickly became unworkable. We chose Propman from Grosvenor Systems. One of the advantages of being, at that time, a small start-up operation, was that our working processes were still fairly fluid and our staff had not adopted rigid working practices, so we were able to be flexible in the way we wanted Propman to work. The amount of data input at that time was also manageable; with hindsight we implemented Propman at just the right time.

The system stores all our property records, generates invoices and also deals with supplier payments. We are essentially a customer service business with a one stop shop approach and it more important that our frontline staff have excellent telephone, rather than book-keeping skills.

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*“Propman is very easy to use”*

On this basis, the fact that Propman is very easy to use for these staff, with a minimum of training, was a major factor influencing our choice of the system. Propman does require detailed setting up for each property, but this can be handled with the right training. The Keynotes section is particularly useful, enabling us to keep contractor information and arrears control notes and we plan to make greater use of this facility in the future.

The standard reports in Propman meet many of our current needs, but there is a very good user defined reporting option which means we can get most reports we want out of the system, and we will make increasing use of this. We also plan to implement the Job Module which will allow us to order and program works and control all the reactive maintenance side of our business.

We anticipate continued growth in the property management market and we see our business growing supported by Propman. Ongoing support from Grosvenor Systems has been very good and we have a lot of confidence in the Grosvenor team. I am happy with Propman and I have enjoyed the experience of implementing it.