

Customer success story
Compass Housing

Industries

Not for Profit



Community
Housing

Location
Australia

Greentree product suite

Financial Management
Supply Chain & Distribution
Customer Relationship
Management
Job Cost Management
Workflow
Human Resources & Payroll

RESILIENT ERP FOR COMMUNITY HOUSING

Greentree provides Compass Housing Services with a total business software package for asset and tenancy management.

CHALLENGE Compass needed a system that would integrate disparate functions, to handle reporting and property control issues and meet increasing requirements for its services.

SOLUTION Greentree's integrated financial, CRM, job cost and asset management give comprehensive and highly flexible data control capabilities.

RESULTS All vital data is readily available in one place, enabling better reporting and decision-making, while tenancy details are directly linked to government systems, saving huge amounts of time in calculating rent incomes.

Organisations like Compass Housing Services Co Ltd play a vital role in helping the disadvantaged, and demand for its services is growing constantly.

Compass is Australia's largest regionally-based community housing provider. Its services include: housing for low to moderate income earners, as well as disability, supported, seniors and indigenous housing. To handle its increasingly complex asset management and reporting requirements, Compass needed a high-performance business system.

"We wanted a system that was going to support us through the growth that we knew was coming," explains Systems Accountant Jeanne Packer. "It had to be fully integrated and we didn't want to have to change systems again in two or three years."

Compass chose Greentree to meet its current and future needs.

A billion-dollar business

In 2014 Compass had 4,251 properties and \$1.3 billion in assets under management. It derived \$53.1 million in revenues. Its property portfolio is expected to double in size

as the result of winning a joint bid for the Logan Renewal Initiative, the largest social housing revitalisation project in Australia's history.

To meet growing demand for housing services, Compass has merged with similarly-minded housing providers, expanding from its Newcastle base into the wider New South Wales central coast and further north into Queensland.

"Greentree is capable of scaling up – we're talking about tens of thousands of extra properties," says Compass's Group Managing Director, Greg Budworth. "Greentree is going to be very, very important in backing our growth."

A system for dynamic change

Greentree provides an integrated, online, real-time housing system that manages properties, tenants, community engagement, maintenance and finance. It also captures tenant information to support faster reporting to statutory authorities.

"It's very flexible software that is really easy to manage," Jeanne says. "We've found it allows us to change and be very dynamic as a business."

Watch video here >



Greg Budworth, Group Managing Director,
Compass Housing

"Greentree is going to be very important in backing our growth."



This flexibility is evident in Compass's development of an automated Rent Review process.

Direct linkage saves time

"Every six months, every community housing organisation in New South Wales is required to obtain income statements from tenants and this information is used to calculate rents," Jeanne says. "With 4,000 tenants to deal with this can be a very tedious task."

Greentree has replaced this cumbersome process by being integrated directly with Centrelink, the federal tenancy payment service. Compass now simply sends a file from Greentree to Centrelink and an online batch system retrieves the required income update.

"We used to have eight or 10 people working fulltime for 10 weeks every six months to obtain this information," says Jeanne. "Now we are down to two people for four to six weeks instead."

Better data, better decisions

Greentree's Payroll, Purchase Orders and Fixed Assets modules have also been added. Service Manager, including the contract management module, is being used to manage insurance and workplace health and safety obligations.

"We're also using Job Cost for just about everything," Jeanne adds. "It allows us to have a mini profit and loss statement for each of our properties. We can slice and dice the information any way we like, which allows

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us to take a higher view and to make decisions about our portfolio."

Greentree also offers an emergency response system. In early 2015, when storms lashed Australia's central coast, it was used to send bulk SMS to tenants advising where to report and obtain support if they'd suffered property damage.

As Compass expands, so too does the need to monitor, and accurately report on its activities.

"From a chief executive point of view, you survive on data, and it needs to be in time and verifiable," Greg concludes. "Greentree provides that right across the spectrum of the company's activities and I think that's the most important thing."

In May 2015, Compass was awarded the Greentree International Don Bowman Initiative Award in recognition of its work in using technology to improve the lives of others. [Read more >>](#)



Established in 1985, Compass Housing Services Co Ltd is a not-for-profit organisation, and primarily aims to alleviate the hardship of housing stress for low to moderate income earning households by providing secure and affordable housing, as well as delivering housing products for disadvantaged people who have difficulties sourcing adequate and affordable housing.

www.compasshousing.org

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