

Milton Keynes YMCA selects Kypera Housing for ease of use, functionality and efficiency



The charity selects Kypera Housing for ease of use and functionality, so staff can work more efficiently and provide a better service.

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The YMCA is a leading Christian charity committed to supporting all young people, particularly in times of need. Amongst its services, Milton Keynes YMCA provides long-term accommodation for 18-30 year olds and manages the city’s emergency access homeless hostel.

When Simon Green joined Milton Keynes YMCA as Housing Manager the organisation did not have an effective Housing Management System. After researching the available software on the market, he requested demos of three systems and drew up a list of criteria. This list included 20 items which he felt were essential, such as the ability to produce rent statements, an arrears module that prompted actions needing to be taken, and the ability to merge data to produce letters.

Kypera Housing was much more modern than the other systems and the only one that could meet all 20 requirements. Simon summarised the key benefits of Kypera Housing to the organisation:

- Intuitive and very easy to use due to the use of the latest Microsoft.NET technology throughout
- Improved efficiency – MK YMCA has created the time-equivalent of one full-time employee so that staff can now focus on other aspects of the service to deliver additional benefits to customers
- Greater accessibility to all staff in the department, so information is more readily available
- Greater confidence and accuracy in the information produced
- Greater visibility of arrears - leading to debt reduction
- More effective working due to prompts from the system

“The look and feel of the Kypera system is intuitive to any user of Microsoft Windows and that is a great advance on other systems. The single biggest benefit is having user-friendly software, so that people are not intimidated by it. If you need to find something, then you can just get on and find it without any frustration.”

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“We are now able to manage debts much more effectively as we have a much clearer picture of the arrears situation. I expect our debts to reduce dramatically. Because Kypera Housing is so easy to use, staff can obtain rent statements and chase arrears when the Housing Officer is away - anyone can do it.”

Simon Green, Housing Manager, Milton Keynes YMCA