

## Case study

### Gallions Housing Association



a case study by:

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Gallions Housing Association is an RSL with approx 5,500 properties primarily based in south east London.

allpay understands the specific requirements of the housing sector and provides GHA residents with a variety of payment methods for paying their rent and service charges. Our innovation and ability to offer new products to meet market demands particularly impressed GHA.

### What were the key challenges?



The key challenge faced by GHA was to ensure that the downloading of payments would be compatible with our systems.



### How did allpay meet the challenge?



allpay delivered on aspects of the tender. The technical support provided by allpay was invaluable and was translated into a language which could be easily understood by non-technical people at GHA.

Any issues raised were dealt with promptly and professionally together with patience and excellent customer service.

allpay excelled in the overall implementation of the project.



### Why did you choose allpay?



At the presentation given by allpay as part of the tender evaluation, we were told that the effort to implement would be minimal. When the contract was awarded and we began the implementation this turned out to be true. We had services managed by three different providers. This did not pose any problem and the conversion was handled professionally.



## What are the key project successes?



The original tender document was very well presented, the presentation delivered by allpay staff was informative and answered all the questions we had.

The service components met and exceeded our requirements especially during implementation giving us confidence that allpay were extremely experienced and would deliver on time.



## What were the results?



The project was delivered on time with no interruption to service. Our tenants have experienced no inconvenience due to the change in supplier and GHA can now offer a payment collection service which meets the needs of its business.



If you would like to know more about how allpay could help your organisation, talk to us today.

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