SDM Newsletter – November 2023

Issue 2315

Welcome back to our next newsletter.

Roadmap

Have you seen the latest road map? What do you think?

Working together with customers is our priority in achieving a better housing software solution. If you would like to propose any suggestions or would like further information about the new road map, contact sales@sdmhousing.com.au

Procedure Review

Are your procedures/training guides current? SDM's training consultant can assess your current procedural notes and provide your organisation with suggested improvements or update your training guides.

Contact sales@sdmhousing.com.au for a quote.

SSRS Reporting

SDM introduced SSRS capability for reports in 2021 (Licence Year 2020 onwards). Standard reports were converted to SSRS and can be run if SSRS has been installed and configured on your system. The user can still continue to run existing reports/TXRs using ReportWriter.

Have you considered using SSRS for your standard reports or converting specific reports/TXRs to SSRS?

If you would like further information, contact helpdesk@sdmhousing.com.au

Tips and Tricks

Have you browsed through our Standard Reports before customising your own? This edition of the newsletter, we are focusing on some of these reports. For further details about reports, refer to the module's on-line Help in the top menu.

Rents & Housing -
Tenant Payments Report - This report can be used to check which tenants have or have not made a payment in a specified period.

Tenant Transaction Report - This report will show transactions for a particular period by Form Type/Tenant.

Tenant Account Balance Report - This report shows the split of each Current Balance between Memo accounts and Due by the tenant balance. Up to four Memo accounts can be reported at one time and the remainder are totalled into an 'Other' column. The balances are also 'aged' and the number of periods

overdue is shown in brackets next to the balance.

Repairs -

Jobs Analysis – There are a number of reports in this menu. Each gives different information, but all use the same criteria page. Some examples include Jobs Awaiting order, Jobs Awaiting Completion, Jobs Awaiting Invoicing, Response Times, Completion Times.

Budget Variance Report - This report is linked to the Nominal Ledger and allows Maintenance staff to track expenditure against budget. It is linked via account type, cost centre and analysis codes.

Cyclical Maintenance Report – cyclical information input is on tab 4 of the RM property file and can be used to report on cyclical work due to be carried out at future dates.

Voids -

Year to Date - This report shows the cumulative Number of Void days and Void Loss for each property.

Void Action Status Report - This report will list Void properties that come in the specified Action criteria. The report can be specified for one or all Actions, over a particular Start, Actual or Target Date. It can also be used to report Complete or Non-Complete Actions.

Complaints -

Complaints Resolution Times Report - This report will show calculation between Complaint Reported date & Actual Resolution date. It will also show if a complaint was resolved on time or if there was a delay

Purchase Ledger -

Payments Report - This report will list all payments made to suppliers.

Nominal Ledger -

Management Reports - This option allows the user to produce Income and Expenditure accounts, Balance Sheet and Monthly Management Reports. The reports can be made up of a number of groups, Income, Expenditure etc. each with any number of lines. The line totals can in turn be made up of any number of analysis codes added together. The reports can then be run by Account Type, Cost Centre or Analysis code.

Update from Development Team

The SMS module review enhancements are now available. Further details have been released in a subsequent newsletter.

Workflows are now available in Rents & Housing, Repairs, Allocations and Complaints.

Order Integration and Polling module review is now available. Further details have been released in a subsequent newsletter.

If you would like to know more, please contact sales@sdmhousing.com.au