

Cintra Case Study

Soha Housing, Didcot



Based in Didcot, Soha Housing were formed from the transfer of housing stock from South Oxfordshire District Council and are a non-profit making provider of affordable homes for people who prefer to rent, or cannot afford to own or rent their own home.

With around 4,700 homes and a turnover of approximately £18 million, Soha are one of the largest registered social landlords in Oxfordshire and as such, are committed to re-investing any money they make for the benefit of their tenants.

In the Spring of 2004, Soha began to research the payroll industry for potential, suitable suppliers in order to reduce their costs, get better reporting and more flexibility.

One of the key criteria in creating their shortlist was that the successful provider had to have a payroll solution that would enable Soha to key in their own data and retrieve detailed and unique management information. The successful provider also had to be able to offer some level of bureau support in order to ensure continuity of service, in the event that one or more of their payroll team was off work for whatever reason.

Soha's Financial Controller Emma Gates said, "Cintra stood out from the very start. We knew they had a strong presence in the social housing sector and they responded reassuringly quickly to our enquiry, putting together a solid presentation, and most importantly, their prices were very competitive. We placed our order around April 2005, had our pre-implementation meeting in September, the parallel run took place on our October payroll and we went live in November 2005. I have to say it all went like clockwork"

When asked what benefits they've noticed since going live with us, Emma highlighted the ease of access to information, better efficiency through less time spent on admin and checking, the ability to make late changes right up to the BACS deadline and of course the substantial cost savings they realised by moving their payroll to Cintra.

We asked Emma, "with the benefit of hindsight, if you could go back in time, what if anything, would you do differently", to which she replied – "I would definitely move to Cintra sooner"

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