

Brunata accounts and 24/7 access ensure fair allocation and a better dialogue with the residents

Torben Fisker, Technical Manager at North Jutland Housing Association in Hjørring



With its choice of Brunata's online solutions, North Jutland Housing Association has achieved significant time savings. At the same time, the error sources have been minimised compared with the earlier more manual allocation of consumption accounts undertaken by the housing association, Technical Manager Torben Fisker explains.

Remote reading, online access and fair allocation help the residents and free up time so that North Jutland Housing Association can now give a higher priority to its core business - creating good homes for its residents.

After many years with no less than three different suppliers of water and heating accounts, North Jutland Housing Association has gathered all its accounts with Brunata.

"We have been Brunata customers for more than 15 years and chose the company because of the complete solution - they can handle the entire task for us. It is less the price structure than the professional service and guidance we get from Brunata that was important to us," says Torben Fisker, Technical Manager at North Jutland Housing Association.

For North Jutland Housing Association, it is a core task to ensure greater security and transparency in relation to the residents' home economy. With Brunata's individual metering and accounting, the residents only pay for their own, actual consumption.

"Previously we handled water accounts and cost allocation ourselves, but with Brunata the water accounting has become more fair," Torben Fisker says.

Remote reading and daily measurements make everything easier

The housing association's large properties, including one in Aalborg, now have remote reading, where the residents' consumption of heating and water is measured daily and can be monitored online via Brunata WebMon and Visual.

This has made it far easier for the residents, as they no longer have to be at home when the meters are read. In addition, it gives the housing association



Technical manager Torben Fisker and technical case worker Charlotte Bering Jørgensen, both from Nordjylland Housing Association, are now able to monitor the properties' consumption of water and heating online using Brunata WebMon.

new tools for advising the residents.

"We are delighted with the internet solution offered by Brunata. For instance, we can help the residents improve their heating economy - we have done that several times. If residents say they have no heating, we can also check whether that is actually true," Torben Fisker explains.

In addition, daily readings and 24/7 access mean that some issues can be resolved directly by telephone and at the computer, without the housing association needing to send an employee to investigate what is happening at the property, he adds.

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Brunata does the work

It is not just the residents who benefit from the Brunata solutions. The collaboration has also made the housing association administration easier. All the data are now gathered automatically by Brunata, which then looks after the rest and ensures the accounts are correct. That saves time and minimises the error sources compared with the previous manual allocation of consumption costs by the housing association itself.

"Our core business is to create attractive homes to rent. When Brunata handles all the rest, we can focus on maintenance of homes and exterior areas, Torben Fisker says, adding:

"Brunata is very solution-oriented and I regard them as advisers rather than salespeople. They take our enquiries seriously and immediately follow up if we have a problem. They also provide sparring and have organised courses for the administration and our inspectors, for instance about how to create accounts. That provides us with a sense of security."

FACTS

Customer	North Jutland Housing Association, Arsenalvej 20, DK-9800 Hjørring, with 1,800 homes in properties in Hjørring, Frederikshavn, Læsø, Brønderslev, Jammerbugt, Aalborg and Rebild. Brunata customer since 1999.
Contact	Technical Manager Torben Fisker, tf@bonord.dk.
Brunata solution	Brunata supplies remotely read heating and water meters and prepares annual heating and water consumption accounts. The strategic systems have 24/7 online access to consumption data with the option of printing reports from WebMon and creating presentations in Visual. Readings are registered several times a day via BrunataNet with permanent connection. Data are saved on Brunata's database server and accessed with a personal login.
Installation date	Customer since 1999 with regular extension of the involvement and replacement with remotely read meters. Since 2010, some systems have had WebMon installed with 24/7 access to daily readings.
In use	Yes.
Project description	After many years with no less than three different suppliers of water and heating accounts, as well as its own accounts department, North Jutland Housing Association wanted more uniform measuring of and accounting for water and heating consumption in the homes. It therefore chose to enter into a new partnership with Brunata because of the complete solution and professional guidance it offered.
More information	Call the sales department at tel. +45 77 77 70 70 or write to salg@brunata.com. Read more about Brunata's solutions at www.brunata.com .