

# Case Study: Word document templates

## End Client: UK housing association



### → Client's Background

One of southern England's largest housing associations with multiple offices across the region. At the time of writing they owned and managed 25,000 homes for more than 66,000 residents, employed more than 900 people, and worked with more than seventy local authorities.

### → Templates Required

**Stage 1:** letter, memo, fax, with advanced 'Visual Basic for Applications' programming to provide dialogue input boxes.

**Stage 2:** 'flat' letter and memo templates, without any programming, to be used by touch typists.

**Stage 3:** additional subdivisions required their own template variations, along with many subsequent updates, amendments, and new templates being added.

### → Project Details

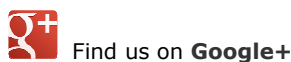
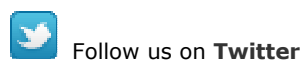
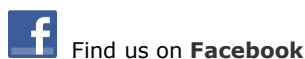
The project involved designing the initial document layouts and transferring the design to the page to create the templates themselves. Programming work then added the dialogue boxes, and thorough testing ensured that everything worked as it should before implementation.

### → Conclusion

Fourteen years after the first set of templates was delivered, they were still going strong. Many new templates had been requested in that time, including newsletters, emailers, letterheads for each subdivision which contained no programming at all, and even Excel spreadsheets.

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