



## PIC MANAGEMENT™ AT THE NEPTUNE HOUSING AUTHORITY

### The Challenge

Neptune Housing Authority manages over 1,000 residents made up of 345 Public Housing units and 318 Section 8 vouchers in Neptune, New Jersey. Faced with a constant struggle to balance their time between the everyday needs of their tenants and PIC Submissions/error correction, the Neptune staff found themselves to putting in many hours of overtime. They wanted to keep focused on their tenants but knew the repercussions from HUD should their Submission Rates fall below 95%.

### **DID YOU KNOW?**

Tenmast will perform all your 50058 submissions and error corrections and **GUARANTEE** a 95% Submission Rate or higher!

### KEY RESULTS

- Relieved undue stress from increased workload by resolving PIC issues
- Tons of time saved equals significant financial savings
- Agency put at ease by Tenmast's reputation as "PIC Experts"

## The role of PIC Management™

Before Tenmast began performing the PIC Management™ Service for Neptune in July 2009, the Section 8 and Public Housing Coordinators were responsible for all PIC Submissions in their respective areas. Celeste Gomez, Section 8 Coordinator, said the agency “was always dealing with tons of issues and errors that resulted in a lot of extra work.”

Prior to using PIC Management™, Celeste estimates that it took two employees 1-2 full working days per week or almost two weeks to complete PIC submissions and error corrections for one month. On one occasion, it took several days to track down the error through five previous tenants in a unit. Says Celeste, “This increase in time savings would equal a significant amount of money if I were to sit down and figure it all out. We were working ourselves to death with PIC.”

The agency was familiar with the Tenmast reputation as the PIC Experts, which made the decision simple. The transition to PIC Management™ from their previous methods was quick and simple. Tenmast’s reputation as the “PIC Experts” made the decision obvious. “It could not have been easier” said Celeste. “The transition was effortless and that’s what our submissions are now, effortless.” While they do have to remain diligent with certain daily tasks related PIC Submissions, they currently do not have to have anyone who must be dedicated to the prior responsibilities.

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an appreciation for PIC Management™, saying “Everything is working great, we are completely satisfied. There is nothing I would change. I have not one complaint or request. It is money well spent. Other agencies, I don’t think they know what they are missing. You just don’t have to worry or even think about it. If you have anyone thinking about using Tenmast, have them call me. I’d love to talk to them and tell them how wonderful it is.”

**For more information on PIC Management™** please contact Kari Mullins, kari@tenmast.com or call 877.359.5492 ext. 279.

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