



## PIC MANAGEMENT™ AT THE GRANT COUNTY HOUSING AUTHORITY

### The Challenge

Experiencing continuous problems maintaining PIC scores with YARDI software, Shelli Nesmith, Asset Manager at Grant County Housing Authority, WA (GCHA) became overwhelmed with PIC problems. With 21 years of housing industry experience, she knew a change in her PIC process was a necessity.

### **DID YOU KNOW?**

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

### **KEY RESULTS**

- Saves valuable staff time
- Experience stress free PIC submissions
- Guarantees consistently high submission rates

## The role of PIC Services™

Taking the first step by attending a Tenmast PIC training, Nesmith was amazed at how trainer Mike Denny made PIC seem so easy. Denny, PIC Coordinator at Tenmast Software, has worked closely with HUD on the PIC development process since 1999; making Tenmast one of the primary PIC system testers HUD relies on. He has helped hundreds of PHA's submit 50058's to PIC successfully.

Attendees were walked through the process of PIC from A to Z. The training took Nesmith's PIC fears away. She had no idea of the tools PIC offered to make things easier on Housing Authorities. She had been dedicating 10 hours a week to PIC. Following the class, Nesmith immediately contacted Tenmast to solve her PIC issues even further, buying an instant PIC cleanup.

With a PIC Cleanup, Tenmast guarantees to bring a HA's score above 95% by working closely with the agency to correct PIC errors. Nesmith worked with Denny one-on-one. Describing him as a great leader, she says she "couldn't be happier" with his work.

The agency also purchased QuicPIC from Tenmast. QuicPIC is a tool that automates PIC data processing tasks without navigating the PIC website. The software also checks for errors, automatically submits error-free records, and instructs users how to fix records that have errors. This has led to a huge improvement at GCHA. Nesmith cannot imagine not having it, **"I love QuicPIC. It is my friend!"** Not only is the HA submitting error free 50058's, but they have taken control of their data. **"PIC was a nightmare, but I've got a handle on it now. I could not have done this without Tenmast,"** Nesmith says.

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Happy she attended the training that led to better PIC submissions, Nesmith knows Tenmast's PIC services could benefit all HAs. **"Tenmast has a tool the entire industry uses."** Tenmast offers classes **nationwide** throughout the year. Trainings can be offered in a seminar style with multiple Housing Authorities or individualized to the needs of your Housing Authority.

**For more information on PIC Services™** please contact Kari Mullins, [kmullins@tenmast.com](mailto:kmullins@tenmast.com) or call 877.359.5492 ext. 279.

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