landlord.access

LANDLORD ACCESS AT THE HUNTINGTON WEST VIRGINIA HOUSING AUTHORITY

The Challenge

The Huntington West Virginia Housing Authority prides itself in offering timely and sufficient housing to families who are seeking affordable housing. The agency manages about 1,275 Section 8 vouchers and provides HAP payments to over 1,000 landlords. Prior to using Landlord Access, the Housing Authority was processing and mailing 1,000 landlord statements each month, and preparation of mailings took "an entire business day," Vickie Lester, Director of Finance and MIS says. The housing authority was using direct deposit, but had the desire to stop sending actual statements to their landlords. The agency contacted Tenmast Software to purchase the Landlord Access program, an online module for landlords that provides current and detailed historical HAP Payment information with a secure username and password. The PHA began using the Landlord Access program in December of 2008.

Smith Realty, Inc. ▾		Print Voucher

Payment Summary

Payment Date	01/01/2010	Payment Number	0000008099
Direct Deposit	Yes	Amount	$17,067.00

Tenant Payment Detail

Description	Address	Amount
BLACKWELL, DESIRE	1122 CITY	$873.00
SMILEY, ELEANOR	1132 CITY	$885.00
MARTIN, MARIA	1129 BALTIC AVE	$1,036.00
HICKS, SHIRLEY	1116 CITY	$1,085.00
HEMPHILL, KECIA D	213 N NORTH CAROLINA AVE B	$660.00

KEY RESULTS

- **$4,770 Savings** per year
- **Reduced paper** statements by 50%
- **Reduced HAP Payment** processing by 50%
- **24/7 Access** for landlords, including HAP history payments
- Described as **"user friendly"**
- **Positive feedback** received from landlords

Tenmast Software – Landlord Access Case Study

The role of Landlord Access

After 14 months of use, Landlord Access has been very beneficial to the Huntington Housing Authority. The agency claims many benefits from the program, including the improved communication with Landlords since **Landlord Access makes it easier for landlords to retrieve past HAP information.** The agency has found the program to be especially beneficial to landlords who have several different properties, since tax purposes require landlords to know specifics about each unit. **Landlord Access displays all properties owned when a landlord logs into the program.** Since Landlord Access is an automated, web-based system, the portal is available to landlords 24 hours a day, 7 days a week.

All feedback from Huntington's landlords has been positive, and the housing authority accredits their reactions to the fact the program is "user friendly." The agency originally sent out notifications of the Landlord Access program along with landlords monthly statements. Using mass mailings several times, landlord's monthly statements included an extra sheet which identified a physical date of when mailings would no longer be sent out. The agency has eliminated approximately 500 paper statements being mailed out each month since purchasing Landlord Access.

"The best feature of

Landlord Access

is cost savings."

Lester also cited, "The best feature of Landlord Access is cost savings." She estimates that the housing authority is saving around $300-$500 per month on mailings alone. Now that the agency is using Landlord Access they have eliminated half of an entire business day of work each month, no longer needing to prepare all 1,000 mailings. There has also been a significant reduction in calls from landlords in regards to HAP check inquiries, increasing time employees have to focus on other tasks.

Return on Investment

Based on Return on Investment Calculations, the housing authority is realizing a total savings of $4,770 per year by utilizing the Landlord Access portal. This savings includes reduced labor and mailings. The agency has eliminated 4 hours of work each month, stemming from the decreased number of checks they send out on a monthly basis (1,000 to 500) – this equates to a savings of $1,350 per year on labor. The elimination of postage, envelopes, and check stock for 500 statements adds up to an estimated savings in mailings of $3,420 per year.

For more information on Landlord Access or to see an online demonstration, please contact Dan Wright at dwright@tenmast.com or call 877.359.5492 ext. 241.