WinTen² Logo

WINTEN² AT THE YORK HOUSING AUTHORITY

York Housing Authority is located in York, PA. The agency manages 1,092 Low Income Public Housing units and 1,502 Section 8 Housing Choice Vouchers.

The Challenge

York Housing Authority's (YHA) software was not allowing its staff to maximize efficiency. With its cumbersome processes, Emphasys LIB was too difficult for agency staff to navigate. Employees were worn out with the difficulties experienced every day while trying to run the agency. Although the HA had consistently used the software, issues repeatedly arose. In order to get the job done, staff members resorted to sifting through notes to find a solution to their daily problems. Overall YHA staff members did not enjoy using Emphasys LIB for their daily tasks, "I remember a lot of us hated it!" Administrative Officer, Cindy Utz, admits.

The role of WinTen2

When searching for a new software vendor, York had strict criteria for what they wanted. User friendliness was number one on the list, with the goal of ensuring staff could understand the new system easily. They also wanted a windows based system they could see and understand how processes worked before making their final purchase decision. "We didn't want to be told the system worked, we wanted to see the programs and know that it was going to work." Utz remembers.

The agency has been using Tenmast's fully integrated system since 2006, seeing major improvements.

KEY RESULTS

- Cumbersome Processes left staff frustrated
- Agency has seen major improvements since switching to Tenmast
- Ease of Trasnet is a favorite functionality
- Top notch support is appreciated
- Training data-bases quickly answer questions

WinTen^2 has allowed York to improve their daily processes, making their job easier. "I like all of it. It always works well for me," Utz says. "Not only is it easy to use, but you can always understand what you are seeing and doing in the system."

Along with better understanding of processes, the agency has seen an improvement with reports and PIC submissions. With Tenmast, PIC errors that occur while gathering 50058's appear immediately. The agency can fix these errors before any report is sent to HUD. This process was so easy to understand Utz absorbed the responsibility when the position was left open, "When an error is reported, Tenmast puts it in words that are easy to read. Unlike HUD's error descriptions, I can read the error report and always comprehend what changes need to be made."

Using the Transnet module for PIC submissions has become a beloved function at YHA. A well-built understanding of how the system works has made the Transnet function one that helps staff repeatedly, becoming one of their favorite parts of WinTen^2.

If an issue arises, Tenmast's support team is just a call away. With Tenmast's commitment to respond within 2 hours for all incidents, regardless of purpose, York knows if they have a problem, it will be taken care of. Utz says, "Tenmast has set the bar very high. They always get back to us quickly. Their support is top notch!" Utz has created many relationships with Tenmast employees. Whether meeting the Tenmast Team at National User Conferences or through onsite trainings, she feels like she has someone backing her up, "I'm a visual learner. Tenmast staff is always willing to dig in deeper, taking time to show me one-on-one how to do things."

The support staff's commitment to York was never more apparent than when YHA ventured into Project Based Vouchers. With many questions and limited knowledge the agency reached out to Tenmast.

With major budget concerns looming, Utz was relieved when Tenmast offered to walk her through Project Based Vouchers, "Instead of paying Tenmast to setup everything, I talked to support and they were happy to walk me through the process." Step by step instructions were offered, allowing Utz to set up the new projects herself, saving YHA money while establishing a new and consistent process.

York knows Tenmast's main goal is to always make the software superior, "I have many discussion's with Tenmast's staff. If I have an idea of a change that would be helpful, I let them know! They take it to programmers and make my job easier." This consistent cycle allows Tenmast to improve the software for their clients.

Following more than five years of working together, Utz knows she can depend on Tenmast for her software needs, "Once something is in the program, it is always there. And if there is something that needs to be added, I can depend on Tenmast to work with me and add it!"

In addition to Tenmast's support staff, other invaluable resources include the system's training database and online resources such as Quick Start Guides & Webinars available at www.tenmast.com. Also, free weekly trainings keep York on top of new enhancements and program changes.

When asked why Tenmast Software is a great provider of Housing Software, Utz doesn't pause, "It is not only user friendly, but support is always there when you need them, always willing to help." The team aspect between York and Tenmast Software has created a strong relationship that provides a way for YHA to easily complete their daily functions.

For more information on WinTen² or to see an online demonstration, please call 877.359.5492 or email info@tenmast.com

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