# PIC CLEANUP™ AT THE MOBILE HOUSING BOARD

## The Challenge

Mobile Housing Board (MBH), the housing authority for the City of Mobile, AL, was in a difficult situation when they began their Section 8 Fiscal Year End in late November 2010. Realizing they would not get their full SEMAP points due to pending errors and being late on Re-Exams and HQS Inspections, the agency understood they quickly had to do something. The work that lay ahead required help from an outside source. Nancy Wilson, Housing Manager at Mobile, knew there was no way they could get everything done on their own, "We didn't have enough hours or people."

## DID YOU KNOW?

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

## KEY RESULTS

- Limited staff at HA **could not complete job on their own**

- Strict deadlines

- **Communication** between Tenmast and HA **remained consistent**

- Received **full SEMAP points**

- Considers PIC a blessing

## The role of PIC Cleanup™

Turning to Tenmast Software to assist with PIC, MBH started the process by using their late HQS Inspections and late Re-Exams reports. These reports identified tenants who had late HQS Inspections and those who had not had their HQS Inspections or Annual Re-Exams performed. Tenants listed as having late HQS Inspections were analyzed and corrected by Tenmast. The remaining tenants who had not had their HQS inspections and/or annual Re-exams performed were given to agency staff.

Throughout this time, Tenmast continuously monitored the late HQS Inspections and late Re-Exam reports. While working closely with staff, Tenmast insured MBH had the lowest possible percentage of late Annual Re-Exams and late HQS Inspections. This work guaranteed full SEMAP Points for the agency.

Communication was vital between Tenmast and MBH staff, "We understood that if we didn't meet our deadlines, Tenmast wouldn't meet ours," Wilson says. Mike Denny, Tenmast's PIC Support Coordinator, and Elisa Branch, Housing Manager at Mobile, worked closely on the project together. "Mike walked me through all of it. He practically held my hand." Branch admits. The Housing Authority found Mike's expertise to be very helpful and efficient, "he gave me everything I needed."

On a strict deadline, it was important each side was committed 100% to the project, "We had an aggressive timeline in the beginning. Mike and Elisa worked great together. It was like they were on a see saw, depending on one another. They really were a great team," Wilson says.

Mobile was impressed with the updates they received from Tenmast, allowing everyone to meet their deadlines. "We were very happy with the communication. We spoke with Mike at least every day and never had to contact him. He always contacted us," Wilson remembers. The commitment Mike showed toward the Housing Authority made their

*We never had a doubt. We had every confidence in Tenmast!*

**Nancy Wilson**
Housing Manager

success possible, "Everything we asked for, he did," Branch says.

Tenmast's dedication to the agency while working on a strict deadline left a lasting impression. "We never had a doubt. We had every confidence in Tenmast," Wilson says. After an exceptional work from Tenmast, Wilson believes her Housing Authority is excelling, "Getting PIC figured out really was a blessing."

With all deadlines met and having a great team to work with the Mobile Housing Board reached their goal, receiving full SEMAP points at the end of the year. The housing authority believes the PIC Fiscal Year End Cleanup Service from Tenmast was exceptional, "We got what we paid for, and it was all performed in a timely manner," Wilson acknowledges. With the help of Tenmast, MBH performed:

- 140 move outs
- 112 missing tenants
- 740 late combinations of HQS/Late Re-exams
- 852 total 50058 records created

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

**Tenmast** Software
132 Venture Court, Suite 1
Lexington, KY 40511

www.tenmast.com
p: 877.359.5492
f: 866.270.2657