



ARCS

Appointment Reminder Call System

INTERACTIVE VOICE RESPONSE SYSTEM AT BILLINGS HOUSING AUTHORITY

CHALLENGE: With over 1,000 housing units, Billings Housing Authority (MT) is continuously scheduling appointments with tenants and landlords. After making calls and mailing reminder letters, if a landlord or tenant missed their scheduled appointment, inspectors lost a full hour. Not only was this process wasting time and money, it also exhausted HA resources.

THE ROLE OF ARCS: Enter Tenmast's Appointment Reminder Call System; ARCS was designed to manage the large number of appointments with tenants and landlords by performing automated reminder calls to the participants of scheduled meetings. Billings HA now enjoys the automation of ARCS as it "reads" their WinTen² calendar and then generates a contact list of upcoming appointments. ARCS automatically calls the tenant and landlords with a scheduled appointment in the coming days, and reminds them of the engagement.

Deputy Director of Billings, Patti Webster, accredits ARCS to more tenants and landlords showing up for their appointments, *"More people are showing up since they receive a call reminding them. It is definitely saving us time. More landlords are showing up as well!"* Adding ARCS as an enhancement to their software, the agency has seen an increase in appointments being fulfilled the first time they are scheduled. This gets the job done the first time and eliminates the need to schedule a second appointment that has its own reminders that have to go out.

ARCS also creates an important record for the agency. If an issue arises where a tenant is not showing up for several appointments, they cannot say they were not informed of the scheduled time,

KEY RESULTS

- Less missed appointments.
- Increase in fulfilled appointments the first time they are scheduled.
- Record to show the confirmation was made by the tenant.

"We now have on record when a person is called or mailed. If taken to court, we have evidence the tenant was informed of their appointment several different ways. ARCS makes it hard for them to say they didn't know about the appointment."

Not only is the agency enjoying ARCS, but tenants and landlords have had a positive response to the system as well, *"They really like it and so do we!"* Webster reports. Saving time, money and resources, Billings Housing Authority cannot imagine going back to life before ARCS.

For more information on the Appointment Call Reminder System, call 877.359.5492 or info@tenmast.com

