



landlord.access

LANDLORD ACCESS AT THE MONROE COUNTY HOUSING AUTHORITY

The Challenge

Over the past 20 years Monroe County Housing Authority, PA (MCHA) has leaned on Tenmast to provide software that would enhance daily routines and make work activities simpler. Toward the end of 2008 Tenmast and MCHA came together to implement a more efficient and streamlined method of distributing their Landlord's HAP information. The task had become unnecessarily cumbersome on the staff. The agency operates with a baseline of 475 Section 8 vouchers, administered through approximately 450 landlords.

Already utilizing ACH direct deposit, the HA was still tasked with sending paper stubs to landlords each month. Direct deposit was helpful in speeding up the check clearing process, but did not cut down on the agency's paper work. Each month an agency employee would spend at least an hour stuffing envelopes. Checks were ordered three times a year. MCHA was spending 12 hours a year stuffing envelopes and over \$2,000 on checks.

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

- HA used direct deposit, but still hassled with mailing stubs
- Landlords can now see information online 24/7
- All direct deposits can be found online and referenced at any time
- Saving 12 hours a year no longer stuffing envelopes
- Saving \$2,000 a year on check orders

The role of Landlord Access

Monroe County's situation made them the perfect candidate for Tenmast's Landlord Access. A web portal that is available 24/7, this program shows landlords their check histories, inspection information and more. The HA went live with the program at the end of 2008. The agency had no hesitations with the purchase, Ellen Talimci, Fiscal Assistant, says. Surprised with how easy installation was, employees quickly began using Landlord Access. The agency describes the process as going very smoothly.

Not only is MCHA benefiting, but landlords have gained efficiency as well. All direct deposits can now be found online and listed for reference at any time. Landlords were not resistant to the change either. Talimci knows the process change was very easy for them as well, "No one has called with any complaints."

Not only has Landlord Access increased efficiency at Monroe County Housing Authority, the agency has also seen a great deal of savings since using the program. With an employee no longer stuffing envelopes at least 12 hours a year, over one full work day, their time can be spent elsewhere, being more valuable for the HA. They are also saving \$2,000 a year on check orders, as the number of times they place an order has decreased. They have already seen an estimated savings of over \$4,000 since purchasing Landlord Access. Within the first two years, the program paid for itself. The agency not only enjoys savings, but less work each year by using Landlord Access.

**"No one has called
with any complaints."**

- Ellen Talimci
Fiscal Assistant

Talimci believes Landlord Access is an amazing program, "It saves time and money. It's just easy." The Housing Authority has easily adjusted to the new process and is enjoying the benefits Landlord Access offers their agency and landlords.

For more information on Landlord Access or to see an online demonstration, please contact Scott Browder, sbrowder@tenmast.com or call 877.359.5492 ext. 362.

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