



How does **Guardian** get move-in ready compliance files in less than a week?

See how Yardi RightSource helped this affordable housing provider make their team structure more efficient, minimize days vacant, expedite compliance reviews and eliminate data conflicts.

3

Average number of RightSource file reviews for move-ins

6

Average number of days to get applicant files ready for move-in

3

Average number of RightSource file reviews for recertifications

100%

Data accuracy

“We put a lot of trust in who we choose as a compliance partner and are pleased with our decision to go with RightSource.”

Allison Christensen
Compliance Quality Assurance Manager
Guardian

Numbers are based on statistical averages as of February 2023



THE COMPANY

“Our customer-focused team is committed to supporting and lifting the communities we serve in the Pacific Northwest.”

Allison Christensen
Compliance Quality Assurance Manager
Guardian

Guardian is a developer, owner and operator of multifamily properties, providing innovative real estate solutions dedicated to community and housing for all.

Based in the Pacific Northwest, Guardian’s customer-focused team is committed to supporting and lifting the communities they serve. Guardian manages approximately 110 communities across four states in the Pacific Northwest region.

People and partnership are at the center of Guardian’s success. With a focus on teamwork and collaboration, Guardian believes in cultivating relationships, growing careers and investing in communities.

Guardian understands that creating lasting value means not only investing in physical properties, but also in the people and the communities they serve.



THE CHALLENGE & SOLUTION

THE CHALLENGE

Contracting with an outsourced affordable housing compliance service provider makes sense given the challenges and complexity of the affordable housing industry.

However, not every compliance consulting team can offer equal levels of service. That's because of how each sends and receives data to and from their clients.

With inefficient and ineffective data management, outsourced compliance services lose their value, sometimes creating more problems than they solve.

Guardian overcame this challenge by selecting Yardi RightSource to service its applicant and recertification application files.

Guardian uses Yardi Voyager to manage its properties, finance and affordable housing compliance data.

As an integrated solution, RightSource offers its auditors seamless access to Guardian's Yardi Voyager live dataset.

THE SOLUTION

Yardi RightSource clients receive expert support to make the most complex compliance tasks faster and less of an impact on staff. RightSource offers fast file reviews to ensure compliance data is in place for applicant and resident files. This also simplifies leasing, certifications and operations. Affordable housing providers can also add full-service compliance workflows with a simple to use interface with Yardi Voyager.



THE RESULTS

By choosing Yardi RightSource, an integrated component of the Yardi Affordable Housing Suite, Guardian has eliminated the potential of inconsistent data used during file reviews. Eliminating data lapses frees management from hours of work spent tracking down why reports don't match applicant and resident files.



UNMATCHED INTEGRATION

STREAMLINING COMPLIANCE WITH THIRD-PARTY FILE REVIEWS

Contracting with RightSource has enabled Guardian to reimagine how it audits applicant and resident files. Prior to using RightSource, Guardian's internal compliance team accepted, reviewed and audited affordable housing application files. Now that oversight has been transferred to RightSource, the processes are much more streamlined, especially since RightSource auditors have seamless and secure access to Guardian's Yardi Voyager database.



ACCURACY IMPROVEMENT

REDUCING DAYS VACANT

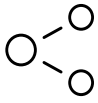
Affordable housing providers rely on short vacancy periods to ensure operating budgets remain funded. Choosing the right compliance service provider is extremely important because delayed file reviews can lead to greater days vacant and less revenue generated. Delays are also burdensome for households seeking certification and the go ahead to move into a new home. RightSource delivers fast file reviews within 24-hours or less. That commitment and reliability expedites Guardian's ability to provide stable, affordable housing to qualified households and to maximize potential rental income.



HOURS SAVED MONTHLY

SIMPLIFYING DATA THROUGH INTEGRATION

As part of the audit process, RightSource team members ensure compliance data is accurate while connected to the core Voyager database. That reduced chances for errors or misplaced data due to extraneous data transfers. So, when it's time for Guardian to compile compliance data, their reports are accurate and reflective of everything their properties have achieved.



24-HOUR TURNAROUND

MAXIMIZING THE BENEFITS OF COMMUNICATION

The intuitive Yardi RightSource dashboard makes it easy for Guardian to stay aware of all files in the queue for review. For example, which applicant files are incomplete, which are pending review, which are coming up for recertification, and on and on. RightSource typically reviews files for completeness and sends results back to Guardian within 24 hours. That level of communication and expedited service helps Guardian certify applicants as move-in ready usually within a week or less.



STAFF CARE & CONSIDERATION

REALLOCATING TEAM MEMBERS

Guardian's staff assignments changed upon outsourcing a portion of its compliance responsibilities to RightSource. However, the process was done with care and consideration of all affected team members. Some of Guardian's former compliance team members were reassigned within the company, and others even began working at RightSource. "Everyone landed in a great space. RightSource was very helpful in ensuring staff assignment changes were handled with care," said Christensen.

Yardi RightSource is an easy way to reduce the cost and complexity of affordable housing compliance. See how Yardi can help your staff reimagine affordable housing.

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