HOW TO SIMPLIFY OPERATIONS FROM START TO FINISH WITH RENTCAFE PHA

QUALIFY AND RECERTIFY APPLICANTS FASTER

Yardi PHA

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Conquering the *hassles* of PHA operations

The process of approving and placing residents in homes can feel overwhelming. With all the paperwork, handwritten notes and back-and-forth communication, it often seems like an endless cycle with many loose ends.

For your staff, it means juggling physical files and constant follow-ups, which can easily lead to details slipping through the cracks. All of this takes away from what matters most — resident care and getting people into safe, affordable housing.

Here's some challenges many PHAs struggle with:

- Slow and costly postage process
- Time consuming in-person meetings
- Misplaced or lost files
- Delayed follow-ups
- Annual recertification lifecycle

But it's time for change...

Now, keep reading to discover how you can qualify applicants and recertify residents more efficiently!

Solving your biggest headaches with RentCafe PHA

Waitlists, applications and recertifications are part of the job, but what if we told you there was a way to streamline the entire process?

With RentCafe, *you can*.

By cutting the costs and inefficiencies tied to paper processes, RentCafe transforms housing operations into a smooth, more connected experience.

In this ebook, we'll highlight the full lifecycle of RentCafe and how you can use it for:

1. Waitlists

2. The intake process

3. Request For Tenancy Approval (RFTA)

4. Recertifications

Your staff and residents deserve the best. RentCafe puts them first.

RentCafe PHA is designed with residents and staff in mind, making the process more efficient and transparent for everyone involved. Here's how it benefits both parties:

For your residents	For your staff
Greater transparency – see where they are in the application process at any time, reducing stress and uncertainty	**Reduced administration burden** – spend less time on paperwork and more time helping residents
Fewer in-person meetings – no longer need to visit the office, saving them time and effort	**Streamlined workflows** – Maintain a clear process that involves residents the whole time
Improved communication – keeps them informed via email, cutting down on follow-up calls and letters	**Improved efficiency** – process applications, waitlists and recertifications more quickly and accurately
24/7 access – access the portal at any time to check status and submit documents, even outside office hours	**Enhanced organization –** reduce the risk of lost files and HUD findings

Now, let's dive into the full lifecycle of RentCafe and discover how you can use it from initial applications all the way up to recertifications.

STEP 1 WAITLIST

Save hours on waitlists

Ah, the dreaded waitlist process. Keeping track of thousands of applicants, sending notifications and updating records can feel like an uphill battle.

RentCafe makes managing waitlists easier and more cost-effective than ever. With online transactions and email notifications, you can skip the hassle of printing letters, stuffing envelopes and paying for postage.

RentCafe online applications can help you:

- Check for missing data

- Eliminate errors

- Replace back-end data entry

And let's not forget its seamless integration with Voyager.

Applications completed in RentCafe feed into approval dashboards in Voyager, **giving your staff the opportunity to review and process them efficiently. Then, automated notifications are sent to the applicant informing them of the decision, reducing the need for follow-up inquiries.**

Replace paper trails with applicant portals

Once applicants apply online, they'll have access to their applicant portal, where they can:

- Update application information

- Change family composition

- Apply to additional open waitlists

Applicants can submit changes for your agency to review. Then, with just a click, your team can accept them without wasting valuable resources.

It's really *that* easy!

Automate your waitlist purge with **Save My Spot**

The purge process can feel daunting, but the Save My Spot feature on RentCafe simplifies it.

Here's how it can benefit you:

1. **Automates manual data entry:** No need to mail every person on your waitlist to confirm their interest and information. You can easily automate the process with Save My Spot.

2. **Reduces postage cost:** Save thousands on postage every year with this feature.

3. **Provides real-time visibility:** Stay informed about responses with automated audit tracking to see when responses were received.

> *"We purged nearly 40% of the names on our outdated waitlist with Save My Spot, a feature of RentCafe PHA, in a matter of days."*
>
> **BOB HAVLICEK, EXECUTIVE DIRECTOR**
> **Housing Authority of the County of Santa Barbara**

STEP 2 INTAKE

Shorten the intake journey

As you may know, when applicants reach the top of your waitlist, it's time for you to collect their information, fill vacancies and potentially issue vouchers for the Housing Choice Voucher program.

Traditionally, this involves sending out letters and scheduling in-person meetings for applicants to provide all the required information.

RentCafe takes all that off your plate by streamlining the entire data collection process.

Take the headaches out of the intake process with online workflows

With RentCafe, you can eliminate the traditional process with a single intake workflow. Here's how it works:

1. Applicants receive an email stating they've come to the top of the waitlist

2. Applicant logs into their portal

3. Applicant completes workflow and provides details on family members, income, assets and expenses

4. Your agency reviews the information

5. You reach back out to the applicant if needed

So, to put it simply, RentCafe organizes data collection from applicants.
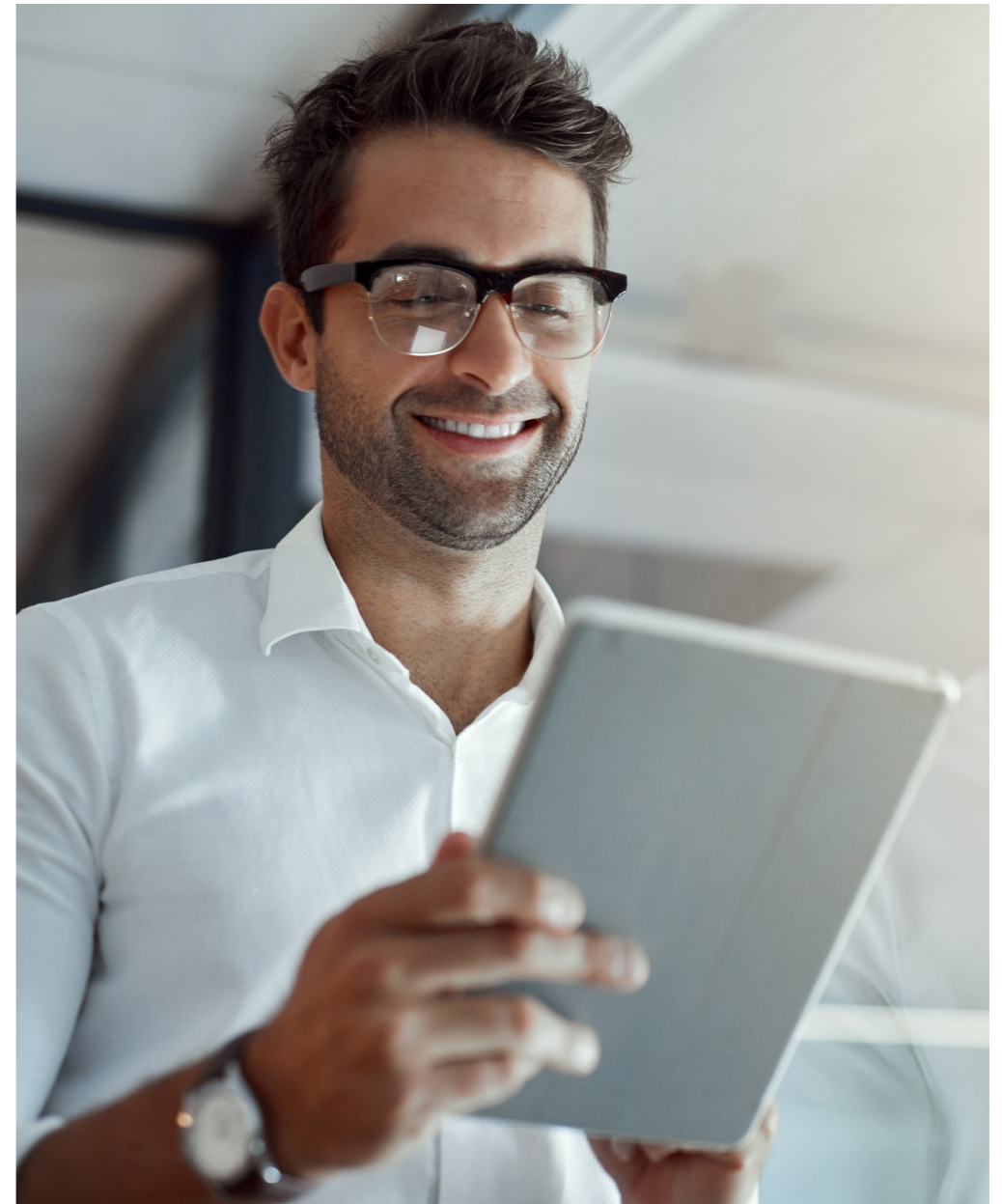
STEP 3 ONLINE RFTA

Speed up approvals & house families faster with online RFTA

Once approved, applicants can find a suitable unit and go through the Request for Tenancy Approval (RFTA) process.

Traditionally, this requires applicants to physically hand the landlord a RFTA form. Then, they'll fill out the form and return it to your office, which takes time out of their days.

This way of working can also lead to incorrect or missing data entries which can slow the approval process.

Enter Online RFTA: the solution for landlords and applicants

Online RFTA streamlines the process of working with landlords. The applicant simply invites a landlord to log in to their portal and complete the RFTA form via an online workflow. Once both parties agree on the unit and sign the form, the information flows directly to your agency for review.

Simplify the briefing process

Instead of conducting lengthy group briefings in your office, RentCafe allows your staff to simply initiate a briefing workflow.

Applicants can log in to their portal, watch an informational briefing video and then sign off on the briefing packet, which includes the voucher and other important documents.

Eliminate extra steps with Unit inspection via Voyager

After the signed RFTA has been received by your agency, you'll perform the necessary steps to ensure the subject qualifies for the program.

This includes executing an affordability test, performing the rent comparison analysis, as well as scheduling and performing an initial inspection of the unit to ensure it meets HUD standards.

RentCafe eliminates the need to mail this information back and forth. Plus, it takes the waiting out of the equation. What does this mean for you and your applicants? Greater tracking and visibility.

Streamlining HAP contract initiation

Assuming all the previous steps are approved, your agency initiates a Housing Assistance Payments (HAP) contract only in the first sentence of the body. contract in Voyager for the landlord to review and sign directly in their RentCafe portal. Once completed, you'll review and countersign the HAP contract within Site Manager.

By doing this online, PHAs can initiate contracts digitally — reducing paperwork and speeding up the process.

Digitizing RFTAs saves time and energy, but more importantly it helps people get housed faster

Online RFTA helps your agency save on resources while simplifying the process for applicants.

Additional benefits include:

- Reduces the likelihood of lost documents

- Stores everything in the portal securely

- Provides applicants with full visibility during the process

- Allows landlords to access all information through their portal

- Streamlines communication and approvals

- Integrates seamlessly with RentCafe and Voyager

You can lead the way in modernizing the PHA process by making it simpler for applicants and landlords, all while cutting costs and saving time.

STEP 4 RECERTIFICATIONS

It's that time of the year again!

Every year, recertifications roll around. You know the drill. You need to contact residents to verify eligibility for subsidized housing. This process can be taxing for all parties involved.

"Completing 100% of recertifications on RentCafe eases staff workload, saves money and improves tenant care."

WILSON KIMBALL, PRESIDENT AND CEO
Municipal Housing Authority – City of Yonkers

Workflows simplify it all

Just like the previous steps, RentCafe replaces in-person meetings and paper documents with a single online workflow for recertification. Residents can complete the entire annual recertification online, including uploading supporting documents and signing required forms. *It's that simple!*

Other RentCafe PHA features:

Supports document upload

You can send documentation directly to your residents through the portal at any time, eliminating the need for mail. Think of it as a repository for your residents to access important information.

Facilitates mass communication capabilities

Send mass SMS messages and voicemails to anyone who's opted in. For example, notify residents of important updates and deadlines.

Complete the housing process from *start* to *finish* with **RentCafe PHA**

And there you have it.

RentCafe streamlines the whole process, ensuring that you can efficiently manage applications and help residents find housing and recertify them each year. And it does this all while integrating securely with Voyager.

In summary, here's how RentCafe can revolutionize your agency's operations:

1. Keeps track of thousands of applicants and manages waitlist purges with online applications

2. Streamlines the intake process with efficient workflows

3. Eliminates the extra steps and manual processes with Online RFTA

4. Automates recertifications effortlessly

Modernizing your applicant processes is a critical component in solving the housing crisis. While adopting new technology might feel daunting, we're confident that both staff and residents will benefit immensely.

Thank you!

Our team is here to help guide you through

the transition and answer any questions you may have.

Call **800-866-1144** to schedule a demo today!

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