

A man and a woman are sitting at a white table in a bright, modern office setting. The woman, on the left, has long brown hair and is wearing a grey top. The man, on the right, is wearing a dark blue blazer over a light-colored shirt. They are both looking at a document on the table. A silver laptop is open in front of them. The background shows a white brick wall and a window with a plant.

RENTCafé CRM Affordable Housing

Get qualified residents faster and reduce unit turnover.



RENTCafé CRM Affordable Housing

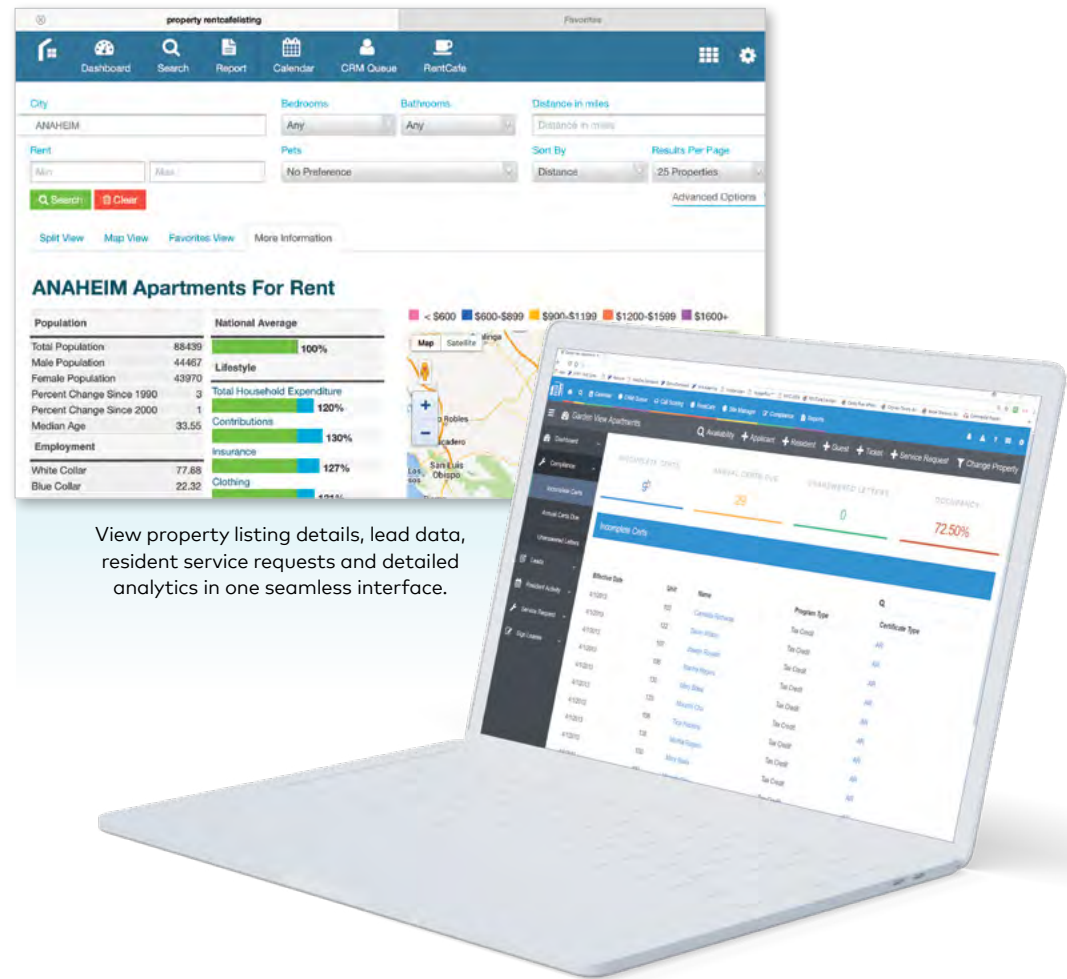
Give your staff the ability to easily track affordable housing applications, certify residents and respond to service requests all in one effective solution. RENTCafé CRM Affordable Housing makes it simple for staff by putting everything they need in a convenient, online dashboard. Step-by-step workflows, task reminders and on-screen analytics improve customer service and keep your organization in total compliance. Supported programs include HUD 50059, Low-Income Housing Tax Credits, HOME and Rural Development.

Work Smarter

Promptly respond to the needs of applicants and residents with fast access to real-time data. RENTCafé CRM Affordable Housing provides at-a-glance access to the status of current applications with a list of follow-up tasks. The same goes for current resident service requests and upcoming eligibility reviews – everything is easily accessed from a mobile-friendly dashboard.

Improve Oversight

Empower staff with a single version of the truth. Dashboards provide critical insight into property operations, compliance data and configurable residential analytics. Drilldown access throughout RENTCafé CRM Affordable Housing ensures your staff has accurate information and the ability to provide effective service to applicants, residents and decision makers.





Access your dashboards, contacts, leads, calendar and leasing activity with a single tap.

Resolve Errors

Save staff time by efficiently filtering incomplete housing applications. As households work on their application, RENTCafé CRM Affordable Housing flags suspected errors and asks the users to make necessary corrections. It's easy for staff to see which applications are missing critical steps such as unsigned certifications, unverified household data, past due recertifications and incomplete compliance work tasks.

Improve Performance

Turn data into effective staffing strategies. With RENTCafé CRM Affordable Housing, you can analyze historic data to identify and prepare for peak application periods, trends in self-service vs. in-office intake interviews and seasonal averages in the number of resident service requests.

Key Features

- Automated notifications ensure every application gets necessary attention with unlimited, customizable follow-ups
- Instant access to real-time unit availability and lead transfer to sister properties
- Accurate reporting on application review, employee performance, turnover rates and more
- Easily accessible dashboards with analytics from Voyager
- Full integration with Voyager and RENTCafé Affordable Housing

Key Benefits

- Makes application reviews faster and easier
- Allows housing specialists to manage and complete tasks from a simple, mobile-friendly dashboard
- Provides reliable data tracking in real time
- Streamlines resident waitlisting, move-ins, move-outs and annual recertifications
- Ensures optimal visibility into the applicant pipeline
- Eliminates manual data entry and duplicate records

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