

## How Hocking View Adapted to Affordable Housing with ExactEstate



Hocking View needed to find a solution to its **affordable housing voucher problem fast**. Exact Estate ensured compliance and saved them money in the process.

### About Hocking View

Hocking View Apartments is an affordable housing property located in Athens, OH. Owner Joe Gieringer acquired the 44 units in 2022 when it was under foreclosure.

Hocking View was purchased as part of a publicly subsidized housing assistance program (HAP) utilizing government vouchers to assist tenants with rental payments at the property. This enables Joe's business to process voucher payments while maintaining compliance with state affordable housing regulations to help residents needing subsidized housing.

Unfortunately, most property management software (PMS) platforms were not equipped to provide the solutions for easy processing and management that Hocking View needed.

By switching to ExactEstate, Joe was able to find a property management system that could solve these issues—and a highly responsive partner who was willing to modify the platform to meet his business needs.

Today, Hocking View uses ExactEstate to reliably handle all of its everyday processes as well as its affordable housing requirements.

### The Challenges

#### PROCESSING VOUCHER PAYMENTS

Accurate and timely processing of HAP voucher payments is critical for Hocking View to subsidize rent payments. The property management software they employed had to be designed to automate this task rather than **forcing management to process vouchers manually**.

Joe initially signed on with Real Page, a property management software company, to solve the problem. Unfortunately, after 4-5 months of trying, **they were struggling to get onboarded, as well as to have the ability to accept online applications**.

#### RAPID ADAPTABILITY

Joe needs to automate voucher processing and tenant screenings for **Hocking View to eliminate hours of manual labor**, enabling his property manager to dedicate more time to residents and other essential tasks.

#### ABILITY TO FILL KNOWLEDGE GAPS

Hocking View was the first and only affordable housing project that Joe's business had ever managed. His ideal partner would have years of experience in the affordable housing sector. **With this experience, they would understand the importance of automation and reporting to remain compliant**.

## The Solutions:

### ✓ SOLVING THE VOUCHER CHALLENGE

Joe needed more than what traditional property management software provides. He needed the ability to automate voucher payments within the system. And for that, he called ExactEstate.

He was impressed that CEO and lead developer Matt Hoskins returned his call personally.

ExactEstate is a robust PMS platform that enables property managers in affordable housing to automate voucher subsidies and update resident ledgers in real time.

Moreover, he is also able to automate the tenant screening process and is notified daily of how many applications they have, how many rejections they have, how many vacancies they have, etc.

### ✓ FAST ONBOARDING, FASTER TURNAROUND

After learning the needs of Joe's team, Exact Estate was able to automate voucher processing, catch up from the 4-5 month stall of waiting for Real Page, and eliminate errors that inevitably happen from manual input.

ExactEstate is designed to integrate with a wide range of industry-specific software programs, like Schoff Corp. and Tenant Alert. This makes implementation seamless, without any interruptions to Joe's business.

On one occasion, Joe's property manager told him they needed to make bulk rent changes on the voucher side of the translation in the middle of leases without triggering a lease renewal. *"Matt immediately said, 'No problem,'"* Joe explained. *"I can build that capability out for you by the end of the day."*

### ✓ BRINGING DECADES OF EXPERIENCE

ExactEstate was created by a former property manager to give others in the space an intuitive system that saves them time and gets everyone the information they need when they need it.

This gives them the unique ability to understand the exact problems Joe's team faced and design solutions that would anticipate the needs of Hocking View's staff. ExactEstate provides them with important updates, notifications, and deep insight into the property's finances.

## The Results:

### ✓ SOLVING THE VOUCHER CHALLENGE

Hocking View was quickly able to start processing vouchers automatically within days. Additionally, the ability to customize for Hocking View's affordable housing needs and the clarity it creates in their day-to-day operations has saved Joe's business over \$10,000 annually.

ExactEstate also allows Joe to monitor Hocking View's, applications, leases and renewals, denials, moveouts, and maintenance requests at a moment's notice. It generates daily reports, and if a resident is upset or there are excessive denials he's able to dig deeper into the problem. Because of this, his employees at Hocking View have been freed up to provide better service to his residents and can respond to issues quickly.

*"Honestly,"* Joe added, *"the customer service is outstanding. You can call or email, the tech teams get looped in and any problems are solved. That's why I recommend it. Every time I talk to Matt it's Yep! I can do that or Let me look into it. ExactEstate is a customizable platform with immediate responses. They've truly delivered for us."*



Learn how your property management team can realize the same benefits with ExactEstate today.

<https://exactestate.com/request-demo/>

