



## Client Success

## Pennrose on Voyager Affordable Housing

### **PENNROSE** Bricks & Mortar | Heart & Soul

#### Markets

Affordable Housing  
Multifamily

#### Portfolio

143 Properties

#### Client Since

2013

#### Highlighted Products

[Yardi Voyager Affordable Housing](#)

#### The Benefits

Pennrose reduced tenant income certification from 45 minutes to a matter of seconds. Yardi solutions streamlined rent payment processing by eliminating manual data entry and duplicate work.

#### About Pennrose on Voyager Affordable Housing

[pennrose.com](http://pennrose.com)

#### Learn More

[Yardi.com](http://Yardi.com)

#### Contact Yardi

[Sales@Yardi.com](mailto:Sales@Yardi.com)



“ Before, it took 30-45 minutes to type a TIC. With Voyager we now can complete a TIC in a couple of seconds. ”

Samuel Lopez, Systems and Implementation Manager

### The Company

Pennrose has more than 40 years' experience providing residents with exceptional lifestyle-centered communities. Pennrose develops and operates conventional and affordable housing communities, as well as mixed use properties throughout the eastern half of the United States.

### The Challenge

#### Replacing Outdated Processes

Pennrose sought a core property management and accounting system that incorporated a strong compliance component. In the past, it took staff 30-45 minutes to type a single Tenant Income Certification (TIC) record. Staff also struggled with duplicate data entry while processing and posting rent checks.

### The Solution

#### Yardi Voyager Affordable Housing

Yardi Voyager Affordable Housing is an end-to-end platform with built-in affordable housing compliance, accounting, and property management. Users have mobile access to manage subsidies including Low Income Housing Tax Credits, HOME, HUD 50059 and more.

### The Story

#### Streamlining Affordable Housing

With substantial affordable housing compliance responsibilities, finding a software platform that could streamline workflows was key for Pennrose. “Before Voyager, we hand-wrote or typed Tenant Income Certifications (TIC) and HUD compliance forms 50059 and 50058, then figured out the calculations manually. It took 30-45 minutes to type a TIC. With Voyager we now can complete a TIC in a couple of seconds,” says Samuel Lopez, Systems and Implementation Manager.

In addition to completing TIC's, Pennrose has successfully streamlined compliance for its Low Income Housing Tax Credit and HOME program properties.

Pennrose has also added Yardi Resident Screening to its platform. With Yardi Resident Screening, Pennrose gets applicant history reports with all required background. Integration with Yardi Voyager means staff do not have to log in to a separate system to screen applicants.



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“ We do everything from one platform, without the burden of multiple passwords and user names. ”

Samuel Lopez, Systems and Implementation Manager

“If Yardi can do all these things from one platform, why should we burden our managers with multiple passwords and user names?”, says Lopez.

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Pennrose on Voyager Affordable Housing has also implemented [Yardi Call Center](#), [Yardi Resident Screening](#)