

Roscoe Properties



Overview

Market

Multifamily

Portfolio

11,000 multifamily units

Client Since

2008

Product Highlighted

Yardi Payment Processing™

Additional Products Implemented

Yardi Voyager® Residential

RENTCafe®

Yardi Resident Screening™

Yardi® Utility Billing

Yardi eLearning™

Yardi Procure to Pay™

The Benefits

Roscoe eliminated paper checks and collected 95% of rent payments on time without increasing the effort or time of their site staff.

About Roscoe Properties

www.roscoeproperties.com

Learn More: www.yardi.com

Contact Yardi: sales@yardi.com

Austin, Texas based Roscoe Properties is a full-service property management company dedicated to enhancing asset value for its clients while providing services that keep residents satisfied.

The Challenge

Too Much Paper

Roscoe's site staff were burdened with processing paper checks and money orders that required manual data entry and bank deposits. Residents lacked convenient payment options — which can lead to dissatisfaction and turnover.

The Solution

Yardi Payment Processing

With the electronic payment options included with Yardi Payment Processing, Roscoe has virtually eliminated paper checks and requires residents to pay rent online, via text, or through WIPS (Walk In Payment System in which rent may be paid at popular retailers). All three methods ensure immediate payments and instant cash flow for Roscoe, requiring no effort from their staff. For residents, having convenient payment options boosts customer satisfaction.

The Story

Payments Collected Electronically

Yardi Payment Processing has been so successful for Roscoe that they now enforce a "no paper payments" policy portfolio wide. Residents are clearly happy with the electronic payment options. Roscoe collects 95% of its rent electronically, quickly and on

time. Mariana Estrada, vice president of operations, enthused, "That's massive! That's money in the bank."

"We collected 95% of payments due — on time and electronically — thanks to Yardi Payment Processing. In the first week of the month we collected \$9 million across our portfolio. That's money in the bank without staff intervention."

Mariana Estrada, Vice President, Operations

WIPS (Walk In Payment System) is another great option for Roscoe and their residents. Estrada elaborated, "The largest retailers here in Texas offer it, and the service fee is less than similar providers charge. It's a great service to offer." Roscoe is anticipating an increase in the percentage of residents taking advantage of WIPS going forward.

