



Tarragon



Overview

Market

Multifamily

Portfolio

2,800 multifamily units
4.6 million commercial square feet

Users

28 users at 17 locations

Client Since

2001

Product Highlighted

ResidentShield® Protection Plan™

Additional Products Implemented

Yardi Voyager® Residential
Yardi Resident Screening™
Yardi® Utility Billing
RENTCafé®

The Benefits

100% renters insurance coverage and compliance at all Tarragon multifamily properties means no more unrecoverable expenses — and peace of mind for residents and investors.

About Tarragon

www.tarragon.com

Learn More: www.yardi.com

Contact Yardi: sales@yardi.com

Based in Sumner, Washington, Tarragon provides residential and commercial property management for the real estate investments owned and managed by Investco Financial Corporation.

The Challenge

Property Losses and Exposure

Tarragon incurred thousands of dollars in unrecoverable expenses due to resident-caused damages at its properties, and realized the need to protect both properties and residents from further losses. To minimize portfolio risk, they sought to implement a required renters insurance program.

The Solution

ResidentShield® Protection Plan™

ResidentShield Protection Plan is a required renters insurance program that reduces property risk from resident-caused loss, and also provides coverage for residents. To ensure success, marketing and training materials are provided for leasing staff, along with easy online enrollment. Two options include ResidentShield HO4 and ResidentShield Master Policy Program, which can be used separately or in combination. Customer service is included, so property staff is “hands off.” Compliance monitoring is built into Yardi Voyager. Furthermore, residents can easily sign up for ResidentShield as part of the online leasing process in RENTCafé®.

The Story

100% Property Protection Achieved

Tarragon decided to adopt a required renters insurance program to mitigate ongoing property risk. They opted for ResidentShield Protection Plan because it seamlessly integrates with their Voyager platform and provides program compliance reporting at the property level. It also offers two convenient coverage options for residents, including a default option.

“ResidentShield is easy to use and provides residents a simple online signup process. We love that it seamlessly integrates with Voyager — and at the touch of a button, we can pull reports to confirm our properties are fully covered.”

Shelly Gil, Multifamily Regional Manager

ResidentShield eliminates time-consuming application processing for Tarragon’s staff. In addition, Tarragon provides iPad® tablets in its onsite rental offices so that prospective residents can easily apply online for a rental unit and purchase renters insurance at the same time. As a result, Tarragon has achieved 100% coverage and compliance at all its properties, for all its residents, across its portfolio.

