Yardi Voyager PHA

The industry-leading property and financial management system with real-time analytics designed for public housing, housing choice vouchers and affordable housing.
Key Benefits

- Serves as the only complete accounting, compliance and agency management solution supported by a single vendor
- Streamlines 50058 compliance for public housing and housing choice vouchers
- Features a single platform and database with full drilldown for true visibility
- Utilizes automated workflows modeled on industry-standard best practices
- Includes hundreds of standard reports and custom analytics with drilldown to transaction-level data
- Offers a suite of built-in smart additions for the flexibility to create a full business solution
- Leverages Software as a Service (SaaS) deployment and benefits
- Delivers real-time access through all major Web browsers to execute leasing and provide resident services from smartphones and tablets
Property Management

Leverage the most advanced Software as a Service property management platform for agencies with built-in accounting, compliance, real-time performance analytics and complete mobility for public housing, housing choice vouchers and affordable housing.
Yardi Voyager PHA

Yardi Voyager is an end-to-end platform combining compliance, financial and property management information in a single, centralized database — with mobile access to provide resident services, view dashboards and complete tasks from smartphones and tablets. Add products from the Yardi PHA Suite and take advantage of our comprehensive front office and back office tools and services. Streamline workflows and boost compliance for public housing, housing choice vouchers and affordable housing.

Efficient Management

Streamlined workflows help manage check writing, approve work orders, process purchase orders, and set up new leases, move-ins, move-outs and more. Voyager performance tables allow you to configure stored procedures to meet your individual property management requirements.

Smart Software

Voyager has smart navigation tools including a menu search box to find functions and a site search box to find account information quickly and easily. Make a favorites list of the screens you use most or use the history function to see where you’ve been. If you’re a keyboard power user, you can set up shortcuts to your favorite screens.

With Voyager, you can work on a desktop computer, laptop computer, Microsoft® Surface™, Apple® iPad®, Android™ tablet and all major smartphones. And because it’s browser independent, you can choose the browser that works for you.

Organizational Insight

Access hundreds of standard PHA reports included with Voyager. Report customization tools are also available to create reports just for your organization.
Mobile Solutions

The Voyager platform provides seamless integration with our mobile apps so you can provide resident services, and complete tasks and approvals right from your mobile device. License our suite of products for access to mobile apps including RENTCafé PHA, Yardi PAYscan Mobile, Yardi Maintenance Mobile, Yardi Maintenance Manager Mobile, Yardi Inspection Mobile and more. Yardi mobile solutions are optimized for iPhone® and iPad®, BlackBerry®, smartphones and Android™ smartphones and tablets.

Extend the Voyager property management and accounting platform with integrated value-add products from the Yardi PHA Suite. The suite features comprehensive solutions for online applications and recertifications, screening, procurement, invoicing, payment processing, maintenance management, energy management and more.
Housing Management

Yardi is committed to the design, development and support of real estate software solutions. With our long-term dedication to the public housing industry, Yardi has vast experience and expertise in building solutions for subsidized housing programs. Yardi Voyager PHA leverages this experience to benefit your organization’s everyday work.

Efficient Unit and Voucher Management

Simplify work orders, purchase orders and onsite inspections. Multiple types of waiting lists are available to help track data for HUD’s income targeting requirements. Custom one-to-many tables are configurable to track details for your local subsidy compliance requirements.

Integrated Case Management

Streamline case management by integrating service and resident records in a common database. Voyager PHA makes it easy to link activities such as employment training courses, counseling and other case management services with resident and property management data.

Comprehensive Reporting

Gain unprecedented insight into your PHA with reporting tools and audit trails. Voyager PHA dashboards provide real-time analytics covering operations, finance and compliance. You can also report on data from products in the Yardi PHA Suite to monitor activities related to resident screening, energy management and more.
Resident and Landlord Management

Mitigate risk and improve reporting with a full audit trail of resident and landlord interactions. From initial contact through move-out, the Voyager PHA platform documents every major PHA activity. Improve the experience of your applicants, residents, and landlords. Yardi PHA Call Center staff can quickly and accurately respond to inquiries based on real-time information from your Voyager database.

Key Features

- Tracking for Request for Tenancy Approval (RFTA) processes and forms
- Daily activity reports and staff calendars
- Documents, images, voice memos and videos that can be uploaded in multiple file types
- Comprehensive documentation of resident correspondence
Waiting list sort order can be configured based on customizable preferences and targeting criteria. Applicants can apply for multiple waiting lists without duplicate data entry. Statistical reports can be run and waiting lists archived.

Key Features

- Configurable waiting lists with income targeting categories, ranking processes, point systems and lottery systems
- In-depth waiting list history records for every applicant
- Editable contact letters for applicant data verification process management
- Automated merging of client information and verification data to produce forms, letters and mailing labels

Waiting List Management

Voyager PHA provides configurable intake processes to ensure that your staff records all applicant information in the core database. The solution supports multiple types of waiting lists and the ability to place applicants on each concurrently. Voyager tracks all necessary data and produces all associated reports for complete compliance with HUD's income targeting requirements.
Maintenance & Work Orders

Yardi Maintenance Management provides the tools you need to perform and track daily maintenance for all types of real estate including work order and purchase order processing, expense limits, warranty tracking and real-time reporting. Streamlined workflows with dashboards, calendars and alerts make maintenance processes more efficient and ensure exceptional service to your residents. With the optional Yardi Maintenance Mobile application, technicians can access, create and complete work orders from the field.

Key Features

- Configurable, systematic processes for work orders from initial contact through completion
- Conveniently create payables for third-party vendors from information included on the work order
- Assign and schedule work orders efficiently via an intuitive dashboard
- Track work requests, alerts and exceptions with built-in analytic tools

WO Dispatch is a comprehensive report that shows all properties and a description of work to be done. Service Request Scheduler schedules work orders for technicians.
Compliance and Administrative Management

Agencies are challenged with significant compliance and administrative responsibilities. Voyager provides all of the tools you need to track required data for public housing, housing choice vouchers and the complete spectrum of federal, state and local subsidized housing sources.

50058 Compliance for Public Housing and Housing Choice Vouchers

Using the 50058 form and HUD guidelines, Voyager manages the workflows and provides the tracking mechanism and reports necessary to ensure you are running efficiently and maintaining compliance.

Voyager enables MTCS (Multifamily Tenant Characteristics System)/PIC transmission by using rules from the technical reference guide to perform extensive, automatic pre-submission error checking, greatly reducing 50058 PIC submission errors. If you receive the transmission results file from PIC and the results file includes errors, the Voyager MTCS file reconciliation process provides detailed information to resolve errors.

Resident Service Programs

Voyager helps manage each phase of your resident services programs. Planned interview questionnaires can be used to determine needs and goals, create assessments, generate action plans and report progress on the 50058.

- FSS - Family Self Sufficiency
- WtW - Welfare-to-Work
- EID - Earned Income Disallowance
- Community Service

The Family Information screen displays detailed information on the resident and provides drill down to the resident record.
Administrative Management

Voyager helps manage other administrative functions conducive to public housing and housing choice vouchers.

Unit Rent Reasonableness
Comparisons
HUD requires public housing agencies to confirm that unit owners charge reasonable rents to housing choice voucher participants. Voyager performs rent-reasonableness comparison workflows to help your agency meet these requirements.

Portability Tracking
Portability gives the voucher holder the ability to use voucher assistance outside the jurisdiction of the public housing agency that initially issued the voucher to the family. Voyager manages the workflow for the HUD 52665 Family Portability Information form.

Abatements and Tenant Holds
At times, you may need to hold housing assistance payments for the resident. You can hold all payment types, or specify payments for housing assistance, utility reimbursements or FSS escrow credits. Screens can be customized in Voyager to help you manage these processes.

Landlord Garnishments
and Overpayments
Voyager provides the ability to garnish the landlord, whether for a portion of the HAP payment or the entire HAP payment. Other circumstances may have caused you to overpay the landlord. Processing landlord overpayments is easily managed in Voyager.

Tenant Payment Agreements
Residents may owe money to your agency. A tenant payment agreement (TPA) enables the resident to pay a debt to the housing agency over a period of time. The TPA process in Voyager reverses actual aged charges and adds new charges according to the payment agreement terms. Multiple payment agreements are allowed for the same resident.

Key Features

- PIC compliance data for all major programs including Public Housing, Housing Choice Vouchers, Mod Rehab and Homeownership
- HUD-compliant waiting list management
- HUD 50058 validation against the TRG (Technical Reference Guide)
- HUD 50058 financial transactions including rent charges, utility reimbursements and payables to the landlord
- Highly configurable Moving to Work parameters to fit local MTW initiatives
- HQS inspection records with configurable HUD Form 52580
Yardi Voyager PHA is a complete accounting system designed to meet all applicable GAAP and IFRS requirements. The full-featured general ledger makes financial management processes efficient and responsive to unique organizational policies and procedures. With tools including multiple sets of books, general ledger allocation, recurring journal entries, segmented accounting, intercompany accounting, financial entity setup and account trees, Voyager has the accounting power to support your business.

Accounts Receivable

Voyager provides comprehensive accounts receivable functionality including resident invoicing, automatic or manual payment receipting, creation of letters and statements and back rent calculation based on different calculation types. Accounts receivable functionality is fully integrated with the general ledger, cash receipting and accounts payable in Voyager for real-time data entry with batch and quick receipts, unlimited recurring charges and late fee management with grace periods. Furthermore, Voyager manages complex rent rolls, including overages and turnover rents, and tracks multiple checking accounts.

Accounts Payable

Voyager streamlines the payables process and reduces costs by converting paper invoices into efficient electronic transactions virtually eliminating paper and mailing costs. Automated workflows create additional efficiencies as invoices are routed through the approval process through vendor payment.

Voyager can generate both one-time and recurring invoices. The system can produce customizable rent statements and reconciliation letters to residents as well as generate statements in bulk for printing or sending automatically by email.

The Invoice Register Dashboard shows the status of all invoices, eliminates paper processing requirements and helps avoid bottlenecks with vendors. Data presented on the dashboard includes drilldown to vendors and payment status.
Key Features

- Unlimited number of financial entities with varying fiscal years
- Recurring journal entries with formula-based calculations
- Analytic/audit dashboards for reviewing receivable, payable and job cost transactional data
- Simultaneous cash and accrual basis accounting
- Streamlined payables process that converts paper invoices into electronic transactions
- Comprehensive budgeting tools
- Automated bank reconciliation
- Automated utility allowance reimbursement payments
- Check writing capability with your paper stock

General Ledger

The powerful general ledger allows your organization to use a single chart of accounts with configurable accounting segments. The system offers standard cash and accrual books with the ability to create multiple configurable books. Users can drill down to base transactions from high level reports.

- Distribute expenses from a source property/entity to multiple target properties/entities based on predefined allocation percentages
- Create consolidated journal entries and apply them automatically to multiple individual entities based on percentages or statistical data

Role-based dashboards display tasks that need to be completed on a daily basis. Dashboard reporting gives a complete record of financial transactions with drill-down capabilities.
Key Features

- Run all financial reports from a single screen with the financial analytics dashboard
- Drill down to the transaction detail from any financial report for unparalleled transparency
- Export any financial report to Excel or PDF format

Financial Analytics

Financial analytics provide access to all financial data and key performance indicators enabling unprecedented access for agencies to review income, cash flow, balance sheet, budget comparison, trial balance, 12-month activity, quarterly activity, annualized reports and more. Voyager offers standard financial analytic reports with runtime filters based on user-defined, multi-tiered hierarchies. These can be displayed as a report on screen, exported to Microsoft® Excel or Adobe® PDF format, or saved as dashboard content. Reports include drill-down links to underlying transaction screens and reports.

Account Trees

Voyager account tree functionality allows you to create endless variations of standard or custom reports quickly and easily. This eliminates the need for multiple charts of accounts. Custom account trees can accommodate your unique organizational reporting requirements. A custom account tree is a virtual collection of headings, accounts and totals mapped to your chart of accounts.

The report on the left represents a standard Voyager Income Statement; below, is a comparable modified report of the same financial data in summary format using an account tree.
Electronic Banking/ACH

Yardi Electronic Banking enables automated cash receipt and check clearing functions. In addition to special options for creating customized resident statements and coupons, it offers the sophisticated cash management controls needed in today’s world of fast-paced electronic commerce. This valuable tool provides user confidence and control in property management operations with the same easy-to-use layout as your other Yardi products.

Key Features

- Automatically link multiple payors with a resident
- Improve collections by converting batch receipts into EFT/ACH files for processing by a clearinghouse service
- Improve bank reconciliation process and avoid check fraud with reverse-positive pay and positive pay
- Generate custom resident statements, coupons and lock-box processing
At Yardi our mission is to provide our clients with superior products and outstanding customer service, while we take care of our employees and the communities where we work and live. With that commitment, Yardi leads the industry in providing full business software solutions for real estate investment management, property management, financial accounting, asset management, and ancillary services. Organizations like yours have been using our proven and mature software with confidence for decades.