



HOW TO STREAMLINE PHA OPERATIONS WITH A **UNIFIED PLATFORM**

Connect your agency with the [Yardi[®] PHA Suite](#)

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SWITCH TO TECHNOLOGY

Big changes start with small steps



As housing programs become more complex, it's natural to start looking for simpler ways to get things done.

The shift to technology can be gradual. Especially when you have a partner committed to supporting you every step of the way.

In time, you may wonder how you ever managed without it. **We're here to make the transition smooth and worthwhile.**

"Yardi stuck with us through the entire implementation process and they've continued to be there ever since.

When HUD rolls out something new, Yardi is right there with us, figuring it out and offering feedback along the way."

Lori McGowan

Deputy Executive Director
Spokane Housing Authority





"Yardi gives us one system to run everything, from compliance and maintenance to finances. It just makes things easier."

Weneshia Brand

Deputy Director
Ann Arbor Housing Commission

WHY A CONNECTED SYSTEM MATTERS

Working in the most efficient way possible requires an all-in-one system. When it comes down to it, housing requires many moving parts.

When all your systems connect, your team becomes more productive and your service quality improves. And working faster means getting more people into homes.



VOYAGER AS THE SYSTEM HUB

Voyager is the backbone of Yardi and powers your financials and daily operations. Every solution in the PHA Suite feeds into Voyager in real time.

All your data from applications, certifications, maintenance requests and vendor payments live in Voyager and updates automatically.

For you, this means improved visibility, stronger compliance and the best experience for your staff and residents.

The new Voyager 8 features task-driven dashboards, bulk communications for residents and prospects and Compliance Manager.



"Our core PHA workflows are at least **three times faster** with Voyager."

Steven M. Sapp

Chief Executive Officer
Marion Housing Authority



Yardi Compliance Manager

A new dashboard that helps you manage applicants and tenants through RentCafe in a single view.

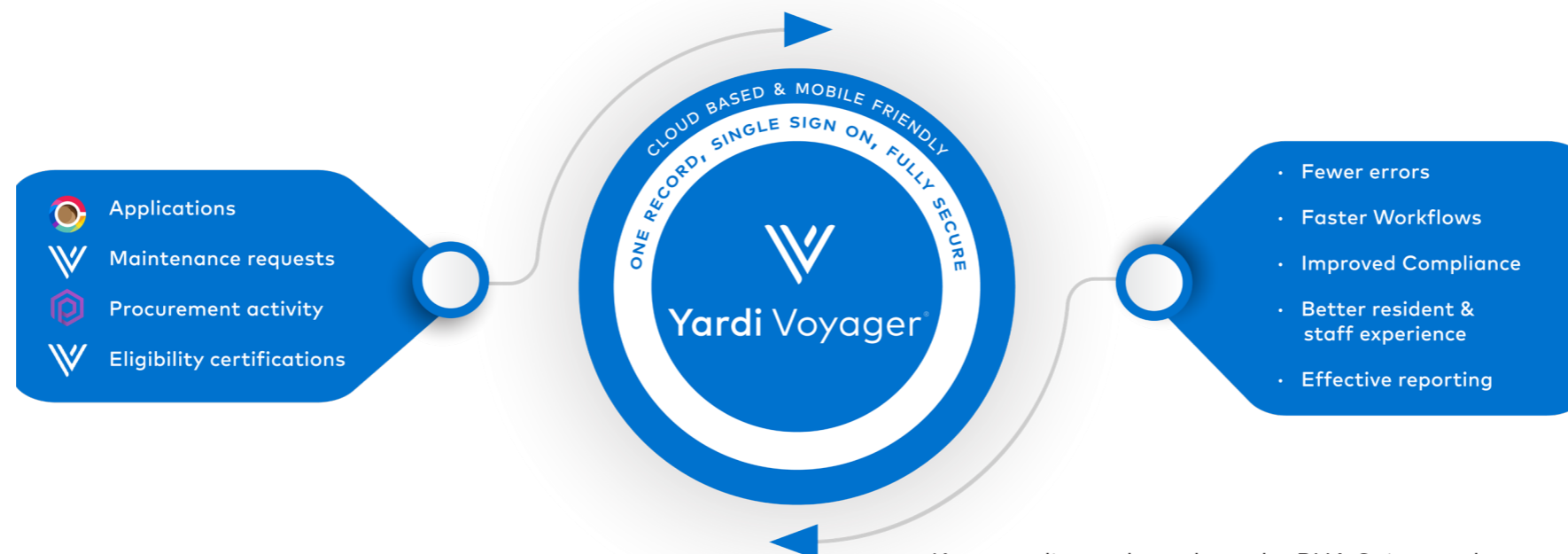
Track collections with real-time payment insights

Streamline renewals with a centralized dashboard

Create reports faster with drag-and-drop tools

The Power of a Connected System for PHAs

Easily consolidate property management, accounting & compliance in a single place



Keep reading to learn how the PHA Suite products connect and flow into Voyager.

RENT CAFE + VOYAGER

RentCafe overview

An online solution for applicants to join waitlists and qualify for housing, while saving costs and making the process more efficient for everyone involved

[EXPLORE RENTCAFE PHA](#)

How integration works

1. Applicant submits digital application through **RentCafe**
2. Application lands in Voyager, utilizing the new Compliance Manager dashboard, for review and approval
3. Once applicant reaches top of waitlist, intake is initiated in **Voyager** for household to complete via their applicant portal
4. Full intake application info feeds into **Voyager** for review and processing

Why integration matters

- Households complete tasks on their own time without visiting the office
- Caseworkers gain real-time visibility into each household's progress
- External parties can view status through portals
- No duplication of efforts

RENT CAFE + CASE MANAGER + VOYAGER

Case Manager overview

A user-friendly request tracking tool that enhances communications and streamlines compliance

EXPLORE CASE MANAGER

How integration works

1. A Housing Choice Voucher (HCV) household submits a portability request via the **RentCafe** portal to move to another jurisdiction (e.g., San Diego to Los Angeles)
2. Agency receives the request in **Case Manager**, where it's assigned and tracked
3. **Case Manager** outlines the steps for the caseworker to process the request
4. In **Voyager**, the caseworker will perform the actions to issue the family a voucher and sends details to the receiving housing authority
5. Once household finds a unit and moves, the caseworker processes the move-out
6. At the same time, **Case Manager** tracks and checks each step until the entire process is performed
7. Household can view request status through their **RentCafe** portal

Why integration matters

- Caseworkers manage tasks Case Manager, while actions flow directly to Voyager 8/Compliance Manager
- Eliminate paper tacking and rekeying information



MAINTENANCE IQ + VOYAGER

+ PAYSCAN

Maintenance IQ overview

A mobile-first solution that streamlines maintenance requests, scheduling and repairs

PayScan overview

A digital invoice and payment solution that automates approvals and eliminates paper processing

How integration works

1. Resident submits work order via **RentCafe**
2. **Maintenance IQ** creates corresponding work order, which can be auto-assigned or manually assigned
3. Maintenance techs order goods from Yardi Marketplace, if needed
4. Purchase orders route to the purchasing staff via **PayScan**
5. Upon approval, goods are ordered and vendors are paid through a system-generated payable or via **Yardi BillPay** (if licensed)

Why integration matters

- Work orders, materials and invoices are all connected
- Reduce delays and missed payments with one workflow



EXPLORE PAYSCAN

EXPLORE MAINTENANCE IQ



"The unit turn timeline is priceless. When someone is put on notice in Voyager, that automatically syncs with Maintenance IQ."

Juan Garcia

Director of Information Technology
Housing Authority of the County of Santa Barbara

Note: Inspection IQ works the same way. Staff, residents and inspectors can interact via mobile devices and all data automatically flows to Voyager.

VERIFICATION SERVICES + VOYAGER

Verification Services overview

An online solution that helps staff verify income and assets quickly, making it faster to qualify households, more efficient for staff and more cost-effective overall

How integrations works

1. Applicant submits application through RentCafe
2. Staff launch **Verification Services** in **Voyager**, sending an invitation to the applicant to connect with their employer, payroll provider or bank
3. Once connected, income and asset data downloads instantly to **Voyager**
4. Staff use that data to complete certification documents and eligibility workflows

Why integration matters

Staff save time by avoiding:

- Chasing responses from employers or banks for weeks
- Verifying potential fraudulent documents
- Mailing written verifications
- Households don't need to visit the office to submit documents
- Staff can verify income and assets the same day, allowing the applicants to move in faster



[EXPLORE VERIFICATION SERVICES](#)

AI BUILT INTO YOUR CONNECTED EXPERIENCE

Yardi Virtuoso refers to all aspects of AI inside our software ecosystem. It is not a product but rather built into your existing workflows.

Virtuoso helps your applicants and residents complete tasks like applications and certifications, while giving staff guidance on processes like compliance and payments.



THE FIVE PILLARS OF VIRTUOSO



1. Native AI Agents

AI built into existing Yardi tools to automate tasks like predictive analytics



2. Virtuoso Assistant

AI guidance that helps staff complete compliance workflows and everyday tasks



3. Premium Agents

AI agents that automate routine tasks like invoice approvals



4. Virtuoso Composer

A framework where you can create your own AI agents for workflows like HUD compliance and audit preparation



5. Virtuoso Insights

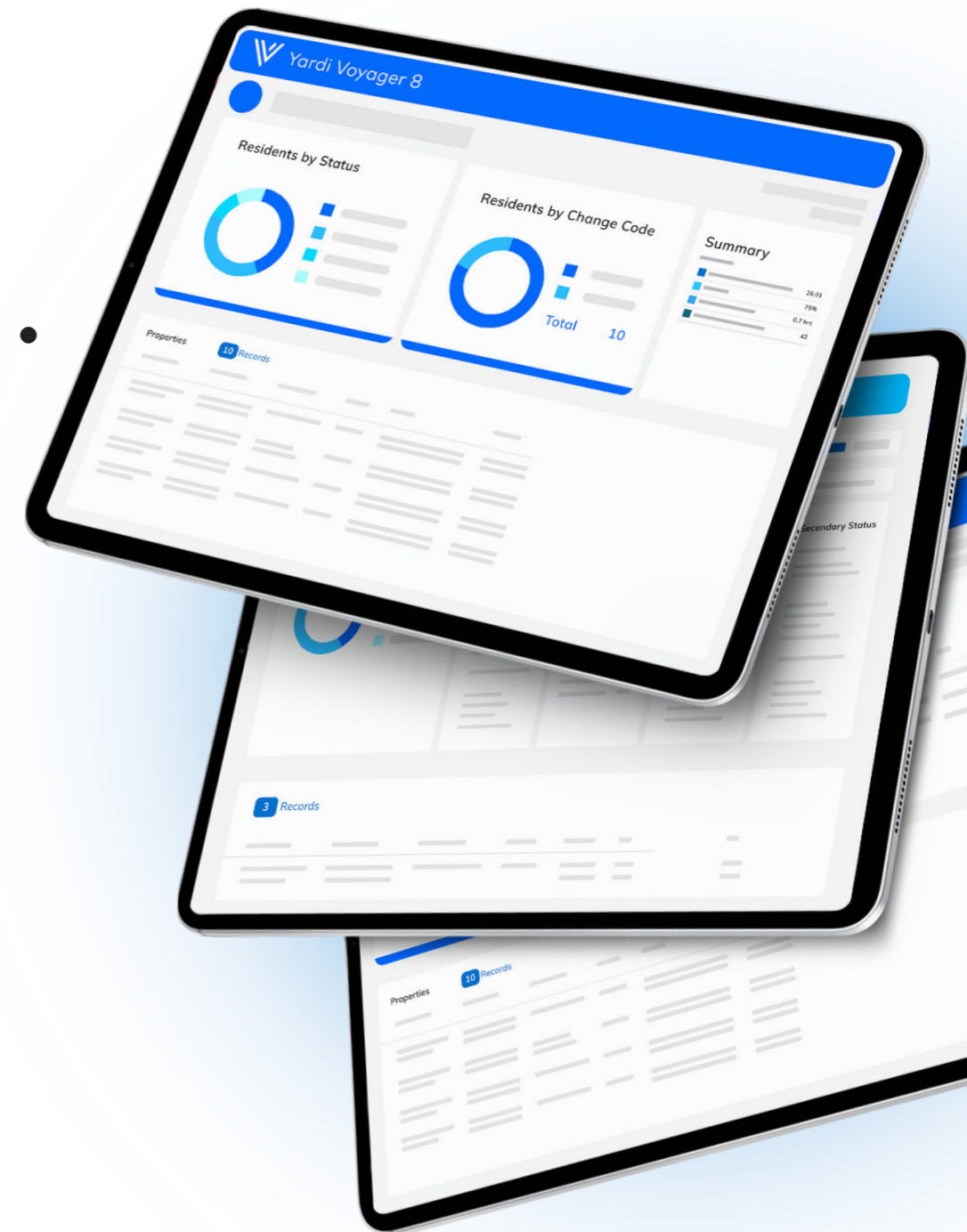
AI that allows staff to analyze data and get answers instantly without manual reporting

[EXPLORE VIRTUOSO](#)

ONE PLATFORM. ONE PARTNER. ONE SOURCE OF TRUTH.

You've probably heard "all-in-one", "end-to-end", "one-stop shop" before. But here's what it really means when your PHA runs a connected system.

- **Everything in one place** — All operations under the same roof
- **One login for everyone** — Single sign-on keeps things simple
- **One record, multiple uses** — No more rekeying and less room for error
- **Real-time visibility** — Instant insight into operations across entire agency



TAKE A CLOSER LOOK AT THE YARDI PHA SUITE

THANK YOU

Our team is ready to help you figure out the best solution for your agency.

Call 800-866-1144 to schedule a demo today!



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