

# Business Use Case

## Streamlined affordable housing workflows with Yardi RightSource








### Overview

Yardi RightSource simplifies and accelerates the certification process in affordable housing. Designed to support compliance-heavy operations, it gives property managers, compliance staff and site teams a smarter, faster way to get certifications approved without overburdening internal teams.

By integrating directly with Yardi Voyager and Compliance Manager, RightSource acts as a seamless extension of your staff, providing expert-level file review and issue resolution within 24 hours of submission.

### How RightSource fits your daily workflow

RightSource is not an add-on that creates more work. It supports and strengthens the compliance tasks your team already performs and improves them through speed, accuracy and accountability.

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**1. Your team collects and compiles household certification files**
  - Site staff, housing specialists or compliance personnel gather required household data
  - Files are prepared and uploaded into Compliance Manager via secure, paperless workflows
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**2. Your team submits the file to RightSource**
  - With a few clicks in Compliance Manager, your team sends the file to a RightSource auditor
  - Files are tracked through the interface with no emails or shared drives involved
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**3. RightSource audits the file**
  - A dedicated RightSource team member reviews the file against HUD, LIHTC and other program rules
  - Within 24 hours, the auditor post findings (if any), and they will appear on the dashboard in Compliance Manager
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**4. Your team responds to findings and resubmits**
  - If corrections are needed, your staff makes them and resubmits
  - RightSource continues reviewing until all findings are resolved
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**5. File is cleared and move-in can proceed**
  - When there are no outstanding findings, the file is considered approved to proceed for occupancy or recertification
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**6. File is marked complete**
  - Once all signed documentation is received (certification, leases, etc.) the file is marked complete
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**7. Ongoing support and escalation if needed**
  - If there's disagreement about a finding, team leads or policy committee members resolve it promptly
  - Your account manager provides support and guidance throughout

### Roles Involved

Your Team	Rightsource Team
Site Staff, Housing Specialists, Compliance Officers	Auditors, Team Leads, Managers, Account Managers, Policy Committee

### Operational Benefits

- **Faster Certifications:** 96% of files are reviewed within 24 hours
- **Fewer Vacant Days:** Average certification approval in just 5.8 days over 2.6 audit cycles
- **Happier Staff:** Onsite teams spend less time troubleshooting compliance
- **Happier Residents:** Faster move-ins and smoother paperwork experience
- **Better Compliance:** Fewer findings and cleaner audits
- **Improved Data Security:** All files handled through secure, permissioned systems
- **Clarity & Confidence:** Built-in escalation paths for interpretation disagreements

## Key Metrics

Metric	Value
Average file review time	9.8 minutes
Average certification approval time	5.8 days
Average file reviews per approval	2.6
% of files returned within 24 hours	96%
Files reviewed per month	~30,000

## Requirements and considerations

- Clients must use Yardi Voyager and hold a RightSource license
- Certification timelines depend on how complete and accurate files are upon initial submission
- RightSource's turnaround metric reflects initial findings review not final certification clearance
- File turnaround expectations should not be used as leasing guarantees

## Conclusion

Yardi RightSource delivers an efficient, scalable compliance review service that frees up your staff, reduces errors and accelerates occupancy. By integrating directly into your daily workflows, RightSource becomes a trusted partner in meeting program requirements, increasing revenue and delivering a better experience for staff and residents alike.