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RENTCafé® Affordable Housing

Leading Practice Workflow–Standard Move-In

The focus of this RENTCafé Affordable Housing session is to review move-in leading practice workflows from the role of a RENTCafé Site Manager user who requires no further approval. Attendees may ask questions throughout the session and will be provided opportunities to practice in RENTCafé Affordable Housing.

Introduction

Affordable housing providers can now replace paper-based applications and compliance processes with online portals for applicants and residents through RENTCafé Affordable Housing. RENTCafé Affordable Housing extends the benefits and features of the Yardi RENTCafé suite to properties receiving federal or state housing assistance. Standard workflows and verifications provide compliance for programs including HUD 50059, Section 42 Low Income Tax Credit, HOME, and Rural Development.

In this Session

During our demonstration, we will explore how RENTCafé Affordable Housing can:

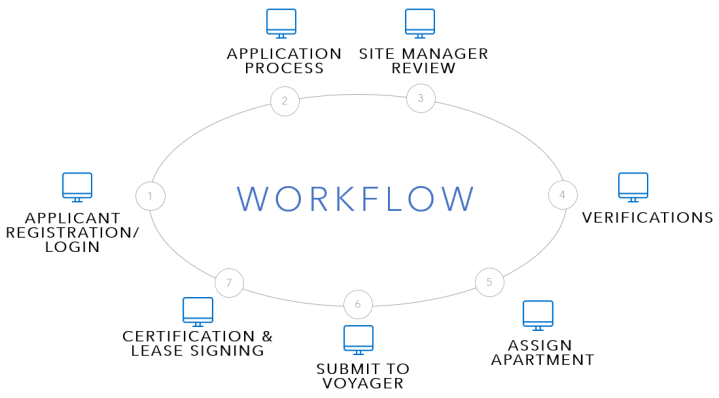
- Reduce errors and expedite processing of compliance files.
- Electronically manage paperwork.
- Heighten communication among team members, applicants, and residents.
- Assign tasks to team members based on file status.
- Provide a central location for all information related to applications and certifications.
- Offer online completion of leases and certifications for prospects and residents.

To begin, let's look at a high-level overview of the move-in leading practice workflow.

Workflow

- The applicant either registers or log on to the prospect portal.
- The applicant completes the online application process.
- When the applicant submits the move-in application, the site manager receives an alert. The site manager can review compliance details conveniently from the site manager's computer.
- The site manager:
    - Creates verifications and sends them to the applicant's portal for release.
    - Assigns the applicant to an apartment.
    - Sends the applicant's submission to Voyager, where the certification is automatically created.
    - Sends certifications and leases for applicant signatures.

The following graphic shows a high-level overview of the move-in workflow.



Site Manager Introduction

- Compliance Dashboard

  Site Manager saves filters based on last search by the same user. Use these filters to limit the records that appear. You can also search by secondary status.

- Custom Dashboard

  Each role has different tiles assigned, based on the role responsibilities and the information the users need to access. (Refresh regularly if logged on.)

- Household Page

  This page is the primary location for managing records and performing all actions. The **Member** tab initially appears.

- More menu

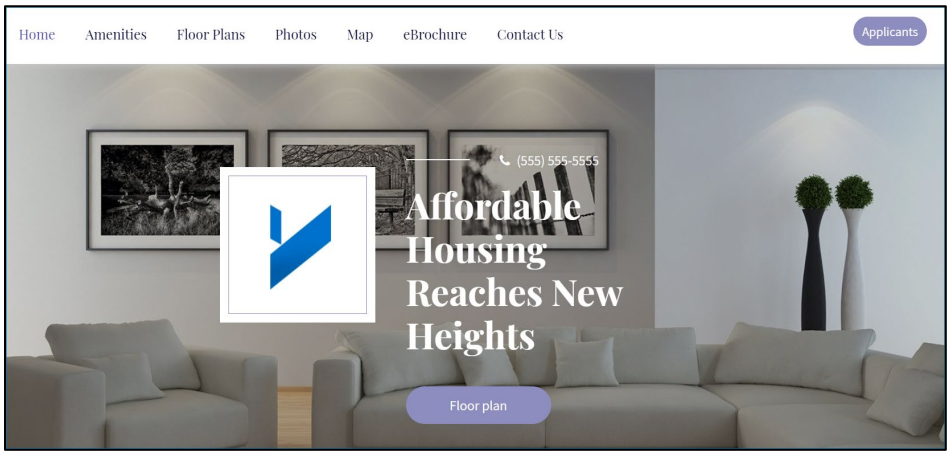
  Use this menu to view payments, review screening, and assign units.

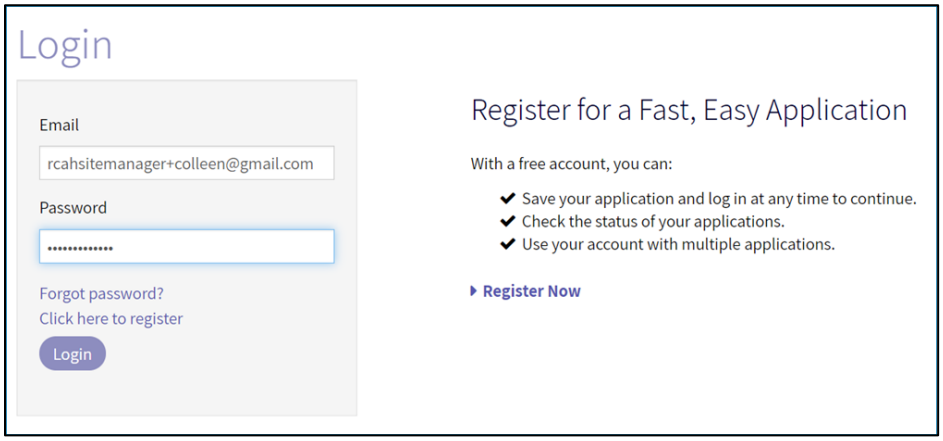
Applicant Portal Login/Registration Overview

Applicant Log-on

A prospect must register to begin the application process. After registering, the applicant can log on and off the site as needed. When an applicant logs off, RENTCafé saves the applicant's completed information. When the applicant logs on, RENTCafé displays the step from which the applicant logged off.

When an applicant has registered, the log-on screen appears.

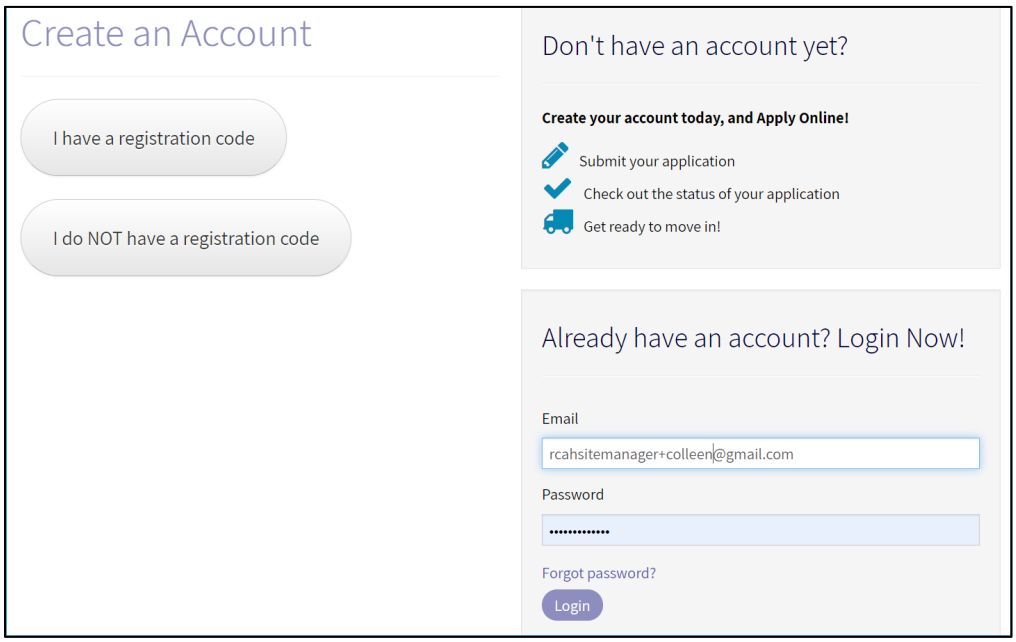


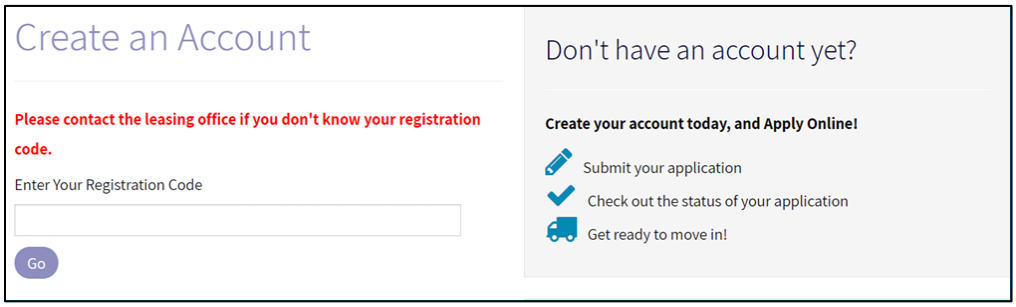


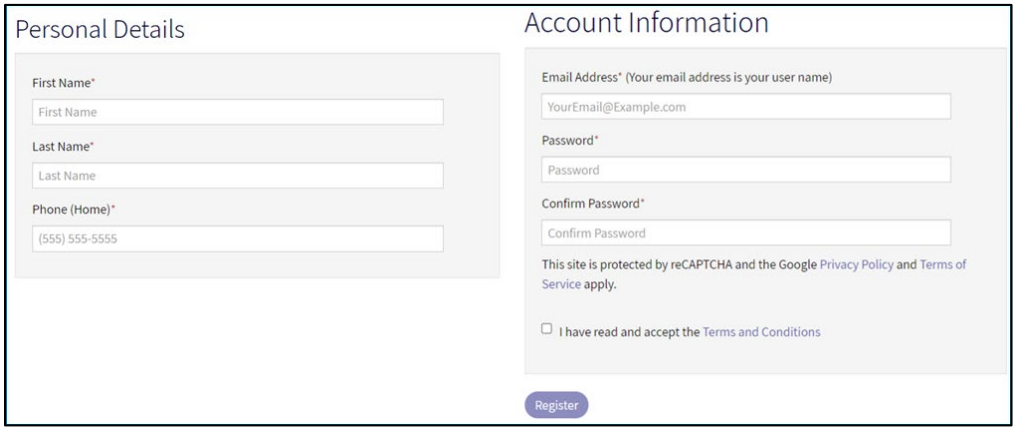
Registration Process

Current residents will be validated through the first and last name and the email address on the Voyager **Resident** screen. You can set up additional validations for phone, resident code, and apartment number.

New applicants will apply for the property by setting up a RENTCafé account. Applicants will be asked whether they have a registration code. The registration code is the prospect code ("p-code" in Voyager). The prospect code will help ensure that the applicant is tied to an existing guest card.





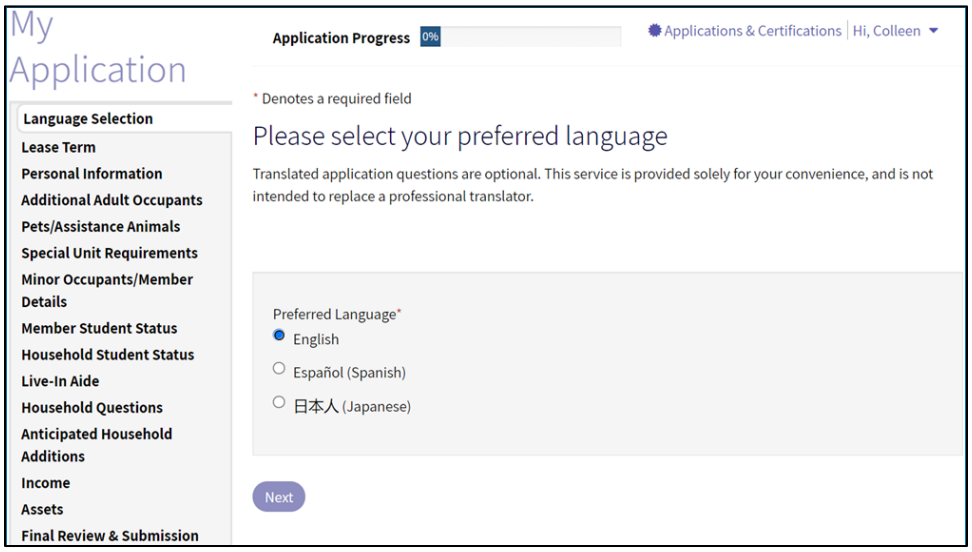


Applicant Portal–Application Process

Language Selection

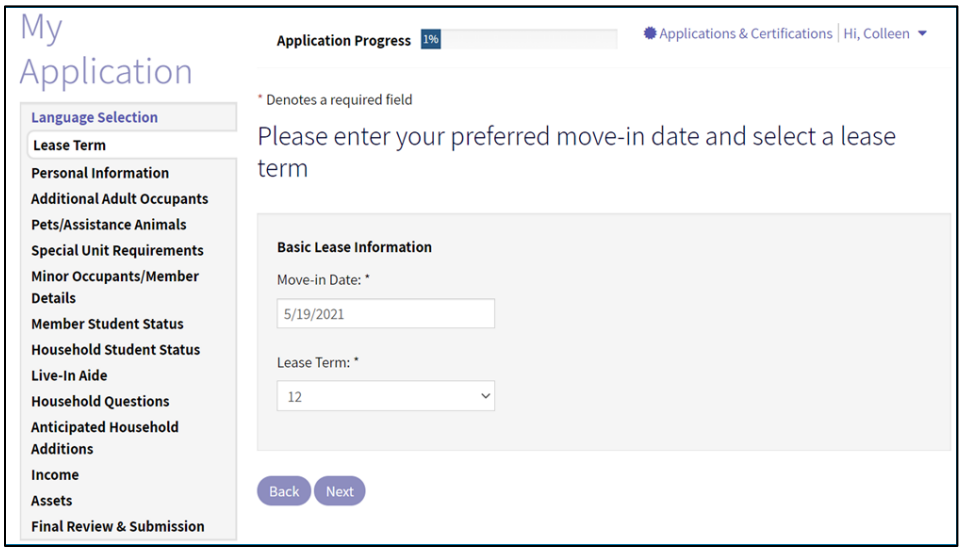
An applicant's first step is to select a preferred language. Allowing an applicant to complete the application in the applicant's preferred language will make the application process easier and may reduce the amount of help applicants need from your staff.

You as the administrator can decide which languages to make available for each property.



Lease Term

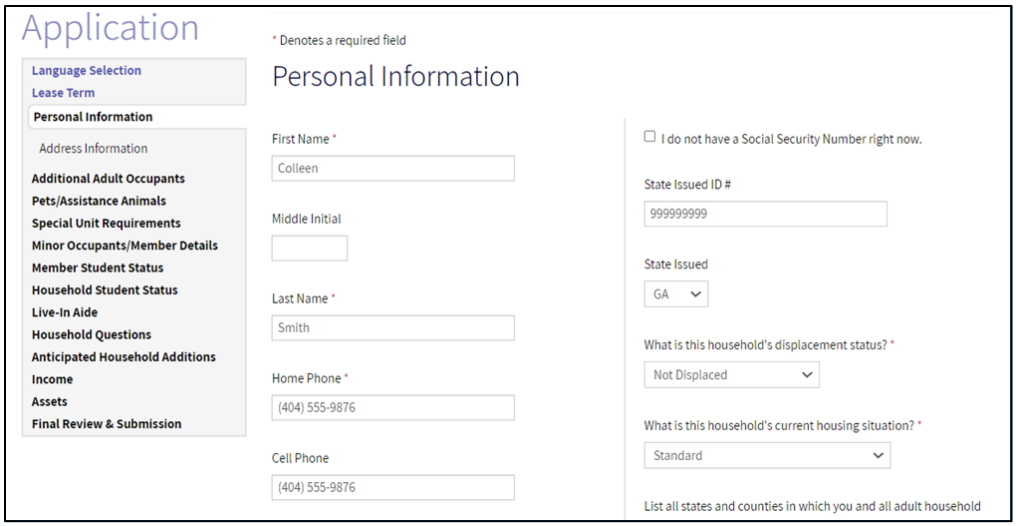
You can configure leading practice workflows built in to RENTCafé Affordable Housing to match the way each property operates. In this example, the property has 50059 and tax credit apartments. Although this property has a waiting list, RENTCafé asks the applicant for a requested move-in date.



Personal Information

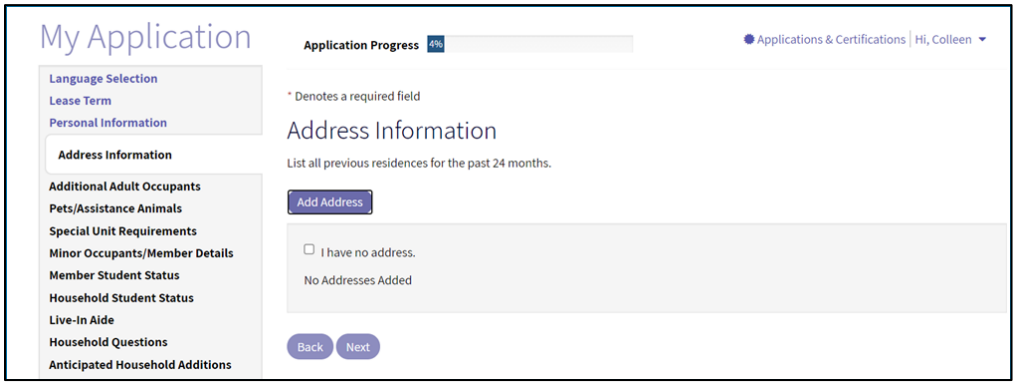
The **Personal Information** step builds the applicant's guest card. Some fields also apply to the applicant's screening and to the certification in Voyager.

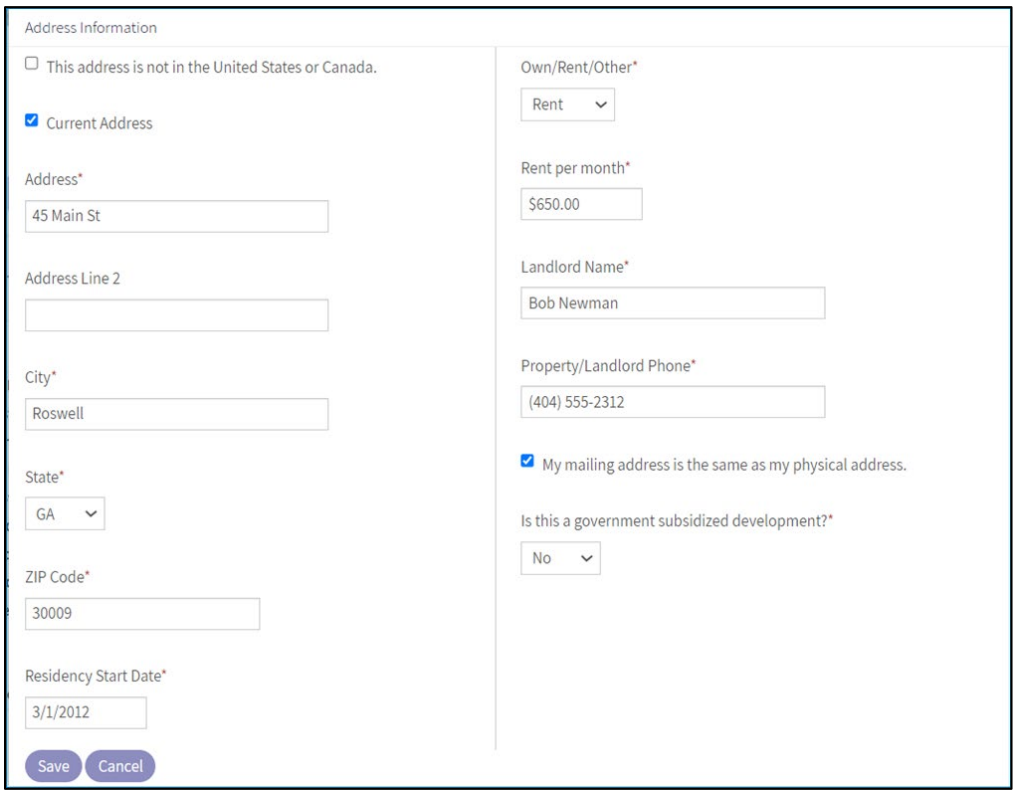
If your organization wants an additional step to help determine which workflow the applicant must complete, you can add a step that asks applicants to provide basic eligibility information. For example, if an applicant enters an annual income of $100,000, RENTCafé Affordable Housing would determine that the prospect does not qualify and stop the applicant at this step. If the property has market rate apartments, RENTCafé can move the applicant through a market rate workflow.



Address Information

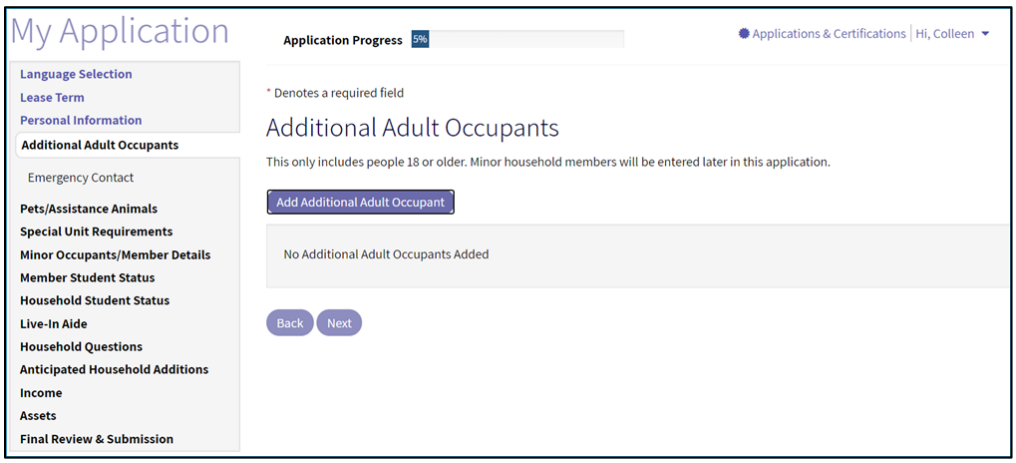
Your requirements for resident history can be built into RENTCafé Affordable Housing. For example, if you require three years of history, the applicant will not be able to move forward until entering enough information to satisfy that requirement.

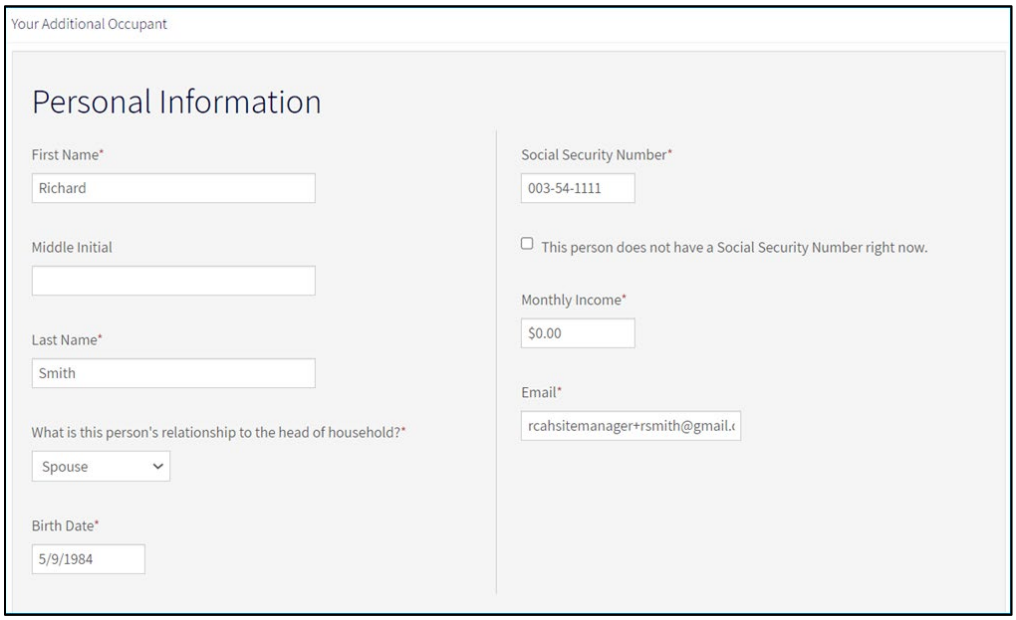




Additional Adult Occupants

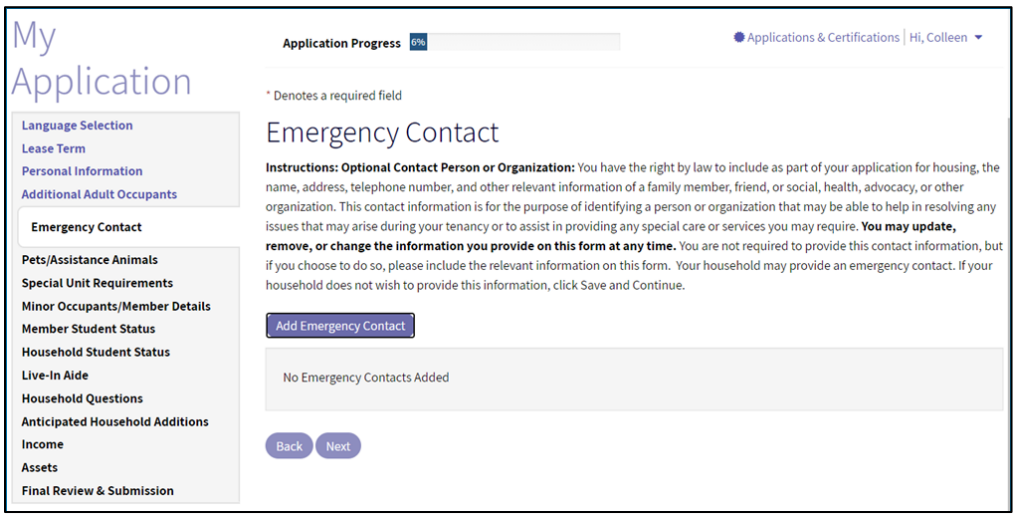
This step asks the applicant to include all occupants over the age of 18. These household members need to be screened. The applicant will enter other household members, including members under 18, later.

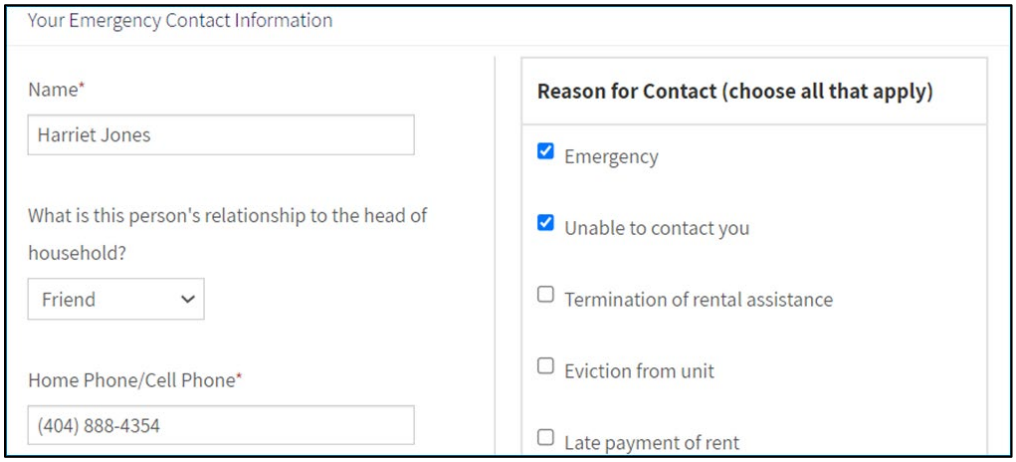




Emergency Contact

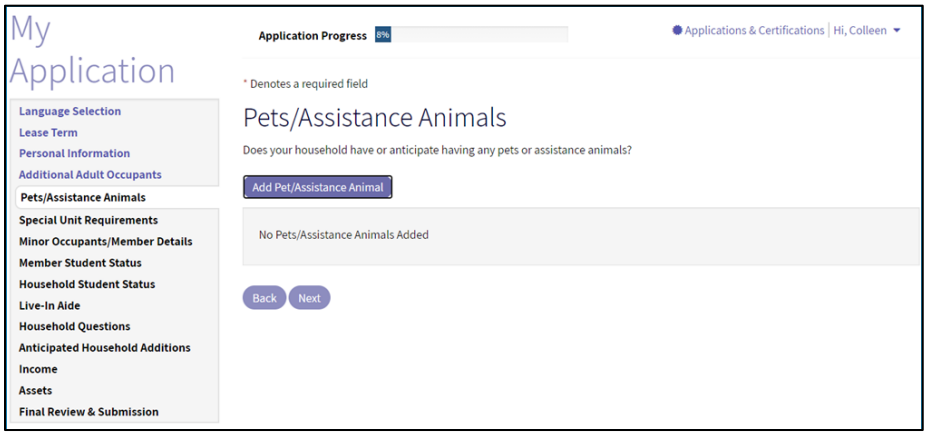
If the applicant wants to provide emergency contact information, the applicant adds the information on this step. This information will appear on the form HUD-92006.





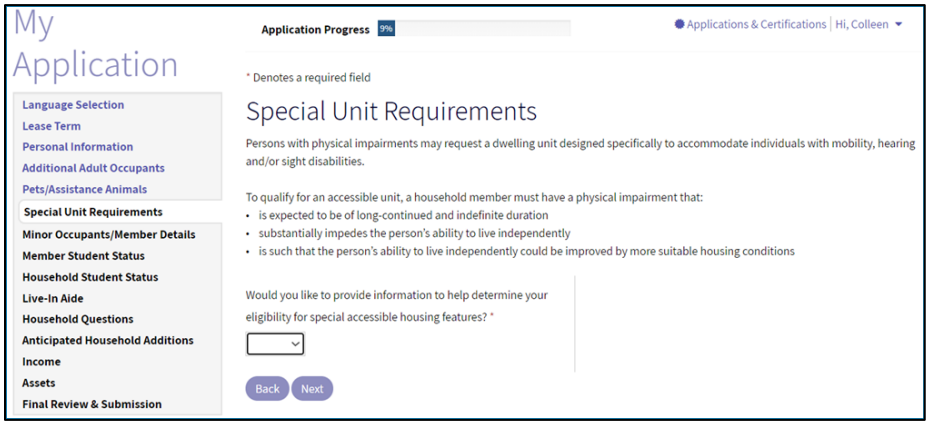
Pets/Assistance Animals

On this step, the household can add information about pets or assistance animals.



Special Apartment Requirements

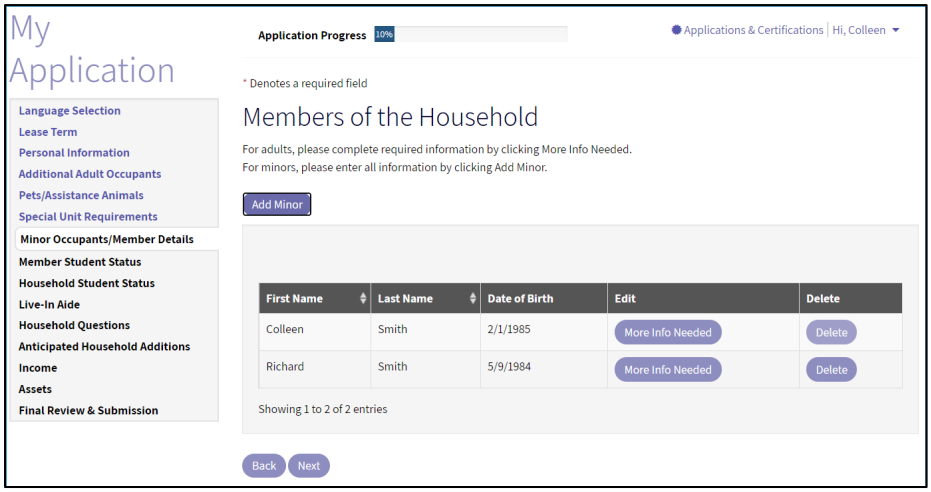
If an applicant wants to be placed in an apartment with special accommodations, the applicant provides the special needs information on this step.



Member Details

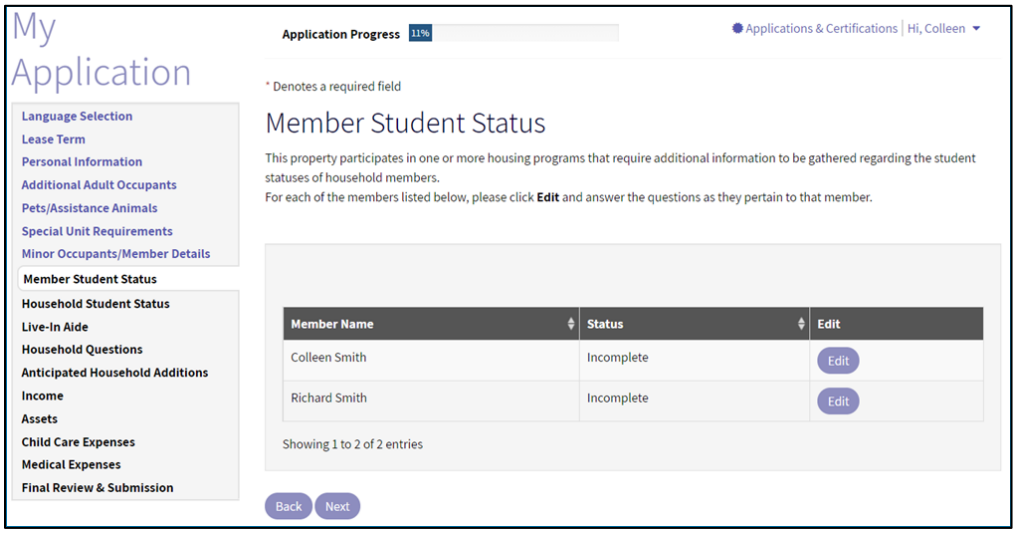
On this step, the applicant adds detailed information about each household member, including members under the age of 18. Information includes citizenship, disability status, race, ethnicity, and student status.

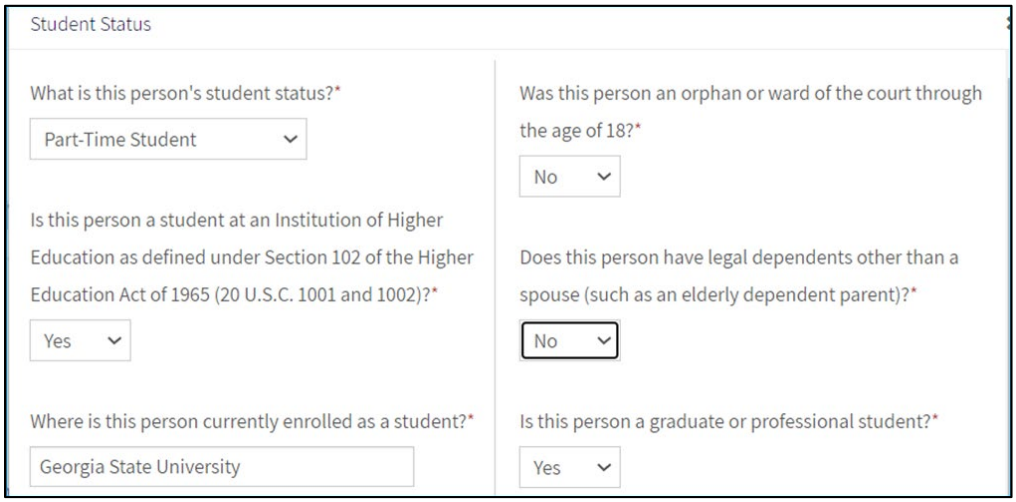
Information completed during earlier steps in the workflow automatically appears.



Member Student Status

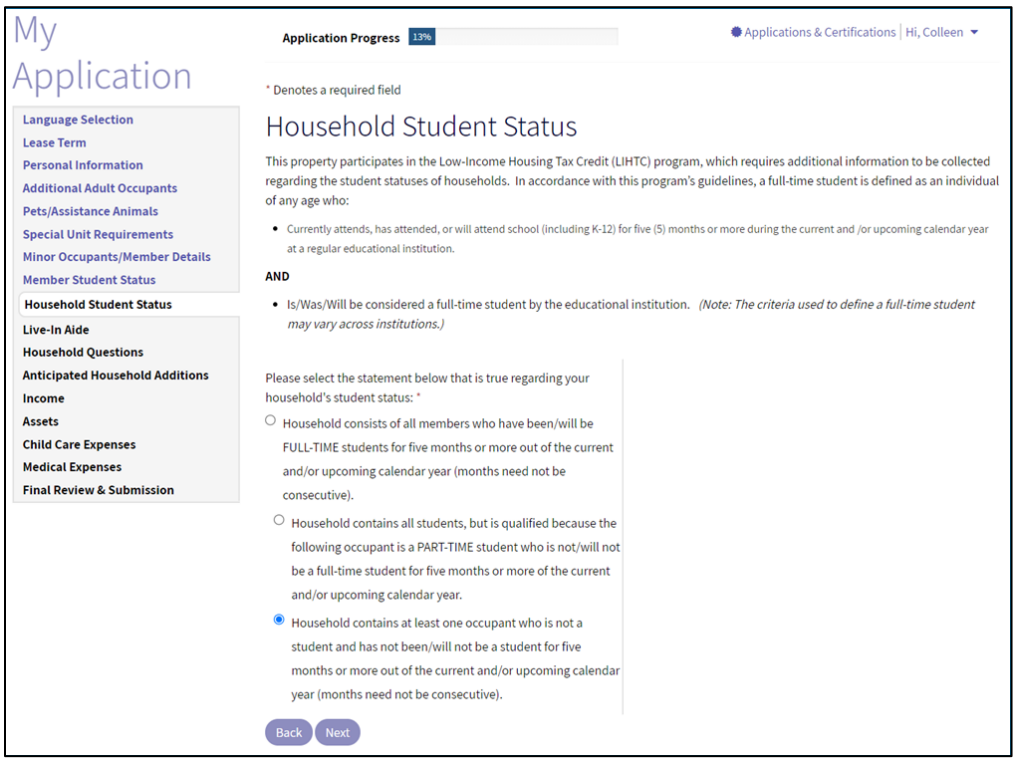
If the household is applying for a tax credit apartment, each household member must provide information regarding current student status. Examples of the questions asked are student status, type of education, and the name of the student's educational institution.





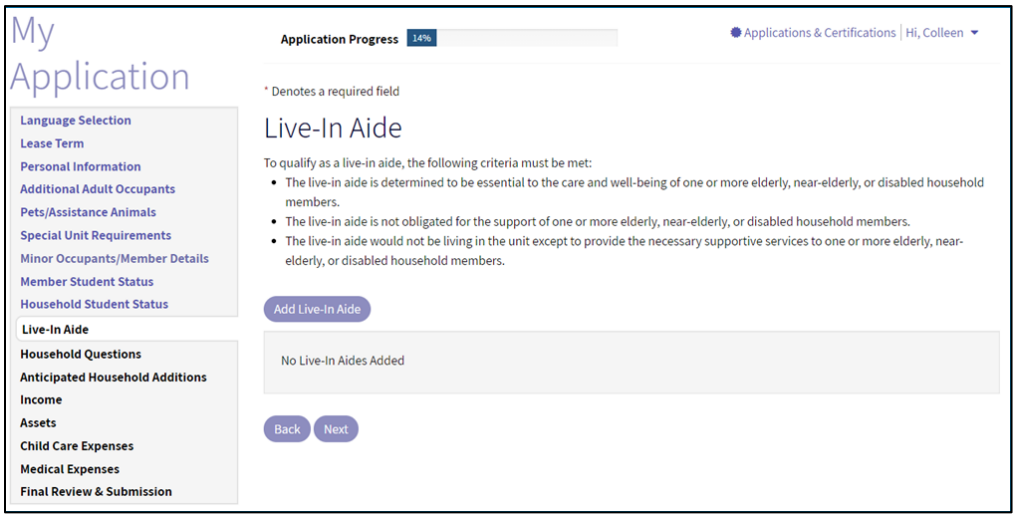
Household Student Status

For a tax credit property with student household members, the applicant must select one of the following statements about student status.



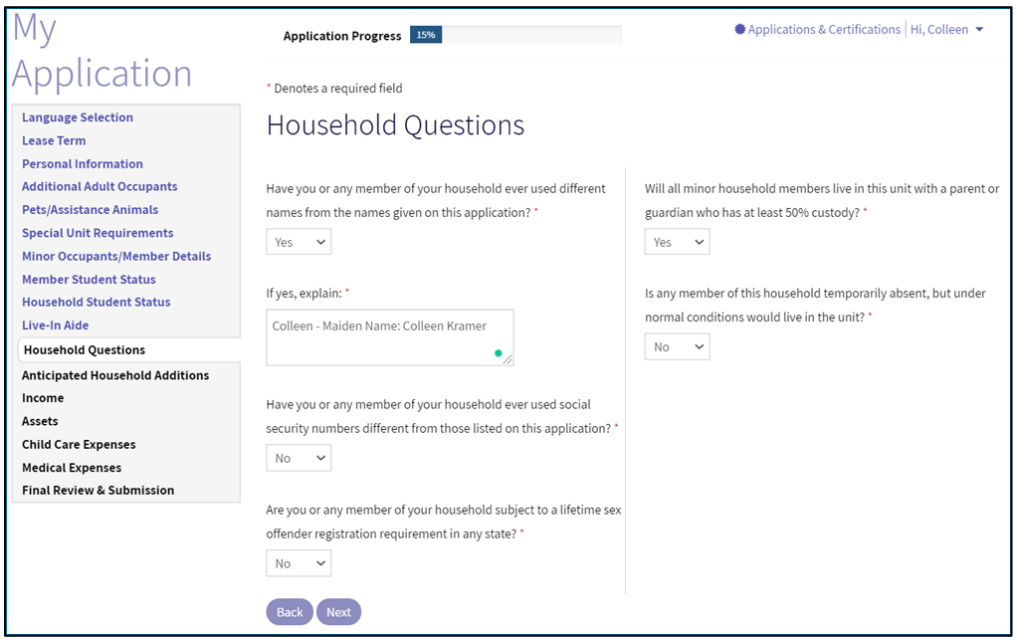
Live-In Aide

If the applicant's household will include a live-in aide, the applicant completes this step.



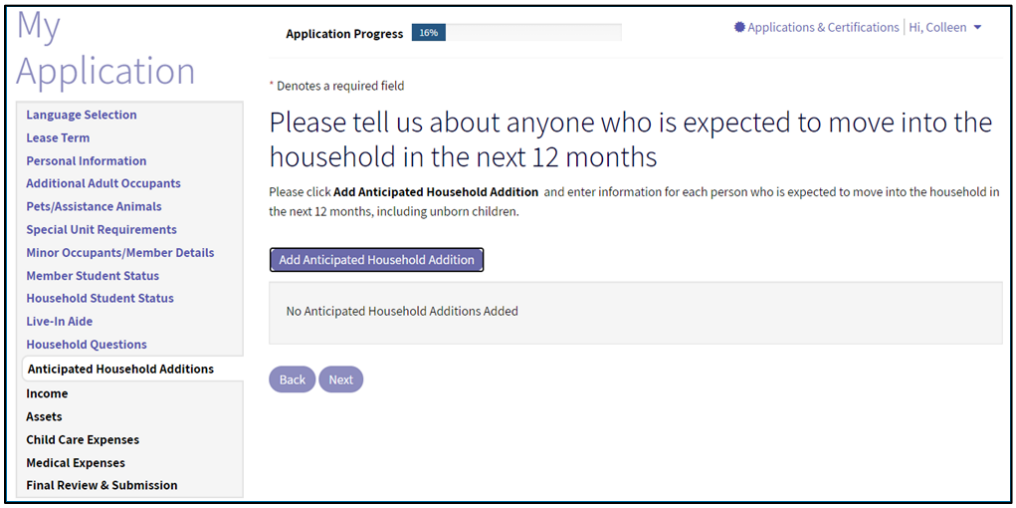
Household Questions

On this step, the applicant answers questions relating to the entire household. The applicant selects **Yes** or **No** for each question. The answers determine additional questions that appear.



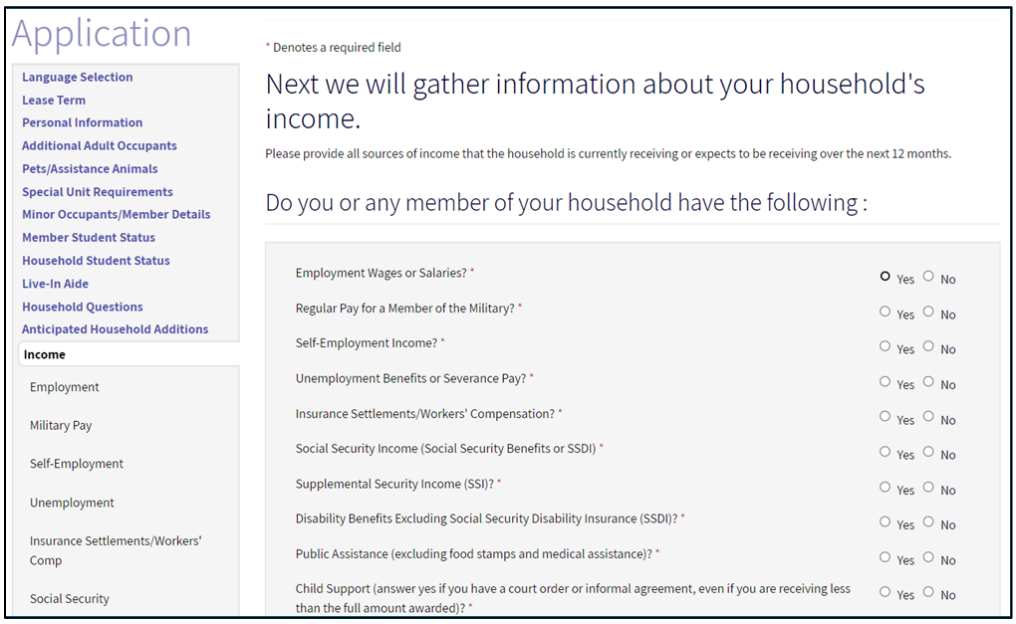
Anticipated Household Additions

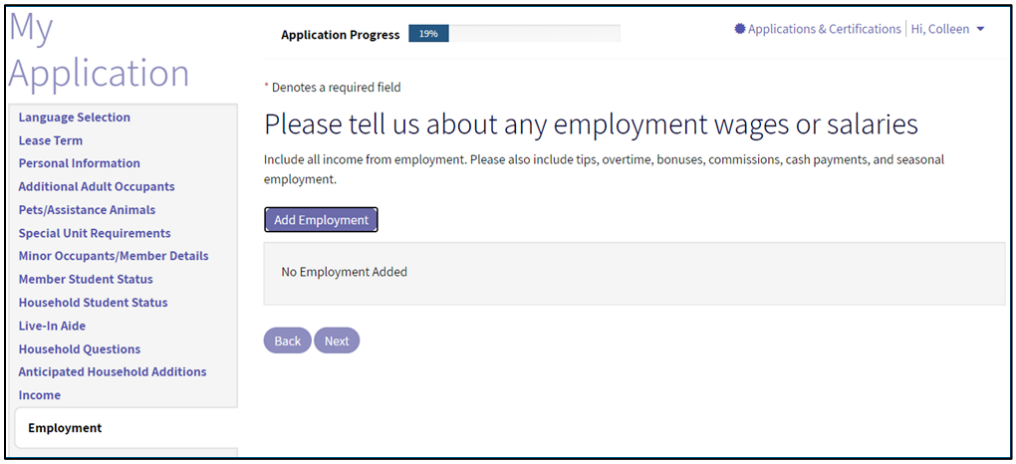
The applicant can add anticipated household members expected over the next 12 months, including unborn children.

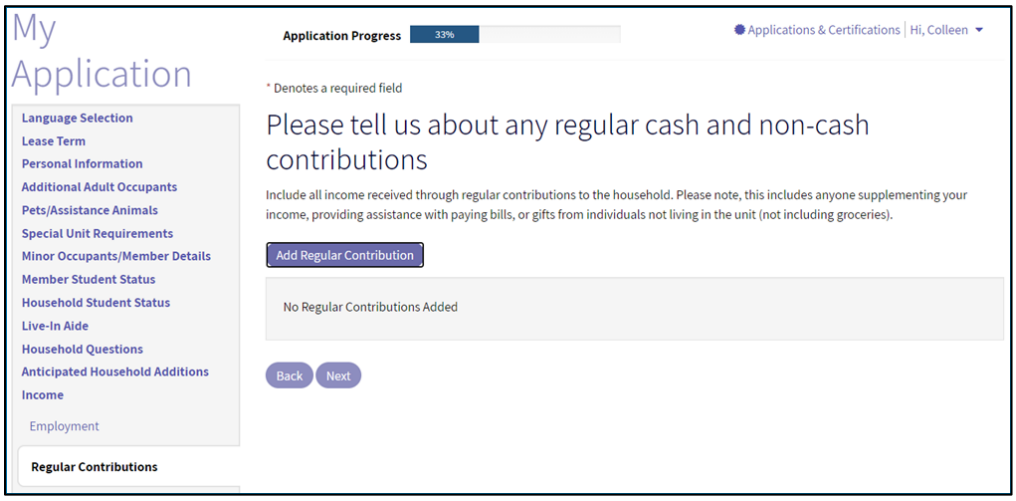


Income

On this step, the applicant answers questions about household income. The applicant selects **Yes** or **No** for each question. The answers determine additional questions that appear.

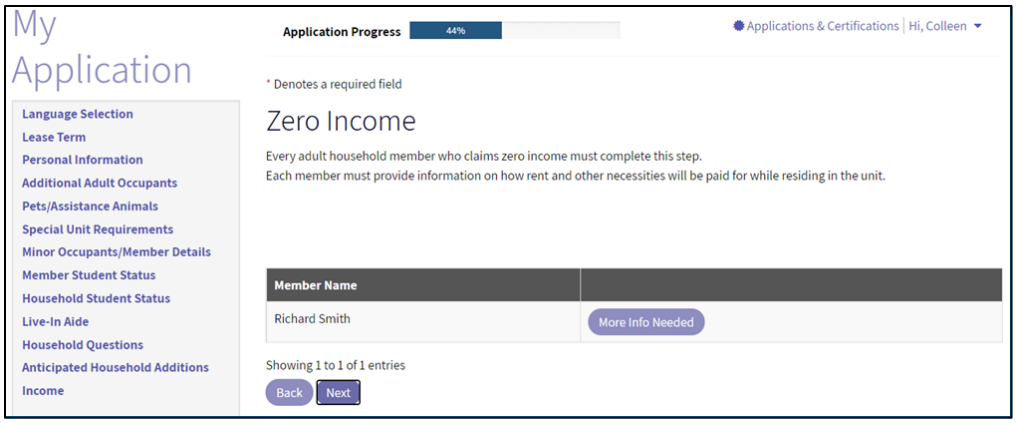






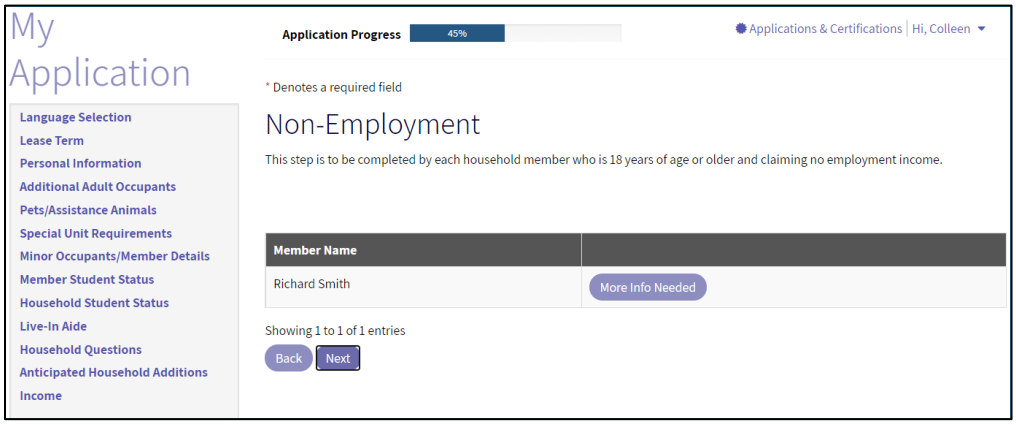
Zero Income

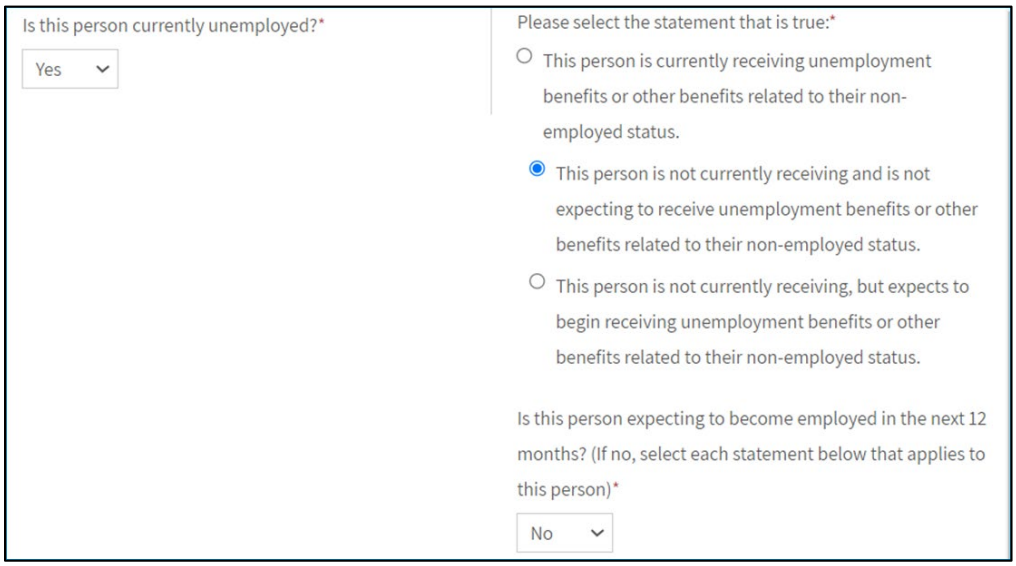
A household member age 18 or over who claims zero income must provide information about how rent and expenses will be paid while the member is living in the apartment.



Non-Employment

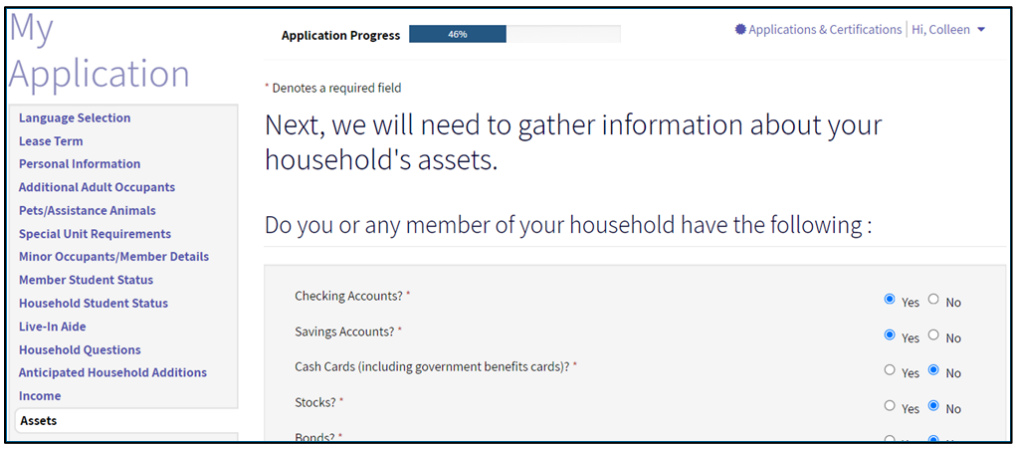
A household member age 18 or over who claims zero income must provide non-employment information.



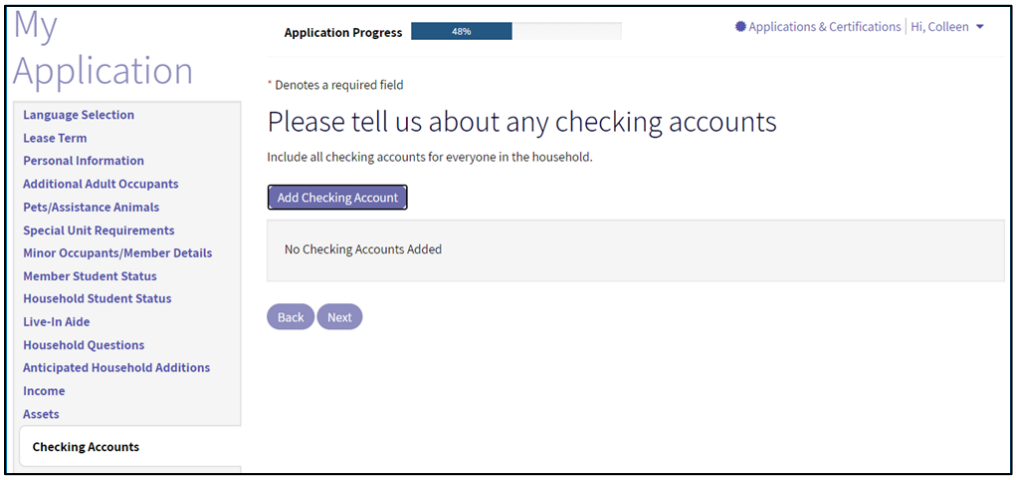


Assets

On this step, the applicant answers questions about household assets. The applicant selects **Yes** or **No** for each question. The answers determine additional questions that appear.

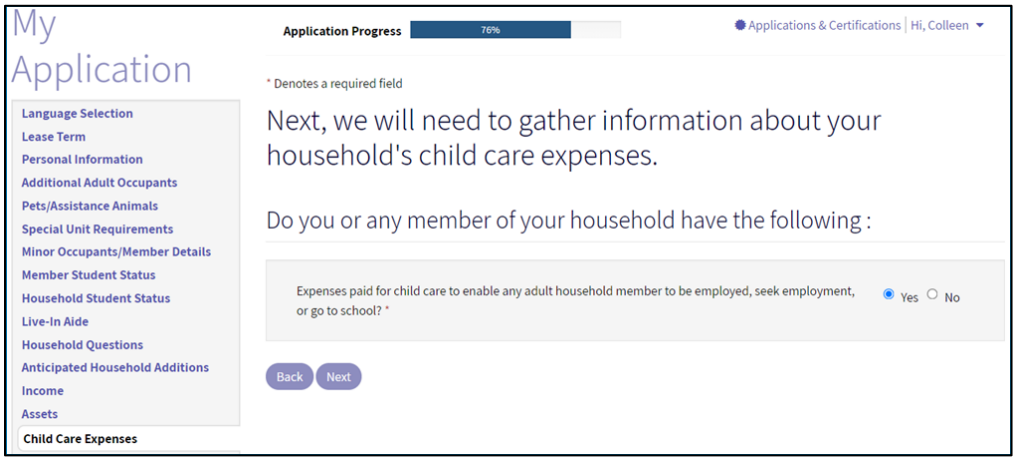


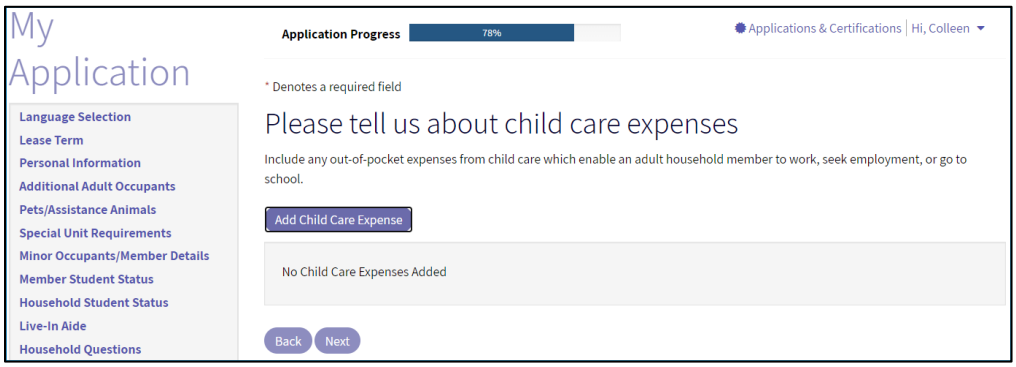
Members enter the details about each asset with a **Yes** answer. An additional step appears on the side menu.



Childcare Expenses

On this step, the applicant answers a question about childcare expenses paid to an outside source so an adult family member can work, seek employment, or attend school. If the household selects **Yes**, an additional step appears requiring details about the childcare expense.





Expenses

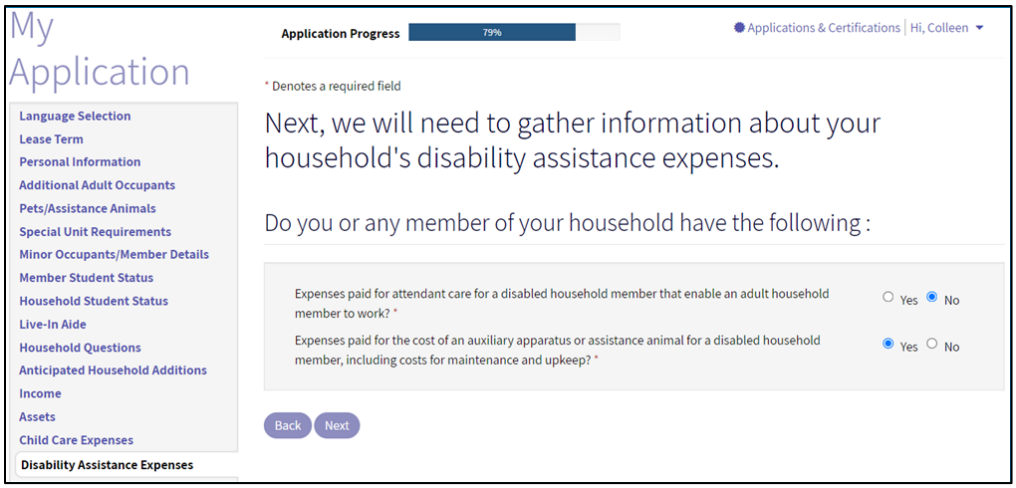
If the household is applying for 50059, Rural Development, or HOME assistance, questions about expenses appear. To be eligible for expenses, the household head, spouse, or co-head must be elderly (age 62 or older) or disabled.

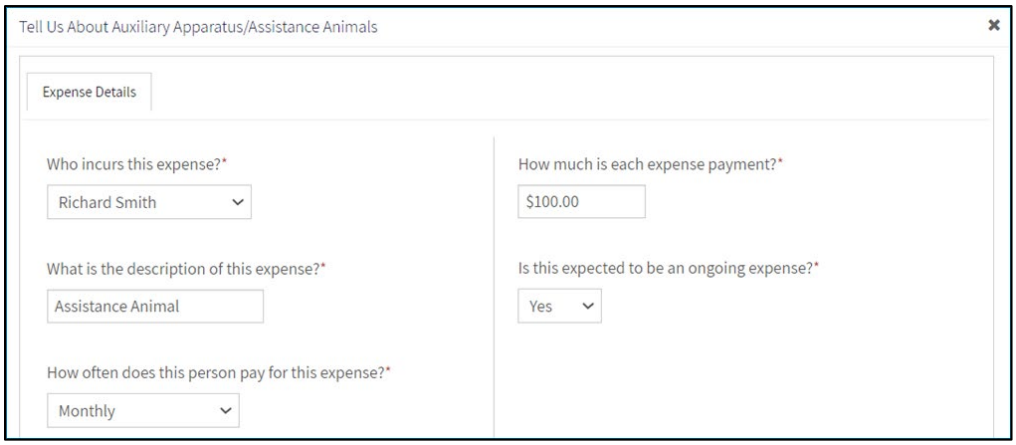
NOTE: Applicants for properties with only tax credit assistance will not be asked about expenses.

Disability Expenses

On this step, the applicant answers questions about disability expenses. The household head, spouse, or do-head must be disabled and pay disability expenses to be able to work.

The applicant selects **Yes** or **No** for each question. If the applicant selects **Yes**, an additional step appears requiring details about the disability expense.

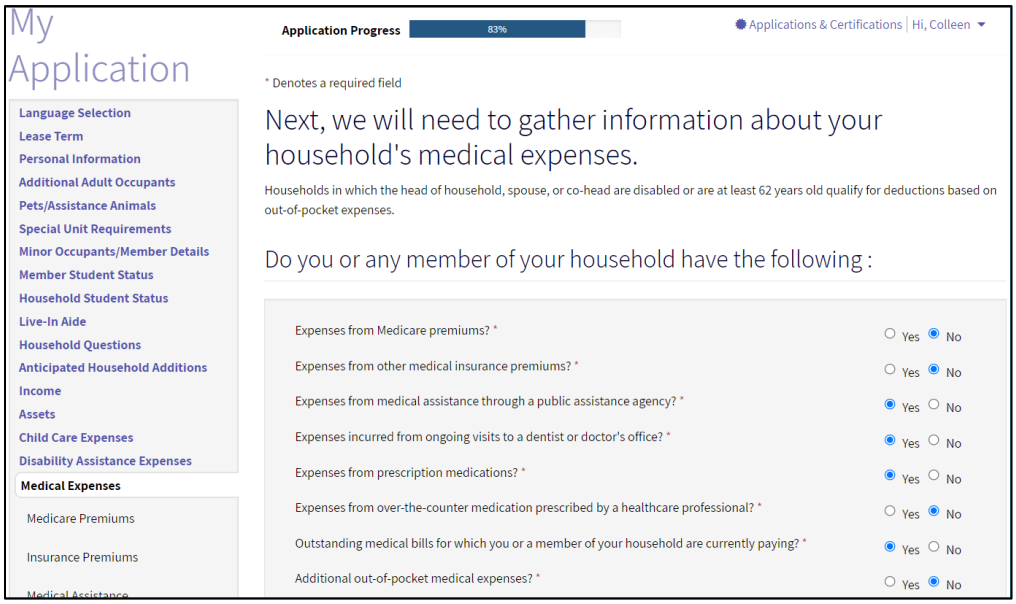


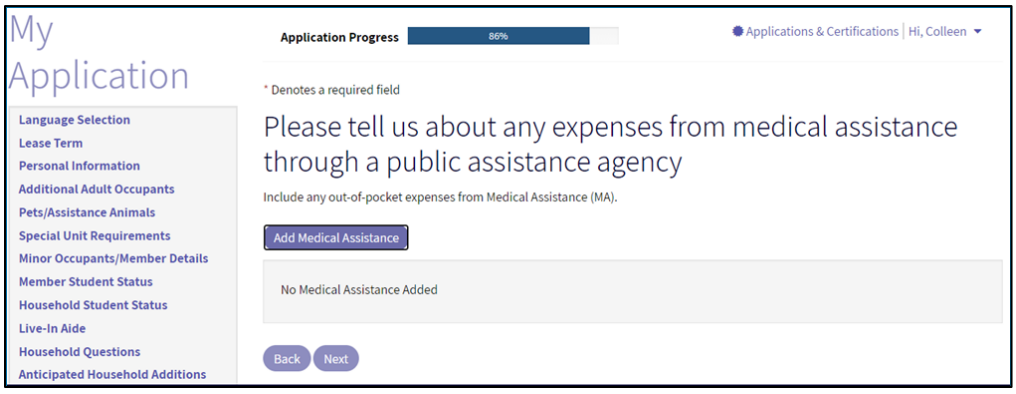


Medical Expenses

On this step, the applicant answers questions about medical expenses. The household head spouse, or co-head must be elderly (age 62 or older) or disabled.

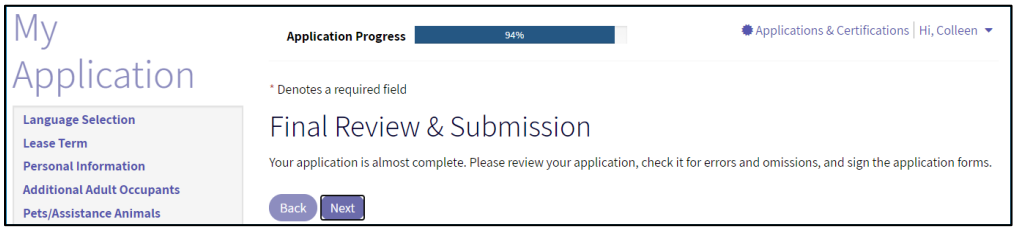
The applicant selects **Yes** or **No** for each question. If the applicant selects **Yes**, an additional step appears requiring details about the medical expense.





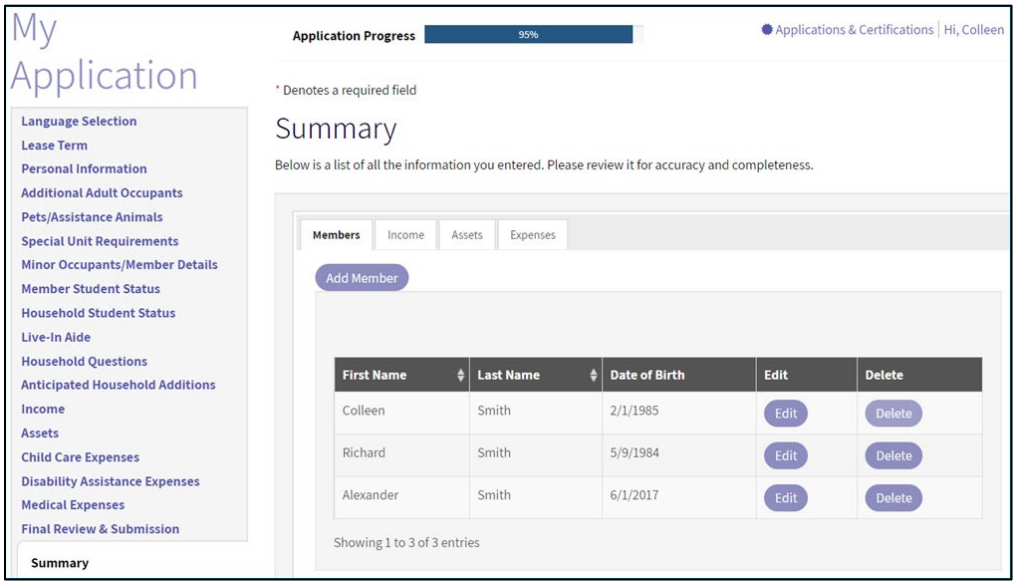
Final Review and Submission

This step prepares the applicant for reviewing all items in the household's application.



Summary

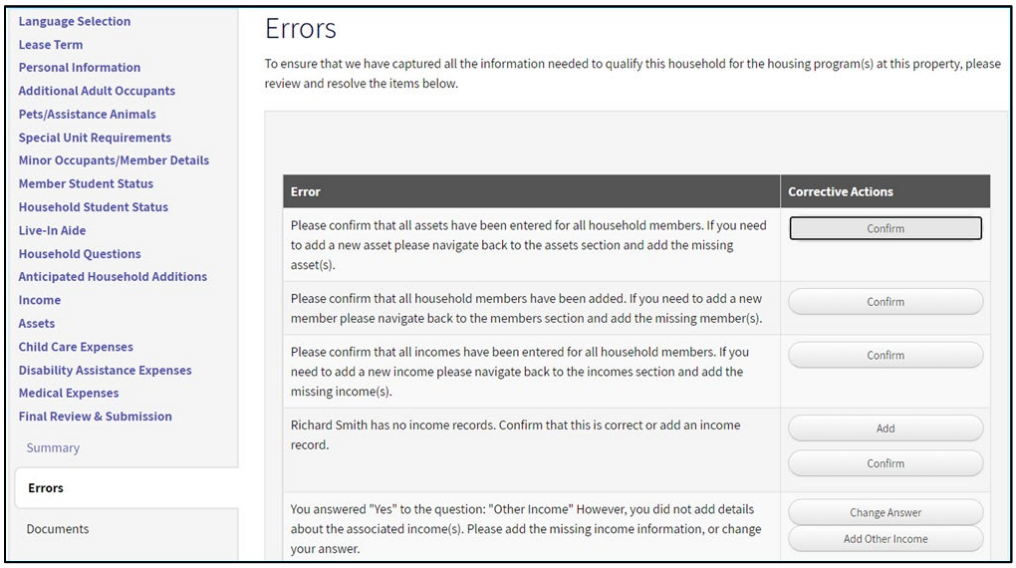
On the **Summary** step, the applicant can make final changes to the application.



Errors

To help identify errors, RENTCafé Affordable Housing compares how the applicant answered the questions to the details the household provided. If the applicant missed required details on a previous step, the applicant must either provide the information or change the answer before moving forward.

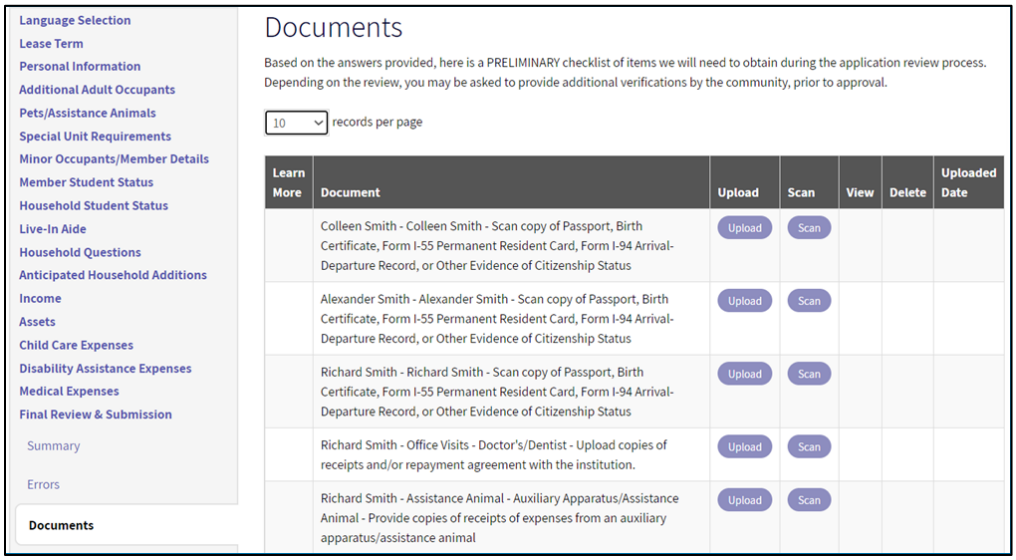
Once all errors are resolved, the applicant can move forward.



Documents

On this step, the applicants can upload required documents.

You can list the required documents to alert applicants about the documents they need to attach. Applicants may use a scanner, tablet, or phone to upload documents.

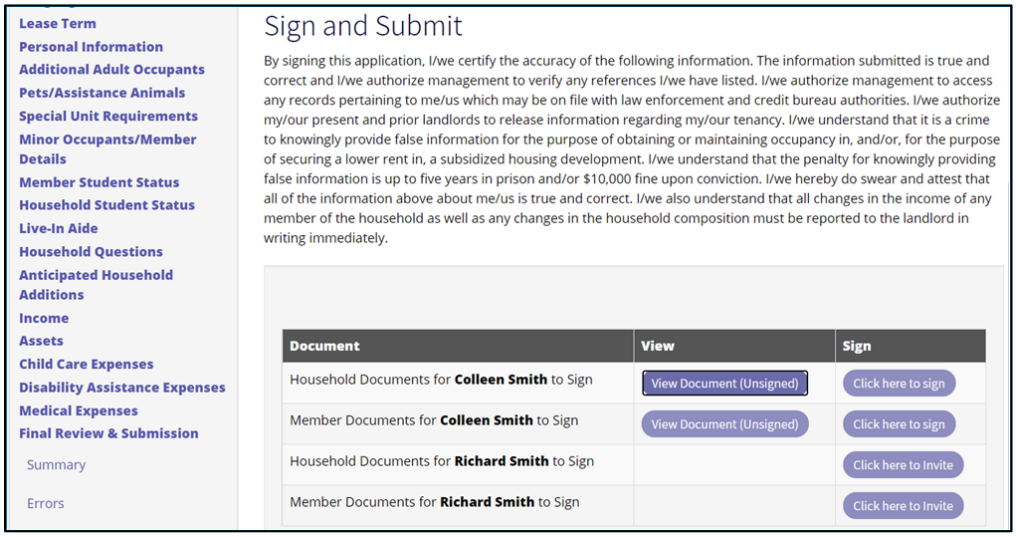


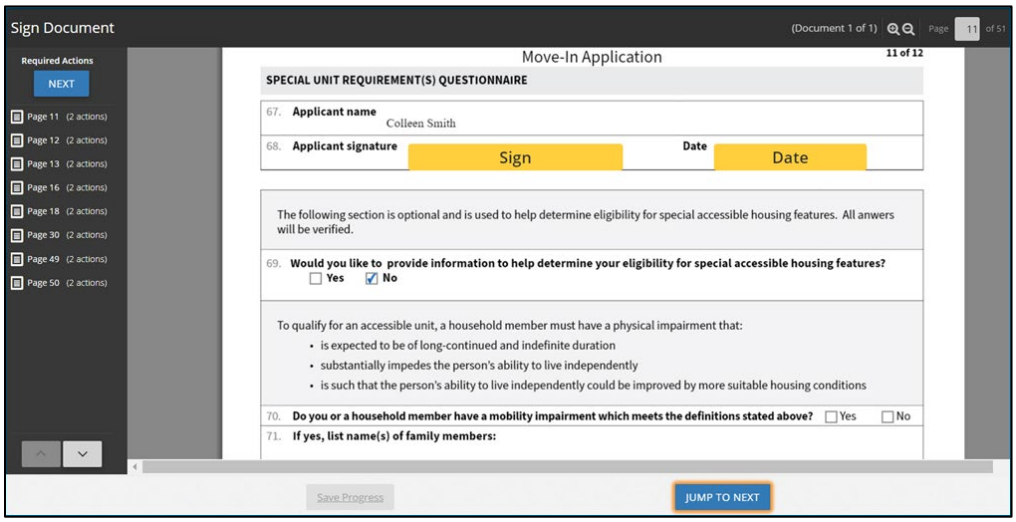
Sign and Submit

Signing the application is the applicant's final step.

In the following example, the household is using electronic signatures. If you offer electronic signatures, each member selects a signature font. RENTCafé Affordable Housing shows each member where to sign, initial, and date the application.

You can allow the household head to invite the other adult household members to sign documents. This option ensures that each adult household member signs the member's own set of documents.





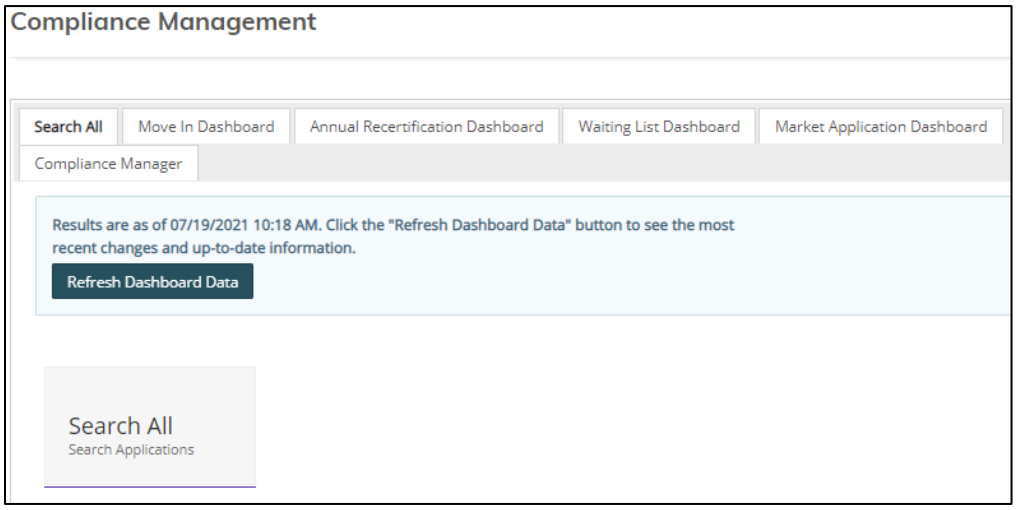
Site Manager Workflow

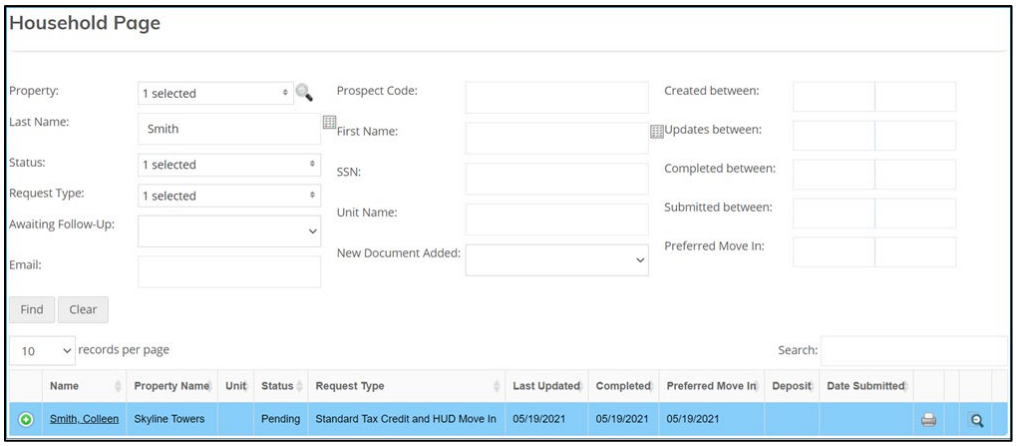
Compliance Management Dashboard

Like the **Community Manager Dashboard** in Voyager, the **Compliance Management** dashboard provides the Site Manager user with a single location for viewing current and pending activities. Using the **Compliance Management** dashboard and customized tiles reduces confusion and expedites processing activities.

You can use roles and groups to provide users with access to only the information needed for their roles. For example, you can find move-in applications on the **Move In Dashboard**.

You can use the **Search All** tile to view any applications that applicants have started but not completed. This tile also provides quick access to a specific applicant.

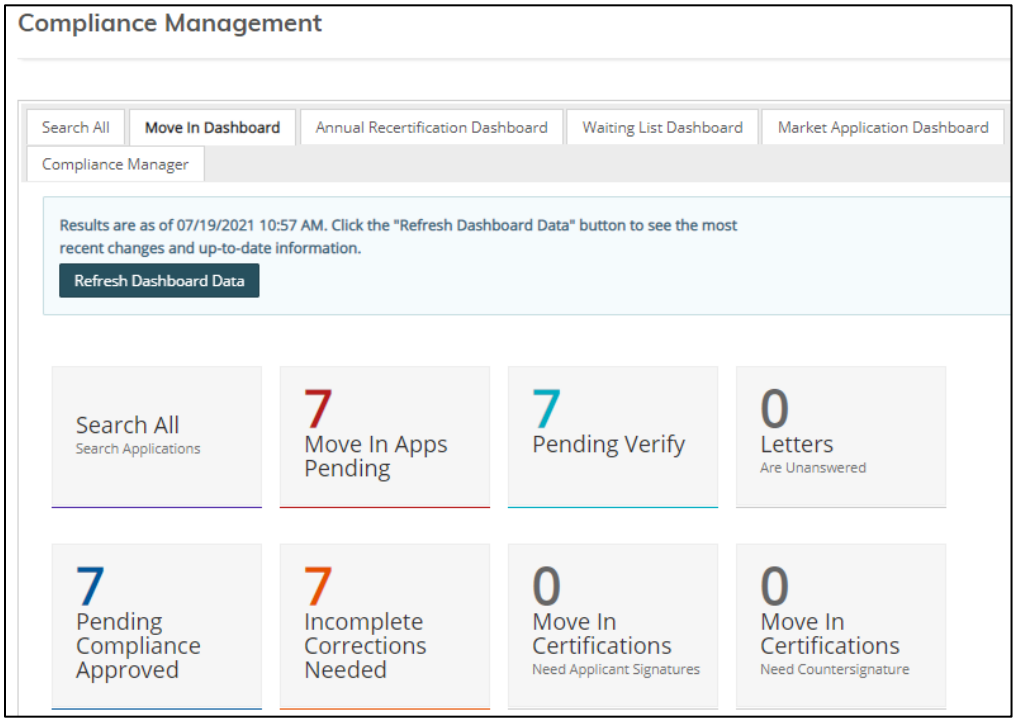


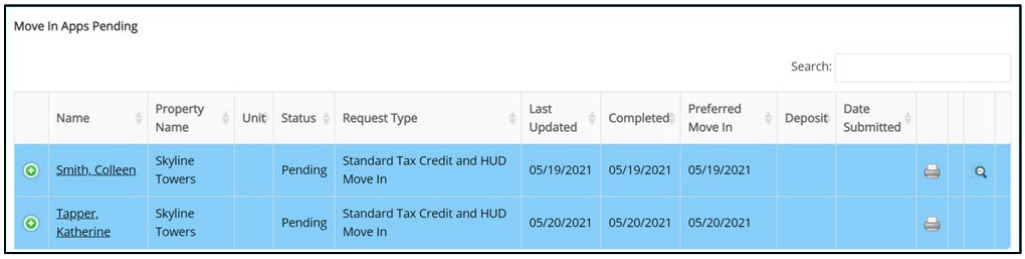


Compliance Management Dashboard–Move-In Dashboard

Most **Move In Dashboard** tiles involve actions that need to be addressed. These tiles organize tasks and helps prevent team members from overlooking important pending actions.

The **Move-In Dashboard** shows all completed items needing review and further action. You can click a tile to see additional information and perform the appropriate action.





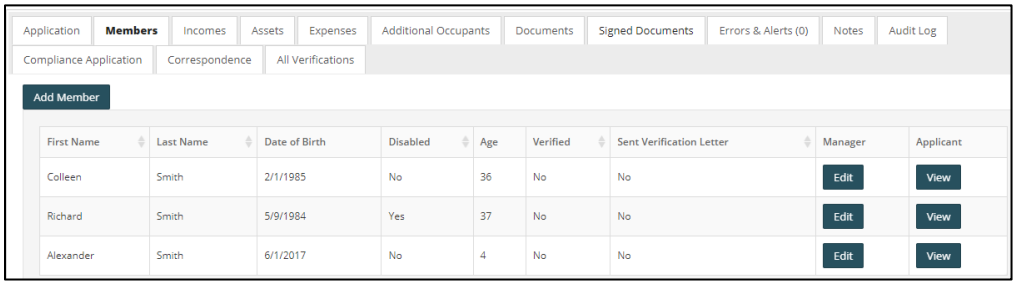
Household Page–Members

In RENTCafé, clicking an applicant's name displays the **Household Page**. The **Household Page** displays a list of all household members and their ages, disability status, and relationship to the household head.

RENTCafé Affordable Housing has reviewed for completeness all information entered by the applicant at each step in the application process. All applicant information displayed will ultimately flow to the certification in Voyager.

Edit and **View** buttons appear on each tab of the **Household Page**.

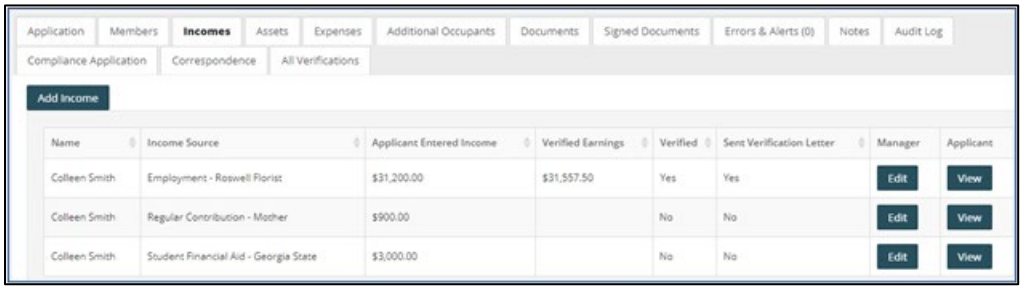
- Use the **Edit** buttons for verification purposes.
- Use the **View** buttons to view the details entered in the prospect portal by the applicant. Site Manager users cannot make changes to this information.



Household Page–Incomes

The **Incomes** tab provides details for each income source entered by the applicant: the member earning the income, the income type, the applicant-entered annual income, and the verified annual income.

Updated income information does not appear until verification has been completed. If you have not verified an income source, **No** appears in the **Verified** field. After verification, you can determine whether you need to make corrections.

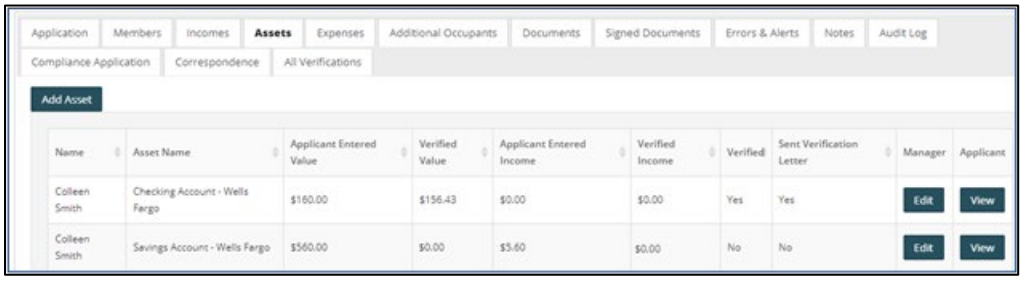


Household Page–Assets

The **Assets** tab provides details for each asset entered by the applicant: the member owning the asset, the asset type, the applicant-entered asset value, and the verified asset value.

Zero (**0.00**) appears in the **Verified Income** field until verification is completed, ensuring that the correct verified asset value and income will appear on the calculation worksheet and certification. After verification, you can determine if you need to make corrections to asset value or income.

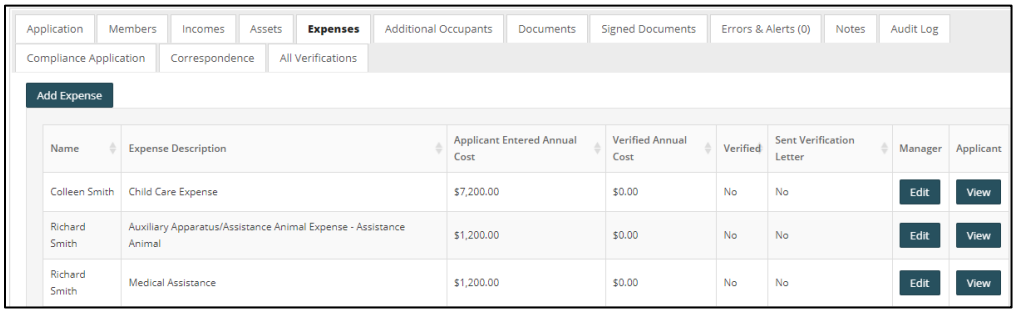
RENTCafé Affordable Housing will retain and display the original applicant-entered information. During a file review, you can quickly display the information supplied by the applicant compared to the independently verified information.



Household Page–Expenses

The **Expenses** tab provides details for each disability or medical expense entered by the applicant: the member incurring the expense, the applicant-entered cost, and the verified cost.

Zero (**0.00**) appears in the **Verified Annual Cost** field until verification is completed, ensuring that the correct verified expense amount will appear on the calculation worksheet and certification. After verification, you can determine if you need to make corrections.



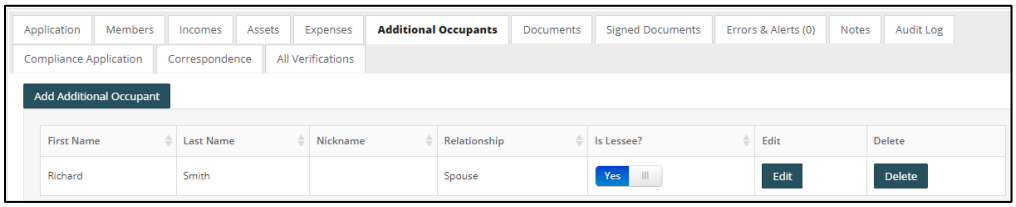
RENTCafé Affordable Housing will retain and display the original applicant-entered information. During a file review, you can quickly display the information supplied by the applicant compared to the independently verified information.

NOTE: This tab does not appear for properties that have only tax credit assistance.

Household Page–Additional Occupants

The **Additional Occupants** tab displays member information for additional adult occupants.

The **Is Lessee** column on this tab identifies whether the occupant is a lessee. For example, a live-in aide would be an additional occupant but would not be a lessee.

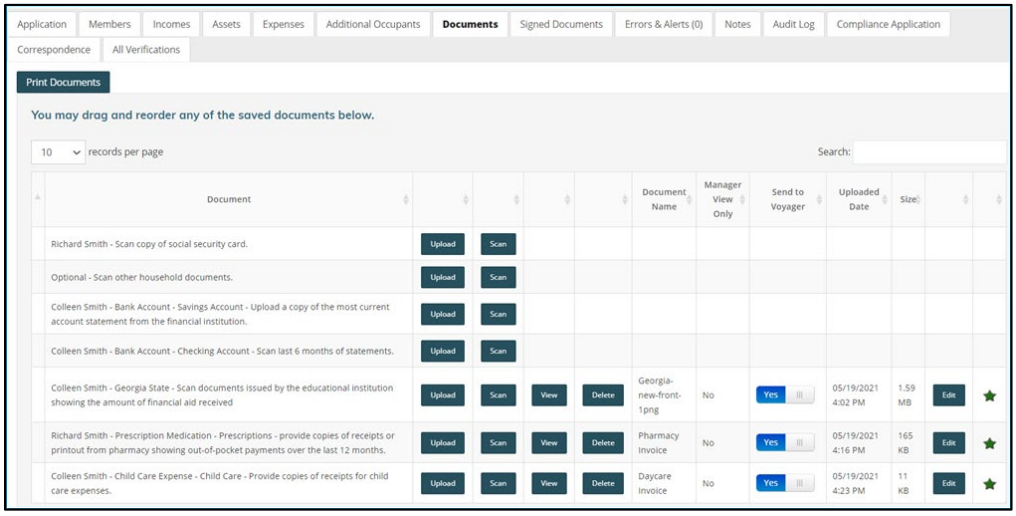


Household Page–Documents

On the **Documents** tab, Site Manager users can view, print, delete, edit, and re-order any documents uploaded by the applicant.

If you want to edit the information, click **Edit**. You can change the document name, mark the document as manager-view only, prevent the applicant from deleting the document, and send the document to voyager.

The Site Manager user can also upload or scan documents if the applicant is unable to do so.



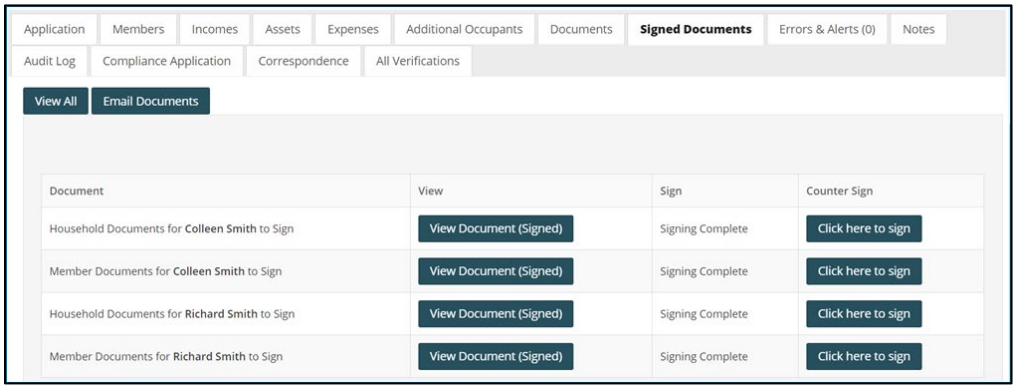
Household Page–Signed Documents

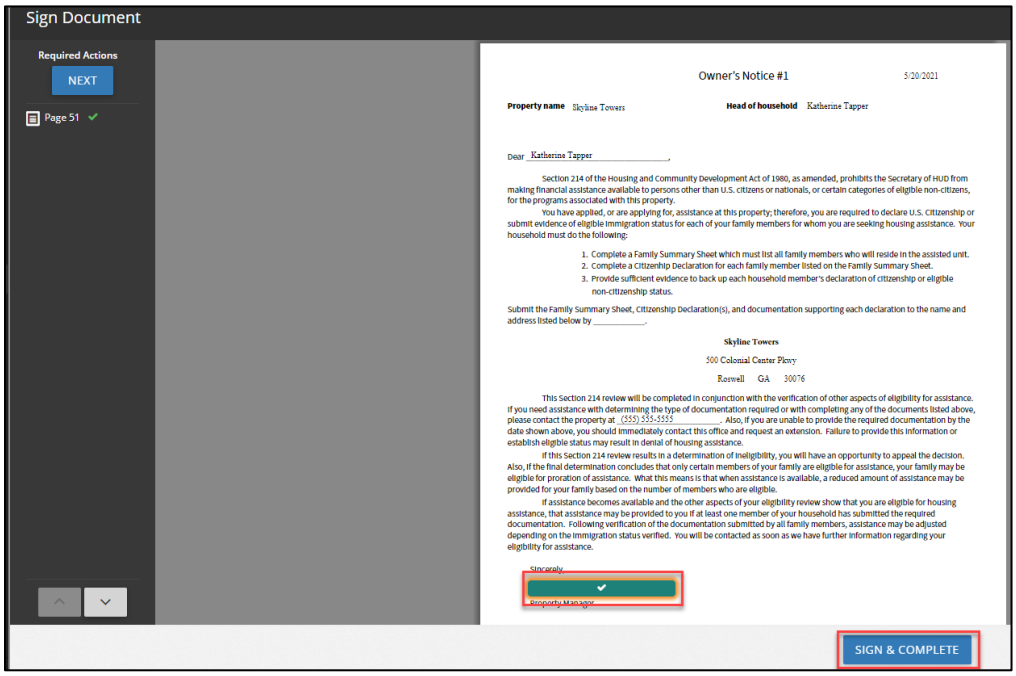
On the **Signed Documents** tab, you can review any documents that were signed electronically. You can also print any documents requiring a wet signature.

If needed, the property site manager can countersign these documents.

Once signed, you can scan, attach, and place documents your required order.

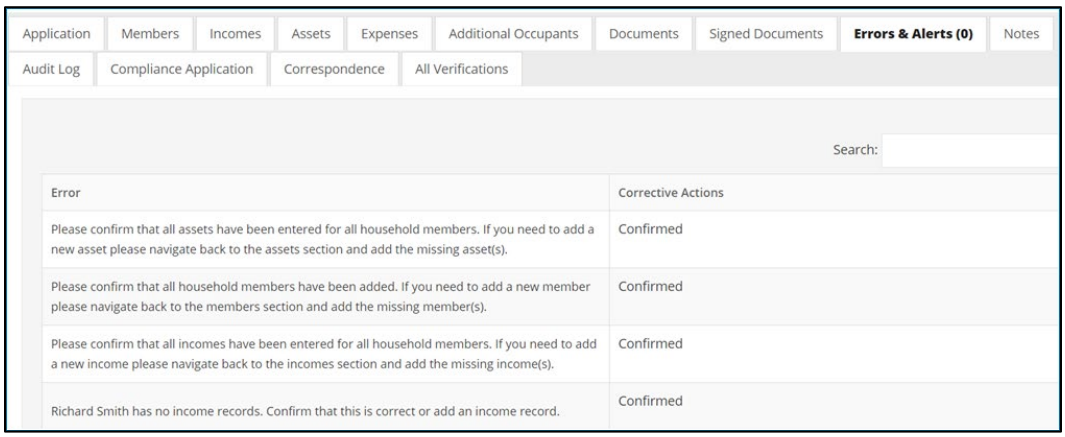
Site Manager presents a reviewer with a completed application document, printed in a clean and easy-to-read format. If your organization uses electronic signatures, the signatures appear at the bottom of the application.





Household Page–Errors & Alerts

The **Errors & Alerts** tab highlights any issues with the application and provides reminders to confirm items of specific interest to your community such as compliance with pet or vehicle requirements.

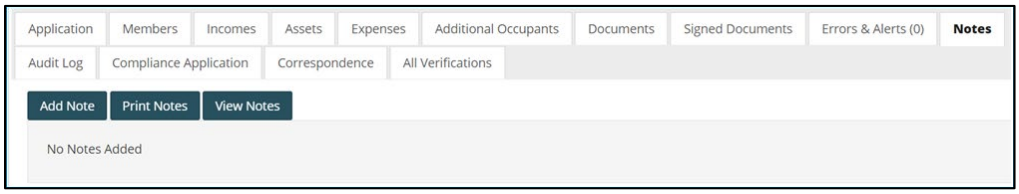


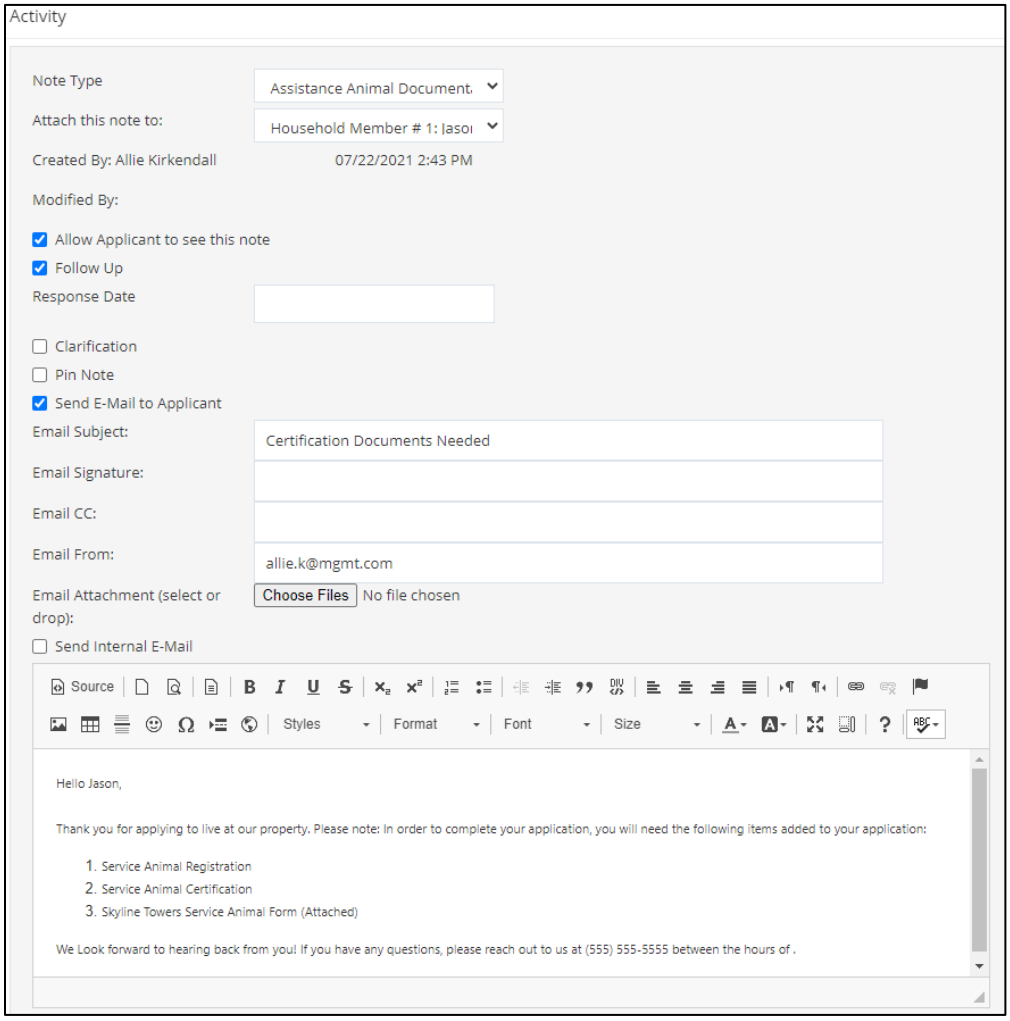
Household Page–Notes

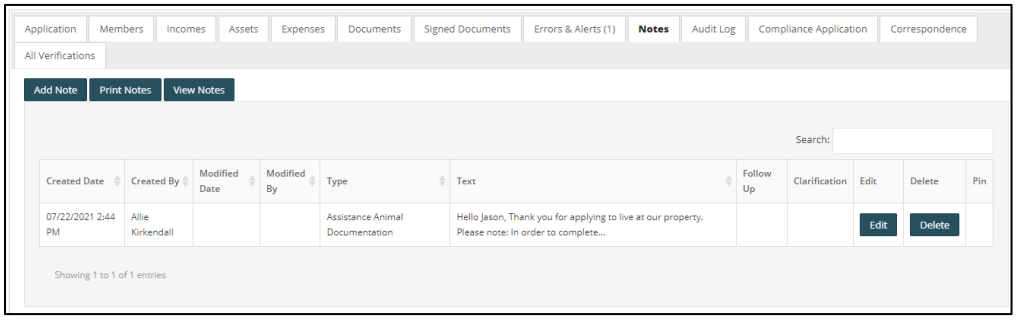
The **Notes** tab optimizes communication between team members by providing a central place to see all notes pertaining to an application or certification. You can send notes to an applicant, resident, or a co-worker. Each note includes the recipient's name and date sent, providing you with an audit log.

You can create "note type" templates that will automatically add note content for you. You can set up notes to generate automatically when the status of an application changes. For example, if you must consistently ask for additional documentation, create a template with text for your standard request. Select that text from the **Note Type** drop-down list the next time you request documentation.

Whether general or specific, you can attach notes to any information gathered on previous tabs for clarification or follow-up, reducing the time spent on emails and phone messages.



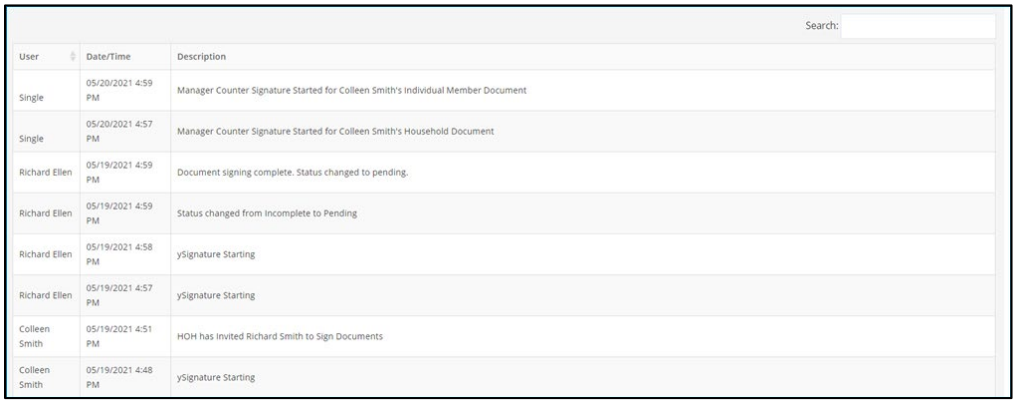




Household Page–Audit Log

The audit log displays a variety of information about applicant activities. The log tracks steps already completed, information entered on the application, changes made since the initial entry, and the person who created those changes.

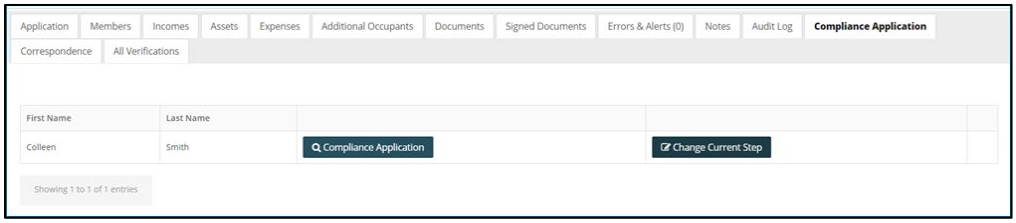
Clicking **Show Detailed View** displays the specific details for each change, who made the change, and when the change was made. Updates to applicant answers appear with a question mark (**?**). Clicking a question mark displays details of the original and updated information.



Household Page–Compliance Application

The **Compliance Application** tab shows the full application as it appears for the applicant. You can also reset the applicant's current step in the application process.

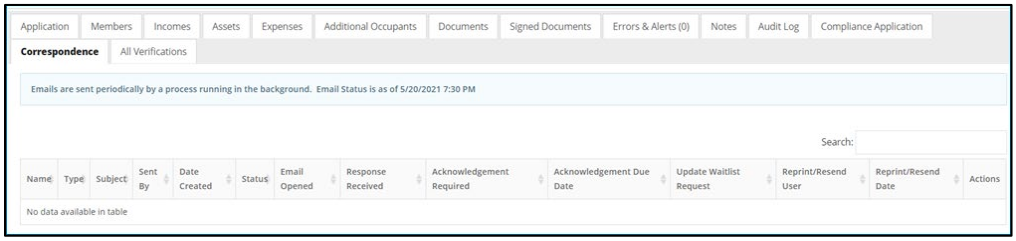
This tab is very helpful when an applicant calls and asks for assistance, because the Site Manager user and applicant are both is viewing the same screen.



Household Page–Correspondence

The **Correspondence** tab displays all emails sent from the property in bulk.

For example, you notice that applications remain at the incomplete status for more than a week. You can send an email to all these applicants with an at once. The sent emails will appear on the **Correspondence** tab.



Verification

The status of the application is now **Pending**. When you are ready to verify the information, you can change the secondary status of the application to **Verify**, indicating to your team that this application is being verified.

Before verifying member, income, asset, or expense data, you need to send verification letters to the third parties. You can upload verification letters directly from Voyager.

Select a letter from the drop-down list. For example, if you want to send an employment verification letter, type the name of the letter. RENTCafé Affordable Housing uses progressive search to display all letters with matching names.

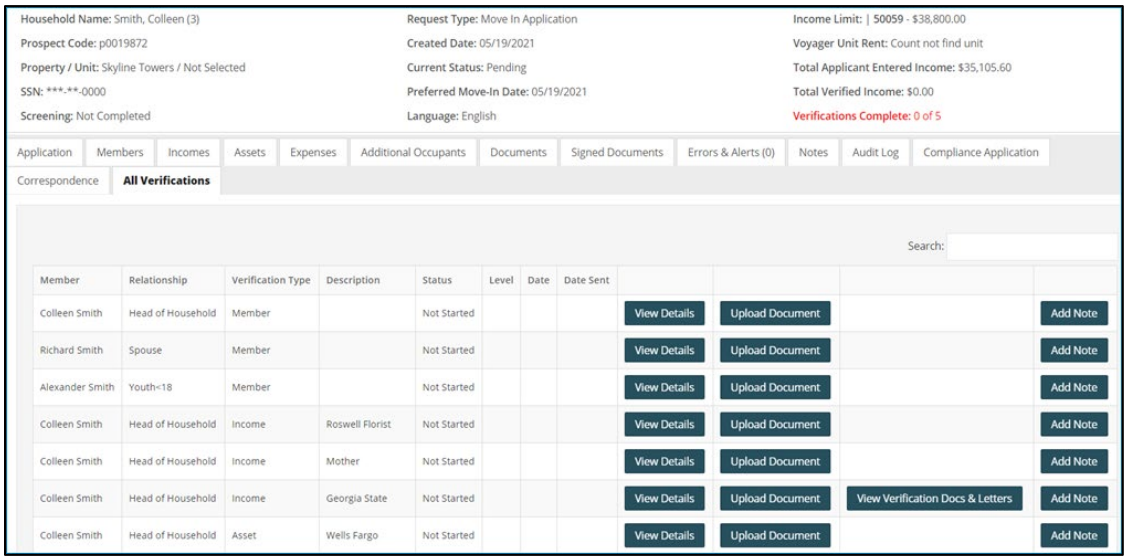
When you have selected the letter, select the correspondent. Type at least three characters of the name and click the **Search** button. If the correspondent is not yet on file, click the **Add Correspondent** button and add the correspondent.

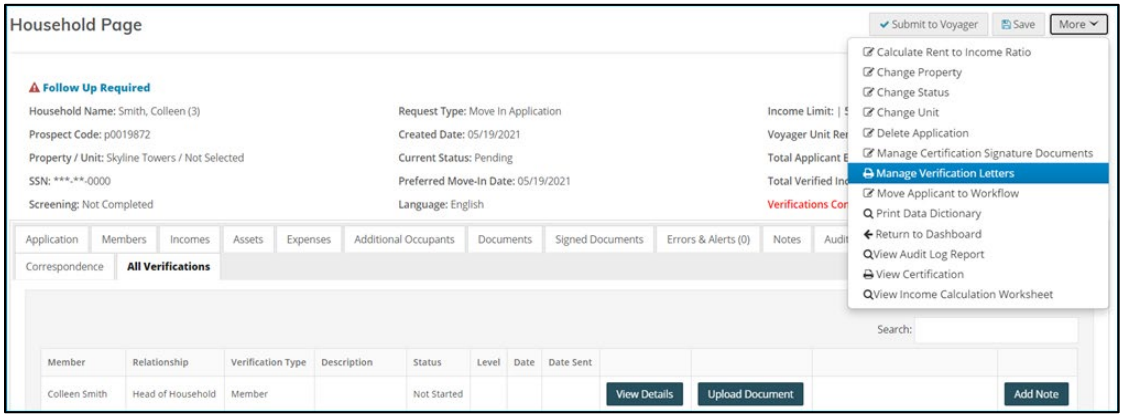
If an electronic signature is needed for the verification letter, RENTCafé Affordable Housing can produce the letter for signature. Clicking **Show to User** makes the letter available in the applicant portal for your applicant to electronically sign. An email is automatically sent alerting the applicant that a new document needs to be signed. Once signed, an email is sent to the property manager notifying the manager that the verification letter is signed.

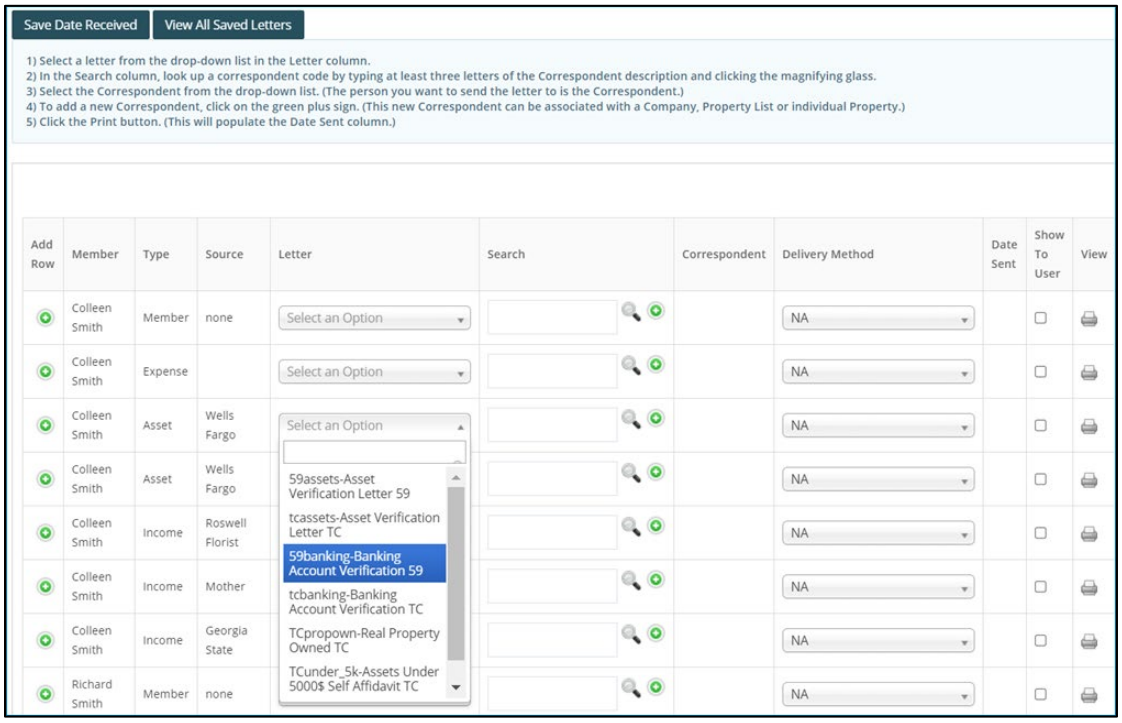
If a signature is not required, click the **Printer** button to view and print the letter. Clicking **Save** automatically updates the sent date in Site Manager for each corresponding letter.

The **All-Verifications** tab displays all members of a household, along with their incomes, assets, and expenses. It provides a centralized view of the verification process You can review all verification attempts, documents, details, status, and dates. You can quickly review verified items and verifications that need to be completed.

When you receive the verification response from the correspondent, you can upload a copy to the application from the **All Verifications** tab. These letters will also be submitted to Voyager.




Household Page
Submit to Voyager
Save
More
Calculate Rent to Income Ratio
Change Property
Change Status
Change Unit
Delete Application
Manage Certification Signature Documents
Manage Verification Letters
Move Applicant to Workflow
Print Data Dictionary
Return to Dashboard
View Audit Log Report
View Certification
View Income Calculation Worksheet
Follow Up Required
Household Name: Smith, Colleen (3)
Prospect Code: p0019872
Property / Unit: Skyline Towers / Not Selected
SSN: ***-**-0000
Screening: Not Completed
Request Type: Move In Application
Created Date: 05/19/2021
Current Status: Pending
Preferred Move-In Date: 05/19/2021
Language: English
Application
Members
Incomes
Assets
Expenses
Additional Occupants
Documents
Signed Documents
Errors & Alerts (0)
Notes
Correspondence
All Verifications
Search:
Member
Relationship
Verification Type
Description
Status
Level
Date
Date Sent
Colleen Smith
Head of Household
Member
Not Started
View Details
Upload Document
Add Note


Save Date Received
View All Saved Letters
1) Select a letter from the drop-down list in the Letter column.
2) In the Search column, look up a correspondent code by typing at least three letters of the Correspondent description and clicking the magnifying glass.
3) Select the Correspondent from the drop-down list. (The person you want to send the letter to is the Correspondent.)
4) To add a new Correspondent, click on the green plus sign. (This new Correspondent can be associated with a Company, Property List or individual Property.)
5) Click the Print button. (This will populate the Date Sent column.)
Add Row
Member
Type
Source
Letter
Search
Correspondent
Delivery Method
Date Sent
Show To User
View
Colleen Smith
Member
none
Select an Option
NA
Expense
Asset
Wells Fargo
Income
Roswell Florist
Mother
Georgia State
Richard Smith
59assets-Asset Verification Letter 59
tcassets-Asset Verification Letter TC
59banking-Banking Account Verification 59
tcbanking-Banking Account Verification TC
TCpropown-Real Property Owned TC
TCunder_5k-Assets Under 5000$ Self Affidavit TC

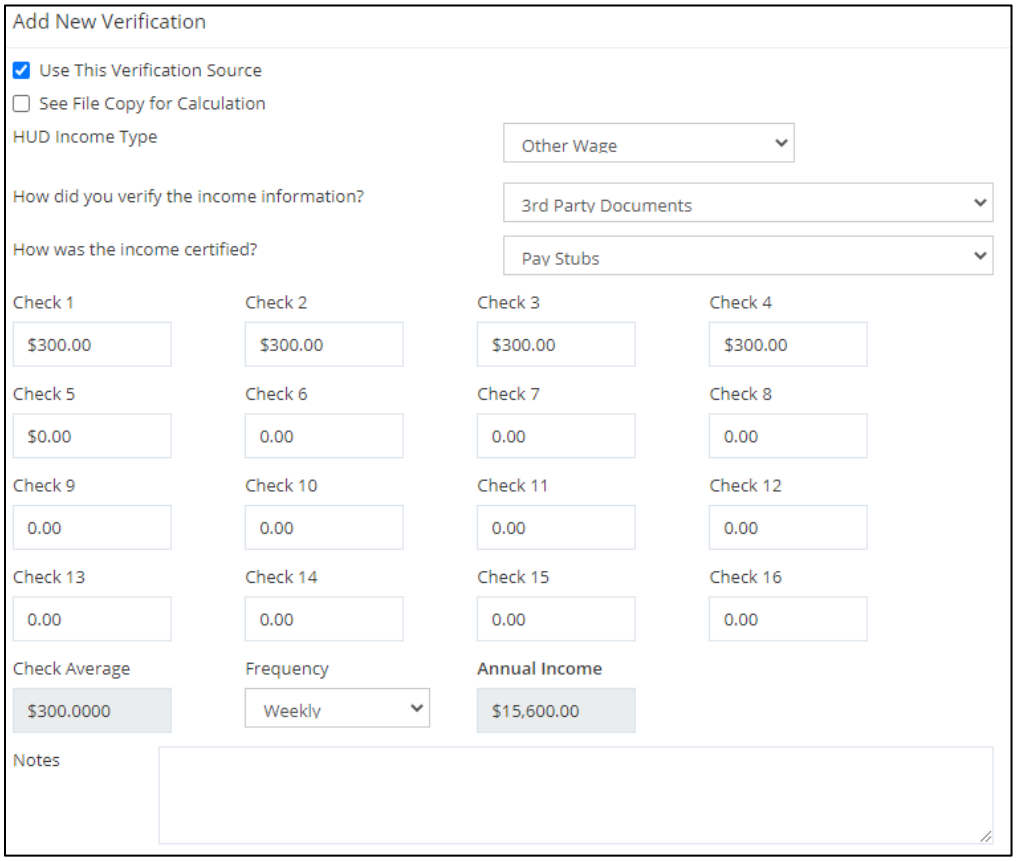
Income Verification Example

In this example, we will use pay stubs for income verification.

1. For the income you want to verify, click **View Details**.
2. Click **Add New Verification–Income**.
3. Under **How did you verify the income information**, select **3rd Party Documents**.
4. Under **How was the income certified**, select **Pay Stubs**.
5. Add four different pay stub amounts and the frequency paid.

   If your organization requires multiple verification sources, Site Manager can add multiple verification items and select the item you want to send to Voyager.
6. If you are using more than one source for these verifications, select the **Use This Verification Source** check box for your selected verification record to identify the source that you want submitted to Voyager. When this check box is selected, **Yes** appears in the **Active** column on the verification details screen.

Completing a verification updates the message in the top part of the screen.



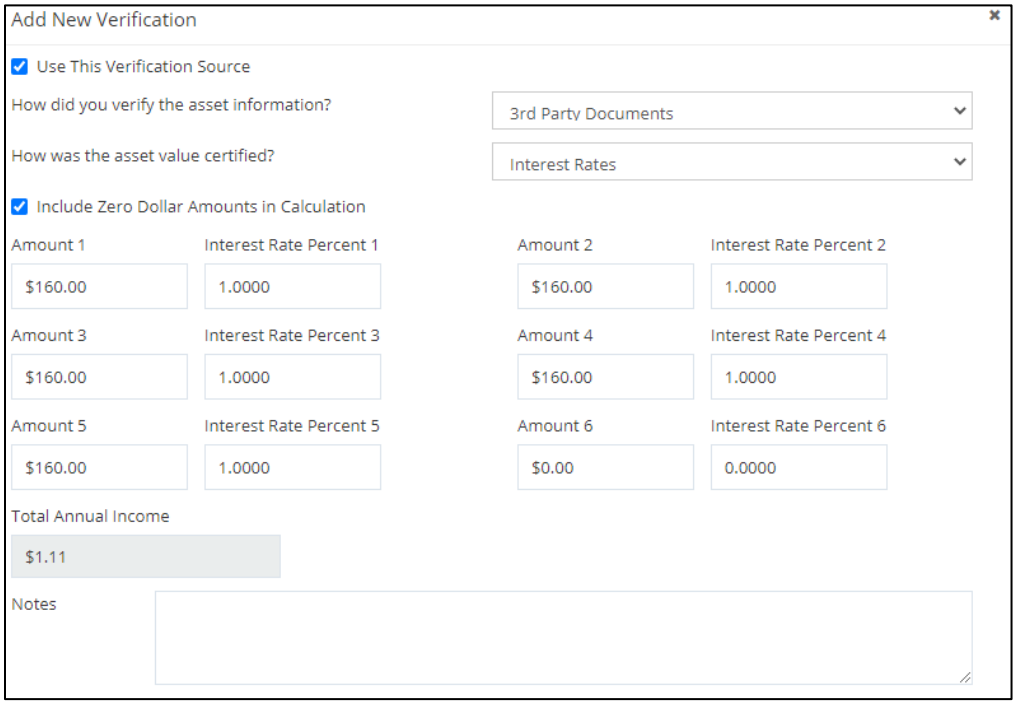
Asset Verification Example

Next, we will verify an asset that earns interest.

1. Display the **All Verifications** tab and click **View Details**.
2. Click **Add New Verification–Assets**. You can enter up to six months of balances and corresponding interest rates.

   NOTE: If no interest was earned for any given month, enter **0** and select **Include Zero Dollar Amounts in Calculation.** RENTCafé will include the zero amount when totaling annual income for the asset.
3. If you are using more than one source for these verifications, select the **Use This Verification Source** check box for your selected verification record to identify the source that you want submitted to Voyager. When this check box is selected, **Yes** appears in the **Active** column on the verification details screen.

Completing a verification updates the message in the top part of the screen.



Assigning the Apartment

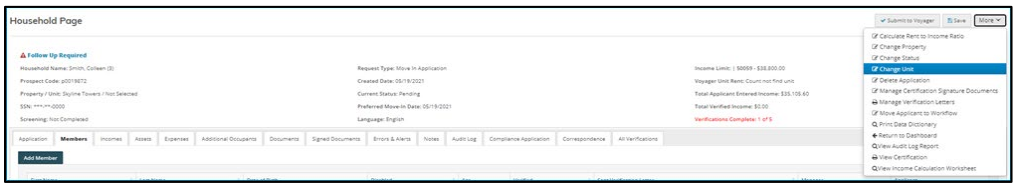
Site Manager displays all apartments currently available in a property, the square footage, number of bedrooms and set-aside if appropriate. Once you have selected an apartment, the income limit will appear and allow you to see if the applicant qualifies for that apartment.

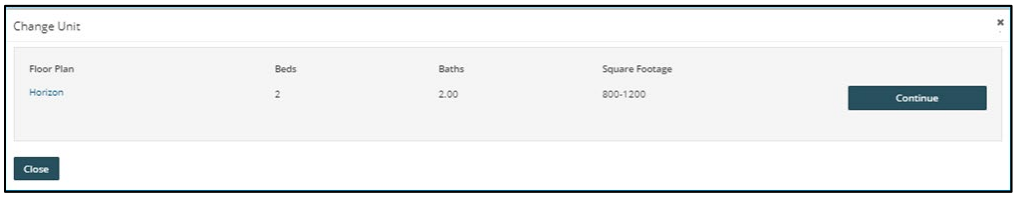
Some organizations prefer that staff select the apartment that an applicant will be offered instead of allowing the applicant to select it. In this circumstance, all applicants will initially be assigned to a waiting unit.

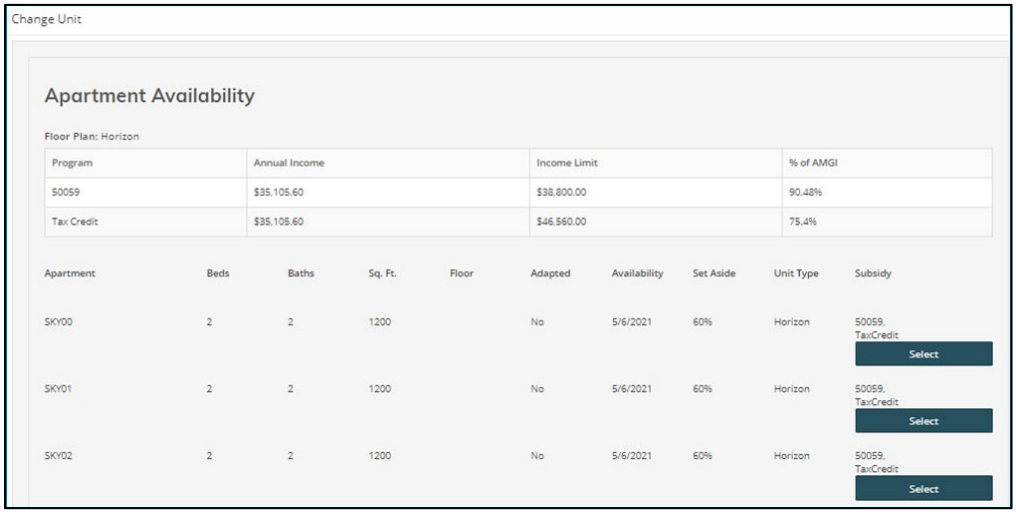
Click the **More** button and select **Change Unit**.

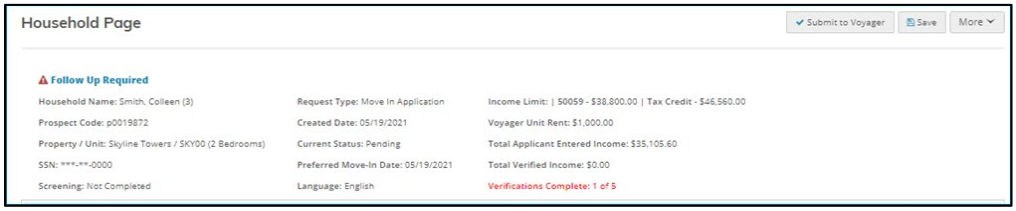
Click **Continue** and select an apartment. For a tax credit applicant, select an apartment with the appropriate set-aside.

The apartment number and income limit for the selected apartment appear on the **Household Page**.







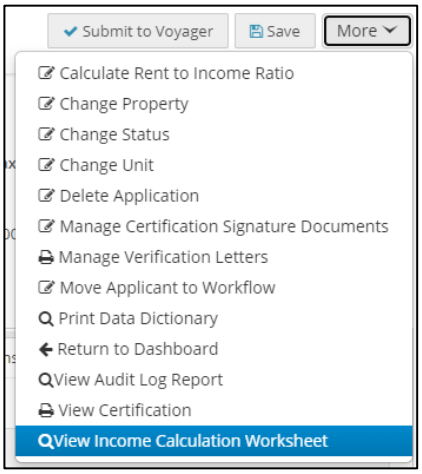


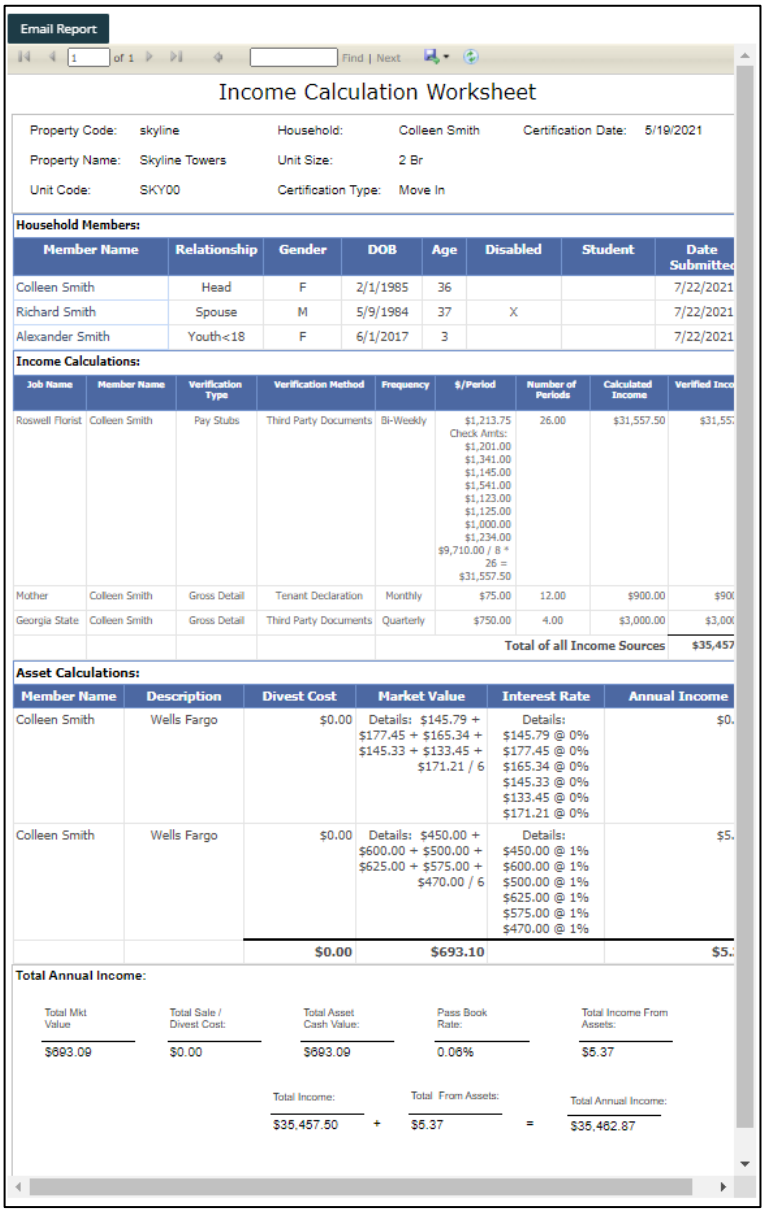
Income Calculation Worksheet

Use the **Income Calculation Worksheet** to review how the income on the certification was verified and with which verification sources (if more than one). You can review the income and asset calculations before approving the certification.

Click the **More** button and select **Income Calculation Worksheet**.

You can email this report, if needed.

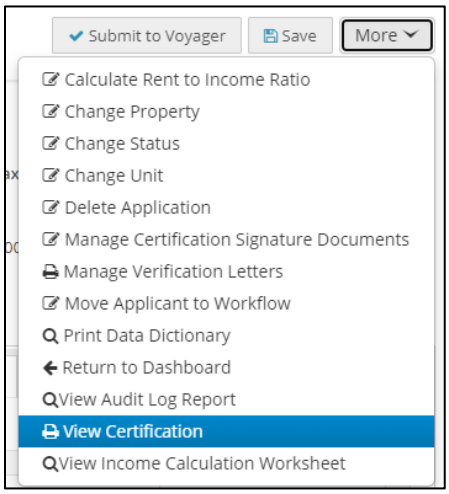


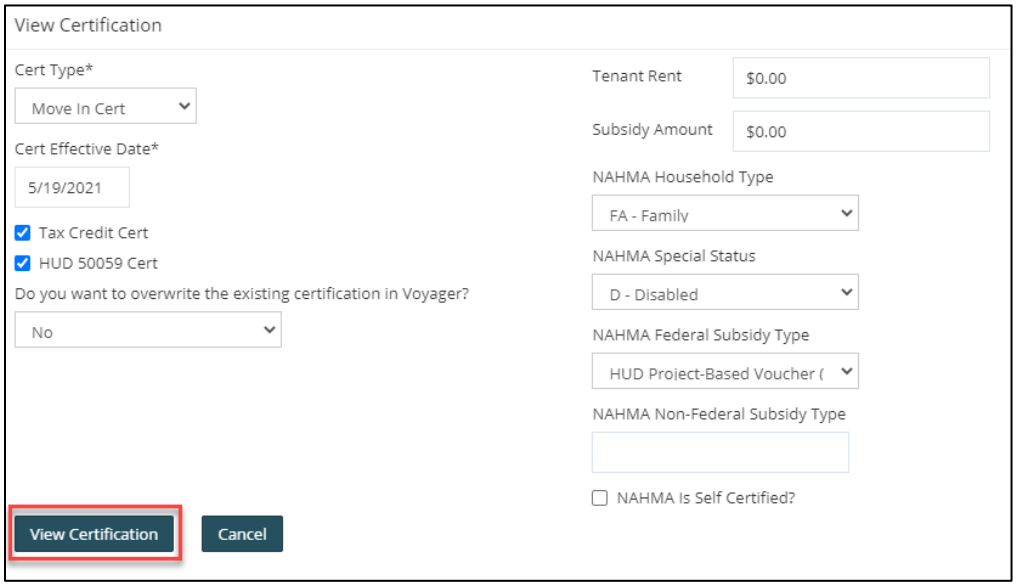


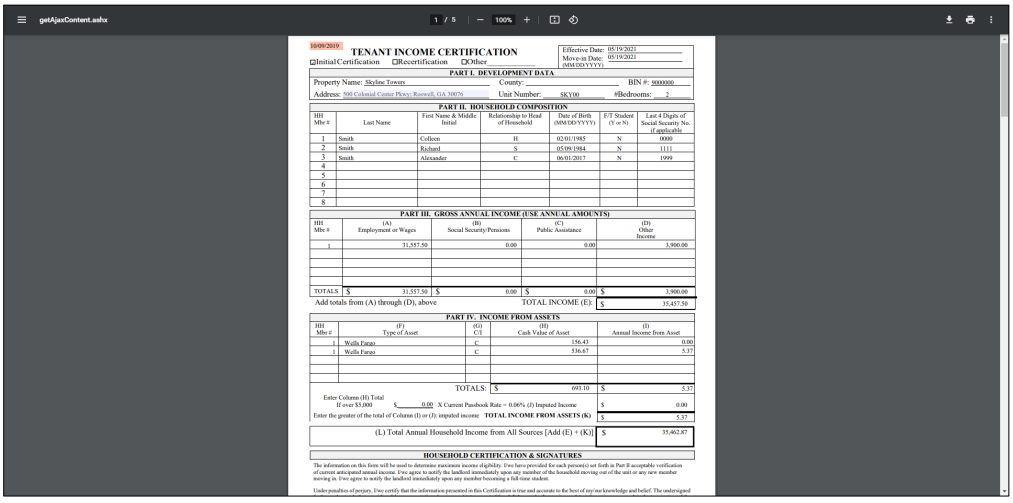
Site Manager users can review the certification before submitting to Voyager.

Click the **More** button and select **View Certification**.

Enter the details of the certification you want to view. The certification appears in a new window.

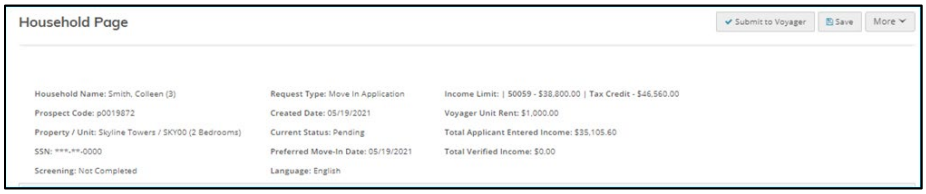


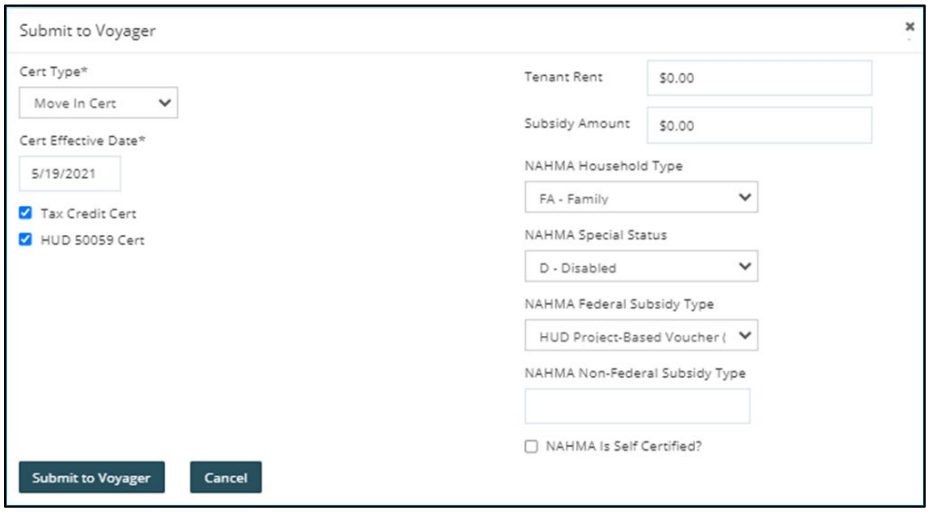


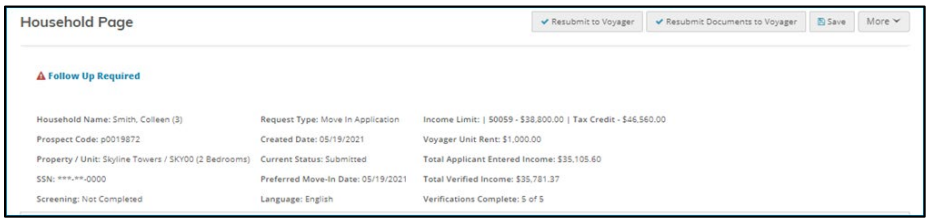


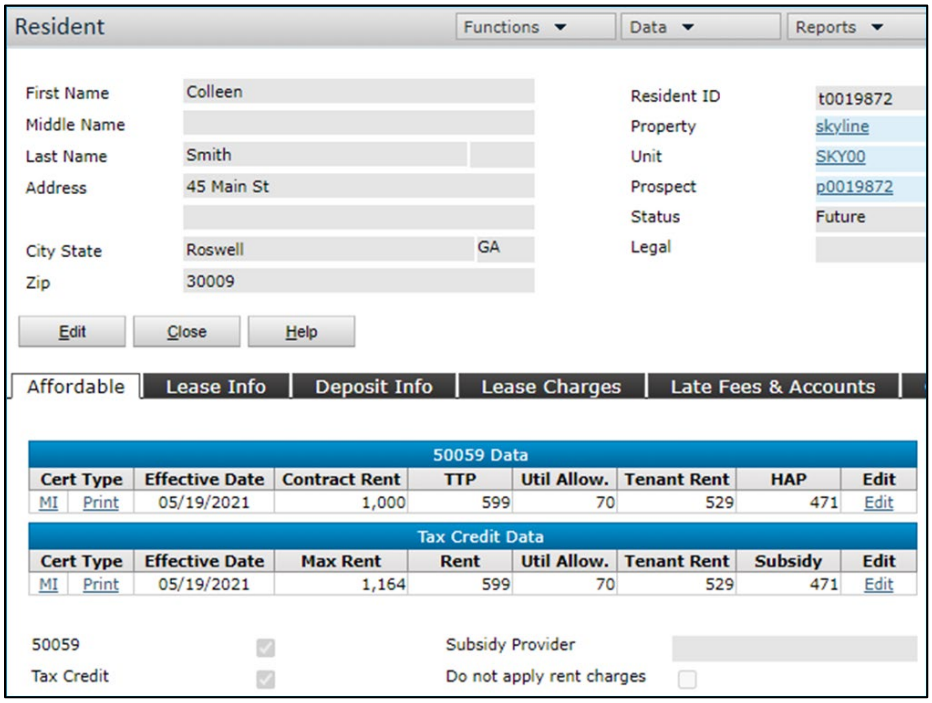
Submission to Voyager

When the verification process is complete and the applicant is eligible for the program and selected apartment, click **Submit to Voyager**. RENTCafé pushes all information gathered and verified to Voyager and creates the household's certification in Voyager.









Certification and Lease Signing Processes

Signing the Certification in RENTCafé

After submitting the certification to Voyager, you are now ready to sign the certification.

On the **Household Page**, click the **More** button and select **Manage Certification Signature Documents**.

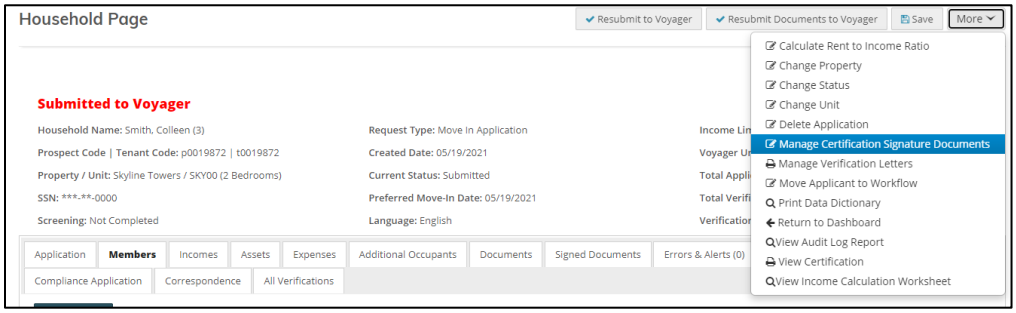
If the property has multiple affordable housing programs, you will see all certifications that were created.

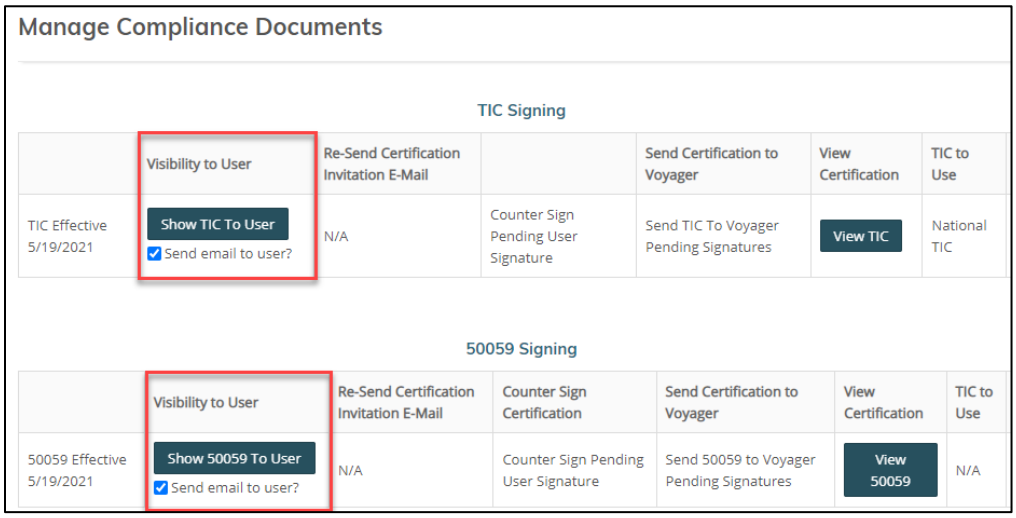
Select **Show TIC [applicable certification] To User**. An email is automatically sent notifying the applicant that a certification is a ready to be signed. The applicant will click the link in the email and log on to the applicant's portal. There will now be new a document available for that applicant to sign.

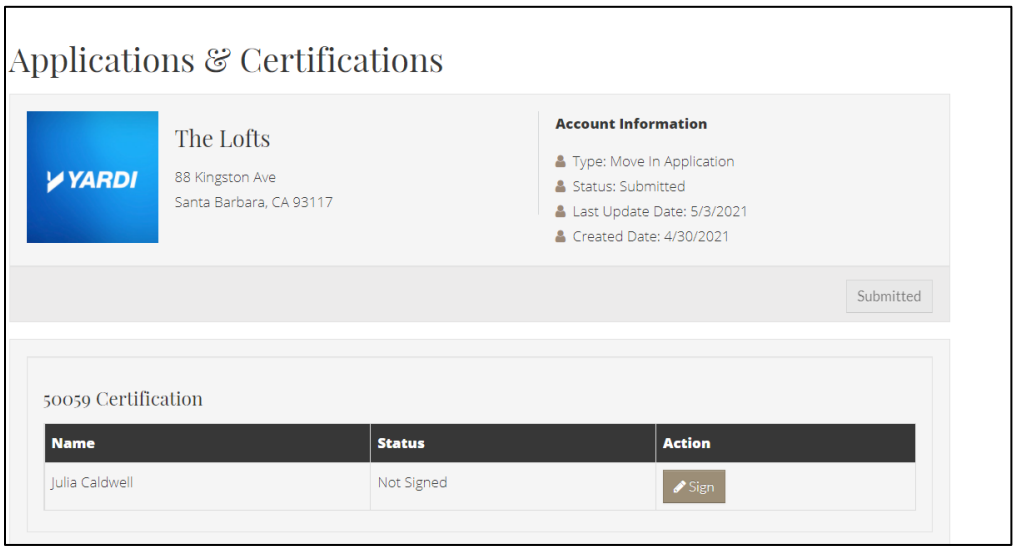
Once the applicant signs, an email is sent to the property management team to countersign. Under **Manage Certification Signature Documents**, a **Countersign** button appears for the site manager.

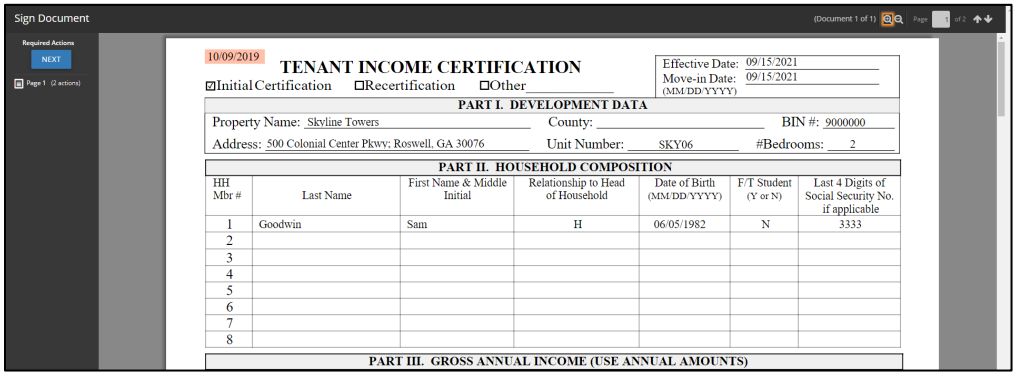
When all parties have signed, a new option, **Send TIC to Voyager**, appears.

When the certification is completely signed, the completion dates must be entered in Voyager to lock the certification.

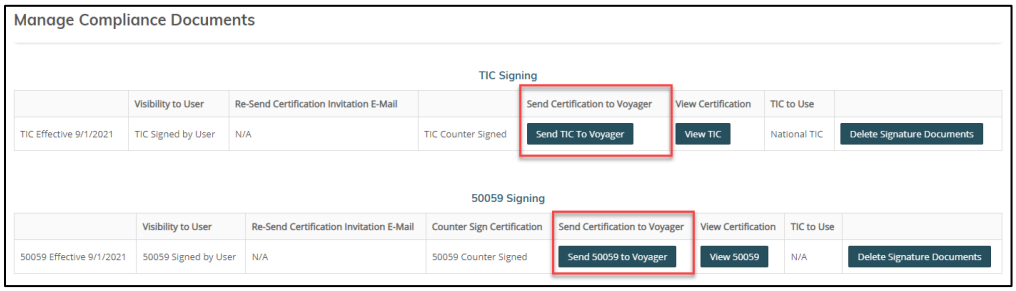





Applications & Certifications
YARDI
The Lofts
88 Kingston Ave
Santa Barbara, CA 93117
Account Information
Type: Move In Application
Status: Submitted
Last Update Date: 5/3/2021
Created Date: 4/30/2021
Submitted
50059 Certification
Name
Status
Action
Julia Caldwell
Not Signed
Sign


Sign Document
Required Actions
NEXT
10/09/2019
TENANT INCOME CERTIFICATION
☑Initial Certification ☐Recertification ☐Other
Effective Date: 09/15/2021
Move-in Date: 09/15/2021
(MM/DD/YYYY)
PART I. DEVELOPMENT DATA
Property Name: Skyline Towers
County:
BIN #: 9000000
Address: 500 Colonial Center Pkwy; Roswell, GA 30076
Unit Number: SKY06
#Bedrooms: 2
PART II. HOUSEHOLD COMPOSITION
HH Mbr #
Last Name
First Name & Middle Initial
Relationship to Head of Household
Date of Birth (MM/DD/YYYY)
F/T Student (Y or N)
Last 4 Digits of Social Security No. if applicable
1 Goodwin Sam H 06/05/1982 N 3333
PART III. GROSS ANNUAL INCOME (USE ANNUAL AMOUNTS)

Manage Compliance Documents
TIC Signing
Visibility to User
Re-Send Certification Invitation E-Mail
Send Certification to Voyager
View Certification
TIC to Use
TIC Effective 9/1/2021
TIC Signed by User
N/A
Counter Sign TIC
Send TIC To Voyager
View TIC
National TIC
Delete Signature Documents
50059 Signing
Visibility to User
Re-Send Certification Invitation E-Mail
Counter Sign Certification
Send Certification to Voyager
View Certification
TIC to Use
50059 Effective 9/1/2021
50059 Signed by User
N/A
Counter Sign 50059
Send 50059 to Voyager
View 50059
N/A
Delete Signature Documents


Manage Compliance Documents
TIC Signing
Visibility to User
Re-Send Certification Invitation E-Mail
Send Certification to Voyager
View Certification
TIC to Use
TIC Effective 9/1/2021
TIC Signed by User
N/A
TIC Counter Signed
Send TIC To Voyager
View TIC
National TIC
Delete Signature Documents
50059 Signing
Visibility to User
Re-Send Certification Invitation E-Mail
Counter Sign Certification
Send Certification to Voyager
View Certification
TIC to Use
50059 Effective 9/1/2021
50059 Signed by User
N/A
50059 Counter Signed
Send 50059 to Voyager
View 50059
N/A
Delete Signature Documents

Lease Generation and Signing

After signing the certification, the site manager's next step is generating the lease.

On the **Leasing Dashboard**, find the applicant. Click the applicant's link to display the **Lease Information** page. In the **Signature Documents** section, you can review all steps of the lease generation process.

To preview the lease before generating it, click **New Lease Document**.

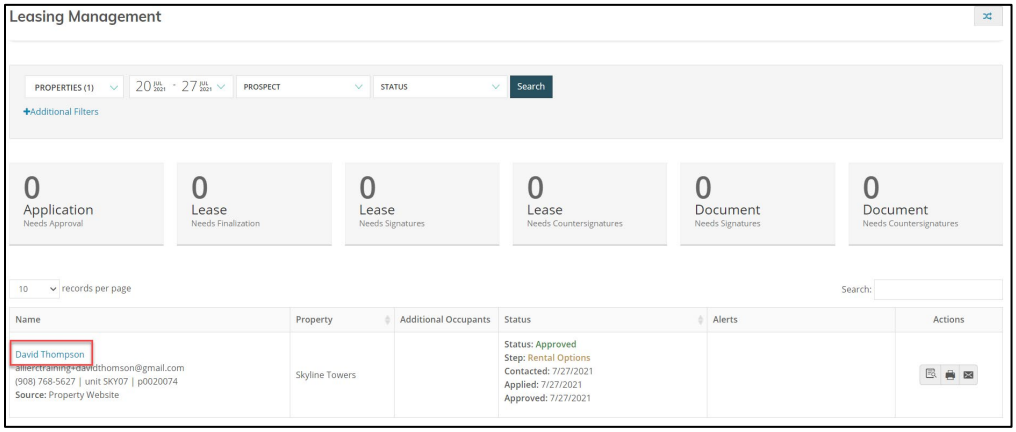
When you are ready to generate the lease document, click **Generate**. Once generated, the site manager can view, download, or print the lease.

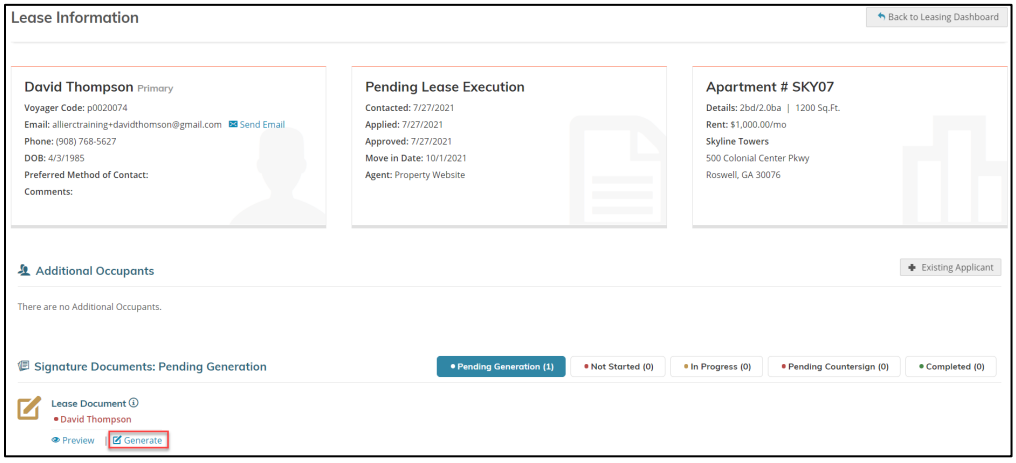
To send the finalized lease to the applicant for signature, click **Finalize and Send Signature Request**.

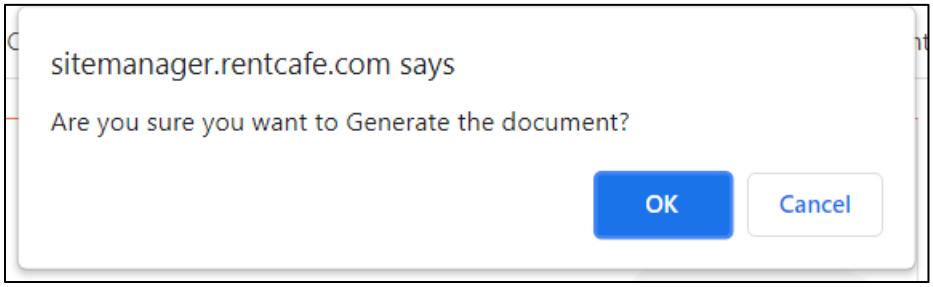
The applicant will receive an email notifying the applicant that a new lease document is available. All lease holders in the household will need to log on to their applicant portals to review and sign the lease.

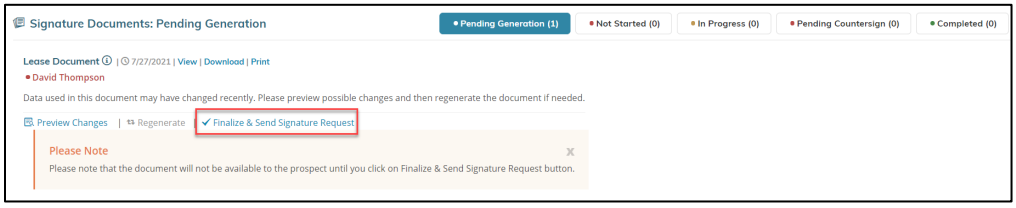
When all lease holders have signed, the property management team will receive an email to countersign the lease. On the **Lease Information Page** in Site Manager, select **Sign Online**.

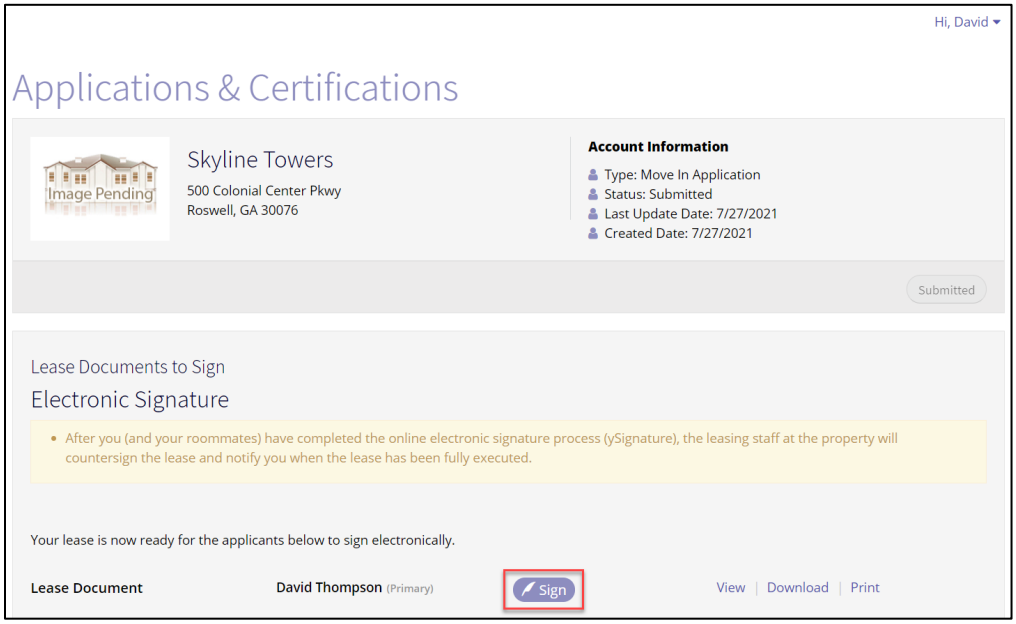
Countersigning the lease executes it. The signed document can always be viewed, downloaded, or printed under **Signature Documents**. The signed lease will also be saved in the **Attachments** section on the household's **Resident** screen in Voyager.








Signature Documents: Pending Generation
Pending Generation (1)
Not Started (0)
In Progress (0)
Pending Countersign (0)
Completed (0)
Lease Document | 7/27/2021 | View | Download | Print
David Thompson
Data used in this document may have changed recently. Please preview possible changes and then regenerate the document if needed.
Preview Changes | Regenerate | Finalize & Send Signature Request
Please Note
Please note that the document will not be available to the prospect until you click on Finalize & Send Signature Request button.


Hi, David
Applications & Certifications
Image Pending
Skyline Towers
500 Colonial Center Pkwy
Roswell, GA 30076
Account Information
Type: Move In Application
Status: Submitted
Last Update Date: 7/27/2021
Created Date: 7/27/2021
Submitted
Lease Documents to Sign
Electronic Signature
After you (and your roommates) have completed the online electronic signature process (ySignature), the leasing staff at the property will countersign the lease and notify you when the lease has been fully executed.
Your lease is now ready for the applicants below to sign electronically.
Lease Document
David Thompson (Primary)
Sign
View | Download | Print

Signature Documents: Pending Countersign
Pending Generation (0)
Not Started (0)
In Progress (0)
Pending Countersign (1)
Completed (0)
Lease Document | 7/27/2021 | View | Download | Print
David Thompson 7/27/2021 4:38:04 PM
Data used in this document may have changed recently. Please preview possible changes and then regenerate the document if needed.
Preview Changes | Regenerate | Sign Online | Sign on behalf of another leasing agent

Signature Documents: Completed
Pending Generation (0)
Not Started (0)
In Progress (0)
Pending Countersign (0)
Completed (1)
Lease Document | 7/27/2021 | View | Download | Print
David Thompson 7/27/2021 4:38:04 PM