

Atlanta Housing Authority (Atlanta, TX)  
Stacia Waters, Executive Director  
80 Low Rent Housing Units, 3 Locations

## About Atlanta Housing Authority

The Atlanta, TX Housing Authority provides low rent housing to the citizens of Atlanta. Stacia Waters has been the Executive Director for over five years.

The Housing Authority currently provides 80 low rent housing units, located in 3 locations. Stacia and her team stay busy meeting the needs of their tenants, while also keeping accurate records and managing unit work orders and repairs. When Stacia first took over as Executive Director, all of their information was being maintained manually by hand on paper records. Managing all of these records was becoming a big challenge for them. Stacia knew there had to be an easier way to maintain their information, reducing her team's frustration, and providing better service to their tenants.

## Atlanta Housing Authority Challenges:

### ***Every record had to be maintained by hand.***

Having to maintain all of their records by hand resulted in a great amount of redundant entry. Every time information for an applicant or tenant changed, the team had to update the information on multiple records. Maintaining the rental record was especially challenging. According to Stacia, ***it often took two people up to four days every month just to ensure that the rental record was updated and accurate.*** And even after spending all of that time on the rental record, there would always be someone whose rent would not get updated. Often when a tenant came in to pay rent, it would take a long time to collect the payment because the rental record would be incorrect. This resulted in additional research to confirm the correct amount and it was becoming too large of a task to maintain by hand.

### ***Maintaining Work Orders and Inventory was extremely time consuming.***

Because there was no automated system in place for managing work orders, every record had to be kept on a paper log. Monitoring the status of work orders was very challenging and there was not an efficient way to track spending for items needed for the units. There was also no way to track inventory, and this often led to items being overstocked, ***resulting in overspending.***

**Overall, the time it was taking the team to just maintain information was outweighing the time actually spent on performing the tasks needed to run the organization.**

Stacia knew that there had to be a way to “work smarter and not harder.” So, she began to search for a software solution that would help automate their processes and reduce the redundant entry they were currently performing on a daily basis.

***Historically, the Atlanta Housing Authority had not utilized software due to the size of the operation. However, it was evident that the best way to efficiently manage their processes could only be achieved through the use of a system that would allow them to access all of their information from a single system. Atlanta HA began searching for a system that would provide the functionality they needed, yet was scalable to fit the specific needs of their organization.***

# Why Lindsey Software:

The Atlanta Housing Authority team looked at several software systems and decided to purchase Lindsey Software because of Lindsey's real-time integration that reduces the redundant data entry that they were experiencing.

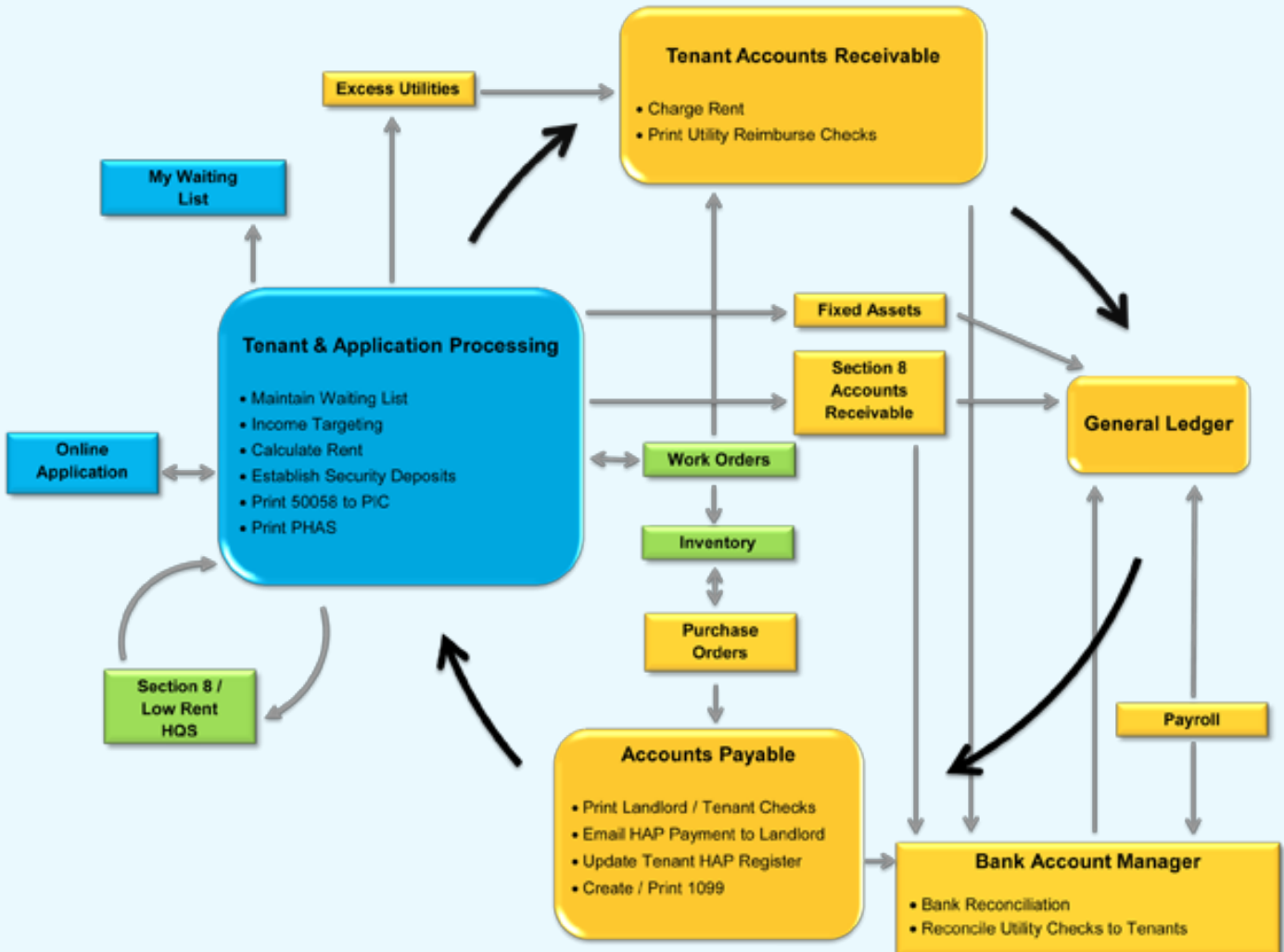
Stacia immediately identified that this would solve so many of the organization's challenges. ***"I can just put the information into the software once, and it's done!"***

The Housing Authority was also very impressed by the way that Lindsey Software handled recurring charges, such as yard fees and late charges. She could see that simplifying these items could help save a great deal of time for her employees.

The overall goal of adding a software solution was to decrease redundant work while improving accuracy in information, through process automation. Lindsey Software met all of these criteria.

## What is real-time integration?

One extremely important feature Lindsey Software offers that is truly above and beyond all other software is our **real-time integration** of all transactions by all users in all modules. Many claim this feature, but we are the only software provider that truly provides integration with every module for the entire agency. The benefit is that it completely eliminates redundant steps by auto populating information into other modules (General Ledger, Bank Account Manager, etc.) This additionally reduces errors and increases agency productivity, improving compliance at all levels, all while saving time and money!



## The Lindsey Difference:

Now that Atlanta HA has been using Lindsey Software, they are seeing big changes in the way that they work. By far, the largest change is that they no longer have to keep redundant records just to ensure that their information is correct. The entire team feels more confident about the accuracy of their information ... relieving much of the stress that they were experiencing.

Both employees and tenants are happier because of these changes. Rental Register information is correct, resulting in less discrepancies during rent collection, plus tenants now receive professional printed receipts, instead of the hand printed receipts that were used previously.

Stacia is also excited that the month end processing is going much faster for her than before ... plus she can feel confident that the information presented to her is accurate because of the elimination of redundant data entry.

The HA is also seeing significant changes to their Work Order processes. Now, due to pre-populated dates and times, there is less chance of repair items falling behind. Stacia feels confident that this will help ensure they maintain a better MASS score. Additionally, inventory is being kept under control as the HA can now better track what is in stock or needs to be re-ordered.

Overall, Atlanta HA is seeing the benefits of having an automated system that fully understands how they run their operation. Lindsey's integration and ease of use has helped the team work more efficiently with the confidence that information they are using is accurate.

## Looking Forward:

**While Atlanta HA is currently experiencing improved automation, Stacia knows that there is more that they can do.**

**She is looking forward to working with the Word Bridge module to automate her letters and notices to clients as well as utilizing the Inventory module even more to continue streamlining her inventory management processes.**

## Save Time, Money, & Frustration Today!

Regardless of your organization's size or structure, Lindsey has a solution to fit your organization's specific needs. Our extensive software offerings provide flexible and intuitive solutions for Occupancy, Accounting, and Maintenance / Inspections.

Call us today for more information on how we can help you start reducing stress through automation!

**800.890.7058**

You can also view information about our software solutions and fee accounting services at:

**[www.lindseysoftware.com](http://www.lindseysoftware.com)**