

## Beginning Public Housing

The Beginning Public Housing course covers the basic usage of the Public Housing software systems. This is a great class for beginners or for current users needing a refresh of the basic software functionality, including new features that have been added in recent software updates.

In addition to the course topics, attendees will have opportunities to ask questions and interact with other Lindsey Software clients. These training sessions are a great opportunity to meet your user community and discuss how you are utilizing your software.

**Tenant & Applicant Processing:** This training is a great tool for beginners, covering the basics of the TAP module. This training will show the proper steps to enter an application, manage the waiting list, move-in a tenant, perform all reexaminations, transfer tenants, and move out a tenant. Your 50058's are generated from these transactions – they need to be done correctly; and this course will show you how. Reporting features will be addressed in this training including:

1. MASS Report  
Property Management  
Vacancy Control Log
2. PHAS Report  
Exception Units

**Course Time:** *Monday 1:00 pm – 4:30 pm, Tuesday 8:30 am – 4:30 pm*  
**Cost:** *\$225.00*

**Word Bridge:** The Word Bridge module is an incredible time saving tool! Our training will show you how to fully utilize this module, helping you increase your productivity. Users will return to their agencies knowing how to perform a re-exam and have the system automatically create a rent change letter, how to automatically create late letters to all tenants who have an upcoming annual exam, and how to create a label list for a mass mailing to be used for applicants on the waiting list or for a monthly newsletter. This course will also cover actions such as creating employer verification letters automatically by simply telling the system to produce a letter for every family member who has an Annual Exam in a particular month.

**Course Time:** *Wednesday 8:30 am – 12:00 pm*  
**Cost:** *\$75.00*

**Work Orders:** Your work orders generate a large amount of data that is used on your fiscal year end PHAS report. Learning how to properly use the work order system can be the difference in a high PHAS score. Users will learn how to properly enter work orders, charge tenants for damages, and see how the Work Order system integrates with the mandatory Fiscal Year End reporting.

**Course Time:** *Wednesday 1:00 pm – 4:30 pm*  
**Cost:** *\$75.00*

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**Tenant Accounts Receivable with Receipt System:** Learn how the Accounts Receivable and Receipt Systems help you save time and reduce errors! This training will detail the correct steps to manage a tenant's balance. Collection loss (write offs), creating formal agreements, and automatically creating late charges are all included. Users will acquire a basic knowledge of how to use Accounts Receivable and how it affects tenant records. The Receipt System training will detail the proper steps to accept collections from tenants, void receipts, reprint receipts, and perform a daily checkout to supplement the daily bank deposit. Your rental income is important – learn how to track it properly.

**Course Time: Thursday 8:30 am – 4:30 pm**

**Cost: \$150.00**

**PIC Training / CRM Module:** This training covers PIC from A-Z. Learn how PIC calculates your reporting rate, see who PIC thinks you are late performing your annual exam on. Want to know which Section 8 properties have an Annual HQS Inspection that is overdue at PIC? You will after completing this course.

This session will additionally cover the CRM module and how it works with Tenant and Applicant Processing, covering topics such as:

1. Screening
2. Denying Applications
3. Dropping Applicants from Waiting List

**Course Time: Friday 8:30 am – 12:00 pm**

**Cost: \$75.00**