Yolo County Housing Upgrading Housing Software

Yolo County Housing (YCH) will be upgrading their enterprise software package to a newer version in order to better meet customer needs and manage data for the Agency.

YCH is beginning the process of migrating to this upgraded platform at noon on 9/15/2015, with the system expected to be unavailable until 9/28/2015. This downtime impacts the Agency's ability to process tenant changes, limits access to historical data, and the Agency will be unable to process payments during this time. The following services will remain active and available:

- Landlord access to online payment information
- Online applications
- Voice recognition systems

Once installation and data migration is complete, tenants and landlords may experience some minor delays in processing time for updates for a 30-day cycle. Despite the time required to upgrade the system, the Agency is very excited about the upgrade. The newer software provides many benefits for customers and staff. Not only will Yolo Housing's daily operations see a major increase in both productivity and efficiency, but landlords and tenants will also see improvements in service.

Once installed, YCH landlords and tenants will have 24/7 internet access to vital information. For landlords, this includes Housing Assistance Payment details and inspection details through their online accounts. For tenants of Yolo Housing, this means online rent payments, work order requests, account information, form access, and more. The transition also allows for improved use of mobile technology, streamlined client processing, and superior data for executive decision making. "Saving time and money will increase the level of service we can offer the community, while full implementation of a paperless system saves money and helps the environment" says Lisa Baker, CEO.

Tenmast is an established leader in providing software and expert support to the affordable housing industry. The company dedicates themselves to offering excellence in customer service, user-friendly software, personalized trainings, and polished conversions. They produce software for managing tenant and financial data, tracking maintenance activities, performing unit inspections, and producing standard HUD and agency-specific reports and data reporting files. They have been automating housing authorities across the United States since 1985. Yolo Housing has been a Tenmast customer since 2005.