



Client Success

Grand Forks Housing Authority



Portfolio

1,200 public housing units
800 affordable housing units

Client Since

2007

Highlighted Products

[Yardi Voyager PHA](#)
[Yardi Maintenance Mobile](#)
[Yardi Inspection Mobile](#)
[Yardi Fixed Assets](#)

The Benefits

GFHA became more efficient and better able to report compliance data after upgrading to Yardi Voyager PHA. The agency gained mobility, reporting capabilities and reduced errors.

About Grand Forks Housing Authority

thefha.org

Learn More

Yardi.com

Contact Yardi

Sales@Yardi.com



“ Voyager helps solve compliance problems because it catches so many commonly made errors. ”

Tina Hoffart, IT and Finance Manager

The Company

Grand Forks Housing Authority (GFHA) manages 2,000 Housing Choice Voucher and units funded with Low Income Tax Credit subsidies in the city of Grand Forks, North Dakota. In 2007, GFHA upgraded from a DOS-based system to Yardi Voyager and has since improved its agency performance and created cost-saving efficiencies.

The Challenge

Outdated Software & Compliance Issues

GFHA lacked the ability to access real-time information and run specific types of reports before upgrading to Yardi Voyager PHA. Limited access to critical data led to unsatisfactory compliance with subsidy requirements.

The Solution

Yardi PHA Suite

Yardi Voyager PHA and the Yardi PHA Suite of products supports every major function of the PHA industry from a single web-based interface. Public housing agencies can build on core property management, accounting and compliance features and add connected solutions for online housing applications, payment processing, resident screening and more.

The Story

Taking a Single-Stack Approach

GFHA sought a software solution to manage properties, maintenance, and compliance on one dedicated platform that didn't require them to handle ongoing maintenance or software version management.

“We experienced issues with our compliance data in the past. Voyager helps solve compliance problems because it catches so many commonly made errors. We are confident that our files are complete before we send them to agencies such as HUD for verification,” said Tina Hoffart, finance and IT manager for GFHA.

GFHA uses Yardi Inspection Mobile for HUD mandated Housing Quality Standard inspections. “Yardi Inspection Mobile saves our inspectors a lot of time and travel costs. Our inspectors don't have to come into the office as often because they are instantly aware of new inspections added to their route in Voyager,” said Hoffart.



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GFHA uses Yardi Maintenance Mobile to expedite the fulfillment of work orders. "Everything is on our technicians' phones, so work orders appear on their calendars as soon as our property managers post them in Voyager," said Hoffart. GFHA technicians also use their phones as barcode readers to track inventory.

Yardi Fixed Assets enables GFHA to track depreciation and disposition of equipment. "Fixed Assets gives us easy access to critical information as we develop our future years' capital needs assessments," said Hoffart.