

 **GUARDIAN****Portfolio**

110 communities under management
49 cities served across 4 states
350+ team members

Client Since

2003

Highlighted Products**The Benefits**

- Fewer days vacant with fast file reviews
- Greater accuracy with single dataset
- Prevented errors with full-service reporting
- Gained assurance of compliance with affordable housing regulations
- More competitive for Tax Credit funding

About Guardian

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[Yardi.com](https://www.yardi.com)

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Sales@Yardi.com

“ I always feel well-informed with RightSource. The software makes it easy to see where every file is in the queue. ”

Allison Christensen, Compliance Quality Assurance Manager

The Company

Guardian is a developer, owner and operator of multifamily properties, providing innovative real estate solutions dedicated to community and housing for all. Based in the Pacific Northwest, their customer-focused team is committed to supporting and lifting the communities they serve.

The Challenge

Adopting Innovative Compliance Systems

Guardian uses Yardi Voyager to manage its properties, finance and affordable housing compliance data. Because RightSource auditors have seamless integration with Yardi Voyager, Guardian's compliance audits have future potential to gain further efficiencies, especially when they add RentCafe Affordable Housing. Opportunities abound, particularly when we consider future options to digitize compliance data management, according to Guardian's Compliance Quality Assurance Manager, Allison Christensen.

The Solution

Yardi RightSource

Yardi RightSource clients receive expert support to make the most complex compliance tasks faster and less of an impact on staff. RightSource offers fast reviews to ensure compliance data is in place for applicant and resident files. Affordable housing providers can also add full-service compliance workflows with a simple to use interface with Yardi Voyager.

The Story

How A Connected Compliance Solution Helps

Guardian contracted with RightSource in July 2020 and has since seen the benefits of reimagining affordable housing compliance audits. “Prior to using RightSource, we had an internal compliance team that accepted, reviewed and audited affordable housing application files. Our compliance processes are much more streamlined now that we have implemented RightSource,” said Christensen.

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Staffing assignments changed at Guardian once they outsourced compliance services to RightSource, however, the process was done with care and consideration of all affected team members. Some of Guardian’s former compliance team members were reassigned within the company, and others even began working at RightSource. “Everyone landed in a great space. RightSource was very helpful in ensuring staff assignment changes were handled with care,” said Christensen.

Reporting, Communication and Training

Reporting is simplified for Guardian since adopting RightSource because of how data is shared between auditors and Yardi Voyager. As part of the audit process, RightSource team members ensure compliance data is accurate while connected to the core Voyager database. That reduced chances for errors or misplaced data due to extraneous data transfers. So, when it’s time for Guardian to compile data for compliance reporting, they are assured that their reports are accurate and reflective of the work their properties have done.

Christensen names communication as one of the prime factors benefitting Guardian’s relationship with RightSource. Her team meets monthly with RightSource to review statistics that demonstrate how well specific compliance functions are working. For example, Guardian’s goal is to have applicants certified to move into an affordable unit within five days of submitting their initial application packet. For recertifications, their goal is to have the annual process done within seven days.

“I always feel well-informed with RightSource. The software makes it easy to see where every file is in the queue. The reporting tools are clear with metrics such as review time, how many times a file has been sent back as incomplete, etc. RightSource promises a 24-hour turnaround time for file reviews, and the reports show they are achieving that goal,” said Christensen.

Training resources that are available with a RightSource contract have also created benefits for Guardian. Staff can access RightSource training from Yardi’s Aspire learning management platform. The self-paced instruction helps make complex compliance concepts and tasks easier for new and current Guardian staff.



Client Success

Guardian



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Partnership with RightSource

Overall, Christensen characterizes RightSource as not only a supportive partner for solving the complexities of compliance, but also as a team of individuals willing to share their affordable housing expertise. Guardian values the personalized service available when issues need quick resolution. "Some of our benefits from RightSource come from technology and automation, but perhaps an even bigger share can be attributed to the people we work with and the feeling of partnership. We put a lot of trust in who we choose as a compliance partner and are pleased with our decision to go with RightSource," said Christensen.

Guardian has also implemented [Yardi Voyager Affordable Housing](#), [RentCafe Affordable Housing](#), [RentCafe](#), [RentCafe CRM Flex](#), [Yardi Aspire](#), [Yardi PayScan](#), [Yardi Marketplace](#), [VendorCafe](#), [VendorShield](#), [Yardi Revenue IQ](#), [Yardi Inspection](#), [Yardi Inspection Mobile](#), [Yardi Maintenance](#), [Yardi Maintenance IQ](#), [Yardi Maintenance Mobile](#), [Yardi Job Cost](#), [CHECKscan](#), [Utility Billing](#), [Yardi Concierge](#)