



## Client Success

## Moss & Company



### Markets

Residential  
Commercial  
Multifamily

### Portfolio

11,000 multifamily units  
2 million commercial square feet

### Client Since

1991

### Highlighted Product

[ResidentShield Insurance](#)

### The Benefits

Required renters insurance for Moss & Company means no more resident-caused property losses — and peace of mind for its owners and residents.

### About Moss & Company

[mosscompany.com](http://mosscompany.com)

### Learn More

[Yardi.com](http://Yardi.com)

### Contact Yardi

[Sales@Yardi.com](mailto:Sales@Yardi.com)



“A resident-caused fire at one property resulted in \$70,000 worth of damage. Thanks to ResidentShield, the property damages were covered.”

Brandon Gray, Vice President

## The Company

Founded in 1960 and based in Southern California, Moss & Company is a full-service property management firm that provides exceptional services for both residential and commercial real estate in the greater Los Angeles area.

## The Challenge

### Property Loss Exposure

To protect owner assets and minimize portfolio risk, Moss & Company sought a mandatory renters insurance program that would provide easy administration for its managers and simple signup for its residents.

## The Solution

### ResidentShield Protection Plan

ResidentShield Protection Plan is a required renters insurance program that reduces property risk from resident-caused loss and also provides property and damage coverage for residents. To ensure program success, marketing and training materials are provided for leasing staff, and an online portal for enrollment is available to residents. Customer service is also included, so property staff can focus on other tasks. The two plan options include ResidentShield HO4 and ResidentShield Master Policy Program, which can be used separately or in combination. Compliance monitoring is built into Yardi Voyager, so properties can keep track of resident policies. Additionally, residents can easily sign up for ResidentShield as part of the online leasing process in RentCafe.

## The Story

### Automated Property Protection

According to Brandon Gray, Financial Analyst at Moss & Company they chose ResidentShield Protection Plan for its integration with Voyager and RentCafe, as well as the program compliance reporting feature at the property level. ResidentShield also includes a default coverage option that automates enrollment for uninsured renters to ensure Moss & Company's properties are protected. Gray also said the company benefits from automatic charge and ledger updates in Voyager.

“The support of the ResidentShield team is tremendous. Any questions or issues are responded to immediately and program implementation was the smoothest we have ever experienced. It's a win all around — owners, managers and residents get peace of mind



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protection while staff enjoy an easy-to-use automated program” added Gray.

Moss & Company has also implemented [Yardi Voyager Residential](#), [RentCafe](#), [Yardi Payment Processing](#), [Yardi Resident Screening](#), [Utility Invoice Processing](#), [Yardi Procure to Pay Suite](#), [Yardi Budgeting and Forecasting](#)