

## Charleston Square Apartments

*“CBC Companies has the best resident screening process available. One of my favorite parts about it is cost because every nickel counts. We save a lot of nickels with CBC.”*

**Michael Henderson**  
Regional Property Manager  
Charleston Square Apartments

### THE CLIENT

Charleston Square Apartments, a subsidiary of the First Richmond Corporation, is located in Columbus, Indiana, and includes 88 units of affordable housing. Mr. Henderson has been with Charleston Square Apartments since 1991 and has been a member of CBC Companies since 2001.

### THE ISSUE

When Mr. Henderson was being charged outrageous rates by a competing credit reporting agency, he decided it was time to find a more economical solution. Since Charleston Square Apartments is a fairly small community, he couldn't meet the agency's quota of reports each month, which meant he was being charged for reports he never accessed.

### THE OBJECTIVE

Mr. Henderson's main objective for Charleston Square Apartments was to find a company that offered a full service resident screening process that was both cost effective and customized to meet his needs. Specifically, he was looking for an efficient method of conducting more in-depth background checks, coupled with ease of use. He also wanted a product that was tailored to his needs and allowed him to conduct background checks on future employees.

### THE STRATEGY AND TACTICS

His account executive at CBC Companies put together a program for him that meets all of his needs. It's called AmRent, and its automated service provides extensive credit summaries, nationwide criminal and sex offender reports, social security fraud alert, rental record and eviction information, and a public records search.

Mr. Henderson said AmRent has become one of his most valued tools. “I don't have a lot of turnover,” he explained, “but when I do, I know I can trust CBC to help me fill the vacancy efficiently and effectively.”

Another CBC tool that Mr. Henderson uses is called Rental Xchange. This is the nation's largest and most comprehensive collection of rental data contributed by property owners from communities both large and small. Not only does he check it every time he reviews a potential resident's application, but he also shares the information with the applicant, so they have a good understanding of their credit history and how they can work to repair it if need be.

### RESULTS

Mr. Henderson said CBC Companies makes resident screening much easier and provides more in-depth information, allowing him to make better management decisions. In addition, he is pleased with both the software he uses to access the information and customer service. “I don't have that many problems, but if I do, my account executive is right on it,” he said. “She also keeps me posted of criminal data updates and calls me monthly to check in, which most companies would never consider doing. She goes out of her way to make my life easier.”