

JWC Development Company

“CBC Companies and AmRent are excellent service providers for us. Their customer service and attention to detail is outstanding, and the criminal, credit and rental data provided helps us make better rental decisions. In fact, the AmRent criminal database has been invaluable. We recently were hiring a property manager and through AmRent’s nationwide criminal database discovered that the candidate had a criminal record and was wanted in Florida. This instance alone has reinforced that AmRent is the right provider for us.”

Donna Stevens

THE CLIENT

JWC Development Company owns and manages over 200 multi-family and efficiency units in Northeast Ohio, including the Boardman, Canfield, Girard and Youngstown areas.

THE ISSUE

JWC evaluates each rental application individually and needed a way to quickly identify qualified applicants by verifying rental, credit and criminal histories. Previously, JWC employees were manually checking applicant backgrounds, including visiting local police stations to identify if potential residents had criminal backgrounds.

THE OBJECTIVE

Locating and securing qualified applicants was JWC’s key objective. The company also wanted to reduce the time it took to evaluate applications.

THE STRATEGY AND TACTICS

JWC originally partnered with CBC Companies in 2000, parent of AmRent, to receive credit information for each applicant. Through its positive experiences, JWC recently expanded its relationship with CBC Companies and is now utilizing AmRent’s criminal database as well as contributing to the Rental Xchange program.

Rental Xchange is a database of rental history from different communities around the country. Participants in the Xchange share the rental history of residents in their communities and can mark if a resident has skipped out on rent or been evicted. This information is then added to the individual’s file and when a participating community conducts a search, they will know if the applicant owes rent to another community. The original property is then

notified by the company screening the applicant, which facilitates the process of collecting the back rent from the applicant.

All of the information is received electronically by JWC in easy to read reports. This allows the company to quickly evaluate each application and fill its communities with the most qualified and profitable residents.

THE RESULTS

AmRent has enabled JWC to improve its bottom line by selecting qualified residents and eliminating high-risk applicants. AmRent services also helped speed up the resident approval process by electronically providing credit, criminal and rental history information.

JWC’s involvement in the Rental Xchange program also has paid immediate dividends. As a contributor to the database, the company has benefited from its ability to collect on skipped accounts from past residents who were applying at another rental property. JWC also has benefited from subscribing to the Rental Xchange program, as they can more readily identify applicants that have been evicted in the past.

The AmRent relationship recently helped JWC capture a wanted felon. The company was reviewing an application for a new property manager and used AmRent’s criminal database to conduct a background check. The search immediately indicated that the candidate was a convicted felon and was wanted in Florida for drug related crimes. JWC was able to contact local authorities about the candidate and made its communities safer by not employing and renting to a convicted criminal.