

## Miller-Valentine Group



*"AmRent's customer service is the best I've ever seen. They are always there to answer my call and are very attentive to meeting my needs.*

*I also have been very impressed with the quality of the data provided. Other resident screening services were missing key information and many high-risk residents were being approved.*

*AmRent's combination of previous landlord, credit and criminal data is unmatched in the industry and has led to immediate cost savings for us and a better community for our residents."*

**Sharon Lowe**  
Director of Compliance

### THE CLIENT

Miller-Valentine Group has been developing and managing residential and commercial properties for over 20 years. The company's expertise in housing includes: military housing, multi-family housing, single-family homes, housing for senior adults and the acquisition and rehabilitation of historic buildings.

The company manages and/or owns approximately 7,000 units in Ohio, Indiana, Kentucky, Michigan and North Carolina and recently merged with Associated Land Group, Inc. in Cincinnati, Ohio.

### THE ISSUE

Miller-Valentine Group was looking for a solution to insure against deceptive rental applications by verifying its applicants' rental, credit and employment histories. The company also was seeking a solution that would help property managers quickly approve qualified applicants and comply with all Fair Housing issues.

### THE OBJECTIVE

By developing a cost-effective program to consistently screen and review applicants, Miller-Valentine Group's objective was to create stronger communities with profitable residents. Specifically, the company sought to decrease the number of residents who were delinquent with their rent payments, as well as reduce evictions.

### THE STRATEGY AND TACTICS

The company partnered with AmRent, an affiliate of CBC Companies, to receive resident screening data through its comprehensive database – Rental Xchange. AmRent is the first and only

resident screening service to collect property management, credit, criminal data and eviction records from multiple states, counties and municipal courthouses, as well as from other property owners.

Miller-Valentine Group initially partnered with AmRent to test its resident screening solution with one property. The companies worked together to develop specific criteria and systems for the resident screening process. Application approval or denial is being delivered immediately through AmRent's Internet-based solution.

Realizing the value that Rental Xchange brings to the property management industry, Miller-Valentine Group also contributes full rental information, such as move in/move out dates, rent amount, skips and evictions, to the database. The company is supplying information directly to AmRent through an interface with its AMSI property management software.

### THE RESULTS

Within the test property, AmRent has enabled Miller-Valentine Group to improve its bottom line by reducing evictions, eliminating high-risk applicants and quickly selecting qualified residents. The service also helped take the subjectivity out of the screening process and has resulted in a more efficient and consistent process. Based on the results of the pilot program, Miller-Valentine Group is working to award AmRent with a contract to meet the resident screening needs for its entire portfolio of communities.