

National Church Residences



“Our experience with AmRent has been very positive. We have tested several resident screening companies in the past, and AmRent has stood above the competition in terms of customer service and providing quality data that helps us make decisions effectively and efficiently. AmRent is the only provider that delivers past eviction and rental history data, which has been beneficial in developing our applicant evaluation program.”

Amy Blessard
Assistant Regional Director

THE CLIENT

National Church Residences is a not-for-profit corporation that provides affordable housing, health care, assisted living and supportive services to modest-income seniors and families throughout the United States and Puerto Rico. As part of its mission, the organization provides expert, professional management of privately and federally funded properties. Today, National Church Residences manages more than 20,000 housing units across the United States.

THE ISSUE

Due to the diverse base of applicants and increasing number of properties being developed, National Church Residences was seeking a customized solution to help screen and approve potential applicants. The screening system had to be built around the organization’s specific needs and criteria and comply with Fair Housing issues. Based on this need, National Church Residences has been testing several professional property management data providers within one unique property that combines senior and family housing units. Once the testing is complete, the organization is planning to roll-out a resident screening program for all of its properties.

THE OBJECTIVE

By implementing an easy to use and cost effective resident screening system, National Church Residences’ objective was to help property managers make accurate rental decisions and reduce financial losses from skips, evictions and collection accounts. The solution had to deliver instantaneous, comprehensive reports that provided all the necessary data to predict rental behavior. Due to the size of the organization, customer support and training also was a key issue.

THE STRATEGY AND TACTICS

After testing other resident screening solution providers, the company partnered with

AmRent, an affiliate of CBC Companies, to develop a customized rental decision program. The program is built around National Church Residences’ judgmental criteria (such as past evictions, collections and bankruptcy filings) and AmRent’s RentWise statistical risk model. RentWise is a point-of-sale risk-assessment tool that helps predict rental behavior more accurately by providing a statistical picture of an applicant’s propensity to pay their rent.

Through using the RentWise score and AmRent’s Decision Program, National Church Residences is able to combine data available from credit repositories with specific property management information contained in AmRent’s proprietary Rental Xchange database. RentWise also enables the organization to make profitable decisions by processing and scoring reports containing thin, clean or impaired files.

The reports are accessed online and delivered instantly in an easy to read format. The comprehensive information included decision credit, criminal, evictions and rental history. This program has also let NCR evaluate applicants not just based on score but on other judgmental characteristics, which has led to more confidence in the decisions being delivered.

THE RESULTS

National Church Residences has been extremely pleased with the AmRent relationship. The decision solution has helped property managers speed up the application process, as the quality of the data has been superior to other service providers, specifically with regard to rental history and comprehensive eviction data. The ability to combine the organization’s judgmental criteria with the statistical RentWise score also has significantly increased the applicant approval ratio.