

RJ Lloyd and Co.



"We have always found the Credit Bureau of Toledo, a provider of AmRent services, to offer timely and efficient services. We recently began using CBCWeb, which gives each manager the ability to pull credit reports via the Internet and print them conveniently at their own desks. Prospective residents now know within minutes if they are approved. We look forward to many more years of business working with the Credit Bureau of Toledo and AmRent."

Mary Lee Scott

THE CLIENT

R. J. Lloyd and Company has provided quality housing for more than 35 years. It currently owns and manages five properties with a total of 953 units in Toledo and Oregon, Ohio. Top-notch service is the number one priority at R.J. Lloyd, which dedicates on-site management professionals at each of its communities.

THE ISSUE

To help predict the rental behavior of its applicants, R.J. Lloyd sought a resident screening service to provide credit history information for each of its prospective residents.

THE OBJECTIVE

To meet its commitment to providing top-notch service, it wanted to respond to applicants within 24 hours.

THE STRATEGY AND TACTICS

R.J. Lloyd selected a local AmRent provider known as the Credit Bureau of Toledo because of its reputation for quickly providing reliable credit history information. When R.J. Lloyd first began working with the AmRent affiliate more than 15 years ago, it installed a terminal in its corporate headquarters. Property managers from each of the five communities could retrieve credit history information from the main office within 24 hours.

AmRent has been a leader in using cutting-edge technologies to deliver innovative services that enable property managers to receive resident screening information even more quickly and efficiently. R.J. Lloyd recently took advantage of one of those services, CBCWeb, which enables property

managers at each of R.J. Lloyd's communities to securely access credit reports over the Internet using a password and Web browser.

To help AmRent accomplish its mission to provide customers with the nation's largest and most comprehensive collection of rental data, R.J. Lloyd frequently contributes resident information such as: full Rent Roll data, including Move In and Move Out dates, amount of rent, skips and evictions to AmRent. The database, known as Rental Xchange, supplies property managers with the credible information they need to quickly process rental applications while staying in compliance with the Fair Housing Act.

THE RESULTS

The 15-year partnership between R.J. Lloyd and the Credit Bureau of Toledo has resulted in a win-win situation.

R.J. Lloyd continues to quickly receive reliable credit history information from the Credit Bureau of Toledo. With CBCWeb, property managers can directly retrieve instant credit reports from their own desks, freeing up corporate office staff to focus time and resources on other priorities. R.J. Lloyd also has saved time and money because it no longer needs to maintain the terminal it used to retrieve credit reports before using CBCWeb. Additionally, the Web-based reports are generated in an easy-to-read format.

Concurrently, AmRent can continue to ensure its customers are receiving accurate and up-to-date information by populating its confidential Rental Xchange database with residential information contributed by R.J. Lloyd.