

The Wallick Companies



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Todd Bowers
Vice President, Information Technologies

THE CLIENT

Founded in 1962, The Wallick Companies is a diverse property management organization serving most segments of the housing industry, including conventional and subsidized multi-family housing, tax credit apartments and senior housing that specializes in assisted living communities and skilled nursing facilities.

The Wallick Companies manages 160 properties with more than 15,000 units in the Midwest and Southwest, as well as North and South Carolina.

THE ISSUE

In order to devote resources to property management, The Wallick Companies sought to outsource its resident screening process. The company was looking for an objective third party that could provide resident screening services to all of its properties.

THE OBJECTIVE

The Wallick Companies needed a resident screening company that could help it accomplish three goals. As a provider of HUD housing, The Wallick Companies needed to ensure its screening process met regulatory standards. HUD regulations require property managers to verify income, employment, U.S. citizenship and criminal history for all applicants.

It also needed an impartial third party that could help it meet guidelines set forth by the Equal Housing Act, which federally mandates that property managers must use the same criteria to screen and accept or decline all applicants.

Finally, The Wallick Companies sought a resident screening company that could provide applicant reports within minutes, even seconds.

"The property management industry is very competitive," said Todd Bowers, Vice President of Information Technologies, The Wallick Properties. "If we took five or 10 days to screen our applicants, we could lose business to other properties that screen more quickly. We needed a resident screening company that could process information within minutes and deliver it to multiple locations within our network capabilities."

THE STRATEGY AND TACTICS

The Wallick Companies selected AmRent because it is an affiliate of CBC Companies.

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THE RESULTS

AmRent provides The Wallick Companies with accurate and complete credit and criminal data within minutes. As a result, The Wallick Companies is able to immediately put qualified applicants into rental units and minimize the number of vacant units, both of which improve the bottom line.

AmRent also consolidates and delivers customer service, tech support and billing for all properties regardless of whether they are in Phoenix or Columbus, enabling The Wallick Companies to more efficiently manage the relationship.

Bowers also praised AmRent's outstanding customer service. "On a scale of 1-10, with 10 being the highest, I give AmRent a 12. They take care of anything I need. They provide this level of service to all customers, not just The Wallick Companies."