

socialserve.com

A non-profit technology solution provider

Benefits for Public Housing Authorities

What Is Socialserve.com?

- A web-based service that is fully supported by a toll-free, bilingual call center
- One-stop shop for people in need of housing and related resources
- Socialserve.com housing locator services are fully customizable and can be provided through various state and local partnerships

Why Socialserve.com?

- Hours of freed-up staff time
- Comprehensive centralized housing listings
- Easy-to-use **rent reasonableness tools**
- Valuable market and localized data available

Increased Program Efficiency

- Implementation is quick and easy
- Property listings include a high level of detail, and Socialserve.com staff help keep listings up to date, increasing the probability of quick lease-up
- Easy-to-use, free tools help quickly determine rent reasonableness according to HUD guidelines
- Socialserve.com staff offer thorough training and ongoing support for Housing Authority staff, landlords and tenants
- Socialserve.com manages, updates and provides Section 8 vacancy listings to voucher holders – countless hours of staff time are saved

Better Service to Voucher Holders and Property Providers

- Housing counselors, individuals and families can search listings to quickly locate properties that meet individual needs and voucher specifications
- Searching and listing are **free**
- Listings of private, income-based and Tax Credit properties make the service a great resource for wait-listed clients
- Users can conduct market comparisons for free
- All services of Socialserve.com for are supported by a toll-free, bilingual call center available M-F from 9 a.m. to 8 p.m. Eastern

Socialserve.com® is a 501(c)(3) not-for-profit organization that partners with state and local Housing Authorities to provide increased access to affordable and Section 8 housing information.

Move Listings to Socialserve.com in 3 Easy Steps*

Move property listings to this service in three easy steps. Socialserve.com is available for assistance and can customize these steps to meet your program's needs and ensure optimal use of resources.

Step 1

Choose dates to phase out other listing methods, including a cut-off date to have all properties listed on this service.

Step 2

Input dates and other customized information into time-tested verbiage provided by Socialserve.com and place on your letterhead and mail to landlords with monthly checks.

Step 3

Refer landlords and voucher holders to Socialserve.com or to the toll-free call center to list and locate Section 8/HCVP or other rental housing.

* It is highly suggested that you make this service your sole listing source to keep all of your housing data in one comprehensive location. The Socialserve.com service includes detailed listing and search data to help you identify where rental housing is and where the highest demand for housing exists in your area. Some uses for this up-to-date data include **rent reasonableness** comparisons and identification of area housing need.

Some Examples of Our Partnerships:

Boise City/Ada County, ID Housing Authority
Cleveland, OH, Housing Authority
Charleston, SC, Housing Authority
Charlotte, NC, Housing Authority
DeKalb County, GA, Housing Authority
Greensboro, NC Housing Authority
Kansas City, MO, Housing Authority
Los Angeles County Housing Authority
Miami-Dade Housing Agency
St. Louis City Housing Authority
City of Tucson, AZ, Housing Authority

Socialserve.com provides outstanding service to hundreds of housing authorities around the country.

"My compliments to everyone at Socialserve.com for providing such a wonderful service for the people in the Palmetto State. During Hurricane Katrina, our state like many experienced a desperate need for additional housing and we needed housing yesterday. By utilizing this online service we were able to meet the needs of displaced persons a lot quicker and in an efficient manner. And don't forget FREE. What more can you ask for?"

Risa Locklear – Special Projects Coordinator
S.C. State Housing Finance and Development Authority

"The Socialserve.com system has been working great for us. Landlords are very pleased with the system and are very excited about not having to stand in long lines to list their property. Our participants are also excited that they can search the listing based on their needs and particular location. As a Housing Authority, Socialserve.com has allowed us to move an employee to another position, saving us money; phone calls have decreased and staff time is spent in other areas of the Housing Choice Voucher Department. This system has been a lifesaver for us as a department. Your staff is very knowledgeable and customer service oriented. I am always pleased with the quality of service I receive when I call."

Darrell McIver – Leasing Services Manager
DeKalb County, GA, Housing Authority

"Socialserve.com has been a lifesaver. Instead of trying to maintain all properties available for rent on a limited spreadsheet, Socialserve.com has been able to take that task and make it so simple for all owners/landlords and the staff at Greensboro Housing Authority. Our owners/landlords have been very pleased with the user-friendly format, and the fact that they can go online to make any changes is a great benefit. Thank you Socialserve.com, for your professionalism and your excellent customer service! Keep up the good work; you've made my job a lot easier!"

Linda Long – Admissions Coordinator
Greensboro Housing Authority