

HFA: Kentucky Housing Corporation
Entry Name: KHC Rental Web Application System

Description

Every year, dozens of applications are received by Kentucky Housing Corporation (KHC) from those seeking funding for a housing project. KHC saw the opportunity to decrease the costs associated with printing, scanning, and storing of the relevant documents to these applications. To streamline the process, KHC developed an online Rental Web Application System for the 2011 Low Income Housing Tax Credits (Housing Credit) and non-tax credit applications for multifamily projects, i.e., HOME Investment Partnerships Program, Small Multifamily Affordable Loan Program, and the Affordable Housing Trust Fund. Not only was the application able to be submitted electronically, attachments could be as well. All information is viewed on a computer, eliminating the need for a 3-5 inch thick paper file.

The Rental Web Application system is an innovative solution because it provides a centralized database for all applications submitted while keeping staff updated of the applications' progress and reducing paper costs and staff time from data entry. In the past, one application submitted would average 1,000 pages. After making four required copies, a single application totaled nearly 4,000 pages. The new system allows both the application and attachments to be submitted electronically. All information may be viewed on the computer, which eliminates printing costs, as well as time and resources spent scanning and filing both the application and attachments. KHC's Information Technology Department created an interface between the Multifamily Information System and the Rental Web Application system, which inputs all the necessary data into the proper format directly into the Multifamily Information System from the digital form the applicant fills out in the Rental Web Application system, decreasing possible duplication of contact information and eliminating data entry of KHC staff.

Applicants may access the online application through KHC's Web site, www.kyhousing.org. On the site, they may request registration during the application period to receive a username and password (Image 1). KHC staff review the registration requests and either approve or decline. Once approved, the applicant may log into the system and are asked which application session they will access (Image 2). They may complete an existing project or apply for a new project.

The online application is organized in order of how the documents must be submitted, beginning with the Capacity Team information (Image 3). Before beginning the application, this section must be completed. Applicants may select companies and contacts from the drop down list (Image 4) or may choose "Other" and type in new information.

If the Capacity Team information form is incomplete when an attempt to submit is made, the system will inform the applicant of the mistake (Image 5). After the form is completed properly and submitted, the rest of the application opens for completion. Applicants may work on the submission at their leisure, saving and coming back to complete it at a later time (Images 6-8).

When the application is completed and submitted, the information is automatically input into the Multifamily Information System, thereby eliminating any other data entry requirements from staff and increasing accuracy.

Other housing finance agencies would easily be able to duplicate this system for their Low Income Housing Tax Credits and non-tax credit applications for multifamily projects, thereby gaining the benefits of decreased costs and increased staff time available for other projects. The system was designed in .NET Web-based language, which has become an industry standard. Any interested HFA may contact KHC's Jennifer Redden, director of Application Development and Support, toll-free in Kentucky at (800) 633-8896 or (502) 564-7630, extension 226; TTY 711; or e-mail jredden@kyhousing.org.

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Accomplishments

As there were 62 applications received from the last application round, the new online system saved an estimated 248,000 sheets of paper (62 applications x 4,000 average sheets per entry). With an average printing cost per page of \$0.15 to cover paper, toner, and maintenance, the monetary savings was \$37,200.

In addition, an average of 750 pages previously had to be scanned from each physical application. By making the process digital, staff were saved from scanning 19,500 total pages, thereby saving an estimated \$10,000 in staff time in a single application round. Also, due to the interface built into the online application, it is estimated that staff avoided a week's worth of data entry into the Multifamily Information System.

Due to the return on investment, the benefits of creating the new software solution far outweighed the initial cost of developing the software. The software was developed by an in-house software engineer, rather than a contractor, and took the Information Technology Department approximately six months from planning to completion for an estimated cost of \$35,000. Also, multifamily staff time for planning and testing was an additional \$3,000. Therefore, the initial investment is less than the first-year estimated savings of \$47,200, and the savings continue for every year going forward. KHC can now deliver accurate, up-to-date information, as soon as it is submitted from an applicant, without waiting for staff to import data manually.

Image 1

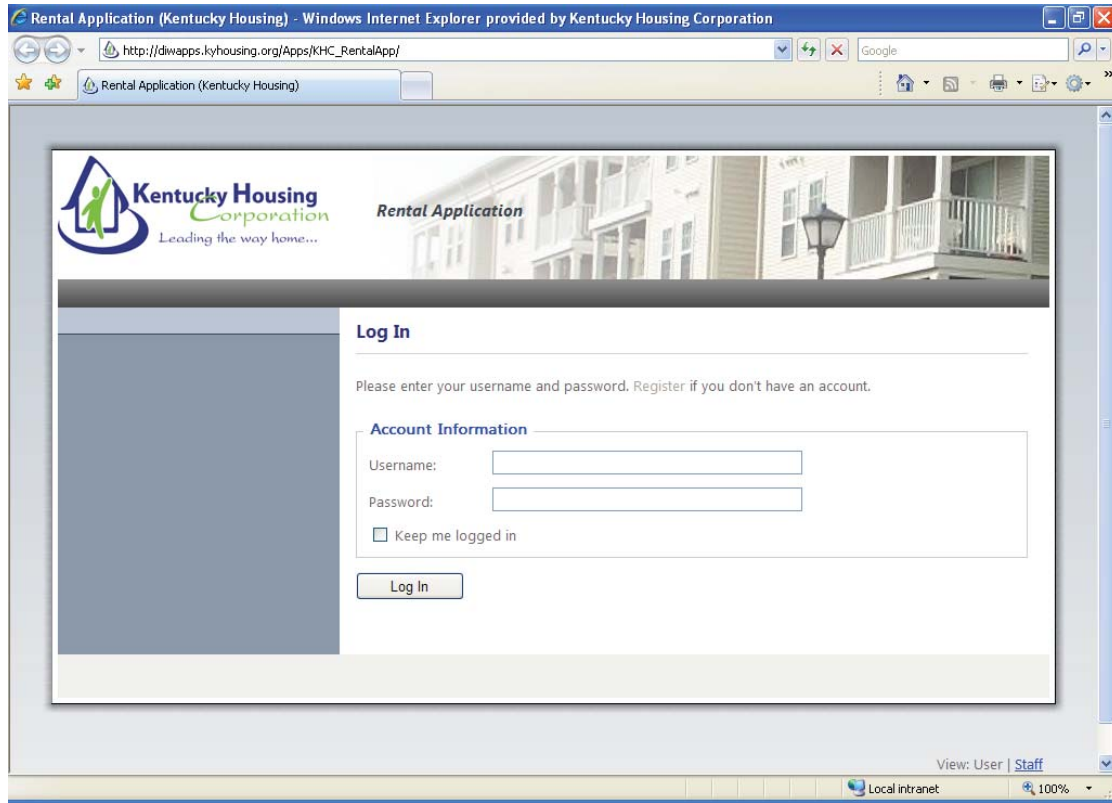


Image 2

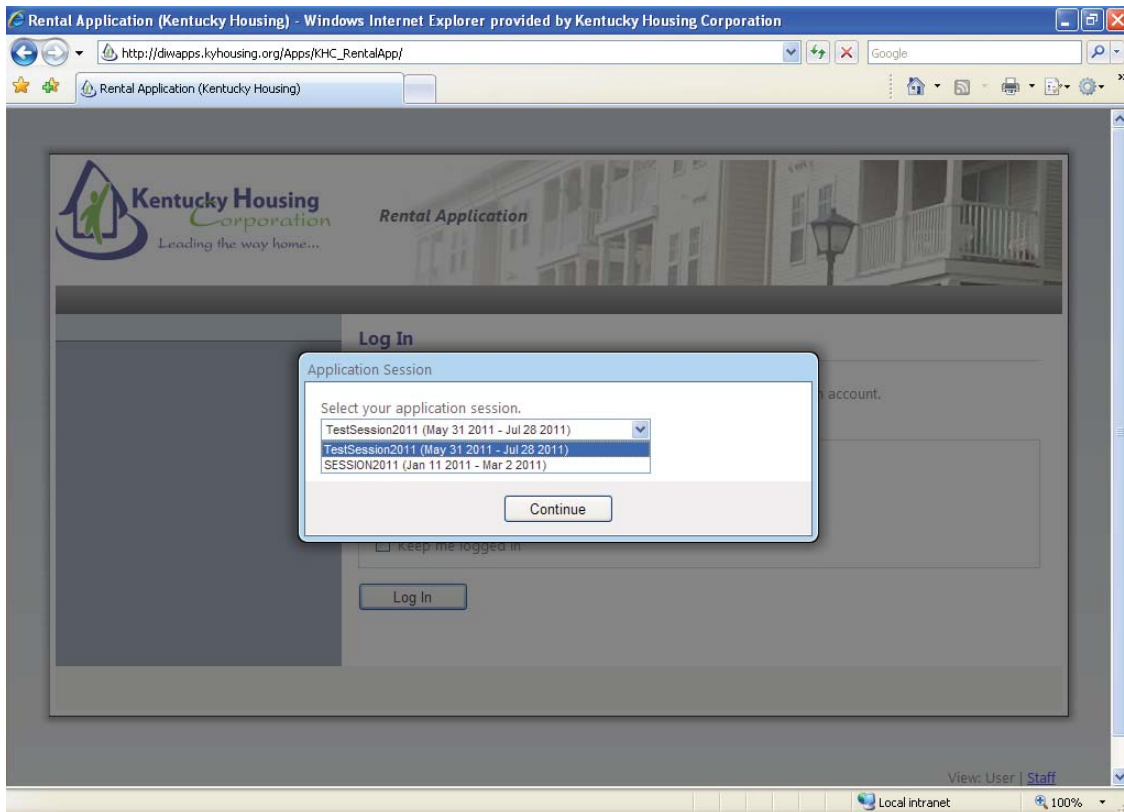


Image 3

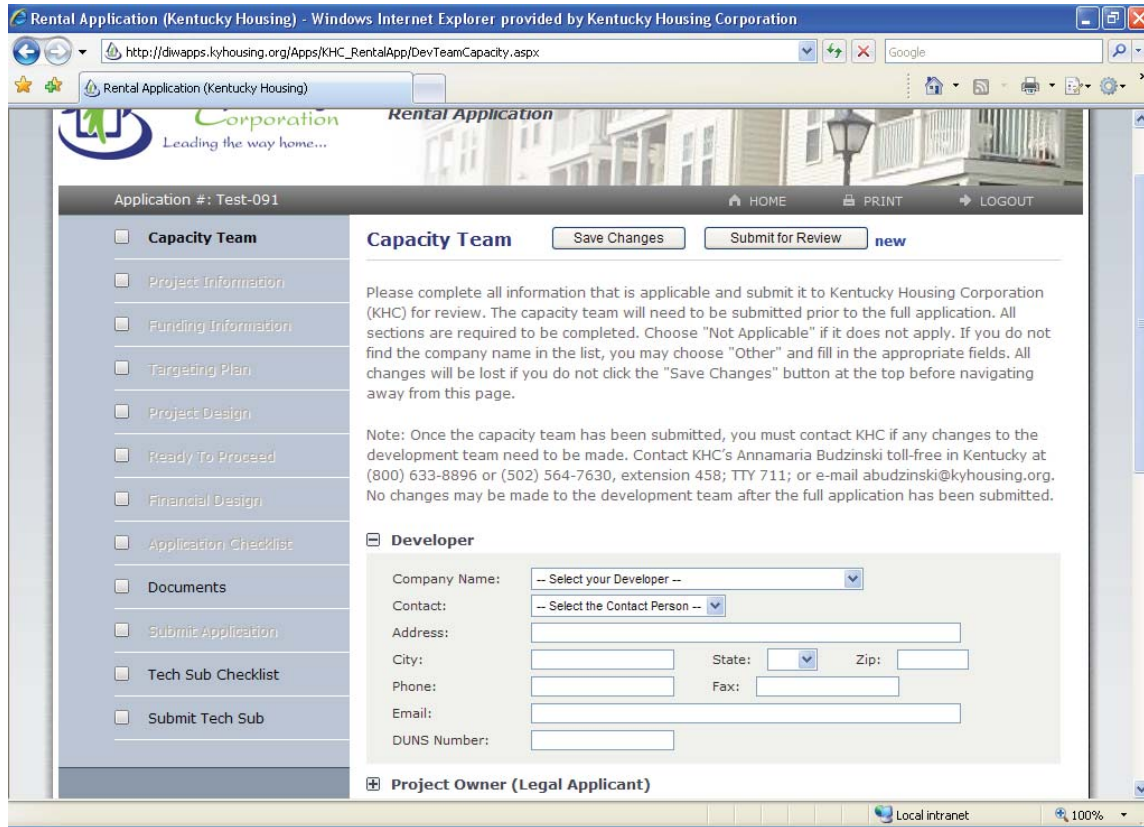


Image 4

Company Name: Horizon Development Group inc

Contact: Other

Address: 3900 S Prairie Hill

City: Greenfield State: KY Zip: 53228

Phone: 4145413900 Fax: 4145413100

Email:

DUNS Number: 391861225

Image 5

Capacity Team new

Capacity Team is not Complete.

Image 6

The screenshot displays the 'Application Checklist' page for application # APP11-005. The left sidebar shows a navigation menu with 'Application Checklist' selected. The main content area features a 'Printable Checklist' button and instructions for uploading documents. Below this, a table lists various document categories and their counts:

Category	Count
Team Capacity Review	(70 Documents)
0 - 1 Narrative Experience for Team Capacity Review	
0 - 2 Spreadsheet summary of all projects under construction in any state for Team Capacity Review	
0 - 3 Organizational Chart for Team Capacity Review	
0 - 4 Narrative Summary on Proposed Applications for Team Capacity Review	
01 - Self-Scored Score Sheet	
02 - Evidence of Site Review	
03 - Applicant/Developer Certification Form	
04 - Management Certification Form	
05 - Location Map	

Image 7

The screenshot displays the 'Tech Sub' page for application # APP11-005. The left sidebar shows a navigation menu with 'Tech Sub Checklist' selected. The main content area features a 'Printable Checklist' button and instructions for uploading documents. Below this, a table lists various document categories and their counts:

Category	Count
Fair Housing Documents	(1 Documents)
1-1 Tenant Selection Plan	
1-2 Affirmative Marketing Plan	
1-3 Fair Housing Plan	
1-4 Title VI Self-Survey & Assurance	
1-5 Section 504 Self-Evaluation	
1-6 Drug Free Workplace Certification	
Underwriting/Financial Documents	(0 Documents)
Design and Construction Documents	(0 Documents)
Environmental Review Documents	(0 Documents)
HOME and/or AHTF Documents	(0 Documents)
Housing Credit Documents	(0 Documents)
Additional Documents	(0 Documents)

Image 8

Kentucky Housing Corporation
Leading the way home...
Rental Application

Application #: APP11-005 HOME PRINT LOGOUT

- Capacity Team
- Project Information
- Funding Information
- Targeting Plan
- Project Design
- Ready To Proceed
- Financial Design
- Application Checklist
- Documents
- Submit Application
- Tech Sub Checklist
- Submit Tech Sub**

Submit Tech Sub

The Technical Submission period is between **Thu, May 12, 2011 8:00 AM** and **Thu, Sep 15, 2011 5:00 PM**.
All times are Eastern Standard Time (EST).

To request an extension, contact KHC's Annamaria Budzinski toll-free in Kentucky at (800) 633-8896 or (502) 564-7630, extension 458; TTY 711; or e-mail abudzinski@kyhousing.org.

I verify that the collected information is true and accurate to the best of my knowledge, and has been provided to the best of my abilities.

Tech Sub has been completed.

If you would like to make modifications or be able to add other documents, you may request to have your technical submission session opened back up to you. Just click the button below and your request will be sent to a KHC staff person.

View: User | [Staff](#)