



2640 Fountain View Drive ■ Houston, Texas 77057 ■ 713.260.0500 P ■ 713.260.0547 TTY ■ www.housingforhouston.com

Houston Housing Authority Enhances Operations with YARDI Voyager System Implementation

December 12, 2024

Since November 2023, the Houston Housing Authority (HHA) has been implementing the YARDI Voyager PHA Cloud software solution, a comprehensive platform designed to manage properties, tenants, financial transactions, and other key functions.

HHA achieved the following key milestones during this transaction:

- **November 3, 2024:** The property management module of YARDI Voyager went live.
- **November 18, 2024:** The financial and procurement modules became operational.
- **November 22, 2024:** The first Public Housing rental collections and Home Choice Voucher payments were processed using the system.

In preparation for the first payment processing, HHA and YARDI Support personnel were onsite closely monitoring the process to ensure a smooth transition. While Public Housing rental collection ran without issues, the Home Choice Voucher landlord payment process experienced a timeout error. Although the system initially reported the payment as processed, an investigation revealed that the file was incomplete.

To address this, YARDI Support recreated the missing payment file, and HHA successfully transferred the corrected file to the bank on December 5, 2024. YARDI has since implemented a tailored procedure to prevent future timeouts during high-volume payment processing, ensuring accurate and timely distributions.

HHA is currently conducting a thorough review of all December payments to confirm their accuracy. Should any additional issues be identified, payments will be corrected promptly through a special process.

It is important to note that some landlord payments are occasionally placed on hold due to routine administrative processes, such as recertifications and inspections.

HHA is committed to addressing any concerns and working alongside all partners to better the community.

For more information, please contact media@housingforhouston.com.