CITY OF
Savannah

About the Client

The City of Savannah is the oldest city in Georgia and the fifth largest city in the state (~140,000 pop). Savannah is a thriving seaport community that is aggressively addressing its affordable and workforce housing needs. The City's Housing Department and its partners, including banks, businesses and non-profits, use ~$1.6M annually in federal CDBG/HOME funds along with the Savannah Affordable Housing Fund to leverage millions of other dollars to improve, develop and sell housing for low and modest income residents. Savannah housing programs include:

- Down-Payment Home Purchase
- Employer Assisted Home Purchase
- Volunteer Home Repair
- Veteran Home Repair
- Disaster Home Repair
- Home Repair/Rehabilitation
- Home Construction/Development
- Rental Property Repair/Construction
- Rental Property Development

Challenges

The City of Savannah Housing Department was using paper based applications, multiple excel spreadsheets, and manual processes to administer its housing programs. The City was searching for a way to not only drive administrative efficiency, but also to improve customer service. Specific goals, included:

- Reducing staff time spent chasing incomplete applications and/or missing documentation
- Reducing staff time required to input, manage and tabulate data in excel spreadsheets
- Tracking and managing a diverse range of projects with both singular and multiple funding sources
- Reporting real time program results to key stakeholders
- Providing an easier way to securely store and retrieve sensitive data related to personally identifiable information
- Increasing staff capacity for customer outreach and service

Results

In partnering with Neighborly Software, Savannah's Housing Department is benefitting from a comprehensive, user friendly, software solution that has helped the Department:

- Improve customer service, responsiveness, and oversight
- Increase by 95% the speed and accuracy of data inputted and managed by staff
- Reduce by 50% staff time spent reviewing and qualifying applicants
- Reduce monthly reporting errors by 96%
- Reallocate ~10% of staffs' time to customer outreach and program activity

"Neighborly Software has enabled our staff to become much more efficient, organized, timely and accurate in assisting our customers and partners. Our staff loves the software and our customer service is on the rise!"

**Anita Smith-Dixon,
Administrator, Housing Department**