



## ***Maloney Properties Partners with RentGrow for a more Efficient and Streamlined Screening Solution***

### ***The Client***

Headquartered in Wellesley, MA, Maloney Properties is a full service real estate firm with 9,000 residential units under management throughout New England. An industry leader in third-party management since 1981, Maloney Properties offers a range of services and has specialized expertise in affordable housing management.

### ***The Issue***

*“RentGrow’s screening system is not only extremely thorough – it is faster and easier to use for the site staff.”*

Prior to partnering with RentGrow, Maloney faced challenging market conditions and wished to improve occupancy rates across their portfolio. They felt that it was taking too long to qualify and screen applicants, and as a result they were losing leasing opportunities. Ultimately they desired a comprehensive applicant screening platform that was fast, thorough, and consistent.

*Janet Frazier  
President  
Maloney Properties*

### ***The Objective***

Maloney’s objective was to positively impact occupancy through a more efficient screening process. This required a more streamlined screening workflow with faster turn-around. In some of the states in which Maloney operates, local criminal searches were time-consuming, and they sought a better way to build these local criminal searches into a comprehensive applicant screening system.

### ***The RentGrow Solution***

RentGrow helped Maloney re-design their screening workflow. Maloney’s credit, criminal, and other criteria were built into one customized platform. The unique workflow automation offered by RentGrow’s screening system drastically improved applicant screening turnaround times, thus improving Maloney’s ability to sign leases. “RentGrow’s screening system is not only extremely thorough – it is faster and easier to use for the site staff,” says Janet Frazier, President of Maloney Properties.

### ***The Outcome***

RentGrow was able to help Maloney Properties increase occupancy by streamlining and improving their screening workflow. Faster turnaround times for screening results allow Maloney’s leasing staff to respond quickly to their applicants and lease more apartments. “Our RentGrow Account Manager was very resourceful and helpful in designing a screening solution to meet our needs. RentGrow’s team of screening experts is outstanding and highly responsive.” says Lisa Pelrine, Assistant to the President at Maloney Properties. “Using RentGrow, we know our staff has the tools and resources they need to get the job done.”

