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Janet Johnson  
Sr. VP of Compliance  
Summit Housing Partners

## **RentGrow Helps Summit to Improve Compliance with HUD and Fair Housing Guidelines**

### **The Client**

A leading provider of affordable and workforce communities, Summit Housing Partners’ mission is to provide quality communities for their residents. Headquartered in Montgomery Alabama, Summit owns and operates 83 communities totaling 12,800 apartment units throughout the Southeastern and Southwestern United States.

### **The Issue**

As Summit’s portfolio expanded, their need for consistent and automated screening procedures became imperative to successful operations and growth. Originally, Summit’s applicant screening process was not standardized and did not have controls in place to ensure consistent decision criteria were being applied. Summit wanted to implement consistent, compliant screening practices across their portfolio. In addition, they desired a stronger criminal background screening process.

### **The Objective**

Summit sought a resident screening provider with the technological sophistication and industry expertise to customize a comprehensive resident screening program. The screening solution needed to integrate compliance regulations and suitability criteria into the screening process, and provide consistent and thorough criminal screening procedures. Summit also required a partner with the experience and knowledge to provide best practices.

### **The RentGrow Solution**

Summit chose to partner with RentGrow in 2005, and has remained a client ever since. In collaboration with their RentGrow account manager, Summit implemented screening decision criteria specific to their business goals and compliance obligations. “I was very impressed with RentGrow’s account management. RentGrow’s thorough understanding of HUD and tax credit compliance standards made it easy for us to establish our goals and expectations,” says Janet Johnson, Sr. VP of Compliance at Summit Housing Partners.

RentGrow delivered a comprehensive applicant decision system tailored to Summit’s needs, including a thorough criminal screening process that incorporates a national sex offender search, national criminal search, and a supplemental local criminal data source for additional insight.

### **The Outcome**

Summit is extremely pleased with the RentGrow partnership. “Prior to RentGrow, we were concerned with policies being applied inconsistently throughout our portfolio. With compliance and control built in to the screening platform, RentGrow helped us improve compliance with HUD and Fair Housing guidelines,” says Ann Floyd, Director of HUD Compliance at Summit Housing Partners.

In addition, Summit’s site staff no longer has to decipher complex criminal records because RentGrow delivers a clear rental decision. “We now have confidence in our screening process and results. RentGrow clearly understands the needs of the affordable market and tailored a product that is perfect for us. Over the many years that we have worked together, RentGrow’s product innovation and responsive service have continually exceeded our expectations,” says Janet Johnson, Sr. VP of Compliance at Summit Housing Partners.

