

# CITY OF SAVANNAH, GA

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.

## PROGRAMS USED

→ **Down-Payment Home Purchase**

→ **Veteran Home Repair**

→ **Home Construction/ Development**

→ **Employer Assisted Home Purchase**

→ **Disaster Home Repair**

→ **Rental Property Repair/Construction**

→ **Volunteer Home Repair**

→ **Home Repair/ Rehabilitation**

→ **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.

## KEY 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**  
Housing Department

## ABOUT NEIGHORLY SOFTWARE

Neighborly Software is a cloud-based technology platform for the administration and disbursement of governments funds for programs such as Housing, Economic, Community Development, Disaster Recovery/ MIT, Home Energy Rebate Programs, and Housing Choice Voucher programs.

Since 2016 we have delivered software solutions to 540+ public and private sector entities across the country, making us the proud market leaders of our industry.



Contact one of our Housing, Economic & Community Development experts to **learn what we can do for you.**

