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**SOFTWARE ALIGNED WITH VISION**

“To have a decent place to live is a basic human right.”

* President Jimmy Carter

**HOUSING MATTERS.** Urban populations continually expand, and as they do, housing demand skyrockets. A lack of affordable housing has reached a crisis point in many American cities. The solutions, while obvious, can be difficult to design and even more challenging to implement. Nevertheless, affordable housing projects provide a unique opportunity for government entities to partner with private-sector real estate developers to meaningfully improve urban life. When stakeholders work synergistically to create affordable housing solutions, everyone wins.

The role that software can play in ensuring the success of a project cannot be overstated. Enter Like Minded Software’s **Housing Matters**. Housing Matters is a suite of software solutions seamlessly integrated to facilitate management of large-scale affordable housing projects at all points of user contact. Housing Matters is designed for use by housing agency staff, real estate development company personnel, management company employees, and members of the public seeking and residing in affordable housing. The functionality within Housing Matters can be accessed from all modern web browsers and devices and includes the following:

The **HOUSING OPPORTUNITY MANAGEMENT MODULE,** which includes functionality related to setting up affordable housing units. In this module, a developer may submit a Notice of Intent (NOI) with details on a proposed development (these may be rentals or homeownership opportunities), contact details, building details, units, and Area Median Income (AMI) information. Once a NOI is submitted, agency staff can review the submitted information and create a “development instance” of affordable housing from an approved NOI.

Having created a development instance, agency staff can: (1) add regulatory details to the created development instance specifying affordability details, (2) specify preferences for the units in the development e.g.: number of mobility units, vision hearing units, military personnel units, municipal employee units); (3) create affordable housing lotteries that include all or a subset of the units in the created developments; (4) define the team that will review housing applications; and (5) review the lottery details prior to listing them on a public portal for applications;

An **APPLICANT EXPERIENCE PORTAL,** which is an intuitive, user-friendly, and comprehensive public portal wherein the public can view lottery details, create profiles, and apply to lotteries. The public portal is entirely responsive and cross-browser compliant, accessible on any desktop, laptop, or mobile device, and supports Chrome, Firefox, Safari and Edge Chromium browsers.

A landing page provides the public with useful information about the lottery, the application process, and the unit assignment process. A Frequently Asked Questions (FAQ) section appears here, as does videos that explain the functions of the portal. Users will have the opportunity to create accounts or use social media accounts to verify their identities, and user accounts will be validated using a multi-factor authentication (MFA) process.

The system prompts applicants to complete a profile that includes current address, household composition, household income, documentation of certain assets, and housing preferences, and will generate a list of recommended lotteries based on profile details. Verified users will be able to update profiles as needed, and may apply to listed and active housing lotteries. Users can also access the My Lotteries section of the portal to view their applications and communicate with agency staff about their applications’ status.

Within this portal, verified members of the public may upload documents supporting the household profile details. For example, if a member of the family experiences mobility challenges, documentation supporting this aspect of the application can be uploaded here;

An **APPLICATION REVIEW MANAGEMENT MODULE,** which includes functionality related to reviewing submitted applications and assigning units to approved applicants. Housing Matters software reviews submitted applications to determine eligibility based on available bedroom types, affordability requirements, applicant household size, and income. The program creates a list of eligible applications for the review team to evaluate; if necessary, the team may then request supporting documentation from the applicant. Within this module, the review team can examine submitted documents and determine whether an application should proceed.

Following the review, Housing Matters generates notices that inform applicants of the agency’s decisions. Rejected applicants may file appeals. Within this module, agency employees process appeal reviews and assign appeal-approved applications to waitlists.

Housing Matters also includes functionality that allows the review team to schedule screening appointments with applicant households in which the team confirms details about the applicants and completes background checks. Once a household is approved, the review team offers units to approved applicants with walkthrough and lease information. Leases are then activated and a payment module is created for the confirmed applicant (confirmed applicant will not become a tenant or resident);

A **RESIDENT EXPERIENCE PORTAL,** in which tenants can request services from unit owners or management companies. Through the portal, tenants may renew leases, submit requests to transfer units or to move out, submit requests for rent modification, submit complaints or work requests for repair of occupied units, and submit annual income recertification to ensure that they meet the unit affordability requirements at lease renewals; and

**RESIDENT REQUEST MANAGEMENT,** which facilitates owners’ or management companies’ management of units. This functionality allows users to (1) initiate re-rentals of vacant units by searching a database of eligible or waitlisted applicants and contacting them, (2) track rent payments, including the subsidy component for low-income housing, (3) initiate lease renewals for eligible residents based on income recertification, (4) initiate waitlisted applicants’ move-ins when units become available, and (5) review and process requests for transfers, move-outs, rent modifications, complaints, work orders, and lease renewals.

**END-TO-END SECURITY.** Housing Matters software includes comprehensive security features including multi-factor user authentication for internal and external users, front-to-back API security and role-based access control.

We at Like Minded Software are proud of **Housing Matters**, and would appreciate the opportunity to explain our work more fully. Visit us at [www.likemindedsoftware.com](http://www.likemindedsoftware.com) to learn more.