



TECHNOLOGY

INTRODUCTION

Technology facilitates multiple options for public housing agencies (PHAs) to improve their relationships with landlords, provide landlords with access to information previously only available by request or mail, and ease the concerns and frustrations surrounding the inspections process. Technology-focused strategies can range from simple, low-cost options such as adding information to a PHA website to high-tech software applications that can optimally route inspections appointments and provide real-time arrival updates to landlords.

The following strategies are included in this section:

- HCV Landlord Webpage
- HCV Landlord Portal
- Inspections Technology

Related strategies:

- Inspections
- Education and Outreach

The strategies in this technology chapter address the following areas:

Technology Process Improvements

PHA Process Improvement	HCV Landlord Webpage	HCV Landlord Portal	Inspections Technology
Increase Recruitment	X		
Increase Retention	X	X	X
Improve Responsiveness	X	X	X
Improve Tenant-Landlord Relationship	X	X	
Improve Inspections Process	X	X	X
Minimize Bureaucracy	X	X	X

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