Housing Opportunities Commission
OF MONTGOMERY COUNTY

Corporate Offices
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Wait List Transition Proposal FAQ

Why is HOC proposing to transition its Wait List from Housing Path to Yardi Voyager?

- Yardi Voyager is an advanced, widely-used property and wait list management software platform. It offers a number of benefits for applicants. It will also enable HOC staff to better serve customers.
- The new platform would present customers with a simpler user interface to streamline the initial application process and make it easier for users to check the status of their application and update their information.
- For HOC, the Yardi Voyager platform would enable us to improve overall service delivery for applicants and residents through better integration with other systems, streamlining of processes and reducing administrative burden.

Why is it necessary to temporarily pause the acceptance of new applications?

- The current Housing Path system contains an extraordinary amount of data. HOC must temporarily pause accepting new applications to ensure an accurate transfer of all data to the new Yardi Voyager platform.
- The pause would also help minimize the amount of time needed to make the new Yardi Voyager Wait List ready to accept new applications.

How would this transition affect my current Wait List application in the Housing Path system?

- Although HOC would not be accepting new applications during the proposed pause, existing applicants would maintain their current spot on the waiting list for each program, and we would continue selecting eligible applicants for each program as funding or units are available.
- This transition would not affect existing Housing Path applicants' place/position on HOC's Wait Lists. Applicants would retain their original date, time stamp and position.
- Current Housing Path applicant data and applications would be transitioned to the new Yardi Voyager wait list platform.
- HOC would ensure that current applications do not expire during this period and that those applications are transitioned to the new Yardi Voyager system with the same date/time stamp and maintain their current place/position on the Wait List.
- Applicants would not be able to access their Housing Path account during this transition.
- Current applicants would need to complete a few steps to finalize the transition of their application from Housing Path to the new Yardi Voyager system. HOC would provide additional notification, ample time and detailed instructions for current applicants to complete this process.

(continued)

How would this transition affect the Housing Choice Voucher (HCV) program and Wait List?

- HOC's ability to issue new Housing Choice Vouchers is temporarily paused due to federal funding shortfall. This situation is not related to the proposed upgrade of our Wait List application portal, and more information on the shortfall is available here. Because the existing Wait Lists would be preserved, HOC would be able to select eligible applicants and begin issuing vouchers as soon as funding allows.
- The structure and management of the three existing Housing Path HCV Wait Lists (tenant-based, project-based and Mainstream Disabled) would not change as a result of the proposed transition to the new Yardi Voyager platform.
- Information on HOC's HCV Wait List can be found in Chapter Four of the agency Administrative Plan (Establishing Preferences and Maintaining the Wait List) on HOC's website.