



First Homes

Rochester Area Foundation

One of my new favorite work topics is HomeKeeper. First Homes is one of the original pilot users and I absolutely think it is amazing software. I haven't run across any scenarios in our files that can't be tracked in HomeKeeper and believe me, we have quite a few different scenarios that have arisen with our Community Land Trust in the past years.

The really great thing about HomeKeeper is that it can be customized for your particular CLT Program. We have several sub programs in our CLT and we've been able to add all the fields we want for tracking purposes. In the past, when we've had a new homebuyer purchase one of our CLT units, depending on what program they purchased under, I might have to enter the information we track in several different Excel spreadsheets as the software data base we were using didn't have the ability to track all the variables we do for reporting to our funding sources and have data readily available for submitting funding applications.

My first file took approximately four (4) hours to enter, but after the first few, that time lessened considerably and now it takes me approximately 20 to 30 minutes to enter a full file (property and service file). The first few files take more time because you have to enter contacts and accounts (lenders, appraisers, closers, insurance companies & agents, etc.), but once you have those entities into your software, entering files becomes much faster and easier.

I can't say enough about the support I've received from NPower and Tiffany during the time I've been entering files. Whenever I came across something I didn't know where or how to enter and sent off an email with my question, response time back was phenomenal. Tiffany has been so great to work with. Whenever I've explained a situation (abnormality) on a file, she's been able to work through a solution with me on how to enter information into the software. I also want to mention how responsive NPower and Cornerstone have been in incorporating changes into newer versions of the software they've released. They have worked with us pilot users to make HomeKeeper truly work with a CLT Program.

I have approximately 140 of our 270 files into HomeKeeper and I can honestly say that I am still excited whenever I get another file entered!! The reports that we have had created thus far on our dashboard are so remarkable as they create such a visual snapshot of our CLT Program.

Please feel free to contact me if you wish to talk more about how HomeKeeper can help streamline and become a huge efficiency for your work environment. I can be reach via email (Cheryl@rochesterarea.org) or at 507-424-2413.

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