TESTIMONIAL

CSC

A Single Source of Truth

CSC Helped RHF Gain Control, Clarity, and Confidence



What does compliance look like when 186 residential communities spread across more than 20 states operate under different rules, requirements, and timelines?

For Retirement Housing Foundation (RHF), it means managing nearly 1,000 licenses, permits, inspections, and compliance records across a vast portfolio of affordable housing communities, while ensuring the right people can access the right information at the right time.

RHF is one of the largest nonprofit providers of affordable housing and services for seniors, people with disabilities, and working-class families with limited incomes in the United States. Each property has its own mix of business licenses, inspections, permits, and compliance requirements. Some communities maintain only a handful of records. Others track a dozen or more, including business licenses, landlord registrations, fire inspections, elevator inspections, backflow prevention inspections, and other compliance-related requirements.

Historically, responsibility for those records fell to different departments within RHF and individual property managers, making visibility, consistency, and oversight difficult to maintain.

“Each property had its own process and maintained records differently,” explains Patricia Milan, RHF’s corporate records specialist. She works closely with all the property managers and oversees licensing and compliance management across the organization’s extensive portfolio.

As RHF continued to grow, leadership recognized the need for a more centralized approach across its portfolio.

The organization wanted to find a solution that would help eliminate information silos and create a streamlined process that could support both experienced property managers and new team members—while giving oversight to the legal team.

“Our goal was to centralize everything, so there was one place to go for accurate information,” says Patricia.

Creating a single source of truth

To bring greater visibility, control, and consistency to its compliance processes, RHF evaluated several providers, ultimately selecting CSC’s License Pro® solution.

Patricia says the impact was immediate.

Today, she relies on License Pro every day to manage, track, and store supporting documents for the entire organization. As RHF’s central compliance hub, the solution allows her and her team to track licensing requirements, permits, inspections, and expiration dates.

The platform also gives property managers instant access to their own records, while ensuring the corporate legal team maintains oversight of filings, renewals, signatures, and supporting documentation.

“[CSC’s] License Pro gives us a single source of truth,” says Patricia. “Whether someone needs a business license, a permit, or supporting documentation for an inspection, it’s all in one place.”

Improved visibility and stronger compliance controls

With hundreds of records now centralized in License Pro, property managers and other stakeholders have immediate access to the information they need, when they need it. What was once a labor-intensive, fragmented manual effort now takes just seconds.

“If [property managers] have forgotten to print an inspection out or take a copy of one, they can go directly to License Pro, and it’s all there if the inspector asks for it,” says Patricia. “Instead of trying to remember what file cabinet it’s in, everything is right there.”

Improved visibility has also strengthened budget planning at the property level. Managers now have a clearer understanding of licensing requirements and expenses, helping them better anticipate and manage unexpected costs.

> The responsiveness has been amazing. Whenever we've needed something customized, CSC has worked with us to make it happen. You don't always get that level of support.

PATRICIA MILAN
Corporate Records Specialist, RHF



Flexibility that scales with complexity

One of the most valuable aspects of License Pro for RHF has been its customizable workflows. As licensing requirements evolve, RHF can create standardized processes that it can reuse across multiple properties and jurisdictions.

"Custom workflows are huge for us," says Patricia. "Once we've built a process for a specific license requirement, we can use it again and again. The flexibility is fantastic."

The platform's ability to store supporting documentation, automate processes, and manage a growing volume of records has helped RHF scale compliance management without increasing administrative burden.

A responsive partner every step of the way

Patricia credits CSC's support team as a key factor in the project's success.

From data migration through ongoing platform optimization, CSC worked closely with RHF to accommodate the organization's unique portfolio structure and evolving requirements.

"The responsiveness has been amazing," she says. "Whenever we've needed something customized, CSC has worked with us to make it happen. You don't always get that level of support."

For organizations managing compliance across multiple locations and jurisdictions, RHF views CSC as an extension of its team. Through a combination of technology, industry expertise, and expert support, CSC helps the organization maintain confidence in its compliance program.

"License Pro provides the structure, visibility, and flexibility we need to stay ahead of compliance requirements," Patricia says. "It does exactly what it's supposed to do, and CSC has been a great partner throughout the process."

CSC is the world's leading provider of global business administration and compliance solutions for every phase of the business and investment life cycle, helping to form entities, maintain global compliance, execute secured transaction work, and support real estate, M&A, and other corporate transactions.

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