



Leveraging Technology to Elevate Asset Management

*by Jill Cromartie, HCCP
Managing Director
Simple Asset Management*

Technology continues to reshape how we manage affordable housing assets. For owners and property managers in the LIHTC space, new tools are not just about automation — they're about accuracy, insight, and proactive decision-making. When used strategically, technology becomes a force multiplier that supports financial performance, compliance, and resident satisfaction.

Technology in Action

When people think of “technology” in asset management, software solutions often come first to mind. These systems have largely replaced the cumbersome network of Excel spreadsheets that once dominated the industry — saving time, reducing human error, and providing real-time visibility into operations.

Modern asset management platforms can now support everything from **construction oversight and equity pay-ins** to **project management, compliance tracking, and stakeholder reporting**.

Recently, **artificial intelligence (AI)** has emerged as a powerful addition to the toolkit. AI can assist with file reviews, financial analysis, checklist automation, and even Limited Partnership Agreement (LPA) abstraction. The intersection of **asset management software, AI, and operational data** forms a “trifecta” of innovation that enables LIHTC stakeholders to work more efficiently and with greater confidence.

Technology also supports **risk mitigation and proactive maintenance**, essential pillars of sound asset management. Beyond financial tools, hardware-based solutions can help protect property health and minimize costly surprises:

- **Solar panels** can offset operating expenses by powering mechanical systems and appliances.
- **Water leak detection systems** identify leaks early and alert stakeholders immediately — potentially saving thousands in damage and wasted utilities.
- **Electrical smart sensors** detect overloaded circuits, preventing electrical fires and equipment failures.

In real estate, an ounce of prevention truly is worth a pound of cure.



Turning Data into Decisions

Data is one of the most underused assets in affordable housing. When gathered and analyzed effectively, operational data can guide smarter underwriting, strengthen financial projections, and improve property design and resident experience.

Industry groups such as **NCSHA** and **NAHB** publish benchmarking data on operating expenses by construction type, size, and region — valuable references for assessing performance. However, **internal data** can be even more powerful. Developers who consistently build similar products accumulate a wealth of historical insights that can enhance underwriting accuracy and identify efficiency gaps.

For example:

- **Internal pro formas** should reflect *actual* operating costs based on comparable properties, not just standardized assumptions required in HFA applications.
- If an owner uses **multiple management companies** across similar assets, per-unit annual expenses can highlight operational efficiencies — or reveal areas for improvement.

Asset managers, through site inspections and collaboration with property teams, can also relay valuable **qualitative data** back to developers. Feedback from residents and staff often reveals which amenities and design features add real value.

One notable example: a Georgia developer, after observing how seniors engaged with community spaces, successfully petitioned the **Georgia Department of Community Affairs** to substitute a required amenity for a **grand piano**. That piano became a gathering point for residents, enhancing connection and quality of life — a perfect illustration of data-informed design.

Design Feedback from the Field

Asset managers are often the first to spot how design choices play out in real-world conditions. Their feedback helps developers and owners make better long-term decisions.

- **Ventilation issues:** Sustainable construction practices can create air-tight buildings that inadvertently trap moisture, leading to mold or material degradation. Asset manager reports can prompt design adjustments to improve air circulation and preserve building integrity.
- **Appliance fit and efficiency:** In smaller units, the choice between side-by-side, stackable, or all-in-one laundry systems has cost and resident comfort implications. Feedback about



performance — for example, machines requiring multiple drying cycles — can guide future product specifications and energy planning.

These insights not only inform future developments but also safeguard the health and longevity of existing assets.

Better Information, Better Outcomes

Ultimately, technology's greatest value lies in the **quality of decisions** it enables. By leveraging data, AI, and smart systems, owners and asset managers can:

- Enhance compliance and reporting accuracy
- Extend asset life and preserve capital
- Optimize operating expenses
- Improve resident experience and satisfaction

When technology and asset management intersect thoughtfully, they don't just make operations easier — they make communities stronger, more resilient, and more responsive to the people who call them home.

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