Property Profile System

Property Management Software as a Service for Land Banks by Land Banks
Cuyahoga County Land Reutilization Corporation

Michael Schramm | Anurag Saxena
Strategically acquire properties, return them to productive use, reduce blight, increase property values, support community goals and improve the quality of life for county residents.
Cuyahoga Land Bank

• Opened its doors in June, 2009
• Robust property pipelines (Fannie Mae, HUD, select REOs, expedited tax foreclosure)
• 4,390 Acquisitions
• 3,097 Dispositions
• 2,833 Demolitions
• 947 Facilitated Renovations
• Managing/Managed over $75 Million in grants
Unprecedented levels of production/grants management are as a result of a robust and flexible data system.

THE PROPERTY PROFILE SYSTEM (PPS)
Property Profile System

• A cloud-based application aids as a central location for all information related to properties that are either to be acquired, currently in inventory or disposed

• Cloud based software allows end-to-end property, neighborhood and regional analysis of land bank data
Property Profile System

• Repetitive tasks are streamlined and duplication is eliminated
• This information is available on a desktop, laptop, smartphone, tablet - anywhere and everywhere
It is a robust, cloud based, property management system that can be adapted to fit the needs of other land banks and organizations that have a property portfolio.
Functionality

- Web based forms for data entry and tracking
- PDF Document Generation (proceed orders, inspection reports, deeds, contracts etc.)
- Document Uploading
- Photo Upload and Management
- Internal notes
- Separate logins and modules for contractors, inspectors, departments, board members etc.
- Data Validation - the ability to make sure that structures that are slated for renovation are not accidentally demolished and vice-versa
- Standard and Custom reports
- Ability to export data for offline analysis
More Functionality

• Integration of local data
• Integration of local geographies and target areas
• Data visualization using Google Maps and charts
• Automated scheduled data processing and alerts
• Contractor Management (contractor type(s), contact information, active or inactive, license numbers, insurance information)
• Email reminders, notifications and alerts based on status changes
• Contractor and inspector scheduling for jobs including, but not limited to, asbestos surveys and removal, demolition, field servicing, trash removal, inspections and other assessments.
• Property Purchase application information submitted online
• Contractor activity tracking information can be used to generate invoices for contractors to submit for payment
• A database change log which associates data modifications with a user, time stamp of change, the old value and the new value
• Connections to public facing website for property listing, inquiries, submissions and organizational accountability
Store and view pictures

We love pictures of our properties. Pictures tell the condition of the property and the status of work being performed. We upload the pictures once and access them in documents, reports, maps etc. All pictures are geotagged, dated and time stamped.
**Post Demolition Notes**

Our Demo Field Inspectors fill out this report to make sure the work is performed per spec by the demo contractor. Internal staff can view these notes for further action.

<table>
<thead>
<tr>
<th>DEMO SITE VISIT DATE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>(-7) (-6) (-5) (-4) (-3) (-2) (-1) (TODAY) (+1) (+2) (+3) (+4) (+5) (+6) (+7)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Month</th>
<th>Day</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>06</td>
<td>18</td>
<td>14</td>
</tr>
</tbody>
</table>

**Demolition complete inspection**

- Complete - No Issues

**Grass/lot grading inspection**

- Complete - No Issues

**Demo general observations**

- 6.18.14 Lot being used to store pipes by unknown party. Sidewalk broken, but cannot determine cause (pipe movers? demo contractor?). Fill dirt full of brick and small stones. No topsoil visible. Bricks & cement blocks at side lot line. Did not observe fence section needing securing. Poor grass growth. Little to be gained from demo contractor return to site. RSW

**Demo opinion**

- 6.18.14 - RSW - Issues moot due to pipe storage on site. OK to pay.
- 4/1/14 - MB
  1. Debris, Fence post and Apron portion must be removed
  2. Secure fence section
The images, statuses and notes can be used to create a pdf document that can then be used for further analysis, viewing, and sharing.
The image shows a web-based report that displays photos and other details about properties. The report includes columns for Parcel, Photo, Address, Municipality, NSP2 Area, Ward, Zip Code, PB Number, Acq/Disp status, and Batch ID. The properties listed are related to Cleveland with addresses such as 1328 W 87TH ST, 1542 W 116TH ST, 1424 W 85TH ST, and 1357 W 80TH ST. The report is managed by the Cuyahoga County Land Reutilization Corporation.
Field Servicing

• Staff can order contractors to service properties and vacant lots for board ups, grass cutting etc.

• Contractors log on to PPS to accept jobs, upload pictures and submit information for invoicing
### Property Profile System

**Parcel no. 115-10-046  875 E 149TH ST, Cleveland**

Record modified: 2014-05-07 by Michael Schramm

<table>
<thead>
<tr>
<th>Address</th>
<th>Municipality</th>
<th>Zip Code</th>
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<tbody>
<tr>
<td>875 E 149TH ST</td>
<td>Cleveland</td>
<td>44110</td>
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<table>
<thead>
<tr>
<th>Census tract</th>
<th>Neighborhood</th>
<th>Ward</th>
<th>NSP2 Area</th>
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<tbody>
<tr>
<td>1173.00</td>
<td>South Collinwood</td>
<td>10</td>
<td>Collinwood</td>
</tr>
</tbody>
</table>

Since property maintenance has been initiated or is underway, leave these BLANK unless you intend on RE-ASSIGNING.

**Re-Assign - Primary Property Maintenance Company**
(Select)  

**Re-Assign - Secondary Property Maintenance Company**
(Select)

<table>
<thead>
<tr>
<th>Primary Property Maintenance Company</th>
<th>Secondary Property Maintenance Company</th>
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<tbody>
<tr>
<td>Court Community Service</td>
<td>No</td>
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<table>
<thead>
<tr>
<th>Property Maintenance Status</th>
<th>Secondary Property Maintenance Status</th>
<th>Property Maintenance Type</th>
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<tbody>
<tr>
<td>Maintenance</td>
<td>No</td>
<td>Structure</td>
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<table>
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<tr>
<th>Initial Property Maintenance Initiated</th>
<th>Initial Property Maintenance Completed</th>
<th>Property Maintenance Stopped</th>
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<tr>
<td>1</td>
<td>1</td>
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<table>
<thead>
<tr>
<th>Date Initial Property Maintenance Completed</th>
<th>Date Last Property Maintenance Inspection</th>
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<tbody>
<tr>
<td>2013-11-09</td>
<td>2014-09-08</td>
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<table>
<thead>
<tr>
<th>Property Maintenance Initiation Date</th>
<th>Property Maintenance Reassign Date</th>
<th>Property Maintenance Stop Date</th>
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<tbody>
<tr>
<td>2013-11-08</td>
<td>2014-05-12</td>
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<table>
<thead>
<tr>
<th>Last Prop Maint Issue</th>
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<table>
<thead>
<tr>
<th>Last Inspection With Prop Maint Issue</th>
<th>Has Property Ever Had Prop Maint Issue Alert</th>
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<tbody>
<tr>
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</table>

<table>
<thead>
<tr>
<th>Prop Maint Issue Status</th>
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<tbody>
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<td></td>
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</table>
### Property Maintenance History

<table>
<thead>
<tr>
<th>Parcel</th>
<th>Contractor Work Status</th>
<th>Work Order Number</th>
<th>Time Recorded</th>
<th>Contractor Name</th>
<th>Work Type</th>
<th>Work Description</th>
<th>Complete work by</th>
<th>Date submitted to CCLRC</th>
<th>Description of A La Carte Costs</th>
<th>Inspection Date</th>
<th>Yard Due Date</th>
<th>Base Price</th>
<th>A La Carte Cost</th>
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</thead>
<tbody>
<tr>
<td>115-10-046</td>
<td>Assigned</td>
<td>115-10-046_0026_MAINT</td>
<td>2014-09-09 16:00:02</td>
<td>Court Community Service</td>
<td>Regular Maintenance</td>
<td>Property Inspection within 14 days of last inspection, if grass cut is needed or debris removal (did over 5 cubic yards [removal of leaves and twigs do not count]) check yes on PMR for yard care.</td>
<td>2014-09-22</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>115-10-046</td>
<td>Completed</td>
<td>115-10-046_0025_MAINT</td>
<td>2014-08-25 13:00:03</td>
<td>Court Community Service</td>
<td>Regular Maintenance</td>
<td>Property Inspection within 14 days of last inspection, if grass cut is needed or debris removal (did over 5 cubic yards [removal of leaves and twigs do not count]) check yes on PMR for yard care.</td>
<td>2014-09-05</td>
<td>2014-09-09 15:12:18</td>
<td></td>
<td></td>
<td></td>
<td>25</td>
<td>10</td>
</tr>
<tr>
<td>115-10-046</td>
<td>Completed</td>
<td>115-10-046_0024_MAINT</td>
<td>2014-08-11 13:00:02</td>
<td>Court Community Service</td>
<td>Regular Maintenance</td>
<td>Property Inspection within 14 days of last inspection, if grass cut is needed or debris removal (did over 5 cubic yards [removal of leaves and twigs do not count]) check yes on PMR for yard care.</td>
<td>2014-08-25</td>
<td>2014-08-25 11:46:10</td>
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<td></td>
<td></td>
<td>25</td>
<td>10</td>
</tr>
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# Als Home Repair Inc. - Property Maintenance Invoice: June 10, 2014

<table>
<thead>
<tr>
<th>Approval</th>
<th>Work Order Number</th>
<th>Parcel</th>
<th>Address</th>
<th>City, State, Zip</th>
<th>Work Type</th>
<th>Contractor Name</th>
<th>Inspection Date</th>
<th>Yard Care Date</th>
<th>Complete work by</th>
<th>Date submitted to CCLRC</th>
<th>Description of A La Carte Costs</th>
<th>A La Carte Cost</th>
<th>Base Price</th>
<th>Total Cost</th>
</tr>
</thead>
</table>
Public Facing Website

- Business rules establish which parcels and fields get posted to public facing website
- This can be configured via an admin interface
- External statuses change based on internal statuses
- Multiple lists can be created for the public facing website (all properties vs properties being marketed in a certain program vs properties for auction)
Public statuses change when internal data changes.
API Feeds from other sources and databases

- We ❤ APIs
- We ❤ JSON And XML
- PPS reads and stores information from NEO CANDO via an API
- Public website reads from our Wordpress blog to feature stories on our homepage
- PPS has the ability to gather information from various data sources via a live feed or an one off source for storage, viewing and analysis.
NEO CANDO Suite of Applications
There’s gotta be a better way!
What is the NST Web App?

- Online, interactive, regularly updated property data interface
  - Searchable
  - Filterable
  - Sortable
  - Map-able
  - Downloadable

- Geographically referenced
  - Wards, County council districts
  - Target areas (sii, nsp2, economic development)
  - Census (blocks, tracts, etc)
  - Municipal and neighborhoods

- Parcel-level

- Current snapshot (updated weekly)
Community-driven
Data Sources

Cuyahoga County Fiscal Officer
- Property characteristics (yearly)
- Deed transfers (weekly)
- Mortgage and other lien recordings (weekly)
- Tax delinquency and property values (monthly)

City of Cleveland - Building and Housing
- Permits (weekly)
- Condemnations/Violations (weekly)
- Demolitions (weekly)
- Rental registry (irregular)

Cuyahoga County Sheriff’s Department
- Scheduled sheriff’s sales (weekly)

Cuyahoga Land Bank
- Acquisitions, dispositions, demolitions (weekly)

Cuyahoga Count Common Pleas Court
- Foreclosure filings and court docket entries (weekly)

City of Cleveland - Comm. Dev
- Vacant and blighted survey (as conducted)

Other sources
- USPS vacancy data (every other month)
- NPI Programmatic data
- Suburban demolition data
- Neighborhood assets
- Section 8 vouchers
Tracking costs by parcel and sources (Grants, Corporate accounts etc.)

- Cuyahoga Land Bank uses a financial software that allows tracking of expenses by parcel.
- Data are exchanged between PPS and the financial software several times per week.
- PPS data are used to create check requests and purchase orders because PPS has dedicated fields which track expenses associated with operational costs (demolition, asbestos removal, property maintenance costs etc.)
- Parcel attributes from PPS are imported into the financial software for verification, issuing checks, and financial reporting.
Managing Grants within PPS NIP as an example

- Cuyahoga Land Bank has successfully managed and processed $75 million in grants since 2009
- Cuyahoga Land Bank received $11.3 million under the Neighborhood Initiative Program (NIP, phase 1 and 2)
- So far, Cuyahoga Land Bank has demolished and been paid for 144 properties ($1.6 million reimbursed)
- PPS helps in tracking properties that are under this grant for compliance, operations and end use management purposes
NIP grant management using PPS

• NIP eligible properties are generated using a report
• Statuses determine if a property is NIP eligible. Statuses include:
  – Acquired
  – In demolition trajectory
  – 1-4 units
  – Residential/Mixed Use
  – Within a target area (parcels have been geo tagged before hand)
• Loan notes are then generated on eligible properties for reimbursement
NIP grant management using PPS

• Reports are generated to determine if a property is ready to be requested for reimbursement under NIP (demolition, asbestos survey and removal etc. paid for)
• Since a property can be requested for reimbursement only once, we make sure that we have everything in order and all eligible expenses are paid for.
• Post reimbursement, we make sure that we are not transferring a parcel with a OHFA lien on it.
THIS PARCEL has a OHFA HHF Mortgage or is about to/has been submitted to OHFA. DO NOT TRANSFER UNLESS IT IS FOR AN ELIGIBLE USE!!!!!
PPS 2.0

• Fellow Land Banks interested and getting on board with PPS
  – An licensing agreement was signed by the Hamilton County Land Bank earlier this week!!!!
  – Others are STRONGLY interested

• PPS is undergoing a major redesign to make it portable and adaptable to other land banks

• This is with the understanding that land banking operations are nuanced and complex

• No land banks are the same, therefore no database should be the same

• The more land banks that participate the more economically it will be for everyone!
PPS 2.0

• Not an off-the-shelf product – instead a series of building blocks are being developed that can be combined to make every land bank’s version unique.

• Administrative features are being created to allow for the creation of custom reports, fields, alerts and menus, and add business logic.
PPS 2.0

• Uses industry renowned technology stack for high availability and scalability
• This helps us in continuous development, easy maintenance, and scaling storage and bandwidth as PPS grows.
Organization Manager

Orgs:
- admin
- Template Land Bank
- org-35
- Test Land Bank
- Test Land Bank 2
- Test Land Bank 3
- Test 7
- Test 8
### EQL Console

**EQL Query**

```plaintext
select * from address
```

<table>
<thead>
<tr>
<th>Name</th>
<th>line 1</th>
<th>line 2</th>
<th>city</th>
<th>state</th>
</tr>
</thead>
<tbody>
<tr>
<td>900 Euclid Avenue Cleveland OH 44106</td>
<td>10900 Euclid Avenue</td>
<td></td>
<td>Cleveland</td>
<td>OH</td>
</tr>
<tr>
<td>900 Metro-Health Drive Cleveland OH 44109</td>
<td>2500 Metro-Health Drive</td>
<td></td>
<td>Cleveland</td>
<td>OH</td>
</tr>
<tr>
<td>8 W Lakeside Ave #160 Cleveland OH 44113</td>
<td>323 W Lakeside Ave</td>
<td>#160</td>
<td>Cleveland</td>
<td>OH</td>
</tr>
<tr>
<td>2 Evergreen Terrace Springfield OR 97477</td>
<td>742 Evergreen Terrace</td>
<td></td>
<td>Springfield</td>
<td>OR</td>
</tr>
</tbody>
</table>
Why are we doing this?

• We believe we are a national leader in Land Banking
• We believe that data are critical to efficient and smart land banking operations, success and credibility
• Bottom line is the more efficient all land banks are, the better of the land banking movement will be!
Thank you

Please contact us for further information or discussions.
We love to talk about the work we do.

Michael Schramm – schramm@cuyahogalandbank.org

Anurag Saxena – asaxena@cuyahogalandbank.org