



VirginiaHousingSearch.com  
Leading the way home...



## How Does the Socialserve.com® Call Center Help Landlords?

Socialserve.com Customer Service Representatives (CSRs) are highly trained and passionate about helping people. Landlords are assured cordial and helpful service by live voices through the Socialserve.com Call Center.

- CSRs have no time limit placed on calls and are happy to answer any questions and walk landlords through listing features and tools.
- CSRs are trained to give landlords a general overview of the Section 8 process and to refer in-depth questions to a landlord's local housing authority.
- CSRs connect landlords with contacts we have developed with local housing authorities and other resources in their communities.
- CSRs assist landlords in adding photos to listings and offer suggestions to make properties more appealing to prospective tenants.
- CSRs demonstrate rental comparisons, which can help landlords gauge how their properties measure up and determine if they need to lower rents or deposits.
- CSRs offer important statistics to landlords about how many searchers are finding and viewing their listings.
- CSRs read through every listing to help prevent discriminatory language and typos. They also check that addresses link properly to mapping features.
- CSRs update listings and remove units immediately when rented so landlords do not receive calls on unavailable properties.
- CSRs update landlord contact information to make sure prospective tenants are always able to reach them.
- When a housing authority moves Section 8 listing management to the Socialserve.com service, CSRs conduct follow-up calls to each landlord to ensure they are aware of the service and to offer any assistance needed with listing.
- Bilingual CSRs are available to assist Spanish-speaking landlords in listing their properties and help Spanish-speaking tenants find housing.
- The call center is open Monday - Friday, 9 a.m. to 8 p.m. referring tenants to units even when landlords are at work or otherwise unable to receive calls about their units.