

Access to affordable housing in one of the country's most expensive neighborhoods



Opportunity

Aspen is one of the most expensive places to live, and their housing bureau – the Aspen Pitkin County Housing Authority (APCHA) – works to provide affordable housing opportunities.

Hexaware teamed up with the city of Aspen, Colorado, to make it easier for citizens to understand and access housing services through a new, holistic, digital portal.

With this digital transformation, APCHA was looking to bring more transparency into real estate, more self-service tools, and an easier way to report compliance violations.



Imagining IT Differently

Using automation and cloud platforms, Hexaware built a solution that was able to digitize most of APCHA's functions.

Features were built based on data about citizen needs and the feedback that APCHA worked to capture. The platform offers:

- Tools for buyers and renters to understand the process better
- Availability of affordable housing
- Tools to help manage properties.

The solution provides online services to renters and owners of the more than 3,000 deed restricted properties in the Aspen and Pitkin County area



Future Made Possible

This digital transformation is a standout example of digital transformation in the public sector.

After the solution went live, APCHA reported the following benefits:

- Faster form processing time.
- Citizens are better able to explore housing and manage properties.

The solution also allows the city to better understand its own real estate situation, tracking the value of their properties, for example.



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