

CASE STUDY



Executive Overview

Habitat for Humanity is dedicated to building strength, stability, and self-reliance by providing shelter. Community Builds, powered by Kinetech, supports this mission by streamlining the journey to homeownership, enabling affiliates to serve more families with greater efficiency, transparency, and care.

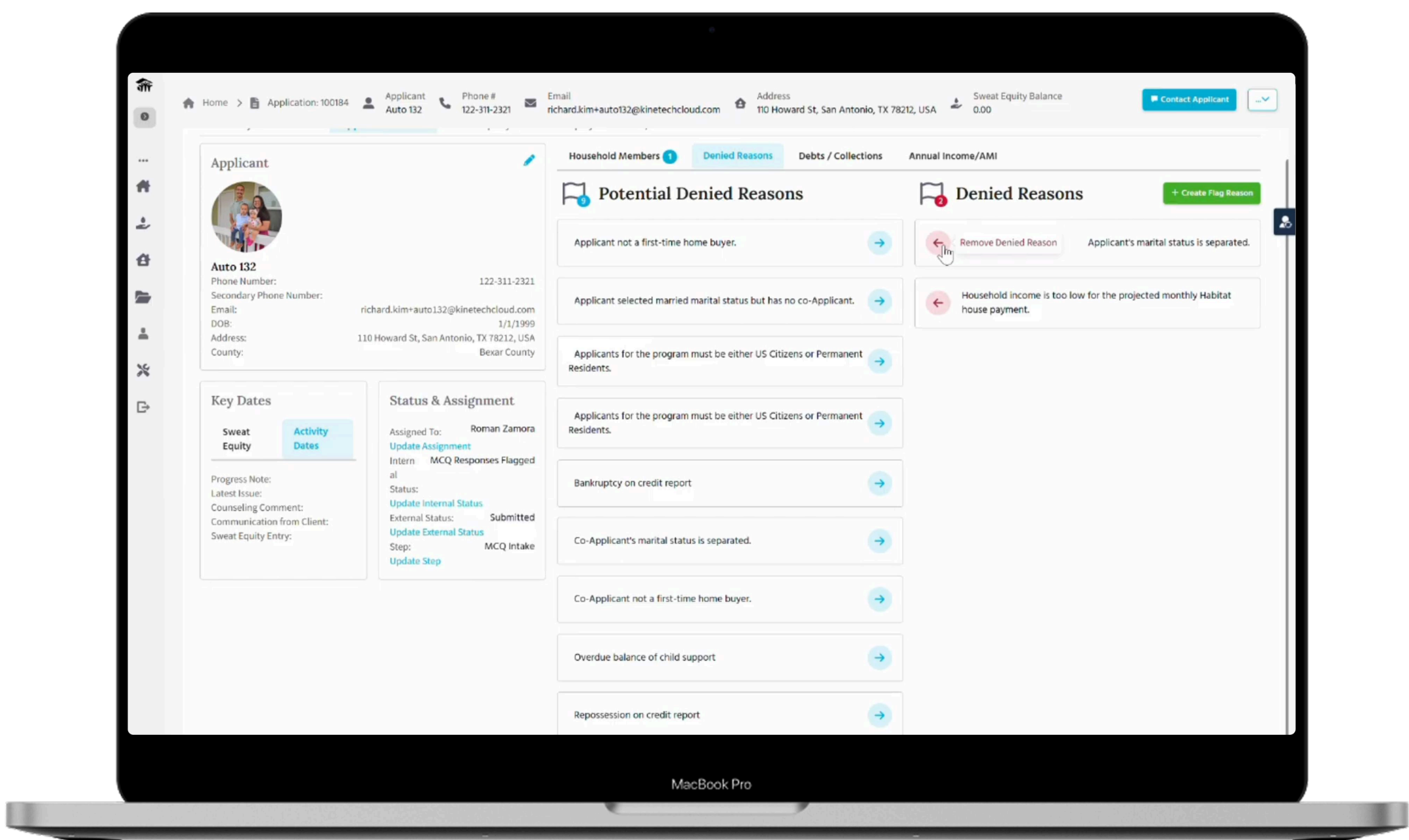
From Interest to Homeownership – A Faster, Smarter Process

Kinetech is transforming how Habitat for Humanity affiliates guide families from initial inquiry through approval. Our platform eliminates manual screening, streamlines case management, and keeps applicants informed, freeing staff to focus on what matters most: helping qualified families succeed.

Digitized Intake – From Interest to Action

Applicants begin their journey with a Mortgage Counseling Questionnaire (MCQ) that automatically flags disqualifying answers. Ineligible applications are routed for bulk denial or manual review, saving staff hours each week.

That time is reinvested in credit counseling, helping motivated applicants resolve issues such as collections or high debt-to-income ratios, thereby becoming eligible.



A Guided, Repeatable Process

From there, Program Assistants follow a guided, repeatable process:

- MCQ review
- Credit report evaluation
- Phone interview
- Credit counseling
- Document intake
- Sweat equity tracking

Secure, Real-Time Collaboration

Applicants and staff collaborate in real time through secure messaging, SMS, and document upload portals. After phone interviews, candidates create a secure account to submit documents, monitor counseling progress, and track equity hours.

Track Progress to Homeownership

Once qualified, families can track their sweat equity hours and see their progress toward homeownership, keeping them engaged and motivated throughout the journey.



Key Executive Outcomes

By automating workflows and improving communication, Community Ride delivers measurable results for Habitat affiliates.



Faster, Smarter Intake

Automated MCQ screening reduces manual workload and flags disqualifying responses early.



More Time for Counseling

Staff focus on helping viable applicants succeed—rather than reviewing ineligible files.



Stronger Applicant Engagement

Built-in text and email updates enhance communication without adding administrative burden.



Secure Collaboration

Candidates create a secure account to submit documents, monitor progress, and track equity hours.



Program Transparency

Real-time dashboards and built-in reporting support oversight, audits, and funding compliance.



Community Builds

powered by  **kinotech**

Ready to Transform Your Homeownership Program?

Discover how Kinotech can help your affiliate streamline operations, increase capacity, and deliver better outcomes for the families you serve. Reach out to schedule a conversation or demo.

[Schedule a Demo](#)

