CASE STUDY

How EJF Real Estate Transformed Operations with HOAi

OVERVIEW

EJF Real Estate Services, a third-generation, family-owned management company, has been a valued Vantaca partner for many years. Headquartered in Washington, D.C., with operations extending across the greater DMV area, EJF manages over 650 associations and 35,000+ doors. Their longstanding relationship with Vantaca has supported their rapid growth, enabling operational excellence and innovation at every stage. With a deep focus on client service and technology, EJF continues to lead the way in modernizing community management, most recently by embracing Vantaca's HOAi AI Agents to drive even greater efficiency and performance across their business.

THE CHALLENGE

EJF faced a common challenge in property management: volume. With almost 15,000 invoices processed each month, and a virtual team located across three countries, efficiency and accuracy were difficult to maintain. Tasks like answering resident questions, processing payments, and managing documents were manual, repetitive, and resource intensive. The client service team, composed primarily of virtual assistants, often had to escalate simple questions to property managers due to time-consuming research needs. Invoice processing was tedious, error-prone, and labor-intensive.

90%	**20%**	**$10,000**
Reduction in invoice processing times	Reduction in customer email triage	Labor savings per month

SOLUTION: HOAI FOR RESEARCH

Peter Greeves and his team were early adopters of HOAi, starting first with the research tool to support their virtual client service team. The team, unfamiliar with local condominium policies, quickly began resolving calls on the first contact. As Greeves explained, "They can now get into HOAi, look up the question that's being asked of them and give them a reply that's spot-on with the reference in the bylaws or house rules."

This increased EJF's first-call resolution rate and significantly improved resident satisfaction, leading to a noticeable uptick in five-star reviews.

TRANSFORMATIVE IMPACT OF HOAI INVOICE PROCESSING AGENT

The most significant transformation came with the implementation of the HOAi AP Agent. EJF processes almost 15,000 invoices monthly. Before HOAi, invoice processing required almost 200 hours of work each month-identifying the association, vendor, GL code, and description. With HOAi, the invoice processing time was slashed to under 15 minutes for the entire batch, with accuracy rates exceeding 94% after a few weeks of training.

"It was a very tedious, labor-intensive process. Now, with HOAi, those 15,000+ invoices are processed, with a higher degree of accuracy, within minutes," Greeves said.

HOAi also streamlined duplicate invoice detection, eliminating hours of daily manual review. EJF estimates it is saving approximately $10,000 per month in labor costs. Former AP clerks have since been repurposed into more client-facing or strategic roles, enhancing overall company performance without job loss.

EXPANDING AI ACROSS THE BUSINESS

Beyond invoice processing, EJF has begun applying HOAi to email triaging, helping manage the volume of incoming resident and board inquiries. HOAi now filters or responds to roughly 20% of all incoming emails, further reducing manual workload and improving response time.

Looking forward, Greeves expects AI to revolutionize budgeting. With 600+ budgets to prepare annually, he anticipates HOAi could reduce the time it takes to prep one budget from two hours to 15 minutes, saving an estimated 1,000 hours of labor.

CONCLUSION

"AI is going to transform our companies, how we do our work, and how we deliver our product," said Greeves. "It raises the bar on service while maintaining or even enhancing our profit margins."

For EJF, HOAi is more than a tool—it's a strategic advantage. With future plans to implement AI in budgeting, client onboarding, and financial reporting, EJF stands as a model for how forward-thinking companies can embrace AI to optimize costs, elevate employee roles, and improve the customer experience across the board.