

CASE STUDY

How Silverleaf Made Growth Predictable

Vantaca set the rails; HOAi lifted the pace for big growth without the trade-offs.

600%

Community
Growth

0:03

Phone Wait Times
For Homeowners

500

Hours Saved
During Budget
Season

5/5

Employee
Happiness Score

THE CHALLENGE

Silverleaf was a lean team with big ambitions—but work lived across their management software plus email threads and side conversations. Manual steps and manager workarounds wouldn't hold up under aggressive growth. They needed one reliable way of working that would:

- ✓ Keep processes simple, efficient, and consistent across every community
- ✓ Eliminate repetitive tasks that pull managers away from boards and homeowners
- ✓ Support rapid scaling without 1:1 headcount increases

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“We standardized on Vantaca then layered HOAi. Eight years in, we run a bigger portfolio with more certainty—and service that meets residents in the moment.”

Lisa Turner | CEO Silverleaf Management Group



TRANSFORMATION WITH VANTACA

Year 1

Onboarded 51 acquired associations
— on plan.

Year 8

600% Portfolio Growth
without sacrificing resident experience.

Building Blocks of Success

Proactive Partnership

Hands-on onboarding and ongoing support for faster time to value

Action Items

with clear owners, due dates, and
automatic handoffs.

One Platform

for Work Orders, Violations,
Financials (AR/AP), ARC, Budgeting.

ACCELERATING PROGRESS WITH HOAi

Silverleaf added HOAi to enhance “the good moments” at scale—turning on pool access ahead of holidays, answering common questions instantly, and giving teams time back.

- ✓ In the first **60 days**, HOAi completed **4,000+ tasks** and saved **400+ hours** of busywork
- ✓ Average phone wait time fell from **4:00 to 0:03**
- ✓ **35%+** of inbound calls answered and resolved by the voice agent
- ✓ **Budgeting** prep dropped from **3 hours to 1 hour** per association
- ✓ Employee happiness rose from **3/5 to 5/5** as AI agents allowed staff to focus on higher-value tasks



“We count HOAi agents as employees... The math is crazy when you save that much time.”

Lisa Turner | CEO Silverleaf Management Group