

# The Bean Blast



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The Bean Blast is a monthly communication from the desk of CEO Yvonda A. Bean to IHA residents and program participants. It's our promise of transparency and accountability.

## IHA Community Corner

### My dearest residents and program participants,

When I rolled out **A New Day & Better IHA | 12-Month Plan** in May of this year, I knew we had our collective work cut out for us. Our goal was and still is - to focus on **5 Pillars of Transformation: Operations, Finance, People, Properties, and Safety & Security.**

Today, I am thrilled to share some of the incredible progress we've made together under the **OPERATIONS** portion of the plan.

In **Quarter 1**, we achieved several key milestones: we **upgraded outdated hardware systems, replaced obsolete phone systems, and transitioned to new software** so our teams can work more efficiently and serve you more effectively. One of the most exciting achievements is that we are now officially **LIVE in Yardi**, our new housing management software. This upgrade is a game-changer, giving us faster and easier access to information about our residents, streamlining processes, and improving the services we provide to you.

We also began rebranding our organization by adopting the mantra **A New Day & Better IHA** and launching our **new website**, a **significant win** for everyone in the IHA community. With its new design, updated documents, and intuitive navigation, pressing forward our website will be more user friendly than ever.

Looking ahead, one of our current operational priorities is **updating the Administrative Plan** for the **Housing Choice Voucher Program**. As part of this process, I will be hosting a **public hearing on October 6, 2025, at 1:00 p.m.** You can participate from the comfort of your home with just a click. Simply email [assistant@indyhousing.org](mailto:assistant@indyhousing.org) to request access, and we'll send you the link to join this informative online session about the future of IHA.

These accomplishments reflect the dedication, hard work, and commitment of the entire **IHA Team**. Our efforts are pivotal on our journey to create a stronger, more efficient, and resident-focused IHA. Continue to Page 2 for additional updates!

Thank you for your continued trust and support as we move forward together.

Yours in housing,

Yvonda A. Bean, CEO | Indianapolis Housing Agency

**#IHAStrong #StrongerTogether**

## IHA Contact Information

### Indianapolis Housing Agency

1919 N Meridian St  
Indianapolis, IN 46202

### IHA Main Phone Number

317-261-7200

### Maintenance Request (All)

317-215-0632

<https://www.indyhousing.org/>

### Upcoming Walk-In Wednesday For Voucher Holders and Landlords 1-3 PM

September 17, 2025  
October 8, 2025  
October 22, 2025

Success is the sum of small efforts, repeated day in and day out. *Robert Collier*



# More Operational Updates

## Smarter Systems, Sharper Skills

On the front page of **The Bean Blast**, you heard from CEO Bean that one of our biggest milestones is that **IHA is now LIVE in Yardi**, our brand-new housing management software! To make this transition smooth and successful, we partnered with Yardi to complete train-the-trainer sessions for our internal leaders and specialists. From there, our housers received hands-on training with the new system, ensuring they're confident and capable as we move forward. In addition, we've developed comprehensive training materials to support both our current team members and any new housers who join IHA in the future. This approach ensures that everyone has the tools and knowledge needed to navigate the system effectively and serve our residents better than ever.

But we're not stopping at new tools, we're also upgrading our brainpower. Our housers are leveling up through refresher courses, new customer service training, and ongoing skill-building opportunities. Think of it as a software update...but for our brains! These investments in people and systems ensure we're always improving the way we work and the way we serve.



## Resident Engagement

### Stronger Voices, Stronger Communities

Building stronger connections with our residents is a top priority, and we're making important strides through enhanced **Resident Advisory Boards** and **Resident Councils**. These groups are vital in ensuring that the voices of those who live in our communities are heard, valued, and reflected in the decisions that affect them.

We are currently **updating bylaws and restructuring meetings** to give residents a stronger, more meaningful voice in shaping their communities. We know we have work to do to rebuild and strengthen our relationship with each of you, and supporting these boards and councils is one way we're making that commitment real.

We encourage every resident to get involved and make your voice heard. We hope to see you at your next Resident Council or Advisory Board meeting because together, we can create a **#BetterIHA** and stronger communities for everyone. **#StrongerTogether**



**Celebrating 15 Years of Service** : Please join IHA in congratulating **Dr. Willie Garrett** on his **15 years of service at HUD**. Dr. Garrett's leadership extends beyond HUD, as he has been instrumental in community engagement and advocacy. His multifaceted career underscores his commitment to enhancing housing policies and practices, advocating for equitable housing solutions, and foster community involvement. As IHA Acting Chief of Staff, Dr. Garrett's involvement has been crucial in laying the tracks for an improved IHA! **Congratulations Dr. G!!**