Maloney Affordable Listings - User Guide

Created by: Responsab LLC
Website: www.responsab.com
Last Updated: November 2025

For: Content Editors and Administrators
Purpose: Step-by-step guide for managing property listings in the new system

Table of Contents

Getting Started

⚠️ Important: Use the New System

DO NOT use the old post types:

- ❌ **Condominiums** (old post type - do not use)
- ❌ **Rental Properties** (old post type - do not use)

ALWAYS use:

- ✅ **Listings** (new unified post type - use this!)

All new listings must be added using the **Listings** post type. The old post types are deprecated and will not appear on the website.

Logging In

1. Go to `https://www.maloneyaffordable.com/wp-admin`
2. Enter your login credentials
3. If you don't have login information, contact:
   - **ralph@responsab.com** or
   - **hello@responsab.com** for access

Accessing Listings

After logging in, you can access the listings page in two ways:

Option 1: From the Dashboard

1. After login, you'll see the WordPress dashboard
2. Look for **"Listings"** in the left sidebar
3. Click **"Listings"** to see all existing listings

Option 2: Direct URL

- Go directly to: `https://www.maloneyaffordable.com/wp-admin/edit.php?post_type=listing`
- This takes you straight to the listings page

Once on the listings page:

- Click **"Add New"** to create a new listing
- Use the filters at the top to search for specific listings

Adding a New Listing

Step 1: Select Listing Type

1. Go to **Listings → Add New**

2. A modal will appear asking you to select the listing type

3. Click either:

   - **Condo** - For condominium properties
   - **Rental** - For rental properties

4. The edit screen will open with the listing type already set

Note: You don't need to change the listing type in the sidebar - it's already set from the modal. From here, you should add the listing info as you used to before. Be careful to use a full address and include the zip code, as an accurate address helps with the map display and geocoding.

Step 2: Enter Property Name

1. In the title field at the top, enter the **Property Name**

   - Examples: "The Overlook at Boston" or "123 Main Street"

2. You can save as draft now or wait until you've filled in more fields

Step 3: Fill in Property Information

The **Property Info** field group appears for all listings. Fill in:

Required Fields:

- **Property Address** - ⚠️ **IMPORTANT: Use a complete street address**

  - ✅ **Correct:** "123 Main Street, Boston, MA 02101"
  - ✅ **Correct:** "456 Park Avenue, Dorchester, MA 02125"
  - ❌ **Wrong:** "Fenway" (region/neighborhood only)
  - ❌ **Wrong:** "Jamaica Plain" (region/neighborhood only)
  - ❌ **Wrong:** "123 Main Street" (missing city, state, zip)

  Why this matters: The address is used for geocoding (map location). Incomplete or regional addresses will result in incorrect map placement or geocoding failure.

- **City** - City name

  - Examples: "Boston", "Cambridge", "Somerville"
  - You can include neighborhood if needed: "Fenway / Boston"

- **State** - State abbreviation (e.g., "MA")

- **Zip Code** - 5-digit zip code

  - Will be automatically extracted from the address when you save
  - If missing, it will be created automatically

Optional Fields:

- **Property Photos** - Upload property images
- **Main Description** - Brief description of the property
- **Neighborhood** - Neighborhood information
- **Telephone** - Contact phone number
- **Email** - Contact email address

Step 4: Fill in Type-Specific Fields

For Condos:

The **Condominiums** field group will appear. Fill in:

- **Condo Status** - Select: FCFS Condo Sales, Active Condo Lottery, Closed Condo Lottery, etc.
- **Income Limits** - Select: Boston Inclusionary, HUD, or Custom
- **Eligibility** - Eligibility requirements
- **Unit Sizes** - Check all that apply (Studio, One Bedroom, Two Bedroom, etc.)
- **Current Condo Listings Table** - If using Ninja Tables for available units
- **Lottery Process** - If applicable
- **Application Info** - How to apply

For Rentals:

The **Rental Properties** field group will appear. Fill in:

- **Status** - Select: Active Rental, Open Lottery, Closed Lottery, etc.
- **Income Limits** - Select: Boston Inclusionary, HUD, or Custom
- **Eligibility** - Eligibility requirements
- **Unit Sizes** - Check all that apply
- **Online Application URL** - Link to application form
- **Application Period Starts** - Start date for applications
- **Application Deadline** - End date for applications
- **How to Request an Application** - Instructions

- **How to Submit an Application** - Instructions

Step 5: Set Featured Image (Optional)

1. In the right sidebar, find **"Featured Image"**

2. Click **"Set featured image"**

3. Upload or select the best property photo

4. This image appears in listing cards and search results

Note: You don't need to set taxonomies (Amenities, Income Limit, etc.) in the sidebar right now - these can be added later if needed.

Step 6: Publish

1. Review all fields, especially:
   - Property Address is complete (street, city, state, zip)
   - All required fields are filled in
   - Listing type is correct (already set from modal)

2. Click **"Publish"** when ready

What happens automatically:

- ✅ The address will be automatically geocoded (converted to map coordinates)
- ✅ The zip code will be automatically extracted from the address
- ✅ The listing will appear on the website at `/listings/` and on the map

Note: You don't need to manually geocode addresses - this happens automatically when you save the listing. Just make sure the address is complete and correct!

Adding Rental Availability

⚠️ **Important:** You do NOT need to use Ninja Forms to add availability. All available units have been imported for you automatically from the Ninja Table data.

If a unit is missing:

1. Go to **Listings → Migrate Available Units**
2. Check the **"Units That Could Not Be Imported"** section
3. This will show you any units that couldn't be imported and why (e.g., property not found, property is not a rental, etc.)
4. If needed, you can manually add missing units using the method below

Note: This only applies to **Rental** listings.

Method 1: From the Listing Edit Page (Manual Entry)

1. Edit the rental listing
2. Find the **"Current Rental Availability"** field group
3. Click **"Add Row"** or the **"+"** button
4. Fill in for each available unit:
   - **Unit Size** - Studio, 1-Bedroom, 2-Bedroom, etc.
   - **Bathrooms** - ⚠️ **Important:** Number of bathrooms (e.g., "1", "1.5", "2") - Always include if available
   - **Total Monthly Leasing Price** - Monthly rent
   - **Minimum Income** - Minimum income required
   - **Income Limit (AMI %)** - Percentage of Area Median Income
   - **Type** - Lottery or First Come First Serve
   - **Units Available** - Number of units
   - **Accessible Units** - Description if applicable

5. Click **"Add Row"** again for additional units
6. Click **"Update"** to save

Method 2: From the Availability Management Page (Manual Entry)

Note: This is only needed if units are missing after migration. Most units are imported automatically.

1. Go to **Listings → Current Availability**
2. Click **"Add New Availability"**
3. Select the **Property** from the dropdown
4. Fill in all unit details (same as Method 1)
5. Click **"Publish"**

Tips:

- Add availability as units become available
- Remove or update availability when units are filled
- Keep the information current for accurate search results

Adding Condo Listings

⚠️ **Important:** You do NOT need to migrate condo listings. All condo listings have been imported automatically from the Ninja Table data.

If a unit is missing:

1. Go to **Listings → Current Condo Listings**
2. Check the **"Units That Could Not Be Imported"** section (if available)
3. This will show you any units that couldn't be imported and why (e.g., property not found, property is not a condo, etc.)
4. If needed, you can manually add missing units using the method below

Note: This only applies to **Condo** listings.

Method 1: From the Listing Edit Page (Manual Entry)

1. Edit the condo listing
2. Find the **"Current Condo Listings"** field group
3. Click **"Add Row"** or the **"+"** button
4. Fill in for each available condo unit:
   - **Property** - Select the property (auto-filled from the listing)
   - **Town** - City/Town with neighborhood (e.g., "Boston | West Roxbury")
   - **Unit Size** - Studio, 1-Bedroom, 2-Bedroom, etc.
   - **Bathrooms** - ⚠️ **Important:** Number of bathrooms (e.g., "1", "1.5", "2") - Always include if available
   - **Price** - Purchase price
   - **Income Limit (AMI %)** - Income limit as percentage (e.g., "80%" or "80% (Min) - 100% (Max)")
   - **Type** - Lottery or FCFS (First Come First Serve)
   - **Units Available** - Number of units available
   - **Accessible Units** - Description if applicable
   - **Learn More Link** - Link to property page (auto-filled from property)
5. Click **"Add Row"** again for additional units
6. Click **"Update"** to save

Method 2: From the Condo Listings Management Page (Manual Entry)

Note: This is only needed if units are missing after migration. Most units are imported automatically.

1. Go to **Listings → Current Condo Listings**

2. Click **"Add New Condo Listing"**

3. Select the **Property** from the dropdown

4. Fill in all unit details (same as Method 1)

5. Click **"Publish"**

Tips:

- Add condo listings as units become available
- Remove or update listings when units are sold
- Keep the information current for accurate search results
- Use the "Town" field format: "City | Neighborhood" (e.g., "Boston | West Roxbury")
- Income limits can be simple percentages (e.g., "80%") or ranges (e.g., "80% (Min) - 100% (Max)")

Checking and Verifying Addresses

Why This Matters

- **Incorrect addresses** = listings won't appear on the map
- **Incomplete addresses** = geocoding will fail
- **Wrong locations** = users will be misled

How to Check Addresses

1. Check the Property Address Field

1. Edit the listing
2. Find the **"Property Address"** field in the **Property Info** group
3. Verify the address is complete:
   - ✅ **Good:** "123 Main Street, Boston, MA 02101"
   - ✅ **Good:** "456 Park Avenue, Dorchester, MA 02125"
   - ❌ **Bad:** "123 Main Street" (missing city/state/zip)
   - ❌ **Bad:** "Boston, MA" (missing street address)

2. Check City and State Fields

1. Verify **City** field matches the address
2. Verify **State** field is correct (should be "MA" for Massachusetts)

3. If city has neighborhood format (e.g., "Fenway / Boston"), that's fine

3. Check Zip Code

1. Look for **Zip Code** field in Property Info group
2. Verify it's a 5-digit number (e.g., "02101")
3. If missing, see Extracting Zip Codes below

4. Verify Geocoding

1. Scroll to **"Geocode Address"** meta box
2. Check if **Latitude** and **Longitude** are populated
3. If empty, the address needs to be geocoded (see Geocoding Addresses)

Common Address Issues

Issue	Solution
Address missing city/state	Add city and state to the Property Address field
Zip code missing	Run zip code extraction (see below)
Address geocoded to wrong location	Check address spelling, try geocoding again
Duplicate city/town in address	This is a known issue - contact developer to fix

Geocoding Addresses

What is Geocoding?

Geocoding converts addresses into map coordinates (latitude/longitude). Without geocoding, listings won't appear on the map.

When to Geocode

- ✅ When adding a new listing
- ✅ When updating an address
- ✅ When a listing doesn't appear on the map
- ✅ After bulk address updates

Method 1: Geocode Individual Listing (If Needed)

Note: Geocoding happens automatically when you save. Only use this if automatic geocoding failed.

1. Edit the listing
2. Scroll to **"Geocode Address"** meta box
3. Verify the address is complete and correct
4. Click **"Geocode Address"** button
5. Wait for latitude and longitude to appear
6. Click **"Update"** to save

Method 2: Batch Geocode All Listings

1. Go to **Listings → Geocode Addresses**
2. Review the status:

   - **Listings with coordinates:** Already geocoded
   - **Listings needing geocoding:** Need to be geocoded

3. Click **"Start Geocoding"** button
4. Wait for the process to complete (may take several minutes)
5. Refresh the page to see updated counts
6. Repeat until "Listings needing geocoding" shows 0

Troubleshooting Geocoding

Problem	Solution
"Could not geocode address"	Check that address is complete (street, city, state, zip)
Geocoding stuck at certain percentage	Wait a few minutes, then refresh and try again
Wrong location on map	Verify address spelling, try geocoding again
Rate limit error	Wait 1-2 minutes, then try again (free API has limits)

Extracting Zip Codes

If listings have addresses but no zip codes:

1. Go to **Listings → Extract Zip Codes**

2. Review the list of listings without zip codes
3. Click **"Geocode & Extract Zip Codes"** (recommended)
   - This uses geocoding API to get accurate zip codes

4. OR click **"Extract Zip Codes from Addresses"**
   - This uses pattern matching (faster but less accurate)

5. Wait for processing to complete
6. Review successful extractions
7. Check individual listings to verify zip codes

Note: This will automatically create the Zip Code field if it doesn't exist.

Editing Existing Listings

Basic Editing

1. Go to **Listings → All Listings**
2. Find the listing you want to edit
3. Click on the listing title or **"Edit"** link
4. Make your changes
5. Click **"Update"** to save

Bulk Actions

1. Go to **Listings → All Listings**
2. Check the boxes next to listings you want to modify
3. Select an action from the **"Bulk Actions"** dropdown:
   - **Edit** - Change multiple fields at once
   - **Move to Trash** - Delete listings

4. Click **"Apply"**

Quick Edit

1. Go to **Listings → All Listings**
2. Hover over a listing
3. Click **"Quick Edit"**
4. Make quick changes (title, status, date, etc.)
5. Click **"Update"**

Common Tasks

Making a Listing Active/Inactive

1. Edit the listing
2. In the right sidebar, find **"Listing Status"**
3. Select:
   - **Active** - Listing appears on website
   - **Inactive** - Listing hidden from website

4. Click **"Update"**

Updating Availability for Rentals

1. Edit the rental listing
2. Find **"Current Rental Availability"** field group
3. To add: Click **"Add Row"** and fill in details
4. To edit: Modify existing rows
5. To remove: Delete the row or set "Units Available" to 0
6. Click **"Update"**

Changing Listing Type (Condo ↔ Rental)

Note: Listing type is set when you first create the listing via the modal. If you need to change it:

1. Edit the listing
2. In right sidebar, find **"Listing Type"** taxonomy
3. Remove the current type and add the new type
4. **Note:** This will change which field groups appear
5. Fill in the appropriate fields for the new type
6. Click **"Update"**

Finding Listings Without Addresses

1. Go to **Listings → Geocode Addresses**
2. Look at the "Listings needing geocoding" section
3. These listings likely have incomplete or missing addresses
4. Edit each listing and add/verify the address

Finding Listings Without Zip Codes

1. Go to **Listings → Extract Zip Codes**
2. Review the list of listings without zip codes
3. These listings need zip code extraction or manual entry

Important Notes

⚠️ Do NOT Use Old Post Types

- **Never** add listings using "Condominiums" or "Rental Properties" post types
- These are deprecated and won't appear on the website
- Always use **"Listings"** post type

Address Format

- ⚠️ **Always use a complete street address** - Never use just a region or neighborhood
- ✅ **Correct format:** "123 Main Street, Boston, MA 02101"
- ✅ **Correct format:** "456 Park Avenue, Dorchester, MA 02125"
- ❌ **Wrong:** "Fenway" (region only - no street address)
- ❌ **Wrong:** "Jamaica Plain" (neighborhood only - no street address)
- ❌ **Wrong:** "123 Main Street" (missing city, state, zip)
- ❌ **Wrong:** "Boston | East Boston, MA" (duplicate city information)

Why this matters:

- Incomplete addresses cause geocoding to fail
- Regional addresses (like "Fenway" or "Jamaica Plain") will place the marker in the wrong location
- The map needs a specific street address to show the correct location

If geocoding fails:

- Update the address to be complete and accurate
- Go to **Listings → Geocode Addresses** to batch geocode after updating addresses
- See Geocoding Issues in Troubleshooting section

Geocoding is Automatic

- ✅ Addresses are automatically geocoded when you save a listing
- ✅ You don't need to manually geocode - it happens automatically

- ⚠️ **Important:** Make sure the address is complete and correct (street, city, state, zip)
- If geocoding fails, check that the address is properly formatted

Availability and Listings

- **Rental** listings use **"Current Rental Availability"** field group
- **Condo** listings use **"Current Condo Listings"** field group
- Both systems work similarly but have different fields

Field Groups

- **Property Info** - Appears for all listings
- **Condominiums** - Only appears for Condo listings
- **Rental Properties** - Only appears for Rental listings
- **Current Rental Availability** - Only appears for Rental listings
- **Current Condo Listings** - Only appears for Condo listings

---

Troubleshooting

Listing Not Appearing on Website

Check:

1. Is the listing published? (not draft or pending)
2. Is the listing status set to "Active"?
3. Is the listing type set correctly?
4. Does it match any active filters on the listings page?

Listing Not Appearing on Map

Check:

1. Is the address complete? (street, city, state, zip)
2. Is the listing geocoded? (check for latitude/longitude)
3. Go to **Listings → Geocode Addresses** and geocode if needed

Fields Not Showing

Check:

1. Is the correct listing type selected? (Condo vs Rental)
2. Are field groups assigned to the listing post type?

3. Check screen options (top right) - are field groups hidden?

Can't Save Listing

Check:

1. Are all required fields filled in?
2. Is there a validation error? (check for red error messages)
3. Try saving as draft first, then publish

Address Geocoding Fails

Check:

1. Is the address complete and correctly formatted?
2. Try geocoding from the individual listing page
3. Check for typos in the address
4. Wait a few minutes if you see rate limit errors

Availability Not Showing (Rentals)

Check:

1. Is this a Rental listing?
2. Are availability rows added in the "Current Rental Availability" field group?
3. Is "Units Available" greater than 0?
4. Is the listing published and active?

Condo Listings Not Showing

Check:

1. Is this a Condo listing?
2. Are condo listing rows added in the "Current Condo Listings" field group?
3. Is "Units Available" greater than 0?
4. Is the listing published and active?

Geocoding Issues - Address Updates Required

⚠️ **Important:** If listings are not appearing on the map or geocoding is failing:

1. **Verify the address is complete and correct:**

   - Go to **Listings → Geocode Addresses**
   - Check which listings need geocoding

- Edit each listing and verify the **Property Address** field contains:
    - ✅ Full street address (e.g., "123 Main Street")
    - ✅ City name
    - ✅ State abbreviation (MA)
    - ✅ Zip code (5 digits)

2. **Update incorrect addresses:**

- Edit the listing
- Update the **Property Address** field with the complete, correct address
- Click **"Update"** - geocoding will happen automatically
- If it doesn't geocode automatically, use the **"Geocode Address"** button in the Geocode Address meta box

3. **Common address issues:**

- ❌ Missing city/state/zip → Add complete address
- ❌ Regional names only (e.g., "Fenway", "Jamaica Plain") → Replace with full street address
- ❌ Duplicate city information → Remove duplicates
- ❌ Typos or misspellings → Correct spelling

4. **After updating addresses:**

- Run batch geocoding: **Listings → Geocode Addresses → Start Geocoding**
- Wait for the process to complete
- Verify listings now appear on the map

Missing Bathrooms Information

For Current Availability (Rentals):

1. Edit the rental listing
2. Find the **"Current Rental Availability"** field group
3. For each unit row, check if **"Bathrooms"** field is filled in
4. If missing, add the number of bathrooms (e.g., "1", "1.5", "2")
5. Click **"Update"** to save

For Current Condo Listings:

1. Edit the condo listing
2. Find the **"Current Condo Listings"** field group
3. For each condo unit row, check if **"Bathrooms"** field is filled in

4. If missing, add the number of bathrooms (e.g., "1", "1.5", "2")

5. Click **"Update"** to save

Note: Bathrooms information helps users filter and find units that match their needs. Always include this information when available.

Property Name Mismatch Issues (Ninja Tables)

⚠️ **Critical:** If availability or condo listings are not showing correctly, check that property names match:

1. **The Problem:**

   - Current Availability (rentals) and Current Condo Listings pull data from Ninja Tables
   - These tables reference properties by **Property Name**
   - If the property name in the Ninja Table doesn't exactly match the listing title, units won't be associated correctly

2. **How to Fix:**

   - Go to **Listings → All Listings**
   - Note the exact **Property Name** (title) for each listing
   - Check the Ninja Tables:

     - **Current Availability** (Rentals): Go to **Ninja Tables → View Table** (find the rental availability table)
     - **Current Condo Listings**: Go to **Ninja Tables → View Table** (find the condo listings table)

   - In the Ninja Table, find the **"Property"** or **"Property Name"** column
   - Verify the property name in the table **exactly matches** the listing title
   - If they don't match:

     - Option 1: Update the listing title to match the Ninja Table
     - Option 2: Update the Ninja Table to match the listing title
     - **Recommendation:** Update the Ninja Table to match the listing title (listing titles are the source of truth)

3. **Example:**

   - Listing title: "The Overlook at Boston"
   - Ninja Table has: "Overlook at Boston" (missing "The")
   - **Fix:** Update Ninja Table to "The Overlook at Boston" OR update listing to "Overlook at Boston"

- They must match exactly (case-sensitive)

4. **After fixing names:**

   - Re-run migration if needed: **Listings → Migrate Available Units** or **Listings → Migrate Condo Listings**
   - Verify units now appear correctly on the listing pages

Other Common Data Issues

Incomplete Unit Information:

- Always fill in all available fields for units (bathrooms, income limits, accessible units, etc.)
- Missing information makes it harder for users to find suitable units

Outdated Availability:

- Regularly update "Units Available" when units are rented/sold
- Set "Units Available" to 0 when no units are available
- Remove or archive old availability entries

Incorrect Income Limits:

- Verify income limits match the property's actual requirements
- Use consistent format (e.g., "80%" or "80% (Min) - 100% (Max)")
- Check that AMI percentages are accurate

Missing Links:

- For rentals: Ensure "Online Application URL" is filled in if applications are open
- For condos: Verify "Learn More Link" points to the correct property page

Getting Help

If you encounter issues not covered in this guide:

1. Check the Setup Guide for technical details
2. Contact the development team
3. Check WordPress admin for error messages
4. Verify all required fields are filled in

Quick Reference

Where to Find Things

Task	Location
Add new listing	**Listings → Add New**
View all listings	**Listings → All Listings**
Geocode addresses	**Listings → Geocode Addresses**
Extract zip codes	**Listings → Extract Zip Codes**
Manage availability	**Listings → Current Availability** (Rentals)
Manage condo listings	**Listings → Current Condo Listings** (Condos)
Plugin settings	**Listings → Settings**

Required Fields Checklist

For All Listings:

- ☐ Property Name (title)
- ☐ Listing Type (Condo or Rental)
- ☐ Property Address
- ☐ City
- ☐ State
- ☐ Zip Code (can be auto-extracted)
- ☐ Geocoded (latitude/longitude)

For Condos:

- ☐ Condo Status
- ☐ Income Limits
- ☐ Eligibility

For Rentals:

- ☐ Status
- ☐ Income Limits
- ☐ Eligibility

- ☐ Online Application URL (if active)

Last Updated: November 2025
Version: 1.0