



A guide for landlords

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# 1 Introduction

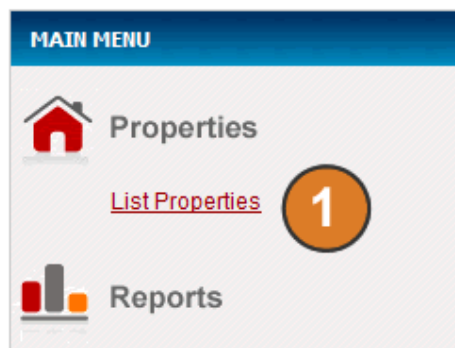
The purpose of this guide is to introduce landlords to the fundamental features of RentPro, namely:

- Viewing details of a property
- Verifying a Trouble Ticket
- Generating rent reports
- Generating statements

The guide is **not** intended to be a comprehensive user manual.

## 2 Viewing Property Details

If not already displayed a list of your properties can be viewed as follows:



### Step 1

- In the main menu bar select “Properties”.
- From the sub-menu items click on “List Properties”

Figure 1 – Listing your properties

To view the details of a particular property:

**Properties > List All**

2b Order By: Address ASC ▾

Displaying items 1 - 3 from a total of 3 managed properties.

<< Start Page 1 End >> [ Show All ]





ADDRESS	TEENANT	RENT BALANCE (£)	LANDLORD BALANCE (£)	ACTIONS
10 The Meadows, CRAIGAVON	Peter Jones	-550.00	679.50	
23 Lakeview Terrace, CRAIGAVON	Jonathan Swift	0.00	1015.00	
55 Brownlow Terrace, CRAIGAVON BT66 1Y	Piotr Dawosz	-95.00	215.90	

Figure 2 - Property selection

### Step 2

- Use the filter and the ‘Order By’ option to identify the required property.
- Select the required property by either clicking on the property address, or by clicking on the view icon .

### 3 Verifying a Trouble Ticket

Occasionally your letting agency may request that you give approval for remedial works on one of your properties. Repairs within RentPro are managed via the Trouble Ticket feature and approval of such tickets is called ticket verification. You can verify a ticket as follows:

#### Step 1

Identify the property requiring the work using the process explained in section 2.

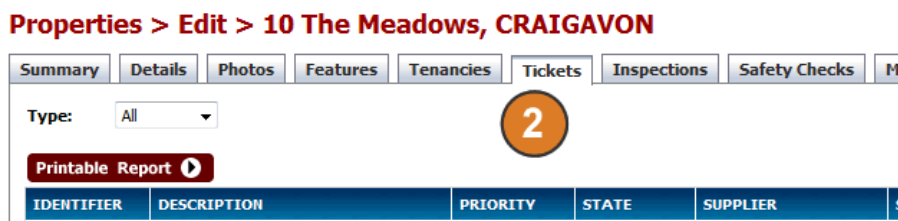


Figure 3 - Tickets tab


#### Step 2

Select the Tickets tab.




Figure 4 - Ticket identification

### Step 3

- a) b) Use the “Type” filter and the “Order By” option to identify the ticket which is to be verified.
- c) Select the ticket which is to be verified by clicking on the edit icon .


**Properties > Edit > 10 The Meadows, CRAIGAVON**

Summary Details Photos Features Tenancies Tickets Inspections Safety Checks Mete

**Printable Report** 

<b>Submitter:</b>	Agency	<b>Description:</b>
<b>Estimated Cost (£):</b>	650.00	30-Oct-2008 15:41:32: (awalls)
<b>Submission Date:</b>	30-Oct-2008	Chimney needs rebuilt
<b>Estimated Completion Date:</b>	30-Nov-2008	

**Verification Notes:**






Figure 5 - Ticket verification

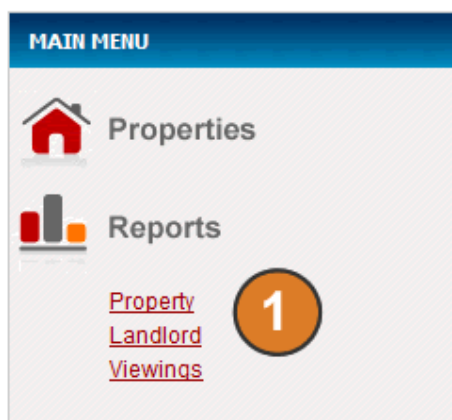
### Step 3

- a) Optionally add your own comments about the ticket in the “Verification Notes” field.
- a) Click on “Verify Ticket”.

## 4 Property Reports

Property reports include details for a single, selected property.

### 4.1 Generating a Rent Report (single property)



#### Step 1

- In the main menu bar select “Reports”.
- From the sub-menu items click on “Property”

Figure 6 - Generating a property (rent) report

### Reports > Properties

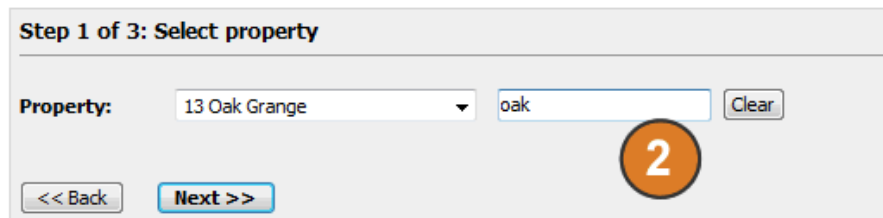


Figure 7 - Rent report, property selection

#### Step 2

Select the property for which you wish to generate a rent report. You can do this in two ways:

1. Select the property from the drop down list, or

2. In the text field to the right of the drop down list enter part of the property address. The entries in the drop down will be reduced to match the text you supply.

### Reports > Properties

**Step 2 of 3: Select report**

Rent Report **3**

Landlord Report

Direct Payments Report

<< Back    Next >>

### Step 3

Select the type of report that you wish to generate – in this case “Rent Report”.

Figure 8 - Rent report, report selection

### Reports > Properties

**Step 3 of 3: Select date range**

Today

This month

Last month **4**

Specify date range

<< Back    Next >>

### Step 4

Select the date range the report should cover.

Figure 9 - Rent report, date selection



Landlord: Brian Murphy		Email Report		Printable Report	
Report start date:	01-Jan-2008				
Report end date:	30-Sep-2008				
Deposit due for current tenancy:	£250.00				
Deposit paid for current tenancy:	£150.00				
Balance brought forward:	£0.00				
Date	Description	Credit	Debit	Balance	
03-Sep-2008	Tenant Payment	£95.00		£95.00	
03-Sep-2008	Rent		£95.00	£0.00	
10-Sep-2008	Tenant Payment	£95.00		£95.00	
10-Sep-2008	Rent		£95.00	£0.00	
17-Sep-2008	Rent		£95.00	-£95.00	
17-Sep-2008	Tenant Payment	£95.00		£0.00	
24-Sep-2008	Tenant Payment	£95.00		£95.00	
24-Sep-2008	Rent		£95.00	£0.00	
Balance carried forward:	£0.00				

Figure 10 - Rent report, detail

## Step 5

View the report details. A rent report will consist of two main types of entry:

1. Rents due
2. Payments made by the tenant or a housing benefit agency.

## 4.2 Generating a Landlord Statement (single property)

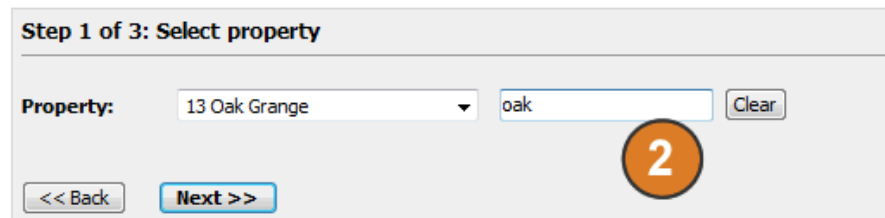


### Step 1

- In the main menu bar select “Reports”.
- From the sub-menu items click on “Property”

Figure 11 - Generating a property (landlord) report

## Reports > Properties



Step 1 of 3: Select property

Property: 13 Oak Grange oak Clear

<< Back Next >>

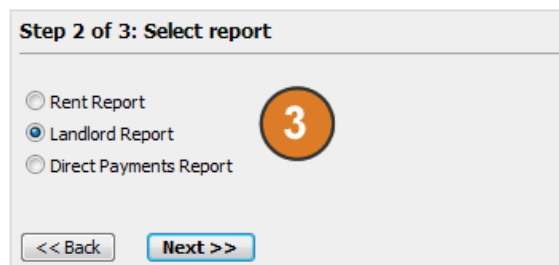
Figure 12 - Generating a landlord report, property selection

## Step 2

Select the property for which you wish to generate a landlord report. You can do this in two ways:

1. Select the property from the drop down list, or
2. In the text field to the right of the drop down list enter part of the property address. The entries in the drop down will be reduced to match the text you supply.

## Reports > Properties



Step 2 of 3: Select report

Rent Report

Landlord Report

Direct Payments Report

<< Back Next >>

## Step 3

Select the type of report that you wish to generate – in this case “Landlord Report”.

Figure 13 - Landlord report, report selection

**Reports > Properties**

**Step 4**

**Step 3 of 3: Select date range**

Today  
 This month  
 Last month  
 Specify date range

**4**

Select the date range the report should cover.

**Figure 14 - Landlord report, date selection**

Landlord: Brian Murphy		Email Report	Printable Report	
<b>Report start date:</b>	01-Sep-2008			
<b>Report end date:</b>	30-Sep-2008			
<b>Balance brought forward:</b>	£0.00			
Date	Description	Credit	Debit	Balance
<b>Tenant Income / Payments</b>				
03-Sep-2008	Tenant Payment	£95.00		£95.00
10-Sep-2008	Tenant Payment	£95.00		£190.00
17-Sep-2008	Tenant Payment	£95.00		£285.00
24-Sep-2008	Tenant Payment	£95.00		£380.00
	<b>Sub total</b>			<b>£380.00</b>
<b>Expenses</b>				
12-Sep-2008	Lock broken of back door		£35.00	£-35.00
20-Sep-2008	Electric shower broken		£80.00	£-115.00
	<b>Sub total</b>			<b>£-115.00</b>
<b>Fees</b>				
03-Sep-2008	Letting fee		£150.00	£-150.00
03-Sep-2008	Management Fee		£9.50	£-159.50
10-Sep-2008	Management Fee		£9.50	£-169.00
12-Sep-2008	Maintenance Fee		£3.50	£-172.50
17-Sep-2008	Management Fee		£9.50	£-182.00
20-Sep-2008	Maintenance Fee		£8.00	£-190.00
24-Sep-2008	Management Fee		£9.50	£-199.50
	<b>Sub total</b>			<b>£-199.50</b>
30-Sep-2008	Balance brought forward			£0.00
30-Sep-2008	Tenant Income / Payments			£380.00
30-Sep-2008	Expenses			£-115.00
30-Sep-2008	Fees			£-199.50
30-Sep-2008	VAT applied to Fees			£-34.90
30-Sep-2008	Balance carried forward			<b>£30.60</b>

**Figure 15 - Landlord report, detail**

## **Step 5**

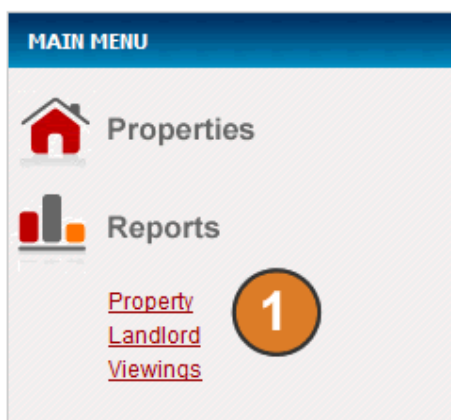
View the report details. A landlord report will consist of the following sections:

- Income – rents collected by the letting agency.
- Expenses – repairs that have been required to the property and coordinated by the letting agency.
- Fees – fees applied by the letting agency.
- Payments – payments made to you during the report period..

## 5 Landlord Reports

Landlord reports include details for all of your properties.

### 5.1 Generating a Rent Report (all properties)



#### Step 1

- In the main menu bar select “Reports”.
- From the sub-menu items click on “Landlord”

Figure 16 - Generating a landlord (rent) report

### Reports > Landlords

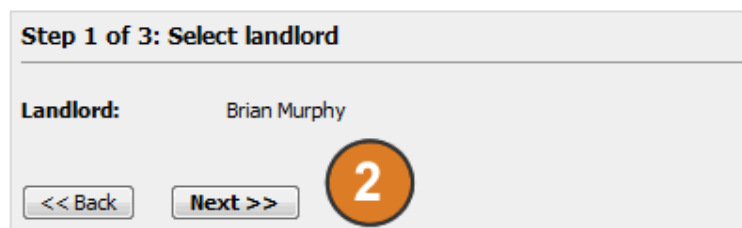


Figure 17 - Rent report, landlord selection

#### Step 2

Confirm yourself as the landlord by clicking on “Next >>”.

## Reports > Landlords

**Step 2 of 3: Select report**

Rent Report (All Properties) 3

Landlord Report (All Properties - Cumulative View)

Landlord Report (All Properties - Property View)

Direct Payments Report (All Properties)

### Step 3

Select the type of report that you wish to generate – in this case “Rent Report”.

**Figure 18 - Rent report (all properties), report selection**

## Reports > Landlords

**Step 3 of 3: Select date range**

Today

This month

Last month 4

Specify date range

### Step 4

Select the date range the report should cover.

**Figure 19 - Rent report (all properties), date selection**



Rent Report				
Landlord: Brian Murphy		<a href="#">Email Report</a>  <a href="#">Printable Report</a> 		
Report start date:	01-Sep-2008			
Report end date:	30-Sep-2008			
Deposit Summary				
Address	Deposit Due	Deposit Paid		
10 The Meadows	£550.00	£550.00		
23 Lakeview Terrace	£450.00	£450.00		
55 Brownlow Terrace	£250.00	£150.00		
Date	Description	Credit	Debit	Balance
<b>10 The Meadows</b>				
	Balance brought forward			£0.00
01-Sep-2008	Tenant Payment	£550.00		£550.00
01-Sep-2008	Rent		£550.00	£0.00
	Balance carried forward			£0.00
<b>23 Lakeview Terrace</b>				
	Balance brought forward			£0.00
18-Sep-2008	Tenant Payment	£450.00		£450.00
18-Sep-2008	Rent		£450.00	£0.00
	Balance carried forward			£0.00
<b>55 Brownlow Terrace</b>				
	Balance brought forward			£0.00
03-Sep-2008	Tenant Payment	£95.00		£95.00
03-Sep-2008	Rent		£95.00	£0.00
10-Sep-2008	Tenant Payment	£95.00		£95.00
10-Sep-2008	Rent		£95.00	£0.00

Figure 20 - Rent report (all properties), detail

## Step 5

View the report details. Rent details for all of your properties will be listed. A rent report will consist of two main types of entry:

1. Rents due
2. Payments made by the tenant or a housing benefit agency.

## 5.2 Generating a Landlord Statement (all properties)



### Step 1

- In the main menu bar select “Reports”.
- From the sub-menu items click on “Landlord”

Figure 21 - Generating a landlord statement (all properties)

### Reports > Landlords

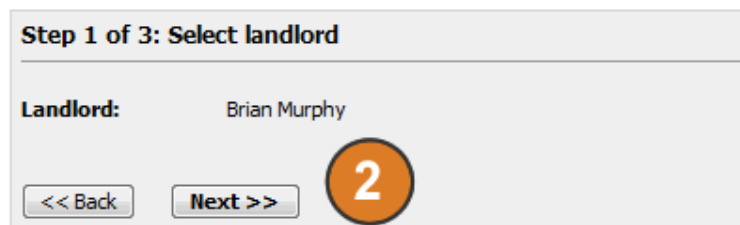


Figure 22 – Landlord statement (all properties), landlord selection

### Step 2

Confirm yourself as the landlord by clicking on “Next >>”.



**Reports > Landlords**

**Step 2 of 3: Select report**

Rent Report (All Properties)

Landlord Report (All Properties - Cumulative View) **3**

Landlord Report (All Properties - Property View)

Direct Payments Report (All Properties)

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**Step 3**

Select the type of report that you wish to generate – in this case “Landlord Report”.

**Figure 23 - Landlord statement (all properties), report selection**

**Reports > Landlords**

**Step 3 of 3: Select date range**

Today

This month

Last month **4**



Specify date range

<< Back    Next >>

**Step 4**

Select the date range the report should cover.

**Figure 24 - Landlord statement (all properties), date selection**

Landlord Report for Brian Murphy					
Start date:	01-Sep-2008	Printable Report  Email Report 			
End date:	30-Sep-2008				
Balance brought forward: £750.88					
Date	Address	Description	Credit	Debit	Balance
<b>Tenant Income / Payments</b>					
01-Sep-2008	10 The Meadows	Tenant Payment	£550.00		£550.00
03-Sep-2008	55 Brownlow Terrace	Tenant Payment	£95.00		£645.00
10-Sep-2008	55 Brownlow Terrace	Tenant Payment	£95.00		£740.00
17-Sep-2008	55 Brownlow Terrace	Tenant Payment	£95.00		£835.00
18-Sep-2008	23 Lakeview Terrace	Tenant Payment	£450.00		£1285.00
24-Sep-2008	55 Brownlow Terrace	Tenant Payment	£95.00		£1380.00
			<b>Sub total</b>		<b>£1380.00</b>
<b>Expenses</b>					
03-Sep-2008	10 The Meadows	Front window broken		£55.00	-£55.00
12-Sep-2008	55 Brownlow Terrace	Lock broken of back door		£35.00	-£90.00
20-Sep-2008	55 Brownlow Terrace	Electric shower broken		£80.00	-£170.00
			<b>Sub total</b>		<b>-£170.00</b>
<b>Fees</b>					
01-Sep-2008	10 The Meadows	Management Fee	£55.00		-£55.00
03-Sep-2008	55 Brownlow Terrace	Management Fee	£9.50		-£64.50
03-Sep-2008	10 The Meadows	Maintenance Fee	£5.50		-£70.00
03-Sep-2008	55 Brownlow Terrace	Letting fee	£150.00		-£220.00
10-Sep-2008	55 Brownlow Terrace	Management Fee	£9.50		-£229.50
12-Sep-2008	55 Brownlow Terrace	Maintenance Fee	£3.50		-£233.00
17-Sep-2008	55 Brownlow Terrace	Management Fee	£9.50		-£242.50
18-Sep-2008	23 Lakeview Terrace	Management Fee	£45.00		-£287.50
20-Sep-2008	55 Brownlow Terrace	Maintenance Fee	£8.00		-£295.50
24-Sep-2008	55 Brownlow Terrace	Management Fee	£9.50		-£305.00
			<b>Sub total</b>		<b>-£305.00</b>
30-Sep-2008		Balance brought forward			£750.88
30-Sep-2008		Tenant Income / Payments			£1380.00

**Figure 25 - Landlord statement (all properties), detail**

## Step 5

View the report details. Details for all of your properties will be listed. A landlord report will consist of the following sections:

- Income – rents collected by the letting agency.
- Expenses – repairs that have been required by your properties and co-ordinated by the letting agency.
- Fees – fees applied by the letting agency.
- Payments – payments made to you during the report period..



**End of Document**