

Landlords Rent & Property Manager

Release Notes for Version 8



www.propertyportfoliosoftware.co.uk

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Release Notes for Version 8

1. Introduction

All the changes in this document have been made to Landlords Rent Manager and Landlords Property Manager as part of the version 8 release.

However, for the purpose of this document, we have referred to the software as Landlords Property Manager.

2. Creating and Editing Tenancies

A number of changes have been made to the **Create New Tenancy / Edit Tenancy** window.

Landlords Property Manager Professional v.8.002

Tenancy Agreement

Save Refresh Help Exit

Primary Tenant Details Guarantor Other Tenants Tenancy Deposit

Tenant Details

Last Name: Jones Name: Conor

Property Details

Property: Broomfields

Habitable Room: Room2

EW Weeks: 4

☒ Early Warning

Tenancy Details

Start Date: 01/07/2009 End Date: 31/12/2010

Rent: £375.00 Change Rent

Payment Term: Monthly ☐ Rolling Tenancy

First Rent Due Date: 01/07/2009

Deposit: £100.00

1. Change Rent

2. First Rent Due Date

3. Rolling Tenancy

4. Guarantor Tab

2.1. Changing Rent Amounts

We now have a solution for customers to be able to change the rent amount during a tenancy. There is no longer the need to create a new tenancy if you want to change the rent.

When the **Change Rent** button is pressed a selection screen is displayed asking you to specify when the rent should be changed from and what it should be changed to.

The proposed date for the rent change will be a drop down list of all the **Date Owed** values that are in the rent schedule.

For example, if the rent due date is monthly starting from 01/01/2010 and the end date is 31/12/2010, then the drop down list will show:

01/01/2010
01/02/2010
..
..
01/11/2010

01/12/2010

You simply choose the date you want to change the rent from and then enter the new rental amount.

All rental amounts in the rent schedule from this date onwards are automatically changed.

You can also see a history of all previous rents that have been charged to the tenant by hovering the mouse over the **rent change** button.

2.2. First Rent Due Date

The **first rent due date** is a new field that has been added. It is the date when the rent is due. By default this value will be the same as the **start date**.

However, when a tenant moves into a property, the date the rent is due is not always the same re-occurrence of the start date.

Example – If a monthly tenancy runs from 14/01/2010 to 13/07/2010 the rent will not necessarily always be due on the 14th of every month.

The **first rent due date** could be set as 01/02/2010. This means that the rent schedule would create monthly entries thereafter for 01/03/2010, 01/04/2010 etc.

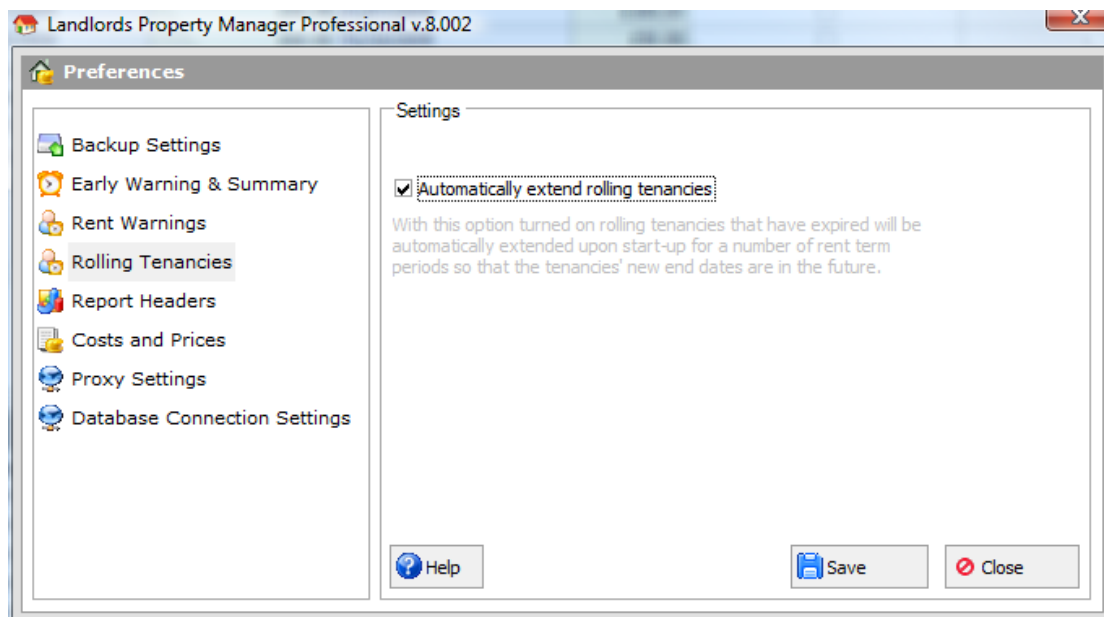
2.3. Rolling Tenancy

We have now added an exciting new feature which allows periodic tenancies to be extended automatically without any manual intervention.

If a property is a periodic tenancy i.e. monthly or weekly then you are able to set the **Rolling Tenancy** flag. If this flag is selected for the tenancy then when the software starts, it checks tenancies that have this flag set and either extends the tenancies (and underlying rent schedules) automatically or manually depending on the setting in the preferences menu.

2.4. Preferences Section

We have a new section in the Preferences Section, called 'Rolling Tenancies'.



Here you have a flag called:

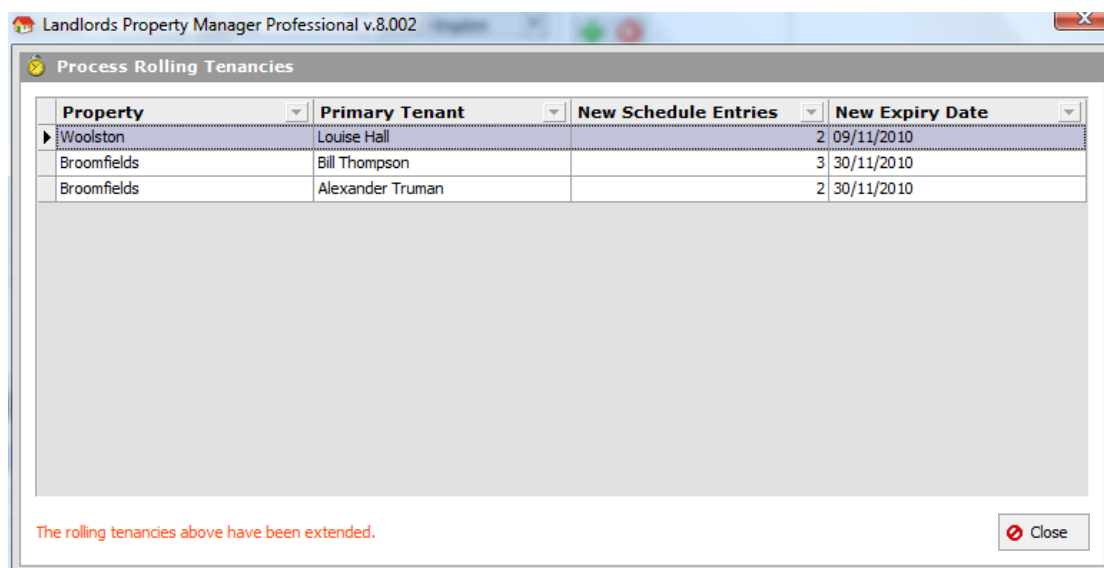
Automatically extend rolling tenancies

This flag controls whether tenancies that are flagged as **rolling tenancies** are extended automatically or manually.

Below you will find possible scenarios and consequences for when a flag is set:

a) Rolling Tenancy flag active AND Automatically Extend Rolling Tenancies flag active

When the software starts, a confirmation message is displayed detailing all of the tenancies and underlying rent schedules have been automatically extended.

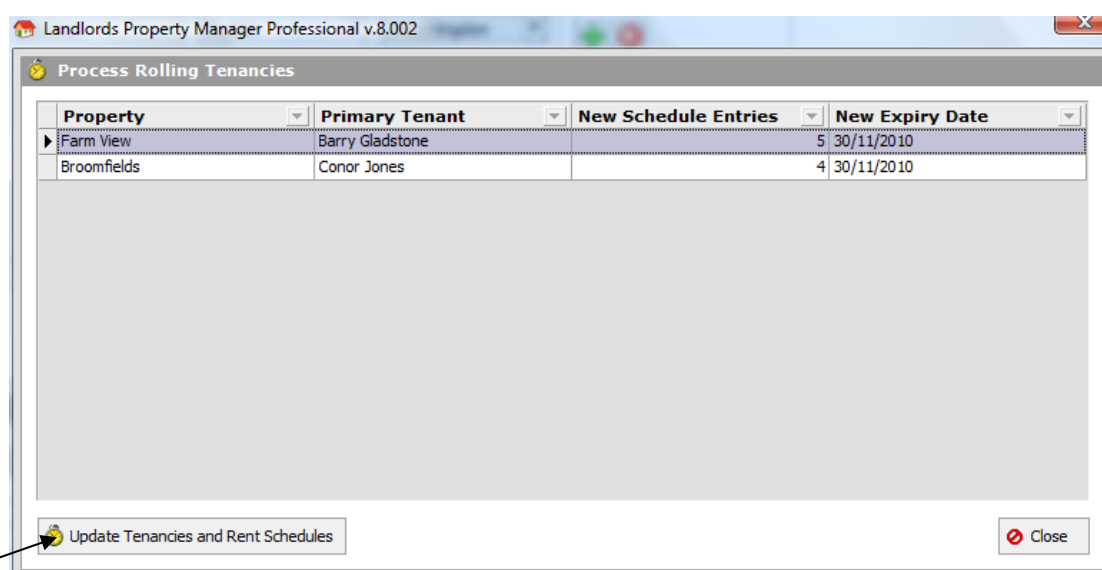


b) Rolling Tenancy flag not active AND Automatically Extend Rolling Tenancies flag active

Because the **rolling tenancy** flag has not been set, the tenancy has to be extended manually. This is done by extending the actual end date of the tenancy.

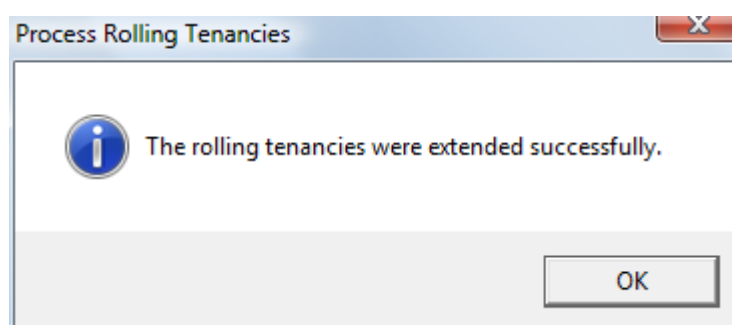
c) Rolling Tenancy flag active AND Automatically Extend Rolling Tenancies flag not active

Here you will be prompted to extend the tenancies at start-up. A list of all expired tenancies that have the **rolling tenancy** flag set will be listed and you simply press the **update tenancies and rent schedules** button to extend them and create the underlying rent schedules.



Press Button

Once the button has been pressed then the following message is displayed:



d) Rolling Tenancy flag now active AND Automatically Extend Rolling Tenancies flag not active

Nothing happens as no functionality is selected.

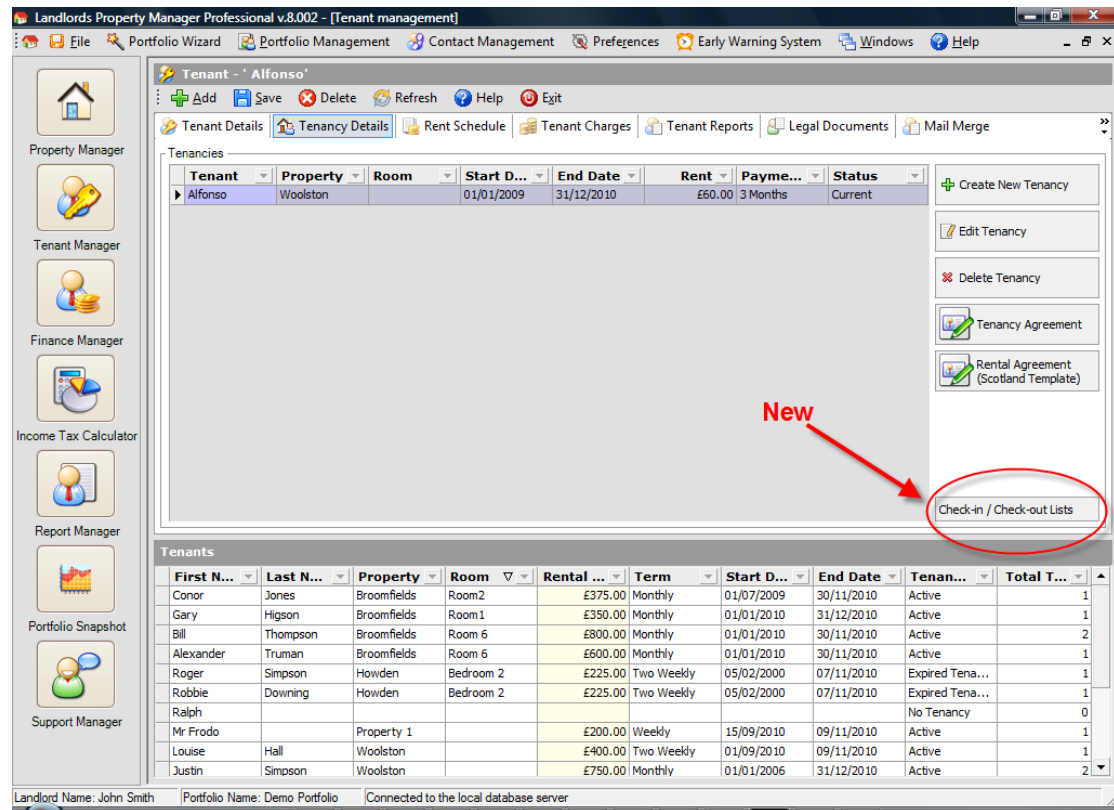
2.5. Guarantor

A new **Guarantor** tab has been added. You are now able to assign guarantors to a tenancy and have their details automatically prefilled on the tenancy agreement.

Enter full contact details of the guarantor here. If the guarantor has already been created as a contact in the software then you can choose from the contact drop down list and the guarantor details will automatically be pre-filled.

3. New Check-in / Check-out Feature

On the Tenancy Details tab, a new button has been added.



Pressing this button opens the **Check-in / Check-out** window:

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Tenant Check-In / Check-Out Lists

Save Help Exit

Check-In List | Check-Out List

Check-In List

General

Check-In Date: 01/01/2009

Tenancy Agreement Signed: Yes

Safety Certificates

Gas Safety Issued: Yes

Electricity Safety Issued: Yes

Deposit Protection

Protected: Yes

Protection Date: 01/01/2009

Certificate Copy Given to Tenant: Yes

Inventory

Inventory Carried Out: Yes

Inventory Signed by Tenant: Yes

Others

Welcome Pack Issued: Yes

Landlords Contact Details Provided: Yes

Emergency Contact Details Provided: Yes

Service Suppliers Notified: Yes

Sets of Keys Issued: 2

Other Comments:

Print Check-In List

By default the **Check-in** tab is displayed. Here you are able to record what you have managed to successfully complete as part of the check-in process.

If you switch to the **Check-out** tab, you are also able to ensure that everything you need to do as a landlord has been done when the tenant moves out.

Using the **Print** option at the bottom of both tabs allows you to print the contents of each form.

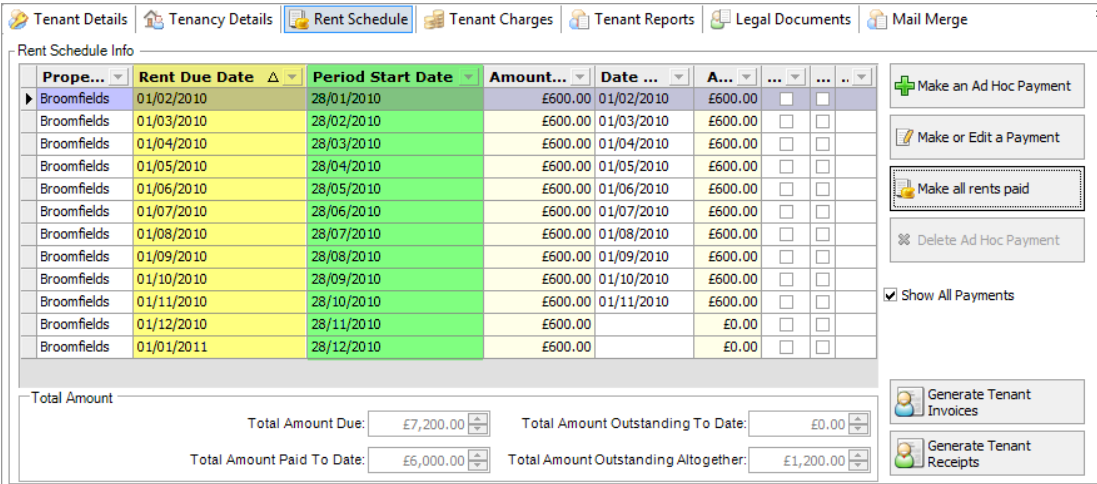
4. Changes to the Rent Schedule

4.1. New '...Date' Columns

In order to allow users greater flexibility for when rent is collected you are now able to specify a date for when the rent is due to be paid. This could be different from the start date of the tenancy.

For example, let's say that a tenant moves into a property on the 28th of the month. You may have a policy where you collect rents on the 1st of every month. Therefore, even though the tenancy started on the 28th, the rent would not be due until the 1st.

If this was the case then the rent schedule would be automatically created as follows:



The screenshot shows the 'Rent Schedule' tab in a software interface. It features a table with columns: 'Prope...', 'Rent Due Date', 'Period Start Date', 'Amount...', 'Date ...', 'A...', and several empty columns. The table lists 12 monthly payments for 'Broomfields' from 01/02/2010 to 01/01/2011. Each payment is £600.00. To the right of the table are buttons: 'Make an Ad Hoc Payment', 'Make or Edit a Payment', 'Make all rents paid', and 'Delete Ad Hoc Payment'. Below the table, there are summary statistics: 'Total Amount Due: £7,200.00', 'Total Amount Outstanding To Date: £0.00', 'Total Amount Paid To Date: £6,000.00', and 'Total Amount Outstanding Altogether: £1,200.00'. At the bottom right are buttons for 'Generate Tenant Invoices' and 'Generate Tenant Receipts'.

Prope...	Rent Due Date	Period Start Date	Amount...	Date ...	A...			
Broomfields	01/02/2010	28/01/2010	£600.00	01/02/2010	£600.00			
Broomfields	01/03/2010	28/02/2010	£600.00	01/03/2010	£600.00			
Broomfields	01/04/2010	28/03/2010	£600.00	01/04/2010	£600.00			
Broomfields	01/05/2010	28/04/2010	£600.00	01/05/2010	£600.00			
Broomfields	01/06/2010	28/05/2010	£600.00	01/06/2010	£600.00			
Broomfields	01/07/2010	28/06/2010	£600.00	01/07/2010	£600.00			
Broomfields	01/08/2010	28/07/2010	£600.00	01/08/2010	£600.00			
Broomfields	01/09/2010	28/08/2010	£600.00	01/09/2010	£600.00			
Broomfields	01/10/2010	28/09/2010	£600.00	01/10/2010	£600.00			
Broomfields	01/11/2010	28/10/2010	£600.00	01/11/2010	£600.00			
Broomfields	01/12/2010	28/11/2010	£600.00		£0.00			
Broomfields	01/01/2011	28/12/2010	£600.00		£0.00			

Total Amount Due: £7,200.00 Total Amount Outstanding To Date: £0.00
Total Amount Paid To Date: £6,000.00 Total Amount Outstanding Altogether: £1,200.00

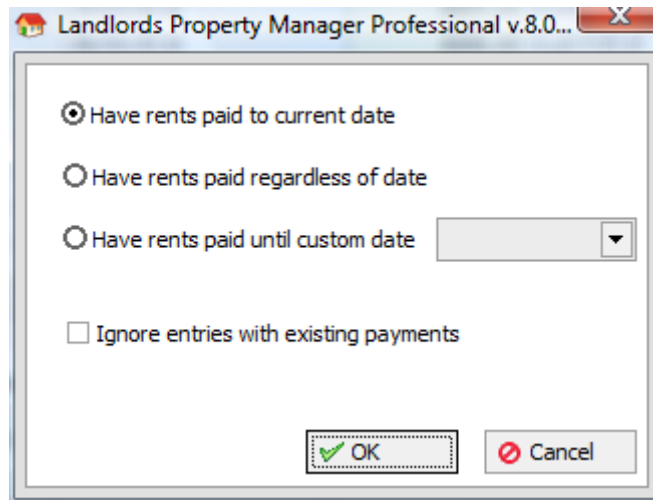
The **Rent Due Date** column tells you when the rent is due to be paid.

The **Period Start Date** column tells you the period the rent is due for.

You are able to set the **First Rent Due Date** when creating the tenancy. Please see section 4.1 for more details on this feature.

4.2. Make All Rents Paid – Enhancement

In the rent schedule we've added more flexibility to the **Make all rents paid** feature. The following screen is now displayed when you choose this option:



You now have greater control over the payment entries that you create.

You can now make rents automatically paid up to a certain date and can choose whether you want existing payment entries in the rent schedule to be overwritten.

It is now much easier and faster to maintain rent payments.

4.3. Automatic Back-Filling of Rents

This is one of the most exciting and effective time saving features of version 8.

We've added an exciting new feature which allows you to manage rental arrears more easily and quickly.

Let's say, for example, we have a tenant who has built up arrears over 3 months and then makes a payment.

Here we have a tenant with current arrears of £1500.

Prope...	Rent Due Date	Period Start Date	Amount...	Date ...	A...
Farm View	01/06/2010	01/06/2010	£500.00	01/06/2010	£500.00			
Farm View	01/07/2010	01/07/2010	£500.00	01/07/2010	£500.00			
Farm View	01/08/2010	01/08/2010	£500.00	01/08/2010	£500.00			
Farm View	01/09/2010	01/09/2010	£500.00		£0.00			
Farm View	01/10/2010	01/10/2010	£500.00		£0.00			
Farm View	01/11/2010	01/11/2010	£500.00		£0.00			
Farm View	01/12/2010	01/12/2010	£500.00		£0.00			

Arrears

Total Amount

Total Amount Due: £3,500.00 Total Amount Outstanding To Date: **£1,500.00** Total Amount Paid To Date: £1,500.00 Total Amount Outstanding Altogether: £2,000.00

The tenant then makes a lump sum payment of £1100, paying off most of the arrears.

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Tenant Rent

Save Refresh Help Exit

Tenancy Details

Last Name: Gladstone Name: Barry

Property Name: Farm View

Payment Details

Date Owed: 01/11/2010 Amount Owed: £500.00

Date Paid: 01/11/2010 Amount Paid: £1,100.00

☐ Bad Debt

Notes: £1100 lump sum payment made ot pay off part of arrears

lump sum payment made

When we enter the amount of £1100, Landlords Property Manager will detect that arrears exists and ask you whether you want to automatically allocate this amount to pay off the arrears.

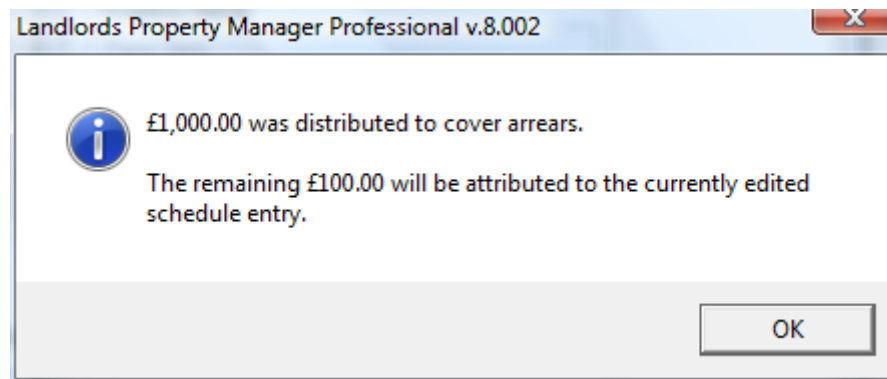
Arrears Found

? There are arrears for this tenancy prior to the currently edited schedule entry.

Would you like to distribute this payment to cover these arrears?

Yes No

If you choose 'Yes' then as much rent as possible will be recorded against the arrears.



This is known as 'Automatic Backfilling.'

In this example you can see in the rent schedule that two whole months of arrears have been paid off (and an automatic comment recorded against each) with the remainder allocated against the current month.

Landlords Property Manager Professional v.8.002									
<p>£1,000.00 was distributed to cover arrears.</p> <p>The remaining £100.00 will be attributed to the currently edited schedule entry.</p> <p>OK</p>									
<p>Tenant Details Tenancy Details Rent Schedule Tenant Charges Tenant Reports Legal Documents Mail Merge</p>									
Rent Schedule Info									
Prope...	Rent Due Date	Period Start Date	Amount...	Date ...	A...
Farm View	01/06/2010	01/06/2010	£500.00	01/06/2010	£500.00				
Farm View	01/07/2010	01/07/2010	£500.00	01/07/2010	£500.00				
Farm View	01/08/2010	01/08/2010	£500.00	01/08/2010	£500.00				
Farm View	01/09/2010	01/09/2010	£500.00	01/11/2010	£500.00			Pa...	
Farm View	01/10/2010	01/10/2010	£500.00	01/11/2010	£500.00			Pa...	
▶ Farm View	01/11/2010	01/11/2010	£500.00	01/11/2010	£100.00			Pa...	
Farm View	01/12/2010	01/12/2010	£500.00		£0.00				
<p>The £1,100 payment has automatically paid off the</p>									
<p>Total Amount</p> <p>Total Amount Due: £3,500.00 Total Amount Outstanding To Date: £400.00</p> <p>Total Amount Paid To Date: £2,600.00 Total Amount Outstanding Altogether: £900.00</p>									
<p>Make an Ad Hoc Payment</p> <p>Make or Edit a Payment</p> <p>Make all rents paid</p> <p>Delete Ad Hoc Payment</p> <p>Show All Payments</p> <p>Generate Tenant Invoices</p> <p>Generate Tenant Receipts</p>									

5. Tenant Journal – NEW

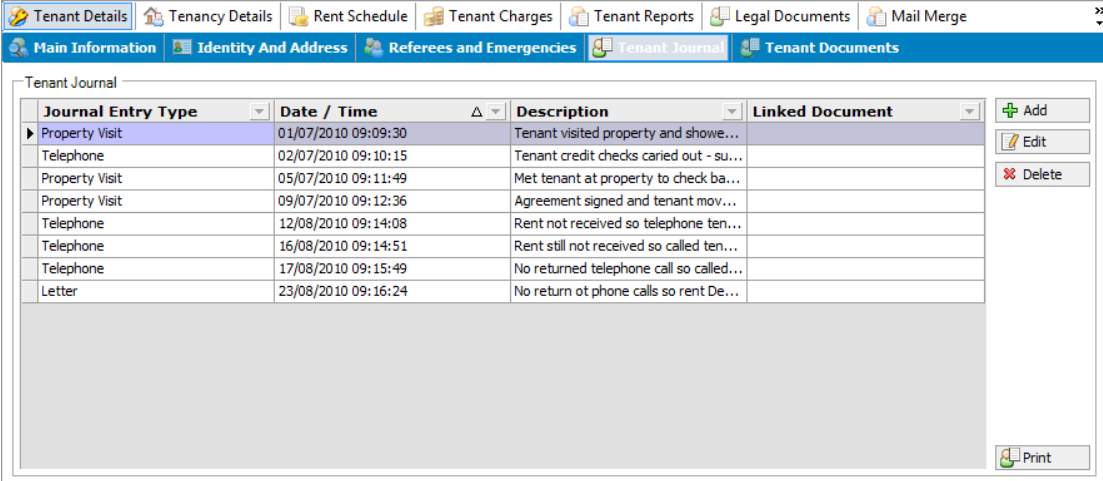
Communication is one of the key ingredients to the success of any business and we've now made it easier for you to record all of your tenant communication in the new **Tenant Journal** in **Tenant Manager** module.

Whatever kind of communication you want to record, be it a property visit, an email, a telephone call or even a text message, it can now be recorded and logged within the software.

Your Landlord Property Manager software becomes your notepad and you can also attach and store any documents or letters that have been issued to a tenant.

The journal makes it possible for you to have every event or instance recorded/ documented should you need to refer to it in the future.

An example of how a typical **Tenant Journal** may look is shown below:

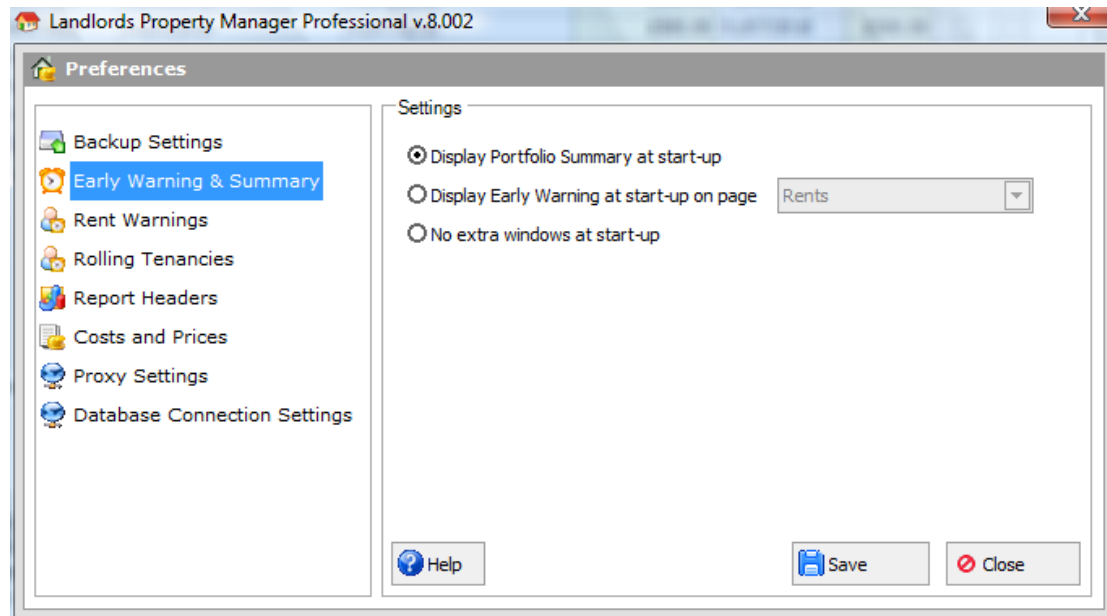


Journal Entry Type	Date / Time	Description	Linked Document
Property Visit	01/07/2010 09:09:30	Tenant visited property and showe...	
Telephone	02/07/2010 09:10:15	Tenant credit checks caried out - su...	
Property Visit	05/07/2010 09:11:49	Met tenant at property to check ba...	
Property Visit	09/07/2010 09:12:36	Agreement signed and tenant mov...	
Telephone	12/08/2010 09:14:08	Rent not received so telephone ten...	
Telephone	16/08/2010 09:14:51	Rent still not received so called ten...	
Telephone	17/08/2010 09:15:49	No returned telephone call so called...	
Letter	23/08/2010 09:16:24	No return ot phone calls so rent De...	

6. Early Warning System – Preferences

You can now control which screen you want to display when the software starts.

This is set through the **Early Warning & Summary** section of the **Preferences** screen.



You have three options here:

- 1) You can start the software with the new **Portfolio Summary** screen
- 2) If you want to start the software with one of the screens from the **Early Warning** system then you can specify which option.
- 3) You can start the software with just the standard **Property Manager** screen (no extra windows at start-up).

7. Portfolio Summary

The Portfolio Snapshot is an exciting new feature which allows you to see exactly how every aspect of your property business is performing at the click of a button.

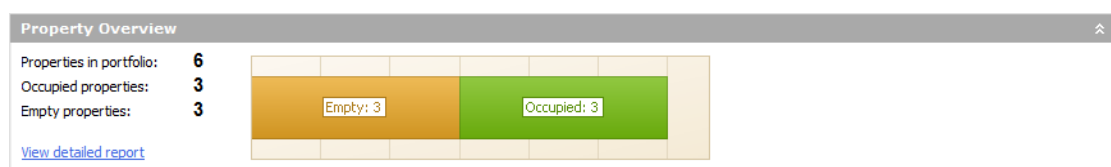
It is accessible from the main functional menu:



It displays a single screen which consists of five, new, powerful components.

7.1. Property Overview

This displays a bar chart showing you how many properties in your portfolio are let / vacant so you can see the exact occupancy rate:



You can then drill down to see exactly which properties are tenanted or, if empty, when they were last tenanted. To do this, you click on the **View detailed report** link.

7.2. Tenant Arrears and Early Warning

With this feature we have simplified the whole early warning system and arrears functionality by providing an overview screen:

Tenant	Property	Total Arrears	
▶ Robbie Downing	Howden	£675.00	Expiring Tenancies: 2 view detail
Mr Frodo	Property 1	£400.00	Expiring Insurances: 4 view detail
John Smith	Farm View	£500.00	Expiring Safety Certs: 5 view detail
Louise Hall	Woolston	£2,000.00	Overdue Rents: 27 view detail
Alfonso	Woolston	£110.00	Due Rents: 6 view detail
Bill Thompson	Broomfields	£1,600.00	Finance: 1 view detail
Gary Higson	Broomfields	£2,500.00	
Total tenant arrears (8 day(s) overdue) for the entire portfolio:		£7,785.00	

Summary of all
portfolio arrears

Summary of
reminders

In the arrears summary section you can now drill down and carry out fast maintenance on the arrears.

Let's say, for example, as per the screen above, Louise Hall has given you a cheque for £2,000 to clear all of her debts.

You would double click on the entry to show the detailed arrears for Louise:

Tenant Arrears				
Tenant: Louise Hall Property: Woolston				
Date Due	Owed	Days Overdue	Due	
▶ 01/09/2010	£400.00	67	£400.00	Make Selected Paid Print Report
15/09/2010	£400.00	53	£400.00	
29/09/2010	£400.00	39	£400.00	
13/10/2010	£400.00	25	£400.00	
27/10/2010	£400.00	11	£400.00	
Total arrears for this tenancy:			£2,000.00	TIP: You can select multiple arrears records by holding CTRL and clicking on the individual lines, or select a range by clicking on the first and while holding SHIFT clicking on the last entry.

You could then select all of the rents and mark them all to be paid.

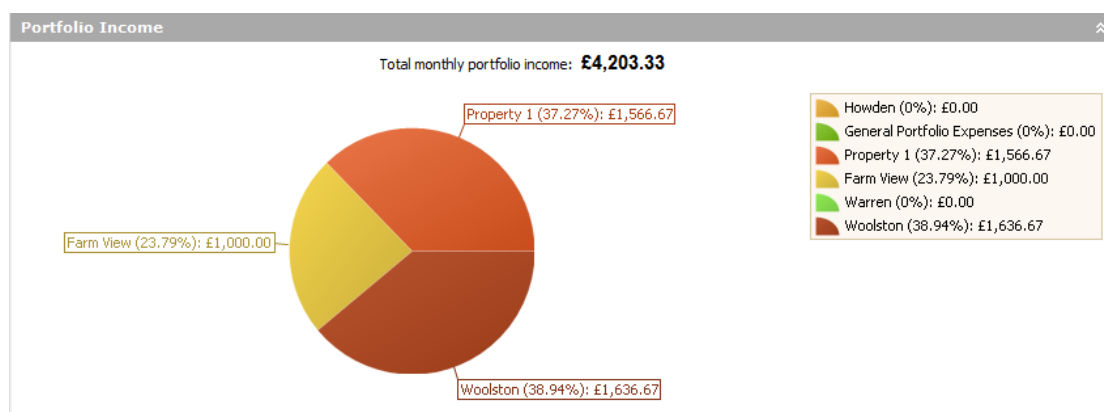
You could also print off a report showing all of the arrears.

With the overview of the reminders, you can click **View detail** links to open the underlying **Early Warning** tabs.

7.3. Portfolio Income

This pie chart allows you to see exactly how much income your portfolio is generating and how it is split across your the properties.

This report is also accessible through Report Manager (Equity and Yield Analyser → Portfolio Income Assessment).



7.4. Valuation and Yield Analysis

You can now see a summary of your net worth and overall portfolio yield. This report is also accessible through Report Manager (Equity and Yield Analyser).

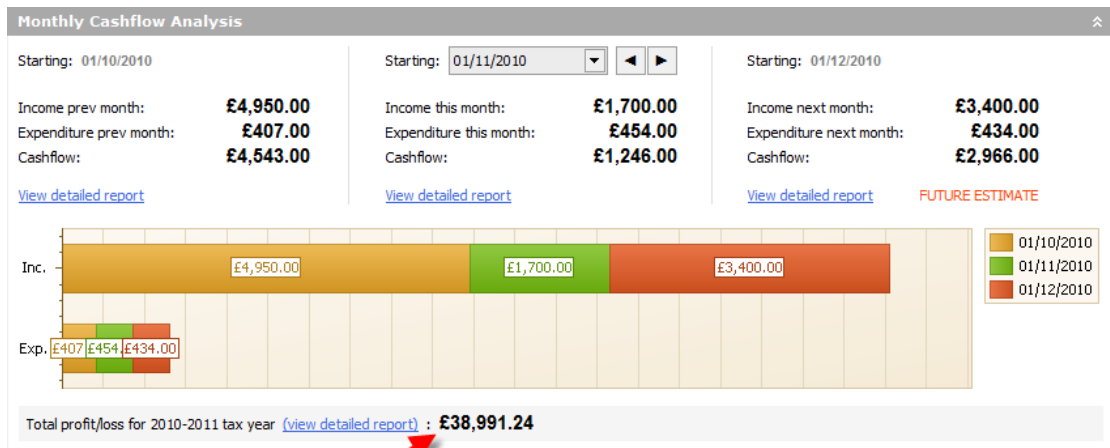
Valuation & Yield Analysis

Total purchase price:	£594,000.00	} View detailed report
Current equity total:	£174,140.00	
Valuation of portfolio:	£811,000.00	
Outstanding loans:	£505,860.00	
Total monthly income:	£4,203.33	
Average rental yield:	8.49 %	

7.5. Monthly Cashflow Analysis

Cashflow is at the heart of any business and now you can now see exactly how much money your portfolio is generating.

As part of the Portfolio Snapshot, we've added a new 'Rolling Cashflow Analyser.'



Estimated tax liability for

For each month, the rolling cashflow analyser shows the income and expenditure and, therefore, you can see your current, past and future forecasted profitability.

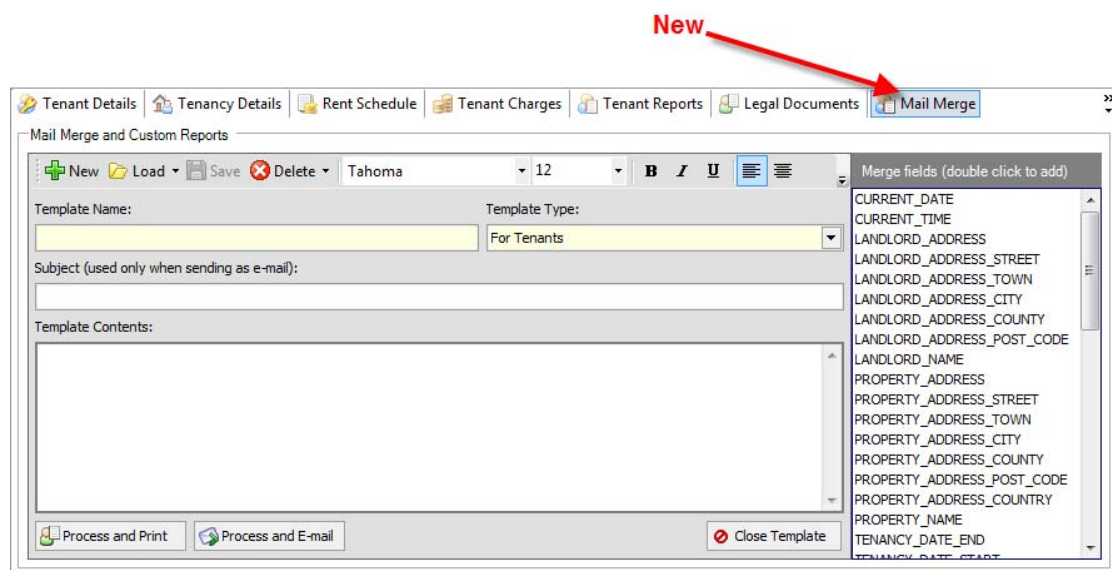
You also get to see the estimated tax liability for the current tax year.

8. New Mass Mailing/eMailing Solution

A new function has been added within the **Tenant Manager** module.

It is called **Mail Merge**. The purpose of this functionality is to allow you to create your own bespoke letters, messages, documents and have the ability to send them to your tenants, utility suppliers or general contacts (in Contact Manager).

The messages can be sent to single or multiple recipients via a standard letter or via our integrated emailing solution.



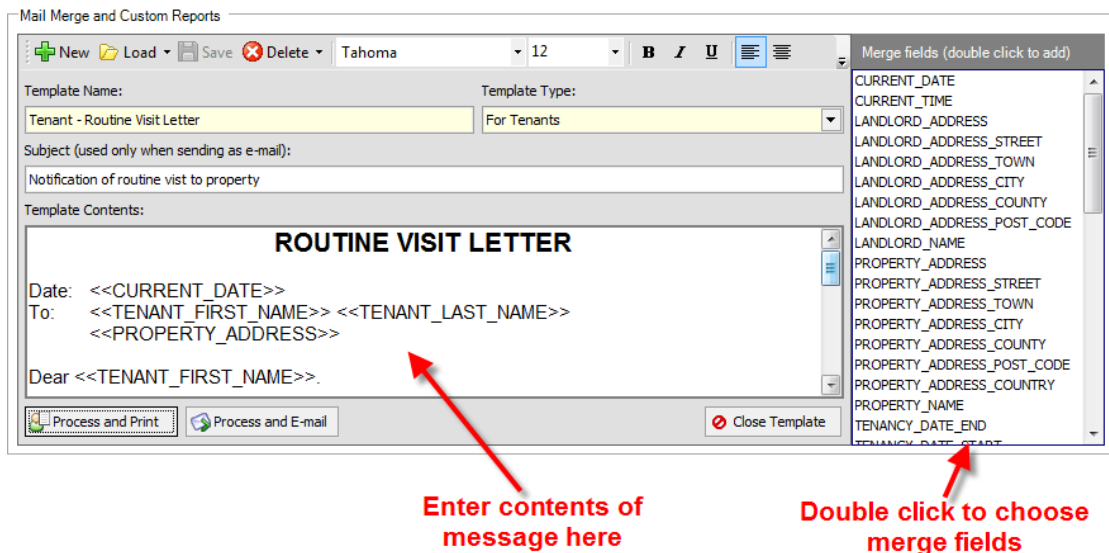
We have already added some templates in, so you can make use of these, but there is no limit to the number of templates that you create in the module.

8.1. Creating Your Own Templates

When creating your own template you need to specify who the letter/document is for. A template can be assigned to one of three types:

- If you are creating a template that will go to tenants, choose the template type 'For Tenants'.
- If you are creating a template that will go to utility suppliers, choose the template type 'For Utility / Service Suppliers'.
- If you are creating a template that will go to tenants, choose the template type 'For General Contacts'.

You give your template a name, enter your text into the **Template Contents** section, choose the merge fields down the right hand side and insert them accordingly.



Once your template has been created, you are ready to decide who you want to communicate the message to and how you want it to be sent.

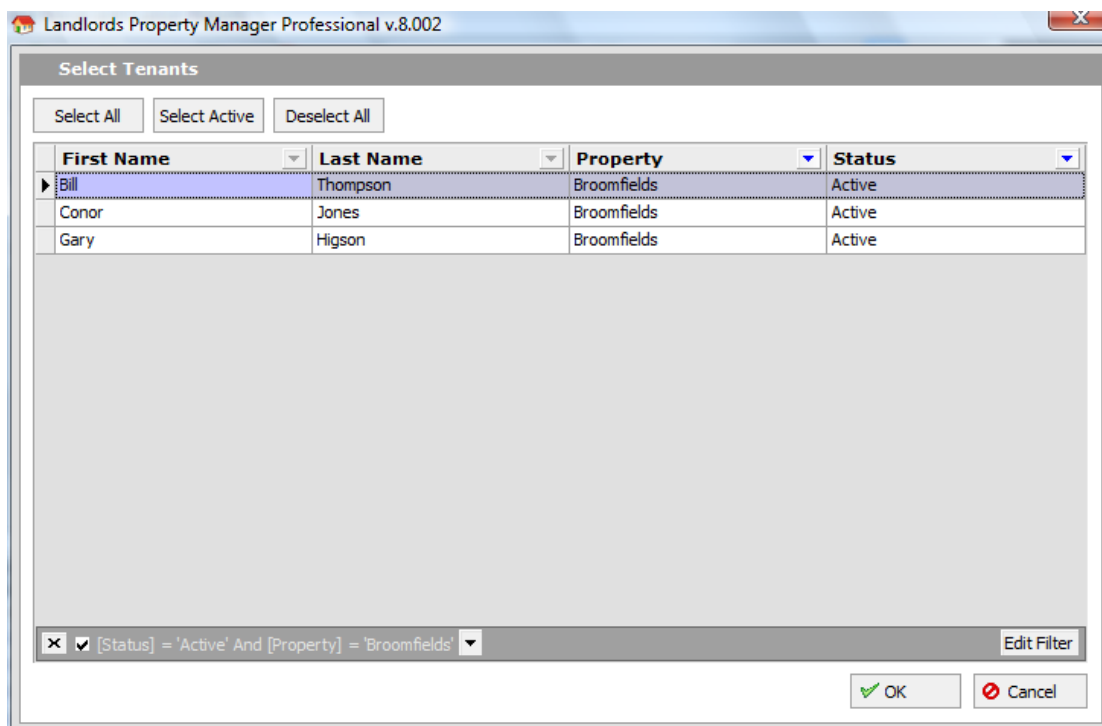
This is done by selecting the **Process and Print** or **Process and e-Mail** buttons at the bottom of the window:

Process and Print: Allows you to print the notification to one or many recipients

Process and Email: Allows you to email the notification to one or many recipients

8.2. Process the Communications

When you choose either option, you will be prompted to choose the recipients that the message will go to. For example, if your template type is for tenants then you will choose the tenants who the message will go to. You can choose one or more tenants:



You can choose any number of recipients by using the CTRL key and clicking on the records individually or using the **Select All** button.

8.3. Process and Print

If you have decided to **Process and Print** the letters then a preview screen will be run, using the standard report module, showing all of the letters that will be printed.

8.4. Process and e-Mail

If you have chosen the **Process and e-Mail** option then validation will be carried out to make sure that all of the recipients have email addresses.

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Review/Update Recipient E-mail Addresses

These are the recipients of the generated e-mail. You can edit their e-mail addresses below.

Recipients without an e-mail address will be excluded from the mailing.

Name	E-mail
▶ Alfonso	
Barry Gladstone	amers@property-tax-portal.co.uk
Bill Thompson	jd@hotmail.com
Brenda Gladstone	
Conor Jones	
Gary Higson	
John Smith	amers@property-tax-portal.co.uk
Justin Simpson	justin@hotmail.com
Louise Hall	hb@yahoo.com
Mr Frodo	

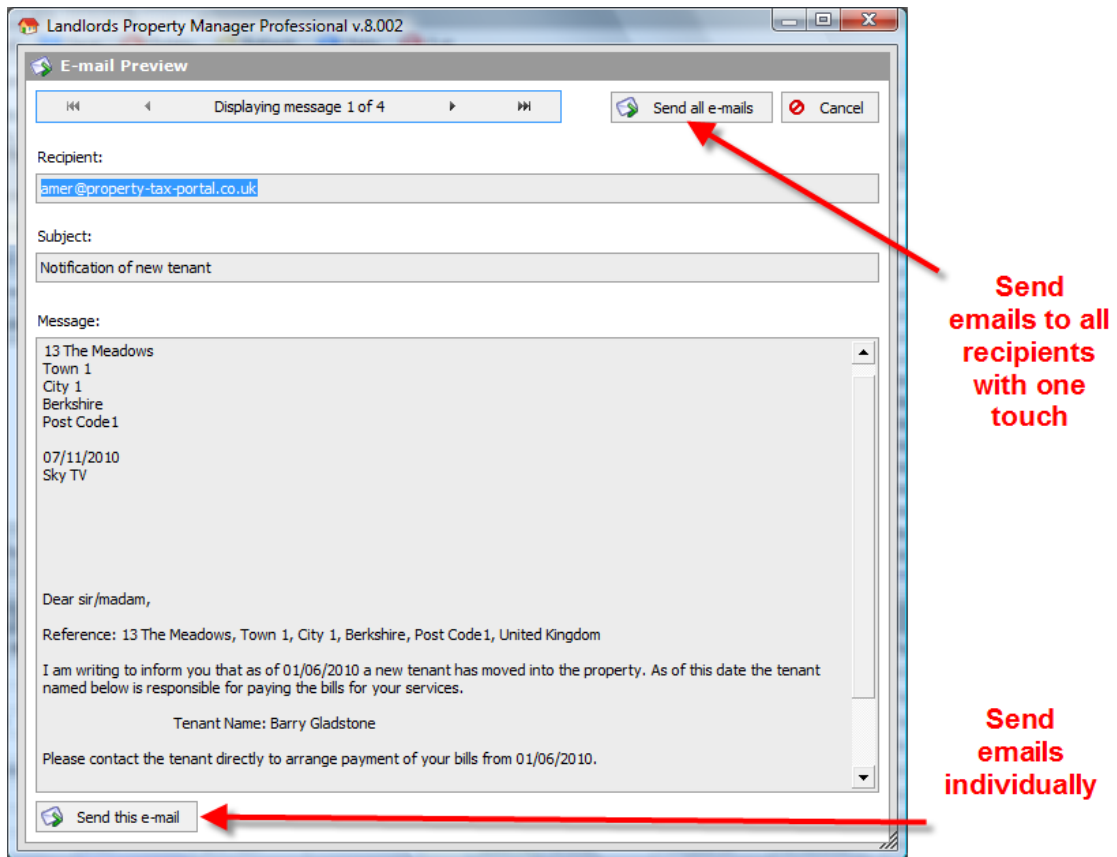
Update E-mail Addresses

OK Cancel

Enter email addresses for missing entries

If you decide not to update the email addresses at this point then the record will be discarded. Updating any missing emails here will also update the email against the actual tenant record.

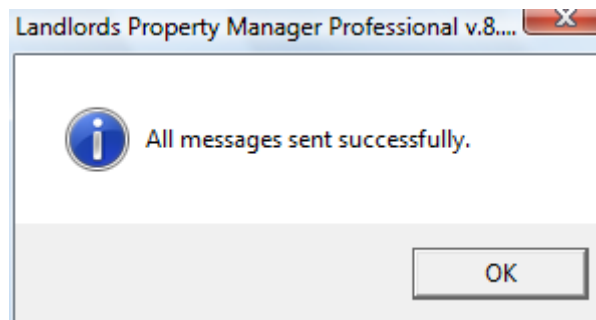
You will then be able to preview all emails that are going to be sent:



In the **E-mail Preview** screen you can change the content of any email if you want to.

You also have the option to send the emails individually by using the **Send this e-mail** button, or send them all at once by using the **Send all e-mails** button.

A confirmation message will be displayed to show that the emails have been sent:



8.5. E-mail Sending Process

Whenever an e-mail is being sent from Landlords Property Manager, the software contacts Property Portfolio Software's server and uses its mailing capabilities to send out the messages.

This effectively makes the software's mail merge module operational right out of the box, without any need for configuration. While this also means that any messages will

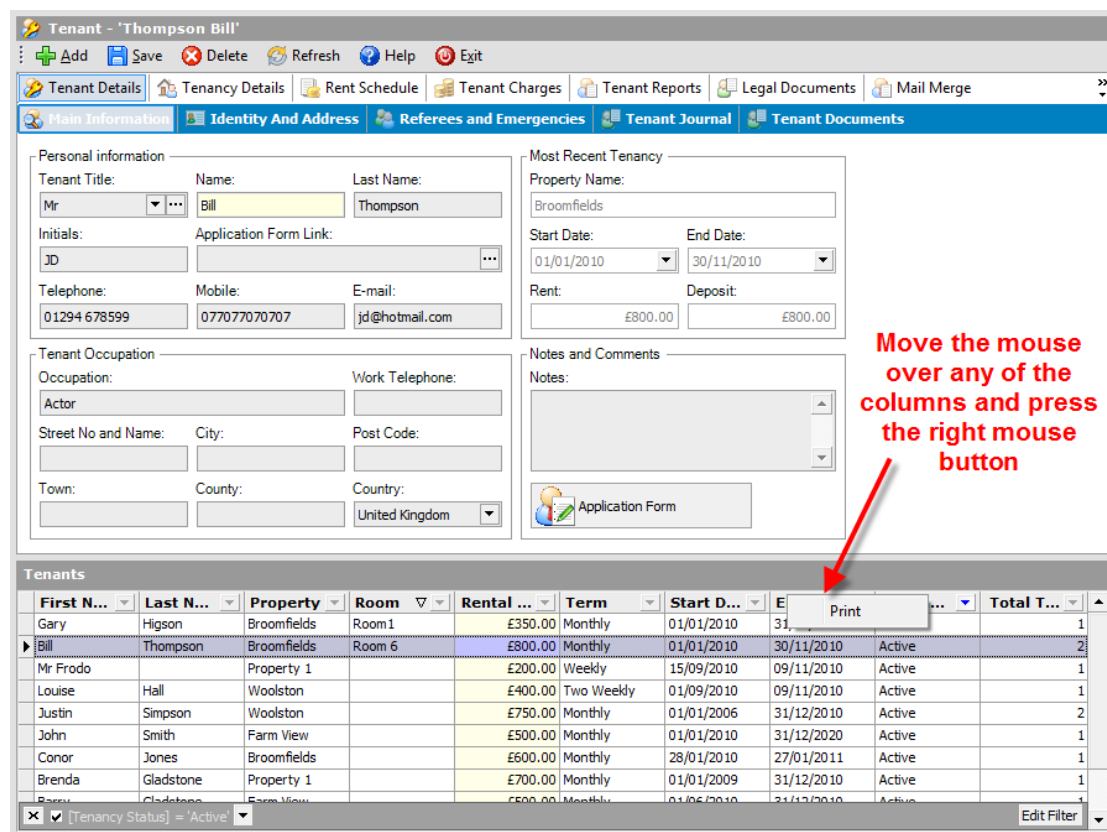
be sent using the same sender e-mail address (lpm@propertyportfoliosoftware.co.uk), your own landlord e-mail address will be included as the designated recipient upon replying to your e-mail.

All contemporary e-mail client applications and web based e-mail services honour this standard and thus you will receive any replies to the automated messages from the Landlords Property Manager mail merge system directly to your own mailbox.

9. Smart Print Function

We've now added a smart print function which allows you to print or export any of the lists that you see in the software.

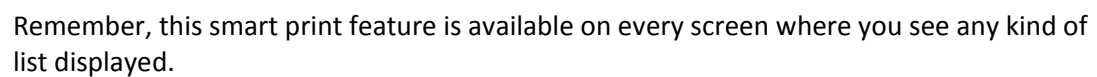
For example, if you wanted to print a list of tenants, as they appear in the **Tenant Manager** screen you simply move the mouse cursor above any of the columns and press the right mouse button:



As per the screenshot above, a **Print** option will appear.

Select this option and the data will be displayed in print ready format:

Data can be exported



10. Technical Notes - Encrypted Connections to the Database Server

Landlords Property Manager is now capable of demanding secure connection and full communication encryption between the software and the database server.

This is controlled by simply turning on the "Secure Connection" option from Preferences -> Database Connection Settings. The next time the software starts, it will request that the server uses secure channels and encryption.

Using secure connection normally does not have any significant impact on computer performance.

However, it is of no use to have this enabled when working on a standalone LPM installation that hosts both the application and the database on the same computer. It is useful when connecting from client installations to a remote database server.

No configuration or installation of SSL certificates is required on the server (although this can be done if necessary).

Whenever the software requests encrypted connection the server itself will generate a temporary self-signed certificate to ensure authentication and encryption.

11. A Lot More to Come...

This document highlights all of the new features that have been introduced as part of version 8 so far. We'll be making numerous more enhancements to this version, which all version 8 customers will get for free.

Please email support@propertyportfoliosoftware.co.uk to let us know what features you'd like to see implemented.

Amer Siddiq

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