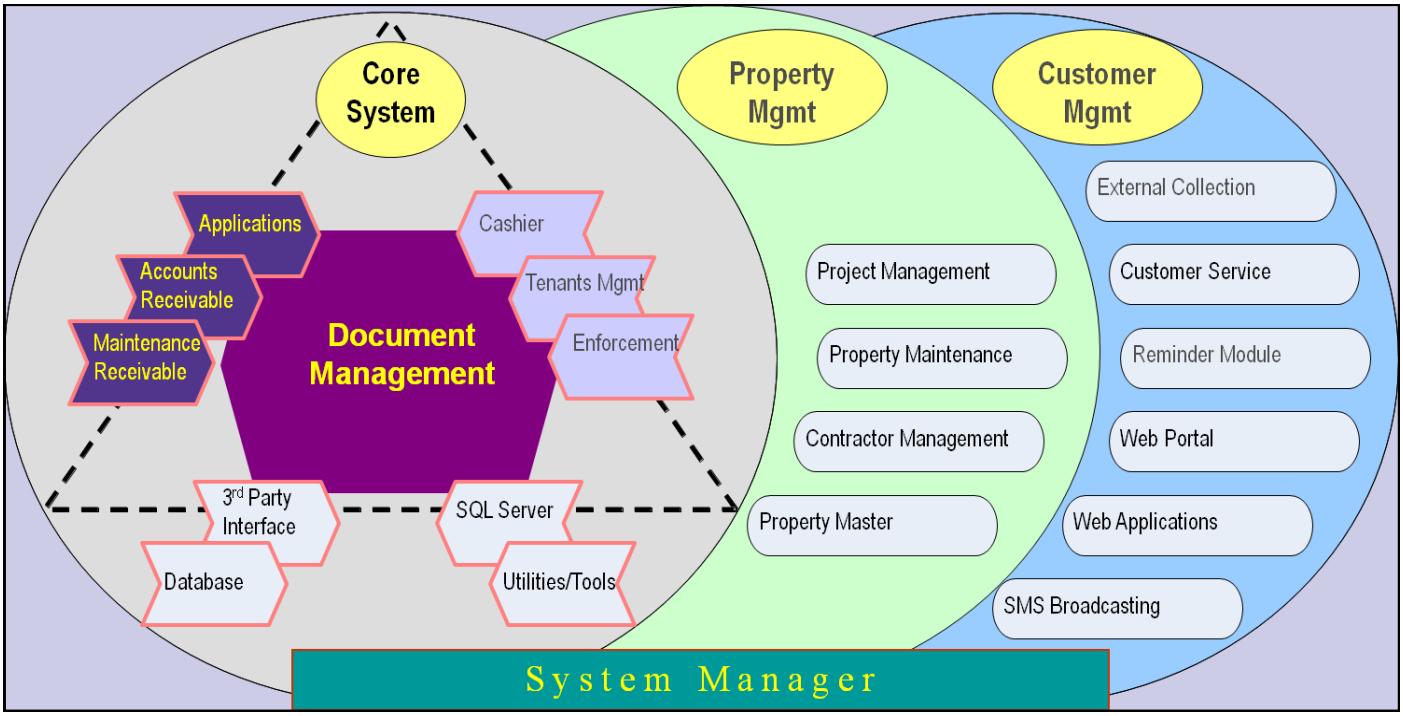
PROPERTY MANAGEMENT



Applications

This module allows you to track applicants. You have the ability to create multiple waiting lists and user defined sorting criteria for waiting lists. Track head of household and family members. Each waiting list can be linked to specific projects. As Applicants are added to the system, they become part of the 'Master Waiting List'. Then applicants can be applied to the waiting lists they are interested in. A status is given to each applicant to identify whether the applicant is active, ineligible, or housed.

Accounts Receivable

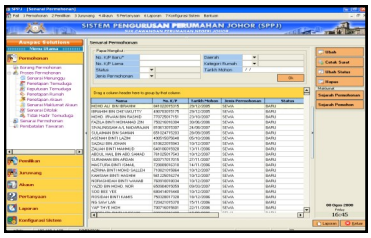
This module maintains a complete set of ledger. It forecasts projected collection and highlights overdue accounts through debtor aging and exception report. It automatically generates payment reminders to respective debtors based on user-defined criteria.

Project and Property

Buildings can be single family homes, or large complexes. You can easily set up your buildings and units. No need to remember Property ID, just find them listed by description or address from the drop down list. You can combine different kinds of properties (project). For example, a few duplexes, and a multi-storey flat property and all can be combined on the same software.

Maintenance

The module allows users to add and maintain unit information such as water meter. Public Housing units are stored by project, vacancy reports can be generated, and unit master lists can be printed. You can keep simple or detailed records about each unit and building.



Enforcement and Reminder

You can prepare standard letters elegantly using commercially available word processing packages and the system's Report Wizard. It easily integrates housing data stored in the database with Report Writer for creation of completely user-definable reports and letters. It automatically generates payment reminders to respective debtors based on user-defined criteria.

Tenants Management

This module allows users to maintain tenant information, including family members, income, assets and deductions. Contact information like phone numbers correspondence addresses can also be entered here. Users can access rental history and contact information from these items. Tenants can be transferred to new units, and move-outs can be processed from here also.

Customer Service

Customer Service maintains a centralized database on actions done to customers' requests. The system provides a comprehensive customer service statistical report which includes response timeliness, request frequency and solution to similar problems. Issues are constant events occurring throughout tenant occupancy. You can have a complete picture of all issues and related resolutions. It allows issues to be dynamically linked to other related documents.

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