

Reapit 12.178 release notes

These notes have been exported from the online Reapit Knowledge Base, therefore some formatting, layout and links may be lost in this format

To access the release notes via the Knowledge Base, [click here](#)

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These notes outline the latest additions and enhancements for the above version

Use your Reapit software to check which version you are using to see which features are available to you (your current version number is displayed at the bottom of the main menu bar)

Configuration options are available to Enterprise customers only

** Only applies to users of Client Accounts (UK) or Property Management Accounts (APAC)*

Sales & lettings/rentals

Advanced custom sales progress milestones - configuration option

This guide has been reviewed against our global client base and classed as relevant to all regions

Configurable option for Enterprise customers

To request this option to be enabled on your system, contact Reapit Support

When contacting Reapit Support, include the milestone types you wish to be added and how you would like each one to be configured (as outlined below)

If you have access to configuration screens, you can set this up yourself via the *Setup Checks/Agreements* screen, as outlined in the Knowledge Base guide titled: **Checks & agreements - how to set-up & maintain**

Advanced custom sales progress milestones can be added to the sales progress screen - this new milestone functionality provides a more advanced & customised checklist functionality, similar to other checklists available across the system

Configuration options

Advanced custom sales progress milestone functionality allows you to tailor your sales progression milestones to suit your business processes - configuration options include being able to choose:

- milestone title/name
- whether a 'required by' date is needed
- whether a document is required for the milestone
- the response options for each milestone (e.g. sent, received)
- which response options are classed as 'milestone completed'
- whether the milestone needs to be complete before the property exchanges
- whether the user can make changes to the milestone title and/or remove it

Reporting on advanced custom sales progress milestones will be possible in future versions

1. Access the sales progress screen

From the property screen:

- Click **Offers** and select the accepted offer
- From the **Options** panel, click **Sales Progress**

The screenshot displays the 'Offers' interface. At the top, there are tabs for 'Offers & Reservations' and 'Buyer & Sales Details'. The 'Property Status' is 'Sold STC - Available'. Below this is a table of 'Available Offers' with the following data:

Buyers	Price	Status	Negotiator	Date
Mr Sebastian White (applicant)	£3,850,0...	Offer Accepted	Kian Kettle...	10/08/2023
Mr Connor Wright (applicant)	£4,000,0...	Offer Withdra...	Kian Kettle...	02/11/2022

Below the table, there is a form with the following fields:

- Status: **Accepted** (with a radio button for 'Include in Pipeline')
- Negotiator: **Kian Kettlewell**
- Amount: **£3,850,000** (94%)
- Date: **10/08/2023**
- Review Date: **27/10/2023**
- Exchange Due: **15/12/2023**
- Vendor Solicitor: **Cavendish Legal Group, London**
- Applicant Solicitor: **Archstone Solicitors, Stratford**
- Sales Progressor: **Anna Graham**

To the right of the form is the 'Options' panel, which includes:

- Memorandum of sale
- Sales Progress** (highlighted with a yellow circle)
- Chain

On the far right is the 'Activity Feed' with a search bar and two entries:

- Deeds and searches (Yesterday by Kian K)
- Searches sent (08/11/2023 by Kian K)

2. Access advanced custom milestones

When advanced custom milestones have been configured they will be displayed by default, as shown in the example below - when not configured, the *Milestones* tab will display the legacy milestone view instead

When advanced custom milestones have been configured, if milestone information had previously been entered, a record of these is stored in the *Legacy Milestones* tab
See section **2a** for more information

From Sales Progress screen:

- The advanced custom **Milestones** are shown by default

The screenshot displays the 'Offer and Sales Progress' interface. It features contact information for the Vendor (Miss R Biesty), Buyer (Mr Sebastian White), Solicitor (Cavendish Legal Group, London), and Staff Member (Mrs Helen Parr). Below this, there are tabs for 'Milestones', 'Legacy Milestones', and 'Mortgage & Additional Survey'. The 'Milestones' tab is active, showing a table of milestones with columns for description, status, date, and action icons.

Milestone	Status	Date	Icons
F&F Form	Needed	29/02/2024	[Calendar] [List] [Warning] [Link] [Close]
Title Deed	Arranged/Sent	08/03/2024	[Calendar] [List] [Warning] [Link] [Close]
Draft Contract	Arranged/Sent	08/03/2024	[Calendar] [List] [Warning] [Link] [Close]
Searches	Arranged/Sent	08/03/2024	[Calendar] [List] [Warning] [Link] [Close]
Enquiries	Arranged/Sent	08/03/2024	[Calendar] [List] [Warning] [Link] [Close]
Contract Signed - Vendor	Select status ...	15/03/2024	[Calendar] [List] [Warning] [Link]
Contract Signed - Purchaser	Select status ...	15/03/2024	[Calendar] [List] [Warning] [Link]
Exchanged - Vendor	Select status ...	29/03/2024	[Calendar] [List] [Warning] [Link]
Exchanged - Purchaser	Select status ...	29/03/2024	[Calendar] [List] [Warning] [Link]

All options shown above have been set-up per customer requirements and can be changed as required via configuration

2a. Legacy Milestones

The **Legacy Milestones** tab is displayed if previous/original milestone options had been entered before the advanced custom milestones were implemented on your system

E-mail		helen@londonproperty.com		E-mail		justine@archstone.com	
Milestones	Legacy Milestones	Mortgage & Additional Survey					
F&F Form	<input checked="" type="checkbox"/> Completed	31/01/2024	Exchanged	<input type="checkbox"/> Vendor			
Title Deed	<input checked="" type="checkbox"/> Requested	01/02/2024		<input type="checkbox"/> Purchaser			
	<input type="checkbox"/> Received						
Draft Contract	<input checked="" type="checkbox"/> Sent	31/01/2024					
	<input checked="" type="checkbox"/> Received	13/02/2024					
	<input type="checkbox"/> Approved						
Searches	<input checked="" type="checkbox"/> Paid	01/02/2024					
	<input type="checkbox"/> Applied						
	<input type="checkbox"/> Received						
Enquiries	<input type="checkbox"/> Sent						
	<input type="checkbox"/> Answered						
Contract Signed	<input type="checkbox"/> Vendor						
	<input type="checkbox"/> Purchaser						

3. Advanced custom milestone options

The milestone and associated options offered are dependent on configuration, see note at the bottom of this section

- **Milestone title**
When a red cross is shown to the right of the milestone, the milestone title can be changed - clicking the red cross also allows the milestone to be removed
Where no red cross displayed, the milestone cannot be edited or removed, as set up in configuration
- **Milestone status**
Status options offered are dependent on configuration
When a document is required in order to complete a milestone, any status classed as a completion status will not be displayed (e.g. Received, Approved)
- **Milestone 'required by' date**
Where configured, a date is shown and allows a 'required by' date to be identified for the milestone
- **Document required**
When a document icon is displayed (to the right of the milestone) a document needs to be uploaded before the milestone can be marked as completed
Documents are uploaded via the paperclip icon to the right of the milestone
- **Milestone required by exchange**
When an exclamation mark icon is displayed (to the right of the milestone), the milestone must be completed before the property can be set to *Exchanged* status - this has been applied to all milestones shown below
When a milestone is considered 'complete' is dependent on configuration
- **Paperclip icon**
Click this icon to upload documents or view documents already uploaded for the selected milestone

F&F Form	Needed	29/02/2024					
Title Deed	<input type="radio"/> Not Needed	08/03/2024					
Draft Contract	<input checked="" type="radio"/> Needed	08/03/2024					
Searches	<input type="radio"/> Arranged/Sent	08/03/2024					
Enquiries	Arranged/Sent	08/03/2024					
Contract Signed - Vendor	Select status ...	15/03/2024					
Contract Signed - Purchaser	Select status ...	15/03/2024					
Exchanged - Vendor	Select status ...	29/03/2024					
Exchanged - Purchaser	Select status ...	29/03/2024					

How milestones are set up is dependent on configuration - *Enterprise clients can contact Reapit Support to request setup*

Alternatively, if you have access to configuration screens, you can set this up yourself via the *Setup Checks/Agreements* screen, as outlined in the Knowledge Base guide titled: **Checks & agreements - how to set-up & maintain**

4. Completing milestones

When milestones are marked as completed, this is indicated on screen

Status options that determine the milestone being complete is dependent on configuration

The screenshot displays a software interface for managing milestones. At the top, there are two email address fields: 'helen@londonproperty.com' and 'justine@archstone.com'. Below these are two tabs: 'Milestones' (which is selected) and 'Mortgage & Additional Survey'. The main area contains a table of milestones with the following data:

Milestone Name	Status	Date	Actions
F&F Form	Received	29/02/2024	Warning, Link, Delete
Title Deed	Received	08/03/2024	Warning, Link, Delete
Draft Contract	Received	08/03/2024	Warning, Link, Delete
Searches	Received	08/03/2024	Warning, Link, Delete
Enquiries	Arranged/Sent	08/03/2024	Warning, Link, Delete
Contract Signed - Vendor	Received	15/03/2024	Warning, Link
Contract Signed - Purchaser	Select status ...	15/03/2024	Warning, Link
Exchanged - Vendor	Select status ...	29/03/2024	Warning, Link
Exchanged - Purchaser	Select status ...	29/03/2024	Warning, Link

Merge codes available for tenancy break clauses, allowances & responsibilities

This guide has been reviewed against our global client base and classed as relevant to all regions

Merge codes are available for break clause, allowance and responsibility information stored on the tenancy

Different merge codes are available for each title and each description for each of the agreement types, allowing them to be used and formatted independently

The creation of these additional merge codes allows the specific detail of break clauses, allowances and responsibilities to be used in letters and documents

Agreement information on tenancy

Details of break clauses, allowances & responsibilities are stored on the *Agreement* tab of the tenancy record - the merge codes listed in this guide pull information from here

From tenancy:

- Click **Agreement**
- All break clauses, allowances and responsibilities are stored on this screen

Ms P Scudamore - 77 Cadogan Place, London, SW1X 9RP - Registered 20/02/2023 - LON230003

Details Financial & Renewals **Agreement** Pre-Tenancy Management Post-Tenancy Letters Print

Renewal Option

Further Option to Renew:

If the Tenant throughout the Second term of the Tenancy has paid the Rent payable under the Agreement, has performed and complied with all the Tenant's covenants under the Agreement and wants to continue the Tenancy created by the Agreement for a further period of one year from the expiration of the Second Term and the Tenant or his agent gives to the Landlord or the Agent two months prior notice in writing on or before the 3rd month

Break Clauses Break After Agreed

Party	Description	Break After	L	T
Landlord	Landlord break clause		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tenant	Tenant break clause	19/08/2024	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Allowed / Disallowed Agreed

Disallowed	Description	L	T
Disallowed	Pets	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Allowed	Bicycles	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Allowed	Permitted occupier (1; John Smith)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Responsibilities Agreed

Tenant	Description	L	T
Tenant	Garden maintenance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tenant	Carpet and floor cleaning	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tenant	Pool cleaning	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Activity Feed

- New fee allocation of 75% for London 02/10/2023 by Kian Kettlewell
- New fee allocation of 25% for Oxford 02/10/2023 by Kian Kettlewell
- Fee allocation for Simon Crisp changed from £10 to £15 02/10/2023 by Kian Kettlewell
- Fee allocation for London changed from 75% to 65% 02/10/2023 by Kian Kettlewell
- Fee allocation for London changed from 65% to 75% 02/10/2023 by Kian Kettlewell

Accounts Functions

- Invoicing
- Receipts
- View Transactions
- Tenancy Income

Further information on agreement configuration is available in the section of the Knowledge Base titled: **Configuration options (tenancy)**

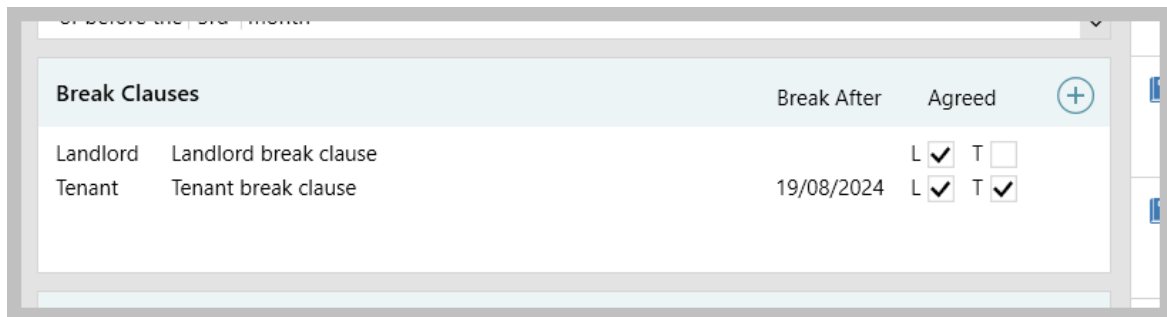
Break clause merge codes

A break clause has a title and a description - separate merge codes are available for each

Break clauses in the Agreement tab

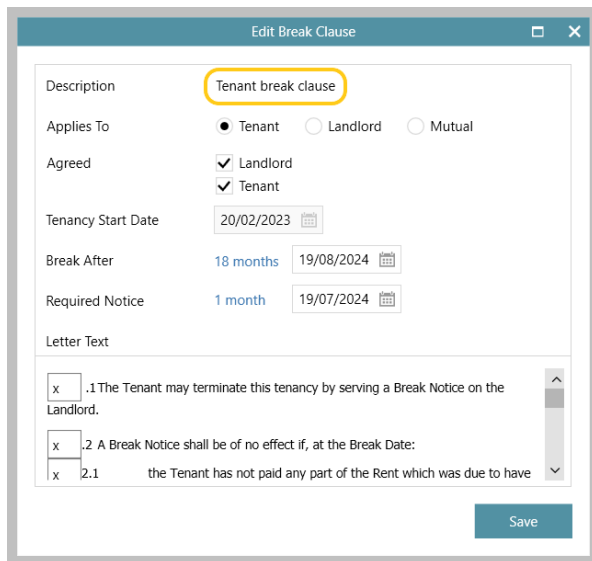
The break clause list is shown in the agreement tab of the tenancy record with the title of the break clause displayed

- Both the break clause title and description/letter text have a merge code
- The place in the list also needs to be noted as this needs to be inserted into the merge code
For this example: *Landlord break clause* is position 0, *Tenant break clause* is position 1



Break Clauses		Break After	Agreed		
Landlord	Landlord break clause		L <input checked="" type="checkbox"/>	T <input type="checkbox"/>	
Tenant	Tenant break clause	19/08/2024	L <input checked="" type="checkbox"/>	T <input checked="" type="checkbox"/>	

Break clause title



Edit Break Clause

Description: **Tenant break clause**

Applies To: Tenant Landlord Mutual

Agreed: Landlord Tenant

Tenancy Start Date: 20/02/2023

Break After: 18 months 19/08/2024

Required Notice: 1 month 19/07/2024

Letter Text

.1 The Tenant may terminate this tenancy by serving a Break Notice on the Landlord.

.2 A Break Notice shall be of no effect if, at the Break Date:

2.1 the Tenant has not paid any part of the Rent which was due to have

Save

Merge code

Merge code for the **first** title in the list:

<Tenancy.GetBreakClauseTitleSelectMerge(0)>

Merge code for the **second** title in the list:

<Tenancy.GetBreakClauseTitleSelectMerge(1)>

Number 2 should be used for the third clause in the list, and so on (a number needs to be entered into the merge code to ensure that the required clause is pulled into the letter/document)

Break clause description / letter text

Edit Break Clause

Description Tenant break clause

Applies To Tenant Landlord Mutual

Agreed Landlord Tenant

Tenancy Start Date 20/02/2023

Break After 18 months 19/08/2024

Required Notice 1 month 19/07/2024

Letter Text

- x .1 The Tenant may terminate this tenancy by serving a Break Notice on the Landlord.
- x .2 A Break Notice shall be of no effect if, at the Break Date:
- x 2.1 the Tenant has not paid any part of the Rent which was due to have

Save

Merge code

Merge code for the **first** description in the list:

```
<Tenancy.GetBreakClauseDescSelectMerge(0)>
```

Merge code for the **second** description in the list is:

```
<Tenancy.GetBreakClauseDescSelectMerge(1)>
```

Number 2 should be used for the third clause in the list, and so on (a number needs to be entered into the merge code to ensure that the required clause is pulled into the letter/document)

Allowance merge codes

An allowance has a title and a description - separate merge codes are available for each

Allowances in the Agreement tab

Allowances are shown in the agreement tab of the tenancy record with the title of the allowance displayed

- Both the allowance title and description/letter text have a merge code
- The place in the list also needs to be noted as this needs to be inserted into the merge code
For this example: *Pets* is position 0, *Bicycles* is position 1, *Permitted occupier* is position 2

Allowed / Disallowed	Pets	Bicycles	Permitted occupier (1; John Smith)	Agreed
Disallowed Pets	L <input checked="" type="checkbox"/> T <input type="checkbox"/>	L <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/>	L <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> ☆
Allowed Bicycles	L <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/>	L <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/>	L <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/>	
Allowed Permitted occupier (1; John Smith)	L <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/>	L <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/>	L <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/>	

Allowances title

Edit Allowance

Description **Bicycles**

Type Allowed Disallowed

Agreed Landlord Tenant

Letter Text

Up to 2 bicycles are permitted to be stored in the stairwell

Save

Merge code

Merge code for the **first** title in the list:

```
<Tenancy.GetAllowTitleSelectMerge(0)>
```

Merge code for the **second** title in the list:

```
<Tenancy.GetAllowTitleSelectMerge(1)>
```

Number 2 should be used for the third allowance in the list, and so on (a number needs to be entered into the merge code to ensure that the required allowance is pulled into the letter/document)

Allowances description / letter text

Edit Allowance

Description Bicycles

Type Allowed Disallowed

Agreed Landlord Tenant

Letter Text

Up to 2 bicycles are permitted to be stored in the stairwell

Save

Merge code

Merge code for the **first** description in the list:

```
<Tenancy.GetAllowDescSelectMerge(0)>
```

Merge code for the **second** description in the list is:

```
<Tenancy.GetAllowDescSelectMerge(1)>
```

Number 2 should be used for the third allowance in the list, and so on (a number needs to be entered into the merge code to ensure that the required allowance is pulled into the letter/document)

Responsibility merge codes

A responsibility has a title and a description - separate merge codes are available for each

Responsibilities in the Agreement tab

Responsibilities are shown in the agreement tab of the tenancy record with the title of the responsibility displayed

- Both the responsibility title and description/letter text have a merge code
- The place in the list also needs to be noted as this needs to be inserted into the merge code
For this example: *Garden maintenance* is position 0, *Carpet and floor cleaning* is position 1, *Pool cleaning* is position 2

Responsibilities		Agreed	(+)
Tenant	Garden maintenance	L <input checked="" type="checkbox"/> T <input type="checkbox"/>	☆
Tenant	Carpet and floor cleaning	L <input checked="" type="checkbox"/> T <input type="checkbox"/>	☆
Tenant	Pool cleaning	L <input checked="" type="checkbox"/> T <input type="checkbox"/>	☆

Responsibilities title

Edit Responsibility

Description:

Responsible: Tenant Landlord

Agreed: Landlord Tenant

Letter Text

The garden will be kept to an acceptable standard by a professional gardener, once a month. Tenant to cut lawns on a more regular basis.

Save

Merge code

Merge code for the **first** title in the list:

```
<Tenancy.GetRespTitleSelectMerge(0)>
```

Merge code for the **second** title in the list:

```
<Tenancy.GetRespTitleSelectMerge(1)>
```

Number 2 should be used for the third responsibility in the list, and so on (a number needs to be entered into the merge code to ensure that the required responsibility is pulled into the letter/document)

Responsibilities description / letter text

The screenshot shows a web form titled "Edit Responsibility". The form has a teal header bar with the title and window controls. Below the header, there are several sections:

- Description:** Garden maintenance
- Responsible:** Radio buttons for "Tenant" (selected) and "Landlord".
- Agreed:** Checkboxes for "Landlord" (checked) and "Tenant".
- Letter Text:** A text area containing the text: "The garden will be kept to an acceptable standard by a professional gardener, once a month. Tenant to cut lawns on a more regular basis." This section is highlighted with a yellow border.
- Save:** A teal button at the bottom right.

Merge code

Merge code for the **first** description in the list:

```
<Tenancy.GetRespDescSelectMerge(0)>
```

Merge code for the **second** description in the list is:

```
<Tenancy.GetRespDescSelectMerge(1)>
```

Number 2 should be used for the third responsibility in the list, and so on (a number needs to be entered into the merge code to ensure that the required responsibility is pulled into the letter/document)

Using formatting and/or numbered lists for merge codes

Formatting

Entering a merge code using formatting will pull that formatting through to the letter/document itself - e.g. bold

Numbered lists

A numbered list can be generated by adding 'true' to the right of the number within the brackets at the end of the merge code - e.g. <Tenancy.GetAllowTitleSelectMerge(0,true)>

If the number is not to be included then this would be entered: <Tenancy.GetAllowTitleSelectMerge(0)>

Example

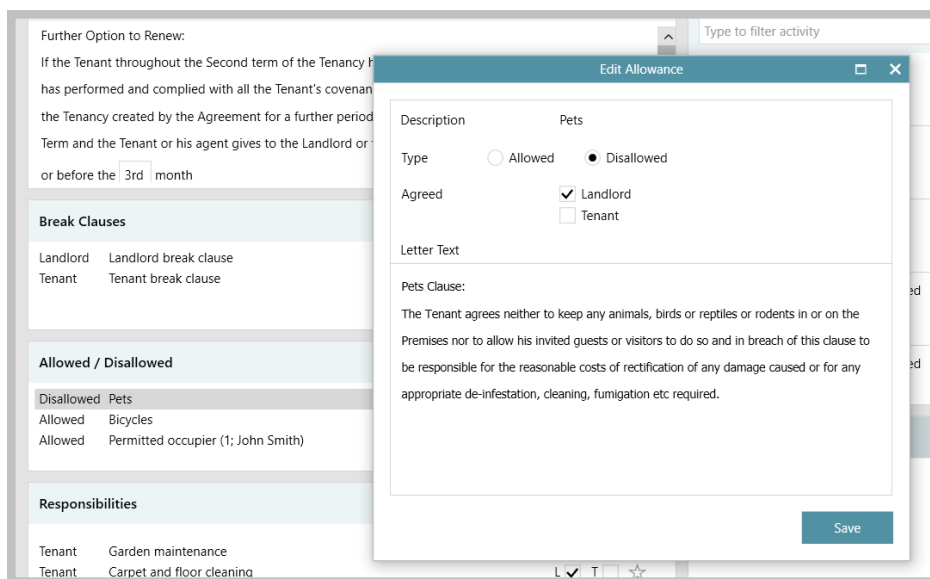
For example, to pull the title and description into a document for the first allowance shown in the example below (i.e. Pets) - to show:

- the title in bold
- a number beside the title

The following merge codes would need to be used in the template:

<Tenancy.GetAllowTitleSelectMerge(0,true)>

<Tenancy.GetAllowDescSelectMerge(0)>



This will display the following text in a letter/document:

1. Pets

Pets Clause:

The Tenant agrees neither to keep any animals, birds or reptiles or rodents in or on the Premises nor to allow his invited guests or visitors to do so and in breach of this clause to be responsible for the reasonable costs of rectification of any damage caused or for any appropriate de-infestation, cleaning, fumigation etc required.

Number 1. is shown next to this allowance due to it being the first entry in the list of allowances on the Agreement tab

Email copy of final inspection report after upload via inspection diary appointment - configuration option

This guide has been reviewed against our global client base and classed as relevant to all regions

Configurable option for Enterprise customers

However, if your system already generates an email following an upload from the document importer tool, no further configuration is required

This feature is applicable when configuration is in place which allows draft and final property inspection report documents to be uploaded to a property inspection appointment, as outlined in the Knowledge Base guide titled: **Store documents against property inspection - configuration option**

To request these options to be enabled on your system, contact Reapit Support

A configuration option is available which automatically creates an email when a final inspection report is uploaded via the inspection diary appointment

The email generated is addressed to the landlord(s) using a specific template, which would usually contain a covering letter along with an attached copy of the PDF inspection document

Upload final report

An email will be generated when uploading a final inspection report (not a draft report) from the inspection diary appointment

From inspection diary appointment:

- Click **Final Report**

The screenshot shows the 'Diary' appointment form in the Reapit system. The 'Final Report' option is selected and highlighted with a yellow circle. The form includes fields for entry date, time, and type, as well as contact information for the landlord and tenant.

Diary

+ Add Another + Duplicate ✓ Draft Report **X Final Report** Print Save

Entry Date: 14/02/2024 From: 09:00 To: 09:45

Recur every: 0 Until: / /

Entry Type: Property Inspection Virtual

Enter entry comments

✓ Accompanied **Morven McCormick** Other Agent

+ Negotiators/Offices Confirmed

Cancelled Repeat All Confirmed

Follow Up / / Followed Up

Follow Up Select follow-up feedback for vendor ...

Enter follow up notes

Property: RPT190236 Confirmed Followed Up

81 Marchmont Green Road, Harmiston, ...

Landlord Mr Graham Chapman & Ms Evelyn...

Mobile: 07452 564233

Home: 029 832 8723

E-mail: graham@email.com

Tenancy: RPT190293 Confirmed Followed Up

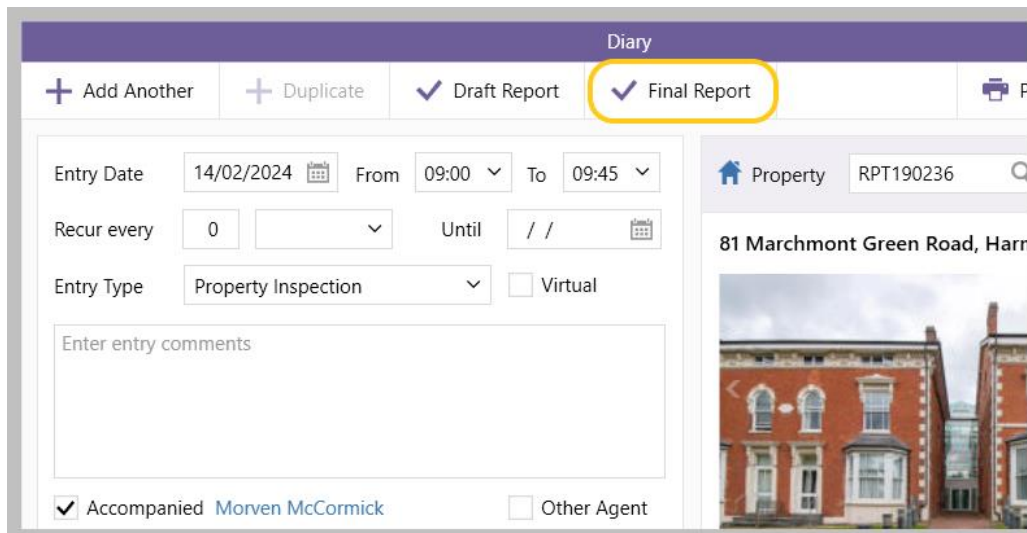
Tenant Ms Alanna Gordon, Mr G Green

Home: 01632 963596

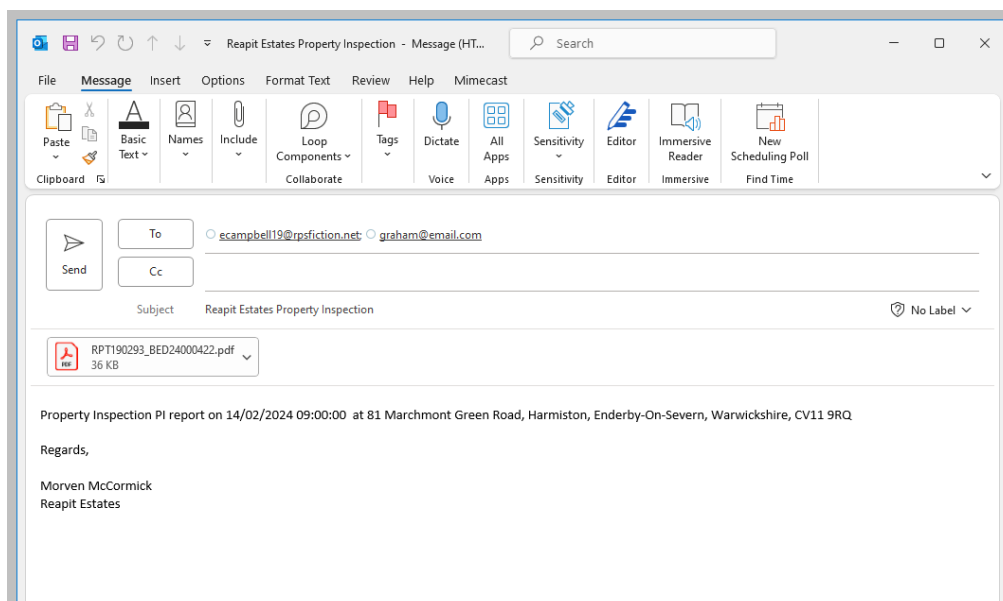
Mobile: 07700 903596

- Tenancy Current
- £800 per month
- Start date 03/12/2019 12:00 AM

- A window will be displayed to allow you to browse to the report on your device - double-click when found
- The final report is uploaded to the Property Inspection (as indicated by the tick beside Final Report)



- An email will be automatically generated - the report is attached to the email and the landlord email addresses entered, where saved on the system



This configuration will also automatically generate an email when uploading the final report via the document importer, as outlined in the Knowledge Base guide titled:

Email copy of final inspection report after upload via document importer - configuration option

For more information about the document importer, see Knowledge Base guide titled:

Import and attach documents in bulk via document importer - configuration option

Accounts*

Access to landlord account details on property rent/fee details

This guide has been reviewed against our global client base and classed as relevant to all regions

This option is available by default - however, Enterprise customers can request that security settings are applied to disable access to the option for selected users/groups
To request this to be enabled on your system, contact Reapit Support

Access to landlord account information is now available to all users via a link on the property rent/fee details screen - this information can also be hidden from view for selected users/groups

Depending on configuration, you may have previously had access to this information via the rent/fee details screen but in a different location (next to the Rent Guarantee section)

From property record:

- Click **Rent/Fee Details**

The screenshot displays a property record for 'Flat 5, 100 Cadogan Place, London, SW1X 9RP - Registered 24/0'. The interface includes a top navigation bar with 'Quick List' and a search icon. Below this, there are tabs for 'Match', 'Journal', 'Tenancy (1)', 'Viewings and Keys', and 'Works (2)'. The main content area is divided into several sections: a left sidebar with property details (Flat 5, 100 Cadogan Place, London, SW1X 9RP, United Kingdom, Area: Knightsbridge), a central 'Landlord' section for 'Mr Adam Armstrong' with contact details (Mobile: 07744 556578, Home: Not added, Next call: 03/03/2023), and a right-hand section for 'Rent/Fee Details' which is highlighted with a yellow box. This section includes fields for 'Rent p/m' (£4,000.00), 'Letting Fee' (10%), and 'Mgmt fee (%)' (8%). Other sections visible include 'Active' (Lettings), 'Status' (Tenancy Current - Unavailable), 'Available From' (27/02/2024), 'Pre-Instruction Checks', 'Marketing', and 'Attributes'. An 'Activity' sidebar on the far right shows a list of events.

- An **Accounts** section has been added (top left)

Rent and Commission Details

Accounts
Account details [Landlord Account](#)

Commission
Letting Service: **Managed tenancy**
Letting Fee: 10 %
Our split: 0 %
Reducing to: 0 % after 0 months
Reducing to: 0 % after 0 months
Letting Fee Collection: **Monthly**
Management Fee: 8 %
Invoicing Note: [View/edit note ...](#)
Vacant Management: Include in rent run
Management fee: £0.00 [Select ...](#)
Fee starting date: / / End: / /

Agency and Rent
Agency: Joint Sole
Date instructed: 24/02/2023 MA 13/02/2023
Agreement signed: 24/02/2023
Inspected By: Kian Kettlewell
Deposit required: 1 Months Rent
Match rent from: £3,600 to £4,400 p/m
Rent includes: Council tax & utilities
Lid responsible for: Check in Check out
Preferred suppliers: Able Maintenance, London; Mario Brothers Plumbing, Fulham; Oscar Green Joinery, Battersea; Safe Gas & Electric, London; Add ...
Landlord fees: Add ...

Renewal Details
Letting fee
Management fee
Fees
Notes
Sub Agents
Fee to Sub Agent
Instruction
Add ...
Joint Agents

- Click **Landlord Account** to view the landlord account information

Landlord Accounts for Flat 5, 100 Cadogan Place, London, SW1X 9RP

Main Property Account Penny Bank - A/C: 98568543 Armstrong Properties

Select specific accounts for individual landlord payments

Mr Adam Armstrong Penny Bank - A/C: 123456789 Mr Adam Armstrong

Show landlords with arrears in the arrears screen even when in net credit - configuration option

This guide has been reviewed against our global client base and classed as relevant to all regions

Configurable option for Enterprise customers

To request this option to be enabled on your system, contact Reapit Support

A configuration option is available which will flag landlords with arrears in the arrears screen, even when they are in net credit

For example: a landlord has arrears against 1 Long Street but also has available credit against 10 Rose Terrace, meaning that the landlord account overall is in credit - however, you still want the landlord to be flagged as in arrears to allow you to chase the arrears against 1 Long Street

With this configuration option enabled, landlords in net credit will be shown in the chase arrears screen, allowing you to chase late income and to flag to the landlord about the possibilities of using funds from other properties against the arrears

From main menu:

- Click **Lettings/Rentals** and select **Chase Arrears**
- Click **Landlords** view (on right)

Landlord	Balance	Rent Due	Float	Fees	Works Order: From	Days	Items	Last Letter	Office	Follow up
Mr C Lampard and Mrs C Lampard	£7,856.19	£0.00	£0.00	-£834.29	£0.00 18/06/2022	606	1		London	
Mr S Ridout and Mrs S Ridout	£7,438.67	£0.00	£500.00	-£1,560.00	-£108.00 15/05/2016	2831	3		London	
Mr Timothy Hutton	£6,774.81	£0.00	£500.00	-£415.84	-£240.00 31/01/2017	2570	2		London	
Mr Robert Blanche and Mrs J Blanche	£6,483.45	£27,174.03	£0.00	-£2,309.22	£0.00 12/08/2019	1647	7		London	
Mr Alec Hardison	£3,948.19	£0.00	£0.00	-£121.16	£0.00 12/06/2022	612	1		London	
Mr Tristan Coombes	-£180.00	£0.00	£0.00	£0.00	-£180.00 14/02/2023	365	1		London	

See next page

- Landlords in net credit are displayed - as seen in the **Balances** column
Click column heading to sort by balance

Arrears - 15 Landlords

Filters Older than days Amounts over All Arrears

<input checked="" type="checkbox"/>	Landlord	Balance	Rent Due	Float	Fees	Works Order:	From	Days	Items	Le
<input checked="" type="checkbox"/>	Mr C Lampard and Mrs C Lampard	£7,856.19	£0.00	£0.00	-£834.29	£0.00	18/06/2022	606	1	
<input checked="" type="checkbox"/>	Mr S Ridout and Mrs S Ridout	£7,438.67	£0.00	£500.00	-£1,560.00	-£108.00	15/05/2016	2831	3	
<input checked="" type="checkbox"/>	Mr Timothy Hutton	£6,774.81	£0.00	£500.00	-£415.84	-£240.00	31/01/2017	2570	2	
<input checked="" type="checkbox"/>	Mr Robert Blanche and Mrs J Blanche	£6,483.45	£27,174.03	£0.00	-£2,309.22	£0.00	12/08/2019	1647	7	
<input checked="" type="checkbox"/>	Mr Alec Hardison	£3,948.19	£0.00	£0.00	-£121.16	£0.00	12/06/2022	612	1	
<input checked="" type="checkbox"/>	Mr Tristan Coombes	-£180.00	£0.00	£0.00	£0.00	-£180.00	14/02/2023	365	1	
<input checked="" type="checkbox"/>	Mr J Leighton	-£384.00	£0.00	£0.00	£0.00	-£384.00	15/05/2016	2831	1	
<input checked="" type="checkbox"/>	Mr S Whitehouse	-£404.00	£5,200.00	£0.00	-£404.00	£0.00	25/02/2021	1084	2	
<input checked="" type="checkbox"/>	Miss Jeri Ryan	-£1,263.60	£5,850.00	£0.00	-£1,263.60	£0.00	19/05/2016	2827	2	
<input checked="" type="checkbox"/>	Mr Gerald Downey	-£3,432.00	£35,750.00	£0.00	-£3,432.00	£0.00	15/05/2016	2831	11	
<input checked="" type="checkbox"/>	Miss Sophie Devereaux and Mrs M Panc	-£4,192.38	£18,575.91	£0.00	-£4,192.38	£0.00	05/06/2023	254	19	
<input checked="" type="checkbox"/>	Mr K Alonso	-£7,460.00	£6,066.67	£0.00	-£7,460.00	£0.00	25/02/2021	1084	3	
<input checked="" type="checkbox"/>	Mrs Gina Bellman	-£7,488.00	£0.00	£0.00	-£7,488.00	£0.00	14/09/2018	1979	1	
<input checked="" type="checkbox"/>	Mr Adam Armstrong	-£10,048.00	£93,506.04	£500.00	-£10,548.00	£0.00	27/02/2023	352	25	
<input checked="" type="checkbox"/>	Mr Aldis Hodge	-£11,263.20	£211,114.08	£0.00	-£11,263.20	£0.00	12/03/2020	1434	48	

Date	Description	Outstanding	Full Amount
12/06/2022	Management fees at 5% for 12/06/2022 to 11/07/2022 for Flat 23 Capital Building	-£121.16	£241.16
04/07/2022	Rent from 12/06/2022 to 11/07/2022 for Flat 23 Capital Building	£4,019.35	£4,019.35
09/08/2022	Credit Note: Goodwill gesture as landlord not happy with time taken to make changes to	-£50.00	£50.00

Click on entry to see detail of the arrears in the panel at the bottom of the screen