KEYPrime Property
Version 11.5
User Manual

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1. Overview

KEYPrime Property has been designed to aid the Landlord in keeping property related records. It can be used for single or multiple landlords. It has Property and Tenant registers, with Tenancy Agreements linking the two together. There are also Diaries for each section which produce action lists and reminders, together with a combined Diary listing all current and future events.
Rent Demands are produced automatically and accurate debtor control can be maintained. Additional invoices and credit notes can be generated for reimbursement items such as electricity and water. It is always linked to a set of KEYPrime Accounts (or multiple sets of accounts if there is more than one Landlord in KEYPrime Property).

Tenants within Property are Customers within Accounts and although you can create customer invoices through your KEYPrime Accounts, it is important to do all invoicing regarding Tenants through Property for the Rent Books to be maintained.

Properties in KEYPrime Property are tied to Analysis codes in KEYPrime Accounts enabling you to view Management Reports for the Properties.
Sales Receipts can be created for rent demands in either KEYPrime Property or KEYPrime Accounts. Nominal Reports can also be viewed in both programs.

Backup and Restore

Backing up and restoring data is carried out on the KEYPrime Launchpad. Please refer to the Launchpad Help for full details.
 This is accessed through the Help
 icon on the Launchpad:

Backing up data can be carried out at any time and does not require users to exit the program. The backup will include all the Accounts data as well as the Property data to ensure that the two sets of information are always synchronised. To protect your data only Admin users can backup or restore a database.
When restoring Property data all Accounts data is also restored, so this must be done in consultation with other users to avoid data loss.
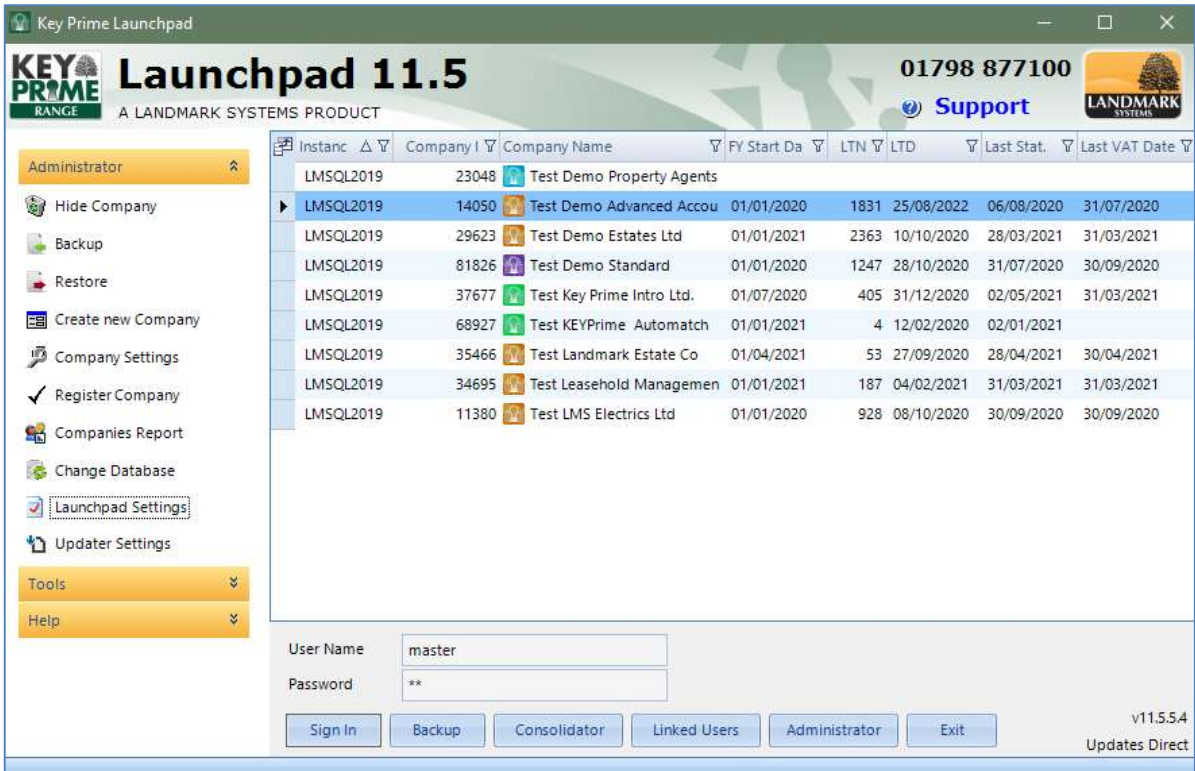
Starting the Program

The program is accessed by double clicking on the **KEYPrime Launchpad** icon on your desktop . Select the Property Data, enter a valid user name and password previously set up and click on . Depending on user settings this will either open the program on the main **KEYPrime Property Screen** or go direct to the diary, see "Users" on page 21.
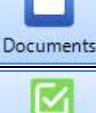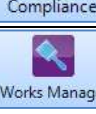
Please refer to the Launchpad Manual or Help for further details on Launchpad functions.

Menu

The menu at the top displays the different sections within KEYPrime Property:
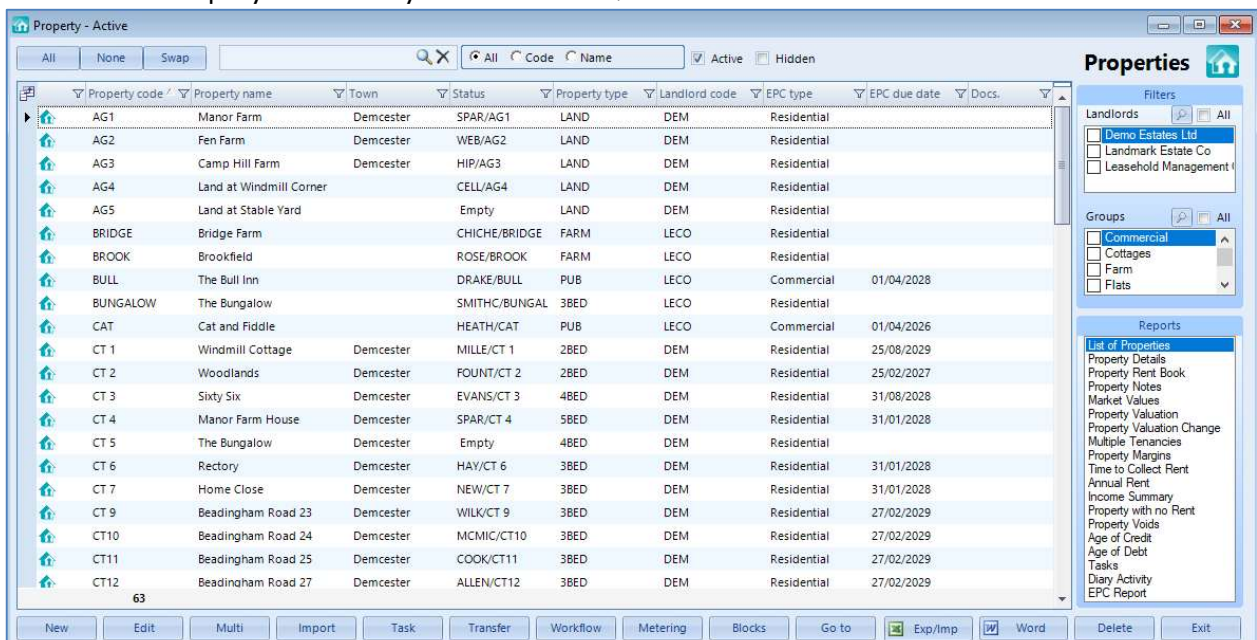
Demands	Rent demands are generated from this section, the data having been collated from Tenancy details. All, or selected demands, can be processed by choosing the relevant ones from the list. When a demand is processed it creates a sales invoice which shows in property and in the accounts on the tenant's customer ledger.
Diary	The diary section shows a list of actions scheduled from Management, Landlord, Tenancies, Properties and Tenants. There are many filtering options on the diary including the option to see closed diary actions.
Tenancies	Details of the Tenancy agreements between Tenants and Landlords for specific properties.
Properties	Property details are added, maintained and reported on in this section. Each property is intrinsically linked to an Analysis code in the accounts.
Tenants	The tenant records are shown in the Tenants section. These link through to the specific customer codes in the accounts so that editing a Tenant will automatically update a Customer's details. Editing a Customer's details in Accounts, however, will not affect the Tenant details.
Invoices	The Invoices section shows all the Invoices raised for the Landlords, whether created from Demand Processing or manually added. Credit notes can also be added and maintained in this section.

|	
Orders	Optional module to record Purchase and Sales Orders linked to Works Management tasks. The section shows Orders raised against all landlords.
Receipts	The receipts section has 3 parts. The first is a Listing screen that shows all the receipts entered on the system. The second option is used to add receipts for a single Tenant. The final option is for Bulk receipts that allow a batch of receipts to be entered for a number of different Invoices to a single bank.
Landlords	Landlord details are entered and maintained in this section including options for such things as stationery and emails.
Documents	A list of all the documents which have been copied/linked to ledgers or transactions.
Compliance	A list of diary actions that are required for compliance with colour coding to show whether they are compliant or not.
Works Manager	*Works Manager* is an optional module. This allows for Tasks to be added to the diary for properties, tenancies and tenants. See separate module notes for **Error! Reference source not found.** for full details.
Admin	The Admin section is for the configuration of the Business, User details and Preferences along with maintenance of the codes, users, roles and validation checks on data.
Dashboard	A new Dashboard which displays Tenancies coming to an end, Reviews due in 30 days, Tenancy types displayed as a pie chart and Annual property income by nominal in graph form.
Reporting	New to Property, this menu opens the list of Favourite reports that have been saved for regular use.

Listing Screens

To aid navigation around the program, each section has a similar look and feel. A typical listing screen is shown below.

There is a title and icon on the top right corner to show which section it is. On the top left it shows whether the display shows only Active records, Hidden records or All records.

The main sections of the screen are as follows:

Top Toolbar
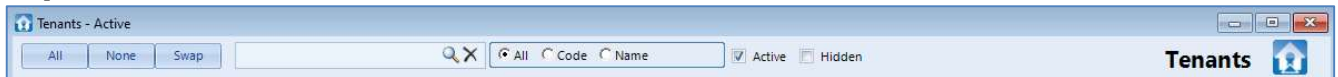
The top toolbar of the listing screen is used for selecting, searching and filtering the list.

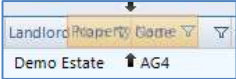|	
All	The All button selects all codes in the currently displayed list.
None	The None button will deselect all records on the list.
Swap	The Swap button will change all selected records to be unselected, and all currently unselected records to be selected.
Search	By entering text in the search box the list of records can be filtered to show only those records containing the entered text. The search can be on all visible columns or specific columns depending on the section. To remove the filter delete the contents of the field using the X .
Active or Hidden	The list of records can be restricted to show either active or hidden records, or both active and hidden.

Column Header

The Columns on the grids can be moved around, removed or added to suit individual Users (this is the windows log in user as opposed to the User name used to sign into Property).

Each listing screen has its own specific list of columns that are available. These show in the Field Chooser :

Field chooser	The field chooser on the left of the column header shows the available fields (columns) which will be displayed when ticked. Columns already in the grid will have a tick next to them. To add columns to the screen tick them or click on the name with the left mouse button and drag it to the required position. Once a valid location has been selected two arrows will appear, then let go of the mouse button. Columns may be removed by dragging them off of the grid.
Column order	The order of columns can also be changed by clicking on the column heading and dragging the column to the position it is required. The width of the columns can be adjusted by taking the mouse to the right hand edge of the column until it changes shape to a single line with two arrows left and right. Click and drag the right hand side of the column to expand or shrink the column width. Any changes to the layout are automatically saved for use next time the screen is opened.
Reset Grids	To reset the columns back to the default click on at the top left of the screen and choose Reset Active Window Layout. All grids can be reset with the Reset All Grid Layouts; this should be used with caution if you have spent a lot of time getting the screens exactly as you want them as this will lose all changes. There is an option on Launchpad to save grid layouts; for further details see the Launchpad manual or help.
Column Filter	In most cases each column has a filter icon that allows you to select specific records. Once a filter has been set the icon shows in blue, this is important to remember when looking at a list and wondering where the codes have gone! Closing the screens will clear any filters.

	The Filters will allow more than one item to be selected at a time. Each value has a tick box next to it and any of them can be ticked or unticked. There is also a Text or Number Filter at the top of the list which allows you to select such options as Greater Than... Equals... or Less Than... Starts With...etc. There is also a Custom Filter at the bottom of that list. Many columns can be filtered at the same time. These filters are **not** saved when the screen is closed.
Sort Order of List	Click on the column heading to sort the list by that column. Click that column again to reverse the sort order. Hold shift and click on another column to sort by that column within the already selected sort order; this can be done as many times as you require to get the records as you want them.
Grouping	By right clicking the column header an option to Enable Grouping is shown. This creates an area into which fields can be dragged so that records can be grouped in a hierarchy. The illustration below shows that the sort order within the groups can also be set, as indicated by the arrows in the column names in the group section. To remove the grouping, right click the column header and untick the Enable Grouping option. Grouping options are saved when a screen is closed.
Splitter	
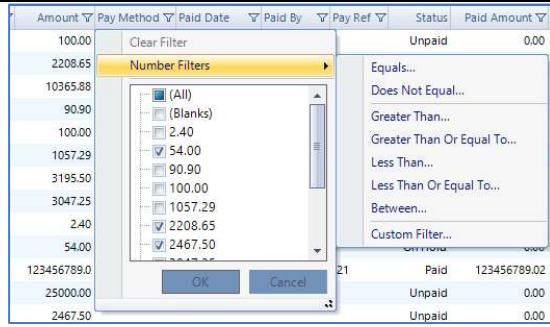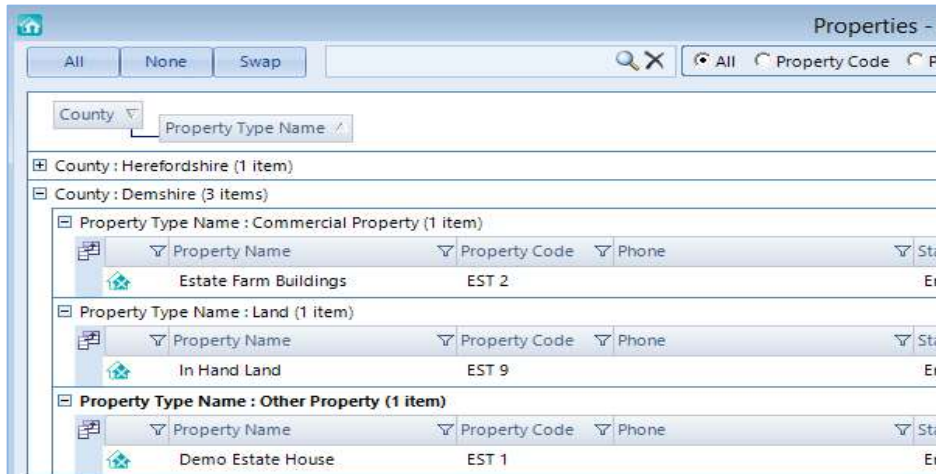
	Where there is more information available than will fit on the screen, a splitter can be used to hold columns/records in place. In the example above the splitter at the bottom left of the grid has been dragged with the mouse to include the Property name, then using the scroll bar the columns with the information required have been exposed adjacent to the property name. Using the splitter top right the same method can be used to hold records on the screen whilst scrolling up or down the rest of the list.
Double click	Double click on a record to open it for viewing in detail and editing.
Right click	Right click on a record to open a menu that has options specific to that type of record. Generally these will be the Go To and Map link functions which allow quick access to other records linked to the selected record.

Fixed Filters

On many screens the right hand side will shows some Filter sections, these are typically for Landlords and Property groups. The filter options in this area **are** retained when moving to other sections of the program.

Landlord Filter

This allows the list to be restricted to those records from a specific Landlord or Landlords. When no record is selected it means that no filtering is being applied and all records are shown.

Note: The filter options in this area are retained when moving to other sections of the program.
If the Landlord names are too long to be displayed clearly, then by clicking on the magnifying glass a new full list of Landlord Details is displayed. On this screen if you select the Landlords in the list it ticks them in the filter.

Property Groups Filter
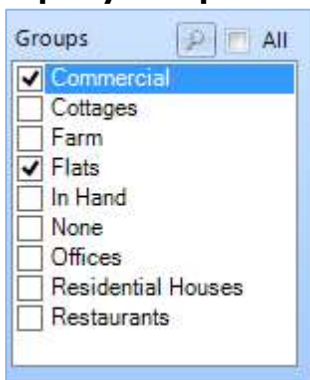
To limit the information further it can be filtered by Property Groups as well as by Landlord. Property Groups can be set up to link properties by e.g. their type, their location, or who looks after them. Tick any groups to be shown on the listing screen.

To show all Groups put a tick in the All tick box. and those properties not in any group will be excluded.
The magnifying glass will show a screen with the full name and details of the Groups.
See the Admin section "Property Group" on page 13 for further details on Property Groups.

Reports
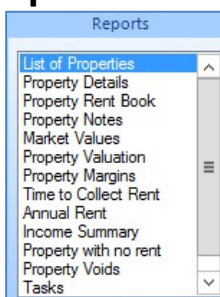
The Reports available for each section are displayed in the report list on the bottom right of the screen.
Reports can be selected by double clicking on them. You can also tab to them; arrow up and down then press enter.
Reports vary from screen to screen.

When run, most will provide the option to report on any **Selected** records, just those **Currently** visible or **All** records. The options will default according to what is already selected. Where Property Manager settings are in use the options may be restricted to just Selected and Current list.

As in the Accounts program there is the option to set your own Report layout and Font preferences if you click on the turquoise key icon, top left, and select Report Preferences.
These options can be set for just the Property company or, if you tick the boxes on the left hand side, they will be applied to all the companies.

Take care when changing fonts and margins. Warnings will show if the font or margins you have selected may cause problems with showing the reports correctly.

Bottom Toolbar

The bottom toolbar is generally used for creating, editing and deleting data. There are some options that are specific to individual screens. However, common options are:

New   To create a New record.

Edit   Opens the selected record(s) for editing.

Multi   Depending on the section this will allow either multiple records to be edited for values or notes and diary actions to be added to multiple records.
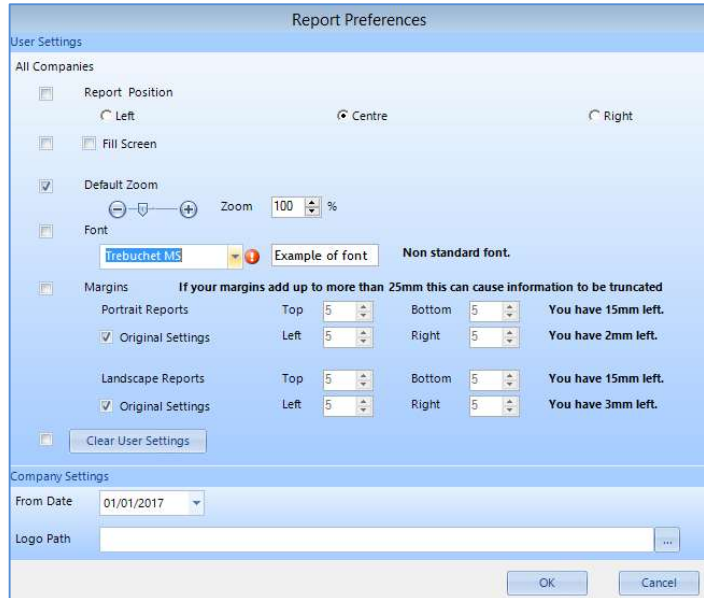
Task   Where Works Manager is enabled, tasks may be added linked to the selected record.

Go to   Provides a quick link to records related to the selected item. For example, if you select a property and use Go to you have the choice to go to the Landlord that owns it, the Tenancies created for it or the Tenant that is occupying it. You can also Show on Map where mapping has been enabled and show the Compliance status. If multiple properties are highlighted you can select Tenancies, Tenants and Landlord lists which will highlight the relevant lines on those lists; especially useful for emailing multiple Tenants.

Exp/Imp The Exp/Imp provides the option to Export records to Excel or Import records from Excel to the current section.

Word   To create Word documents using the selected records and relevant User-defined Word Templates. See "Word" on page 47 for further details.

Delete   Removes records; certain restrictions apply in the use.

Exit   This closes the current section of the program.
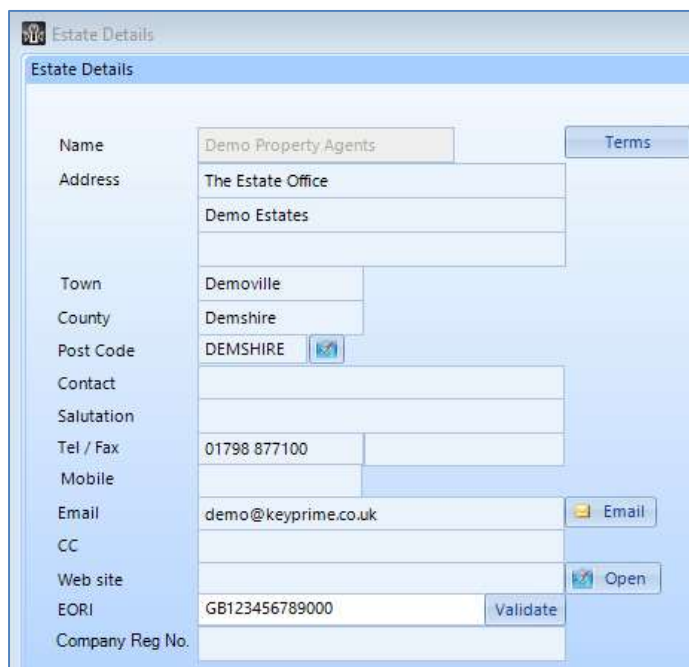
2. Admin

Estate Details

The Estate details are those entered when creating the Property company and will be used for any stationery sent out using the Estate Address.

Only Admin users and those specifically granted access to the section can make changes here.

The details can be updated through the Admin, Estate Details menu. The Name is locked as part of the program Licence and can only be changed by agreement with Landmark Systems; this will require a new registration code to be sent.

Note there is now a field for the EORI (Economic Operators Registration Identification) number on the Estate, Landlord and Tenant details. These are for businesses that move goods into or out of GB and/or NI.

Terms

This feature allows the Debtor Due periods to be setup for Property and are separate from those in Accounts.
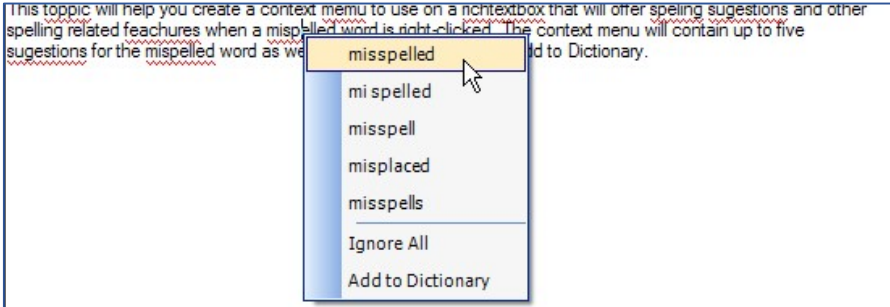
Settings

Settings are entered for the different parts of the program. These include such things as the global settings for processing demands, stationery layouts and the user-defined field names for extra property details.

Global Settings

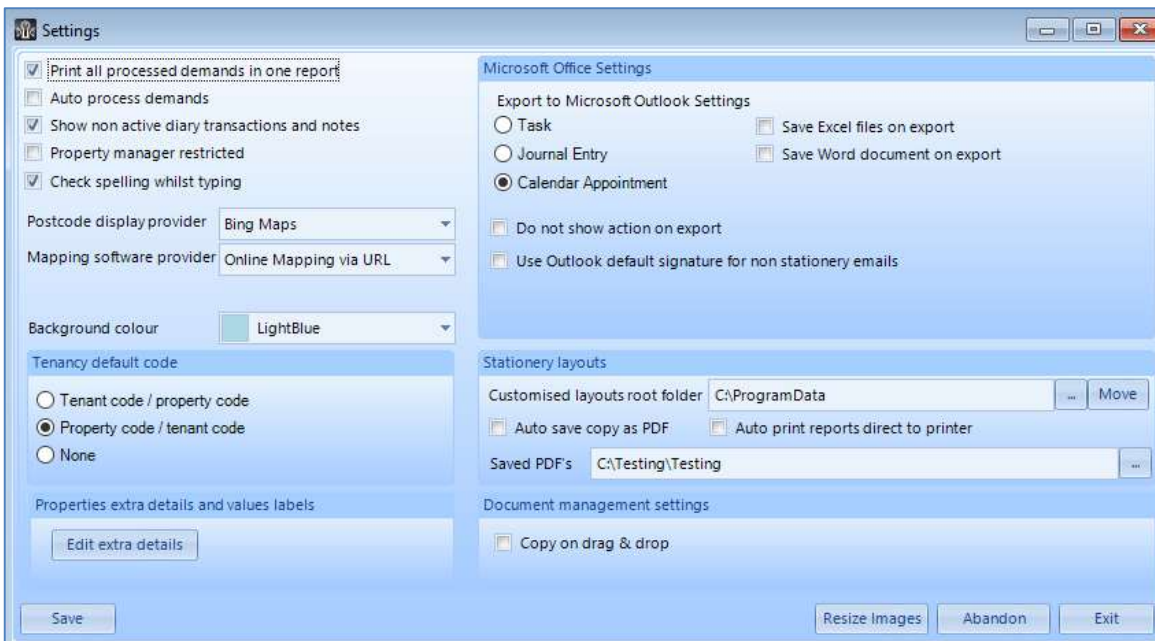|	
Print all Processed Demands in One Report	When processing demands, choose whether to print each demand invoice as the demand is processed, or produce the demands in a batch at the end of processing.
Auto Process Demands	Process all selected demands without any further user interaction, except where essential.
Show Non-Active Diary Transactions and Notes	When generating reports and viewing the Diary, note codes and action codes that have been made non-active can be hidden from view. For example, the Tenancy End Notice diary action can be made non-active so that they do not show.
Property Manager Restricted	Prevents property managers from seeing and reporting on records not related to the properties they manage.
Check spelling whilst typing	Spellcheck is now available and will check words in all entry descriptions, ledger text and comments. Also subject and details in diary actions and notes. In Properties it works in the comment fields; in Landlords and Tenancies it works in the footer fields. Spellcheck will underline incorrect spelling on relevant fields (see below). Users will be able to use the mouse right click to check the context menu for alternate spellings, to Ignore All or to Add to Dictionary.
Postcode Search Provider	Choice of Google, Bing and Street Maps - can be used to lookup the map of a Postcode.
Mapping software provider	Choice of PT-Map Link, Mapmaker Pro 4, Map maker 5, PearGIS.
Your Pear map name	The field appears when the Pear software is selected – shows the target map.

Background colour	Allows you to change the background colour of the screen.

Export to Microsoft Outlook Settings

Diary actions may be manually exported to Microsoft Outlook and there is a choice of what type of Outlook record is created.

Task	Diary actions will appear in the Outlook Task list.
Journal Entry	Actions are used to create a Microsoft Journal.
Calendar Appoint-ment	Actions are added to the Microsoft Outlook Diary.
Do not show action on export	When exporting the action, additional assignees and information can be added to the Outlook record. But with this option ticked the action is saved to Outlook without any further options being shown.
Use Outlook default signature for non-stationery emails	Use this in conjunction with the Landlord email setting, which is in the Preferences, Layouts section of each Landlord. The Landlord setting only applies to emails which include the stationery for Invoices, Demands and Statements. Also, in the optional Client Accounting, the Agent fees.
Save Excel file / Word document on export	Tick these options if you do not want any Excel exports or Word documents created to open on the screen. With these options ticked the file/document will not open but will be saved. The user has the option to keep the default name or add a different one.

Tenancies Prefix

There are 3 formats for generating new tenancy codes:

Tenant Code / Property Code	Each new tenancy code is created by combining the Tenant code and Property code separated by the / character. If the code already exists any new tenancy with the same Tenant and Property will be appended with 01 etc.
Property Code / Tenant Code	As above except that the property code comes first in the sequence.
None	This forces the user to enter the tenancy code manually when creating the tenancy.

In all cases the code generated can be overwritten before saving the tenancy.

Stationery Layouts

Customized Layouts root folder	On a network where more than 1 user needs to access any Customized stationery, a common folder should be used to store the templates. This can be browsed to from the ... button.
Auto Save Copy as Pdf	Provides an option to save all printed stationery to a Pdf format file instead of printing.
Auto Print Reports Direct to Printer	Stationery will be printed without preview if this option is ticked; this should be used with care.
Saved Pdfs	The folder in which the pdf format stationery is saved. Each stationery type has its own prefix and naming convention so that these can be identified later.

Property Extra Details

Properties extra details and values labels

Edit extra details
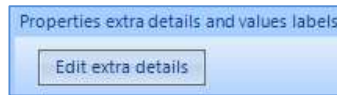
These are field names for 24 detail, 2 memo, 10 value and 2 quantity fields for extra information regarding Properties: these are found in the Details tab of each Property. They have some suggested labels entered already but can be overwritten with any field name the user wants, or they can be left blank. If a field is left blank it will be removed from the Property Details tab completely. The labels will update the Property record screen immediately. It is important that field names remain unique to prevent confusion when exporting or importing data.

Document management settings
If the Copy on drag and drop is ticked then any document will automatically be copied rather than linked. See "Documents" on page 115 for further information.

Resize Images
This button gives you the choice of picture size so that images are compressed and so take up less space on the computer. There is a choice of standard sizes and this can be saved into the settings so that any new images stored are saved at or below that size. The aspect ratio of the image is kept.

Property Groups
Groups can be set up to make it easier to filter lists of, not only Properties, but Tenants, Tenancies and Invoices. When the filters are ticked the screen will show only records linked to the properties in the chosen groups. Properties can be assigned to any number of Groups.
For example, Groups may be set up for the person who is looking after them or by geographical area, or by property type. To set up a Property Group select Admin and then Property Group to get the screen below:
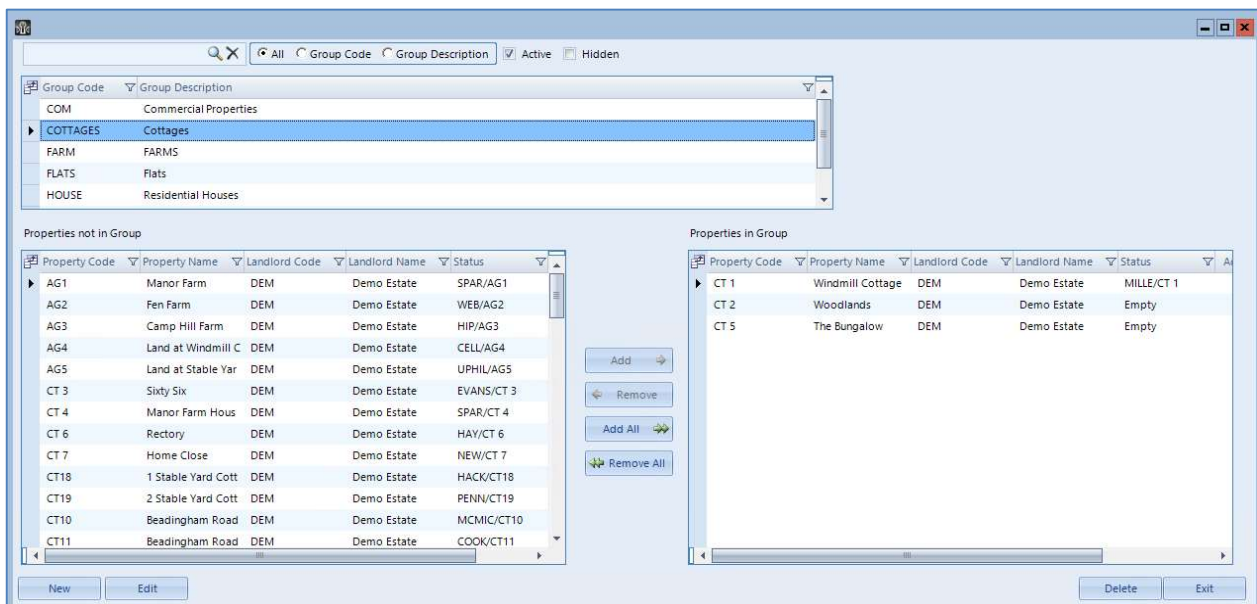
Click on **New** to enter a new group. Enter the code, name and description of the Property Group in the popup screen. Groups will appear in the top half of the screen as they are added.
Properties are linked to groups in one of two ways: either individually on the actual property detail screen, which is covered in the Property section, or here in the Property Group screen.

First select the group into which properties are to be added. The left hand bottom section of the screen will show all properties not yet added to this Group. Select those properties in the left hand window that are required and either click Add or drag and drop the selection to the right hand window.
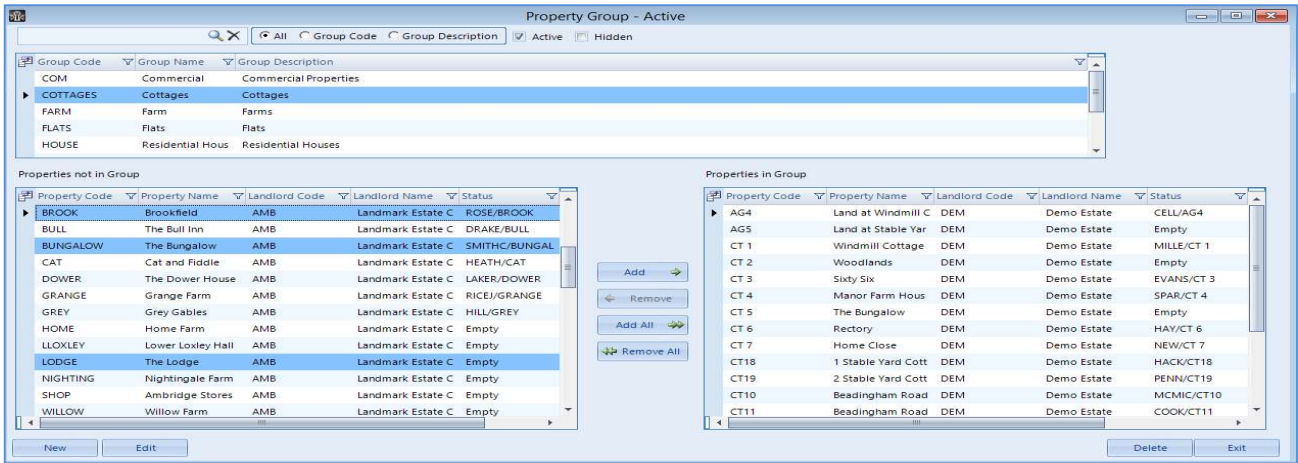
The Add All option will move all Properties not in a group into the group. The Remove button will remove highlighted properties out of a Group and Remove All will take All properties out of the group. This means you can either add the properties you want or remove the ones you do not want.

The Group may be edited if required. Making a group non-active will remove it from the filter but will keep the properties in the group. A property group can only be deleted once all the properties have been removed from it.

Diary Settings (optional modules)

Diary Email Alerts is an extra module which has been developed to generate Email alerts from diary actions or works manager tasks to the Assignee, Tenant, Contractor, Landlord and/or the User that created the action.

The system can be configured to send email reminders a set number of days prior to the due date of the action and /or at midnight of the day before the action is due.

A global reminder notice period can be set, whilst individual action types can be configured as to whether they send email alerts and how much notice they require. See separate module notes for **Error! Reference source not found.** for further details.

Also within the Diary Settings screen is where the option for the Workflow Mobile Application is enabled. See separate module notes for the **Error! Reference source not found.** for more details.

Workflow Settings

For setting connection details to the optional Workflow App. See separate module notes for the **Error! Reference source not found.** for more details

Master Codes

Actions

Action codes are used for Diary Actions; there 5 types of codes for the different sections of the program. Management actions are not linked to any particular record and act as general diary actions for all. Landlord, Tenant, Property and Tenancy actions are, as their names imply, used in the specific sections.

The program already includes 6 default Tenancy action codes that cannot be removed as they are automatically generated for each tenancy, however, the default description may be edited if required. These are marked with a padlock icon.

A sample of various other codes is installed by default.

New Actions may be created and existing ones **Edited**. Only Actions which have never been used can be **Deleted**. However, you can make an action Non-Active so it does not appear in lists and cannot be used in the future.

The **Report** button will open a list of the actions and their details.

The **Export** button will export this list to Excel.

New Actions

Code – enter up to 5 characters as an Action code.

Action – enter a name for the Action.

Type – select from the drop down list of Property, Tenancy, Management, Landlord and Tenant.

Description - the default text that appears for new diary actions created with the code. May be overwritten.

Frequency – where a diary action is to be repeated at regular intervals a frequency can be set so that when the diary action has been processed a new action can be automatically added at the desired date. This may be left blank where there is no follow up or no pattern to follow.

Reminder – reminders can be set on diary actions to show an alert at the specified time prior to the due date of the action. These reminders may be set in minutes, hours, days or months up to 1 year.

Email reminder – reminders can be emailed a set number of days before the action is due.

Diary Colour The default back colour to use on the calendar view of the diary, see "Diary" on page 81.

Set Property manager as default Assignee – new actions will use the property manager as the default Assignee when being created.

Assignee – new actions of this type will be assigned to the default Assignee.

Blocking – A Tenant action may be set up to block any transactions created for this tenant. It may Warn/Block New or Block All transactions.

Actions which are created with a tick in the **Create as completed** box are in fact Notes:

Notes

When a Diary action has been processed and is complete it can be saved as a Note. However, to assist in reporting you can add specific codes for genuine Notes. Like diary actions these are classified by type.

Default Notes for information on rolling over and blocking of demands cannot be removed and are identified with the padlock 🔒 symbol.
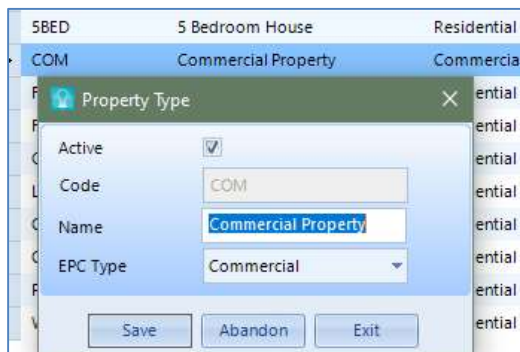
	Type	Code	Action	Description	Active
	Landlord	BNK	Bank		☑
	Property	BENCH	Bench Marking	Bench Marking	☑
	Property	CAPEX	Capital Expenditure	Capital Expenditure	☑
	Property	CONS	Construction Note	Construction Note	☑
	Property	CTAX	Council Tax Band	Band	☑
	Property	LEASE	Lease Notes	Sub Lease	☑
	Property	METR	Meter Reading	Meter Reading	☑
	Property	MINR	Minor Repairs	Minor Repairs	☑
	Property	MIREP	Minor Repairs		☑
	Property	MREP	Major Repairs		☑

Because Notes are a cut down version of the Action code the fields on the entry screen are the same, but those referring to Frequencies, reminders etc. are greyed out because they are not needed.

Property Types

Property types are a simple way of identifying the type of each property and make it easy to group together properties of a similar type on some reports. The property type can be changed at any stage, but it is best to keep it consistent.

Some Property Types are already included in the program, but new ones can be set up.

Property Type codes are completely user-definable and can be removed if not in use.

The code allows 10 Alpha-numeric characters, and the name will allow up to 50 characters. It is recommended to keep the name brief so that it can fit reports easily.

The EPC Type can be set to Residential or Commercial and this field can be shown on the listing screen once the EPC diary action has been set up. See "Energy Performance Certificates" on page 19.

Like most codes, the property type can be made Non-Active so that it does not appear in lists unless specifically used.

Click on **New** at the bottom of the screen to enter a unique code to identify the property type. Enter a name and then save.

Edit by selecting the Code and clicking on Edit. You can change the Name and Active status but not the Code itself, this can only be changed in the Code Change section.

Delete unused codes by selecting them from the list and clicking delete; if the code is in use you will not be able to delete it.

The **Report** button will produce a list of all the Property Types.

The **Export** button exports the list to Excel.

Tenancy Types

Tenancy Types have a 10 character alphanumeric Code with a Description of up to 50 characters. Again some pre-set codes are provided which may be deleted or edited.

To add a new Tenancy Type code:

Click on **New** from the bottom toolbar and in the Code box type in a code.

Tab to the Tenancy Type box and type in the relevant name. Select the required default options that will be applied when adding a new tenancy of this type:

Enforce End Date	The tenancy will end, and no demands or reviews can be created after this date.
Service Occupancy	This type of tenancy will have no Reviews or Rent Demands, but it may have service charge demands. These may both be overwritten when entering a new tenancy.

Review Type	**Formal** – set the interval between reviews to create follow up reviews automatically.
	Informal – Do not create follow up reviews automatically.
	None - No reviews are carried out on this tenancy type.

See Property Types for guidance on Editing, Deleting and Reporting on Tenancy Types.

Payment Types

There are 6 pre-set Payments types which can be added to if required.

These are used to describe the method of payment expected on a Tenancy and can be used to define specific text to accompany the Payment type. New types added in property will be treated as Direct Debit for Payments, and Direct Credits for Receipts when generating the Accounts Transactions.

To create a new Payment Type, click on **New** from the bottom Tool bar.

Enter a Code which may be up to 10 digits long.

Enter a description for the Method of Payment.

Where **Auto Receipt** is ticked the invoice is marked as paid as soon as the invoice is raised. A receipt is automatically created.

The Text field shows a user defined message. This will be added to any demands raised which are using the method selected.

However, whether the text appears on the printed invoice depends on the layout being used.

NOTE: if an existing method is changed to Auto Receipt, tenancies using this method must be edited to add a Bank for the receipt and to confirm that the next receipt date.

Frequency

The most common rent frequencies are pre-set into the system. Standard frequencies such as monthly, quarterly and annual operate on calendar logic, producing rent demands at regular intervals on the same day of the months which include that date. We therefore do not recommend using any date after the 28th of the month for frequencies of Monthly or Quarterly. More specific frequencies may be added.

Standard pre-set frequencies are only found whilst creating a tenancy:

Weekly	Calculates the Annual rent on the basis of a daily rate, i.e. the rent per demand divided by 7, multiplied by the no. of days in a year.
52 Weekly	Calculates the Annual rent on the basis of a weekly rate, i.e. the rent per demand multiplied by 52.
Fortnightly	Calculates the annual rent on the basis of a daily rate, i.e. the rent per demand divided by 14 multiplied by the no. of days in a year.
26 Fortnightly	Calculates the annual rent on the basis of a fortnightly rate, i.e. the rent per demand multiplied by 26.
4-weekly	Calculates the annual rent on the basis of a daily rate, i.e. the rent per demand divided by 28, multiplied by the no. of days in a year.
13 4-weekly	Calculates the annual rent on the basis of the rent per demand multiplied by 13.
Monthly	Calculates the annual rent on the basis of the rent per demand multiplied by 12. Beware that anomalies can arise with the rent period start date if the start date is after 28th.
End of Month	As Monthly but this is specifically for monthly rent in arrears using the last day of the month for the invoice date.
Quarterly	Calculates the annual rent on the basis of the rent per demand multiplied by 4. Beware that anomalies can arise with the rent period start date if the start date is after 28th.
6-monthly	Calculates the annual rent on the basis of the rent per demand multiplied by 2. Beware that anomalies can arise with the rent period start date if the start date is after 28th.
Annual	The rent per demand and the annual rent are the same.
Two years and up to Ten years	Calculates the annual rent on the basis of the rent per demand divided by the number of years set.

Typical pre-set editable frequencies are:

LDM	Last Day of the month
QDAYS	Quarter Days

To add a new frequency click on **New** from the bottom toolbar. Enter the code, name and dates of the frequency in chronological order.

Code	8 character short code that will appear on reports.
Name	Short description of the Frequency – up to 20 characters.
Description	Longer description if needed.
Fixed Period?	If the frequency is for a period less than a year you may enter an end date, for example, a summer grazing licence may have an end date of 30th September so that no rent is raised between September and the beginning of the new year.
Period	An aid to show how many periods in the frequency.
Day/Month	The date of the start of the frequency period.
Interval	The interval is the amount of days between each period. It starts at 365 and calculates the days left in the year.

Email Templates

This lists the default email templates for fixed diary actions (those created automatically), and property stationery layouts. These may be Edited or, if the edited version is no longer required, they can be Restored to the original layout.

Energy Performance Certificates

To enable the EPC information to appear on the Properties detail screen, set up a specific diary action for EPCs on this tab. See "EPC values" on page 37 for further information.

Meter Types

Metering is an optional module to allow the recording of meter readings for reporting on and monitoring; but more importantly for the generation of sales invoices for the metered product supplied. See the separate module notes for **Error! Reference source not found.** for further details.

Code Changes

This screen allows the user to change the codes of any of the Common Codes for Actions, Notes, Property Types and Tenancy Types.

It also allows the user to change the codes of the Landlord specific codes for Properties, Tenants, Tenancies, Suppliers, Customers, Items, Nominals and Enterprises. Take the tick out of Common Codes so these codes become available.

To change any of these codes, select the required section from the drop down menu on the right. This will present the list of codes in that section. Highlight the code to be changed and click on the button at the bottom.

Code Change Properties

To change a Property code remove the tick from Common Codes and select the relevant landlord. From the second drop-down list select Properties. Highlight the code to be changed and click on the Change button.

The selected code will show in the **From** section of the code change. If the wrong code is showing it can be changed by typing in the code that you wish to change or by browsing to it.

There is an option to update the Tenancy code at this stage, this will only apply if the original property code was part of the Tenancy code.

A second option to delete the original code is provided where you no longer wish to use the original Property code and Analysis code.

Type a new Unique code in the box in the **To** section. This must be a code that is not used by any other company or landlord as either a Property or Analysis code.

On pressing Change, the Property (and Analysis code in Accounts) will be updated to the new value. If selected, the Tenancy code will be updated to reflect the new Property code.

Code Change Tenants

This works in a similar fashion to Property code change with the option to update Tenancy Code. The only difference is that it is possible to use an existing Tenant code for the current Landlord to merge the records. You will be given a warning in case this is an error. You may also use a tenant and customer code that exists in other Landlords and Accounts for your new Tenant code.

Code Change Tenancies

Tenancy codes can be changed in a similar manner to Property codes; you must use a New Unique code and there is no option to update any other record. There is no tick box to Delete Original Code is the old code will be removed automatically.

Code Change Accounts Codes

Changes made to codes that are also used in the KEYPrime Accounts (i.e. Suppliers, Customers, Items, Analysis, Nominals and Enterprises) will be reflected in the Accounts as well. Where a Customer is a Tenant, or an Analysis code is a Property code, a warning is given that these need changing through the respective Tenant and Property code change function.

Users

This screen is used create and edit Users. There is no limit to the number of Users that can be added however, the terms of the licence will limit the number of users that can access the data at any one time.

To create a new User click on the **New** button. The User Details screen will appear and the User code, name and password can be entered. User codes may not contain spaces.

A Role for the user must be selected. The Assignee-only role will not allow the user to log into the data and will disable the password and other fields.
Users cannot be deleted, for audit reasons, but can be made non-active which will prevent them accessing the data.
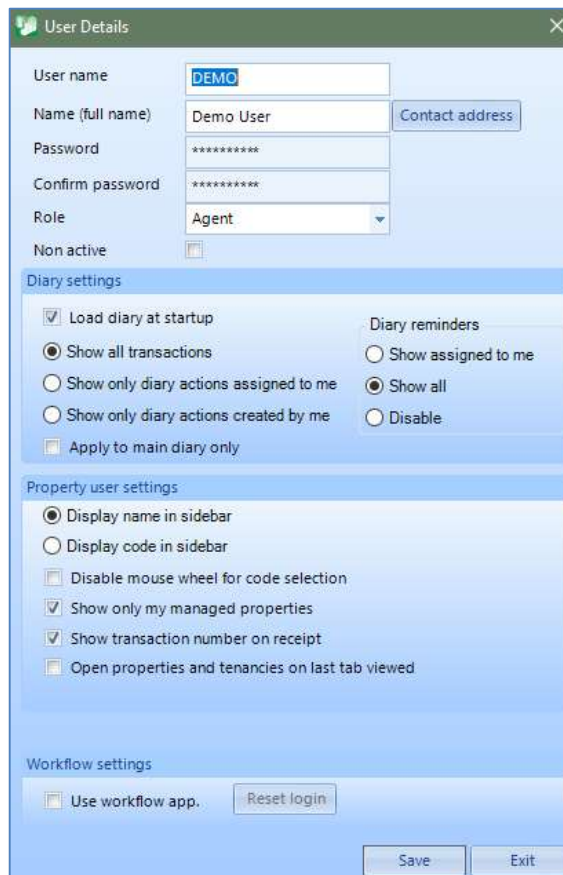
Diary Settings
Load diary at startup - with this ticked the program will open the Diary as soon as this user signs in.

One of the 3 options must be selected to indicate which Diary transactions should be shown: All, just those assigned to the user or just those created by the user.
The options to show only diary actions assigned or created by me may be applied to all diaries or, by ticking the box, to the main diary only.

Diary reminders – whether to receive all diary reminders or only those that relate to the user.

Property User settings
Settings so that the user can decide whether the Filter boxes on the right hand side of listing screens will show the Landlord Name or Landlord Code.
If 'Show Only My Managed Properties' is selected, only properties and their related records that are set as managed by the user will be visible to the user.
Where the user does not have an Administrator Role and the **Company Settings** are set to Property Manager Restricted, then the user will not be able to see or report on anything other than records linked to their managed properties. See "Settings" on page 10.
The user may also choose whether to have transaction numbers shown when receipts are saved.
When a user opens a Property or Tenancy the default is to open on the diary tab. Individual Users may now opt to open them on the last tab that they viewed. Therefore if the user only works on Reviews they will no longer have to keep switching tabs. See highlighted picture above.
Spellcheck can be enabled for each user:

Workflow Settings
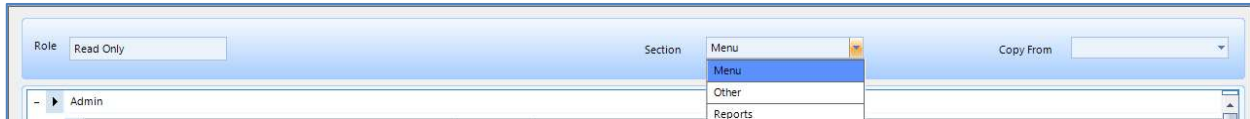
To enable the user to connect to the optional Workflow app.

Roles
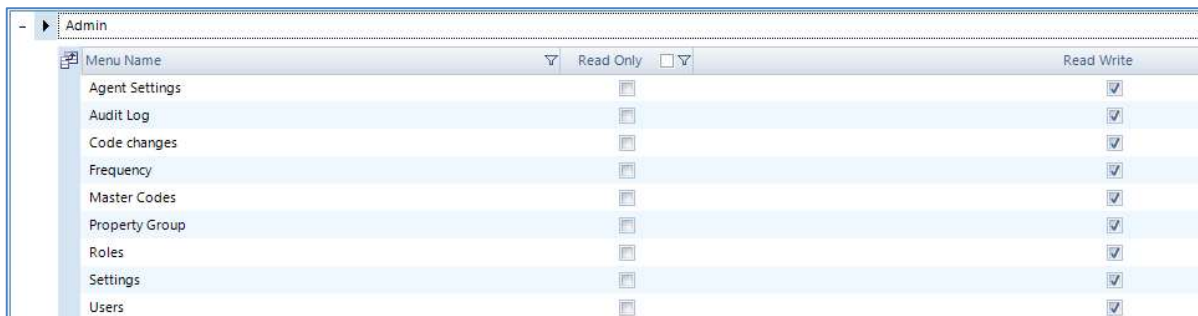
Specific user Roles may be created and maintained in this section. Roles may be set to be as general or as specific as required; they may reflect a type of job or an individual person.

To create a new Role click on the **New** button. Give the Role a title in the top left hand box.

Use the drop down menu to select each section in turn. This will display all the areas within that section.

Tick the boxes for Read Only or Read Write as appropriate. Work through all the sections and click on Save. To save time when setting up similar roles there is a Copy facility which enables a new Role to be copied from a pre-existing one.

To deny a user **Any** access untick both the Read Only and Read Write options. There is a column header box to tick all values, however, this only allows the choice of Read Only or Read Write, not neither.

It is important to think which areas need to be given access for each role as sometimes loopholes can be left.

It is also important to manage the Roles in future updates where new reports and features may be added; these are not necessarily automatically added to any existing roles.

Once the Roles have been saved they can be used on new and existing Users.

Where a user has been set to Read Only in a specific area, the Save button will show the caption R-O and any changes made when accessing the screen cannot be saved.

Roles Report

This is a report showing All Users and will give their name, the Role they have been given and complete details of that Role.

Verify

A report which can be run to Verify the data. This will indicate if there are any issues to be resolved and the area affected, including codes and dates. It also gives suggested actions to resolve them. The property verify includes the Landlord code on the grid and will show up any Tenancy that does not have a start date; this should be very rare as it is a mandatory field, but it can cause unforeseen problems.
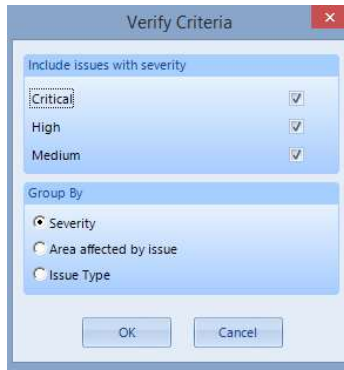
The report can be filtered by Severity and can then be grouped by either Severity, Area affected or Issue Type. So should you just want to see if there are any Critical issues regarding Demands then filter by Critical and Group by Area Affected, this will place all the issues to do with Demands as one group.

It does not include non-active landlords and associated issues.

Audit

The Audit report lists all the Edits, Insertions and Deletions of data in a given date range.
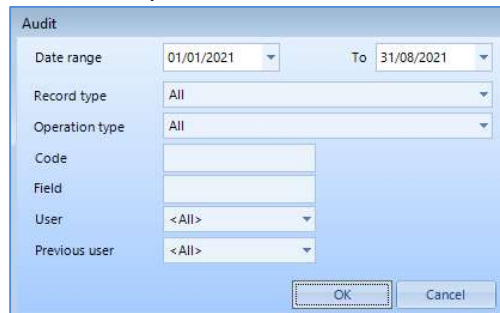
The type of record can be selected, or the report can be run for All.

To reduce the size of the report it can be limited by several factors.

The Operation type can be restricted to just one of Insert, Delete or Edit.

The report can also be limited to a single Code or even a single Field, e.g. Annual Rent or Address Line 2. The current user and previous user can also be specified.

Clear Audit Log

To prevent the audit log from becoming too big the Clear Audit Log will delete the list of edits, insertions or deletions for a specific date range and can be limited by Record types, Operation types, code, field or users.
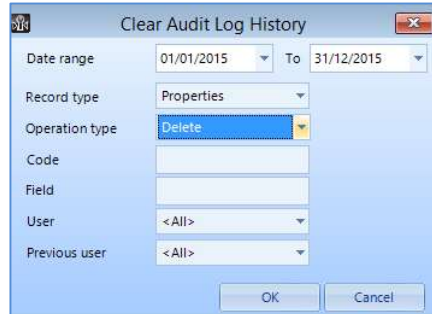
3. Landlords

Click on the [Landlords] button from the Main Menu to show the Landlord maintenance section. This lists the Landlords and some details. Further columns may be added by using the Field Chooser – see "Column Header" on page 6.

KEYPrime Property has been designed so that as many Landlords as required can be set up in one set of Property data. For standard Property each Landlord needs to be linked to a separate set of KEYPrime Accounts. Client Accounting and Property Standalone allow multiple Landlords to be linked to the same set of accounts data, albeit not visible in Standalone. It is not possible to mix versions.
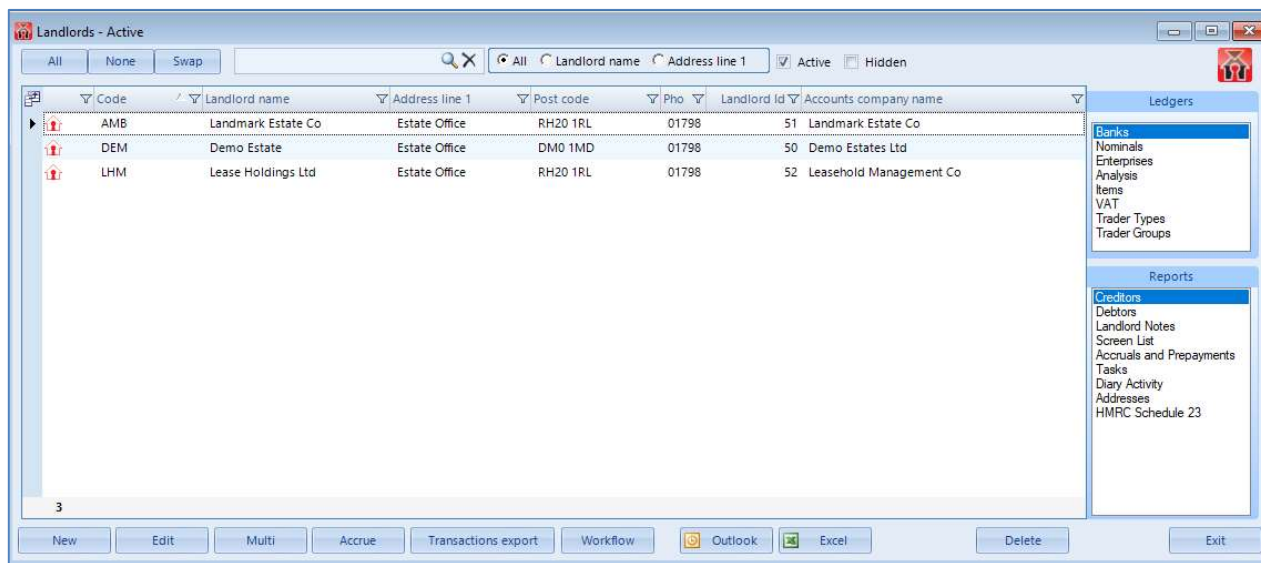
To create a new Landlord click on the **New** button on the bottom toolbar.
In the Code box enter a short code for the Landlord.

In the Company box use the drop down menu to select the relevant set of KEYPrime Accounts. The Address of the Landlord is filled automatically from the business details section in the Accounts Company, but a Code and Name need to be entered. Click on Save.

Once an Accounts company has been linked to a Landlord it will no longer appear in the company list for new Landlords.

Beneath the Address section are various tabs for **Diary**, **Notes, Preferences, Users** and **Documents**. Additional tabs may appear depending on which modules are enabled, for example **Late Interest** is an additional option.

Diary

Click on the Diary Tab to see a list of all Landlord type Diary actions for the specific Landlord. This can be just the outstanding actions or include completed events.
New diary actions may be added and existing actions processed, edited or deleted. These diary actions will also show in the main Diary section of the program.

To add, edit etc. either use the buttons on the screen or right click on the list to bring up the same options on a context menu.
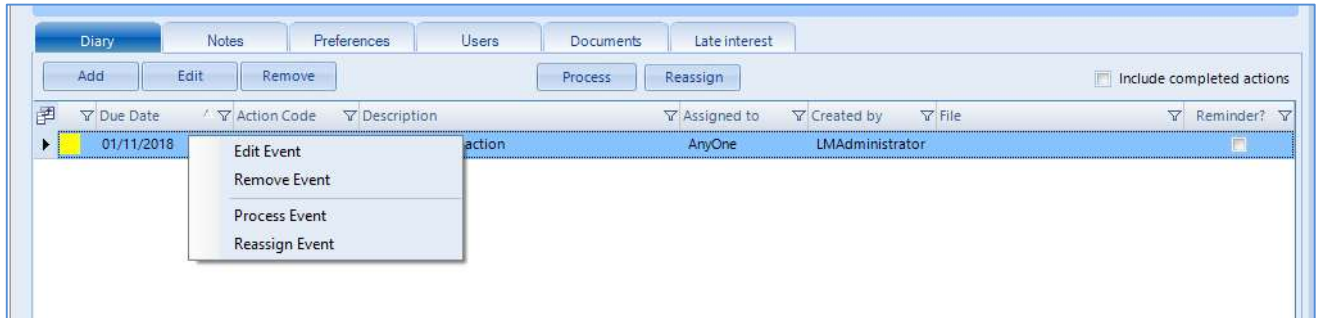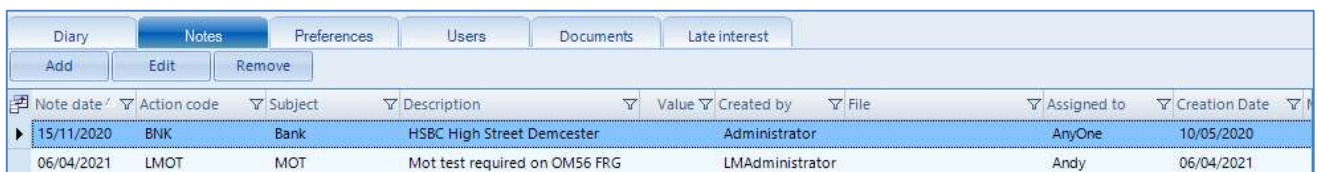
See Property "**Diary**" on page 38 for more details on diary actions.

Notes

The Notes tab will show any notes and completed diary actions for the Landlord.

To enter a new note click on the **Add** button. Use the browse button to select a Note Code.

The date will be entered automatically but may be altered as required. The Subject and Description may also be altered or added to.
There is a Value field which is useful for reporting and shows as a separate field on the notes listing screen.
Documents can be added to Notes by using the red paperclip or by clicking on the Documents button and browsing for a file which can then be Linked or Copied into it. A specific File can be linked to the note by browsing to it; for users to be able to view the file they will need to have not only access to it but use the same path.
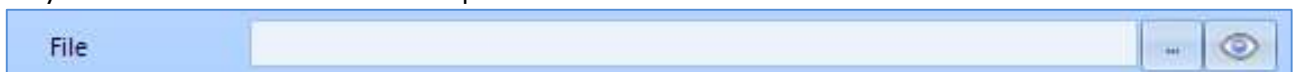
In addition to being able to add a link to a specific file, the details field can hold a hyperlink to any URL or other path so that other information can be quickly accessed from the note. As Notes are very similar to Diary Actions see "**Diary**" on page 38 for further information.

Preferences

The Preferences tab records the options for invoice number sequences, layouts, email and printing options for each Landlord.

The Invoice sequence can be that used in the Accounts or a special sequence for Invoices raised from Property. If a different sequence is used it must have a different Invoice prefix. If at any time a

duplicate Invoice number, including the prefix, would be created the program will automatically skip to the next available unique number in the sequence.
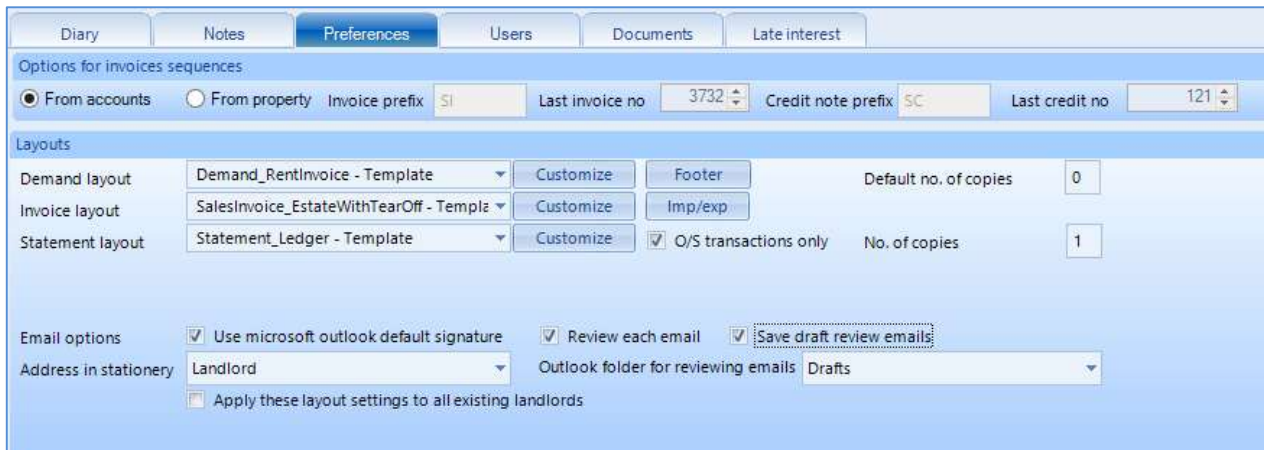
Only if the sequence is from Property can the Last Invoice and Last Credit Note number be altered manually.

Layouts

The various stationery layouts for each Landlord are managed in this section. For each stationery type there are a number of pre-formatted Templates to choose from which are installed with the program. These Templates can be adapted to suit personal preferences on an individual Landlord basis or across all Landlords by using the Customize buttons. Landmark also offers a customization service should more complex requirements be needed.

Demand Layout	Used for rent invoices raised when processing demands or for reprinting the invoices created during demand processing.
Invoice Layout	Used for Service charges and supplementary invoices raised either through Property or from the Accounts for tenants. The Invoice Layout includes the Credit Note layout, the heading of the layout changes according to the transaction type. The Invoice layout is interchangeable with the Accounts layouts.
Statement Layout	The Statement layout used for sending to tenants. Untick the O/S Transactions Only option to produce a ledger report for the Tenant from a specific date.
Landlord Statement Layout	The Landlord Statement is provided for Client Accounting and allows Agents to choose the format of statement to send to the Landlord Clients.

Each layout may be customized by selecting the Customize option. This provides a tool to change the layout and formatting of the selected Template which is then saved with a new name. It may be used for All or selected Landlords.

See Accounts manual for more detailed instructions on the process of customizing stationery layouts.

If you get the following message when printing, it is because you use custom layouts for your stationery and they are not where the programme expects them to be.

The link will take you to the FAQs on the Landmark website which will give you instructions on how to find them.

The ![Imp/Exp] button is used to transfer any Layouts between computers, Landlords or sites. The following screen is displayed when the Imp/Exp button is selected:

Import
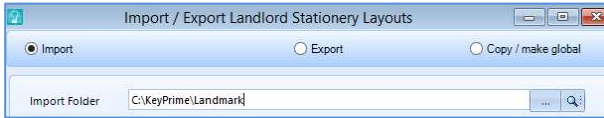
A customized layout may be imported for the current landlord from a layout created elsewhere.

The layout will have been saved on an accessible location, it is then browsed to and selected using the options.

Export

To make a customized layout available for another user or Landlord select the Export option. Tick the layouts required then press the Export button at the bottom.

Copy/Global

To make the layout available to all Landlords use the Copy/make global option.
There is a tick box option to Change **all** the Landlords to use the selected layouts.

The Make layout(s) global option copies the template to the common folder so that only one layout needs to be maintained and it will be accessible for all Landlords.

Care needs to be taken when selecting and editing layouts, particularly in Network Scenarios. It is possible for two users to use two separate versions of the same layout, which may be desirable, but also can cause confusion when attempting to make changes across all users.
The program will look for a Landlord's stationery layout in the following order:

- The Landlord's folder for customized stationery for the User.
- The Property Company folder for the customized stationery for the User.
- The program folder for standard layouts.

The Demand Layout has a ![Footer] button that provides the option to add a default text for each Landlord's rent demand footer. This text is used when creating any new Tenancy as the bespoke footer for Demands from that tenancy. The Footer text can be further amended at a Tenancy level.

The Demand Footer screen has a field into which the default text is entered.
Any changes can be applied either to All tenancies for the Landlord, or just those Tenancies using the current default Footer text.

Default No. of Copies: the default number of copies of printed demand invoices for new tenancies created for the landlord. Where no printed Rent Invoices are required this can be set to 0. Each new tenancy for the Landlord will use this value when created, though it can be amended at a Tenancy level.

No. of Copies adjacent to Statement Layouts sets the number of printed copies of the statements produced for the Landlord.

O/S Transactions Only determines whether Tenant statements should show only the unpaid balances on Invoices and Credit notes. With this unticked the User can set a From date for the statement so that a ledger of transactions to the statement date can be provided. Where the option is left unticked the Statement_Ledger Template provides a more appropriate and easier to use layout for the report.

Email Options

Where stationery is being emailed there are some options for the user to select:

Whether to use their current **Outlook default signature** for emails or the standard KEYPrime signature.

Whether to **Review each email** before it is saved in the Outbox; this is particularly useful when wishing to personalise the contents of emails sent with the stationery.

If a large number of Tenants are to be emailed at the same time the **Save draft review emails** option causes them to be sent to the specified Outlook folder where they can be reviewed before sending. This stops multiple emails appearing on the screen all at once.

Apply these layout settings to all existing landlords to save going through every landlord changing them to use the same Layout preferences. This will only apply to layouts that are available to all Landlords, namely the existing templates. On saving, a warning is given to prevent accidentally overwriting customization of other Landlord preferences.

Address in stationery can be set to show either the Landlord address or the Estate address.

Users

These are Users who are not Administrators and they can be granted or denied specific access to each landlord. Users with the Administrator role automatically have access to all Landlords and do not appear in this list.

The access rights for these users can be changed using the Update option, this shows the list of Users with a dropdown menu on the Access Level Type. Choose from Full Access, No Access and Read Only.

These settings work in conjuction with the settings for the User Role in that Full Access will allow a

user Full Access to the Roles they have for that Landlord. No Access will mean that the Landlord will be invisible to the User.

Documents

The Landlord Documents tab will show the files, images and emails that have been dragged and dropped onto a Landlord. A copy of the file will have been created or a link to the original document. You can also use the red paperclip icon to quickly browse to add documents; this will show on the Landlord once the details have been saved. For more detailed information refer to "Documents" on page 115.

Late Interest (optional module)
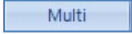
The Late Interest tab appears when the Interest Charging module has been enabled. This tab is where the defaults are set up for the rates, grace period and coding of interest charged for the Landlord. See separate module notes for **Error! Reference source not found.** for further details.
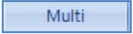
Multi

This button gives access to 3 options: Add Notes, Add Diary and Set Permission.

Multi Add Notes

Where similar notes are to be added to several Landlords. Highlight the Landlords using the Control and Shift keys. Click on the [Multi] button and select Add Notes. Choose the Landlord Note Type and enter the details that are to be used for all the landlords selected. Where certain landlord notes need to be different, these can be amended individually.

Multi Add Diary

Where common diary actions are to be added to multiple Landlords, the Multi Add Diary can be used. Highlight the Landlords using the Control and Shift keys. Click on the [Multi] button and select Add Diary. Choose the Landlord Diary Action code and enter the common details for the diary actions. Where certain landlord actions need to be different, these can be amended individually.

Set Permissions

Where there are many Users set up, as well as multiple Landlords, this screen enables them to be linked quickly and easily. Each User's role can be displayed on the screen by adding the Role field from the field chooser.
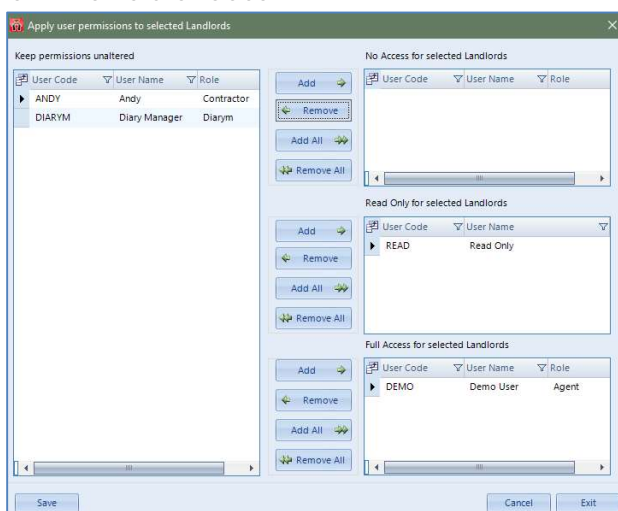
There is a list of Users on the left hand side. The right hand side is split into 3 sections for No Access, Read Only and Full Access.
Use the Add and Remove buttons to allocate the Users to the correct section. This will give them the same access across all the Landlords that were highlighted before selecting the Set Permissions button.
Individual Users can be edited on the User tab within each Landlord.

Accrue

Not only can a report of Accrued and Prepaid amounts be produced from the Landlord reports section, but it is also possible to automatically create Accruals and Prepayments in the Landlords' set of accounts. See "Accruals and Prepayments" on page 32 for further information on the way accruals and prepayments are calculated.

The Accrue button at the bottom of the Landlord screen shows a screen of options similar to that used for the Accruals report. This will create a list of Accruals and Prepayments at the date entered; click on the + sign next to the line to show the details.

Put a tick in the column Create Transaction then select OK and each Accrual or Prepayment will be displayed in turn for confirmation before saving to the accounts.

Transactions Export

This is an optional module to allow the user to export Sales Invoices, Sales Credit Notes and Sales Receipts from KEYPrime Property to a different accounts software; this is exported in either TextCSV or TextFixedWidth format. There is an option to include URLs in the export.

See separate module notes for **Error! Reference source not found.** for further details.
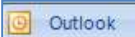
Workflow

This screen maps the Landlords to the optional Workflow App which may be used on a handheld device to allow off site contractors and staff to enter, receive and update work items. Click on this button to select which Landlords will be shown in the Workflow app. when creating new diary items.

Outlook

The ⌹ Outlook button at the bottom toolbar allows the Landlord Details to be exported to create an Outlook contact.

Excel

The information contained within the Landlord listing screen can be quickly exported to Excel by selecting the 🗎 Exp/imp button. The export option for Landlords is a WYSIWYG feature, in that whichever columns, records and sort order are included in the listing screen will be what is produced in the excel export.

Ledgers

The Ledgers menu on the right hand side provides access to the Accounts ledgers for the selected Landlord.

These options open the complete list of ledger codes for the Landlord and give access to add, edit or delete codes if required. There are many reports available specific to the ledger chosen which provide the property user with the same reports as are available in the accounts.

Access to the ledgers is controlled by the Property User role and is set in the reports section where access to all or specific ledgers may be limited.

Reports

Landlord reports include:

Creditors/Debtors

Creditor or debtor reports for the selected Landlord(s) can be produced with a variety of options. The Closing date sets the date for reporting the outstanding balances for invoices. Period or Calendar based determines whether to show the report grouped by months or 30 day periods.
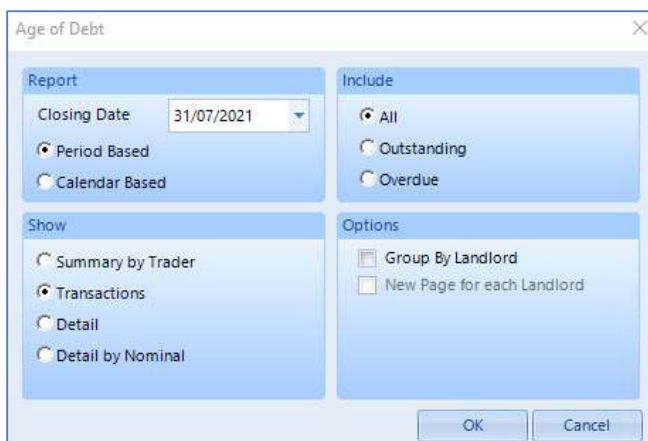
The Include section is for All, Outstanding or Overdue.

If **All** is selected it will show the outstanding Invoices and credit notes at the date of the report regardless of whether subsequently paid. Further choices are for just those that are **Outstanding** to be shown or those that are not only outstanding but also **Overdue.**

The information can be shown as a **Summary** for each trader, by each **Transaction** or by **Detail** of each invoice item line. The detail can be further grouped by **Nominal** code.

Where multiple Landlords have been selected there are options to **Group by Landlord** and then have a **New page for each Landlord**.

Landlord Notes
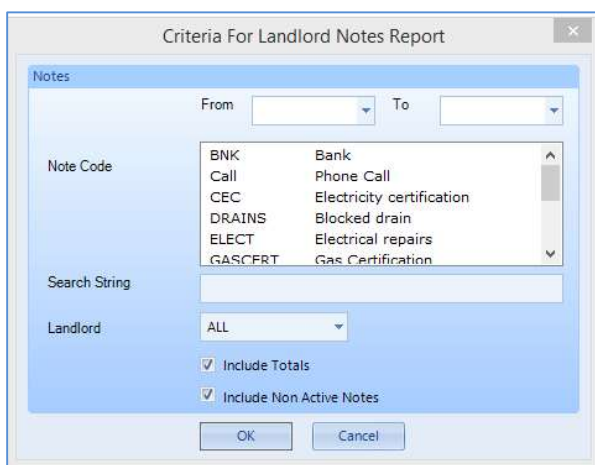
The Landlord notes report shows details of all or selected notes for Landlords.

The report may be over a date range but if you leave both date fields blank it will include all notes.

To limit the report specific Note codes may be selected from the list.

The report can also be filtered down to just include those notes which contain the specific text entered in Search String.

The report may be for All Landlords or individual Landlords. Any values on notes can be included or excluded from the report as required. Non-active note types can be included or excluded from the report.

Screen List

The screen list option is an Excel export in that it generates a basic report of exactly what is on the Landlord Listing screen at the time.

Accruals and Prepayments

The Accruals and Prepayments report will show a breakdown of the Accrued Income and Prepaid rents for the selected Landlord(s) at a user defined date.

The report can be for All Items on tenant invoices or restricted to include only the Rent items. The Report end date is the date for which the accrued amounts and prepayments are to be calculated.

Accrued Income - The report will show values for items that have a period start date prior to the Report end date which have been invoiced on a date after the report.
Any items that have a period start date prior to the Report end date that have not been invoiced, regardless of the expected processing date, will be included as **Un-invoiced Accrued Income.**

Any items that have an Invoice date that is on or before the report date, and which are for a period that extends beyond it, will be show as Pre Paid Income for the days after the report date.

Accrued Income

The report will take the annual value divided by 365 to give a daily amount which will then be multiplied by the number of days between the rent period start date and the report date inclusive (or period end date, whichever is sooner). This will give the accrued income figure where the invoice has not yet been raised or has been raised after the report date.

Pre-Paid Income

Where the invoice has been raised prior to the report date and part of or all of it is due after the report date. The daily rate will be multiplied by the number of days from the report date (or period start date whichever is later) to give the pre-paid income amount.
In running the report processing dates are completely ignored so there is no concept of an Un-Invoiced Pre-paid amount. It is the Invoice date that determines whether an invoice is Accrued or Pre-paid.

Tasks (optional)

Where the Works Manager Module is enabled a Tasks report option is shown. This reports on diary tasks at a Landlord level. The reporting options for tasks are comprehensive and as such are covered in more detail in the Works Manager module notes.

Diary Activity

Can show all diary activities for all properties, tenants and tenancies, for all landlords.

Addresses

This is a simple report of Landlord addresses, for the selected Landlords. Where no Landlord has been selected the report will be for all.

The report shows the Landlord code and name; underneath will be the Address information and whether it is the default address.

HMRC Schedule 23

Produces a report for All or Selected Landlords with the information required for HMRC Schedule 23. This is automatically exported to an Excel spreadsheet and can be saved wherever is convenient.

4. Properties

The button on the Main Menu opens the Property listing screen where properties are set up, edited and reported upon. This lists the Properties and some details. Further columns may be added by using the Field Chooser – see "Column Header" on page 6 for more information.

A Property is linked to an Analysis code in the Accounts. These will be created when the property is added or they can be imported from Accounts to create properties. The same Property/Analysis code cannot be used in more than one set of accounts or for more than one Landlord.

Icons

The property listing screen shows an Icon to indicate there is a current tenancy linked to the property. A property with no current tenancy will show the icon.

To assist further a Status column will display the Tenancy code for the property. Properties may have more than one tenancy, so this column will try to show the most likely current tenancy by checking the active status, start and end dates for all tenancies linked to the property. Where no current tenancy exists the status will show as Empty, making it easy to filter the list for vacant properties.

New Property

To add a new Property click on the **New** button from the bottom toolbar of the Property list screen. Enter the **Landlord code** or select it using the browse button.

The link directory can be ignored for the moment. This is used to provide a shortcut to a folder that contains documents and other information specific to the property; it should have a path that is accessible to all users.

Enter a unique **Property Code** up to 8 characters long. If you enter a new code it is suggested any house number should be at the end to make the grouping of properties on screen easier. If the

code already exists for a different Landlord a warning will be shown with an option to view the existing code.
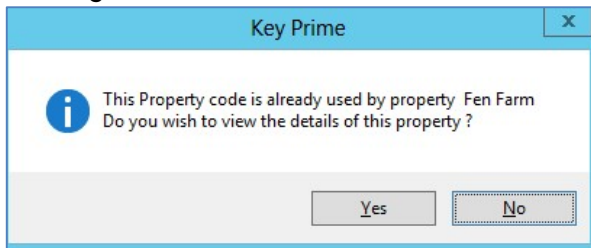
If the code already exists as an Analysis code in the Landlord's accounts data then the name and address will be copied in from the Accounts. This can be amended and will update the first 25 characters of the Accounts Analysis code name on saving. If you change the Analysis name in Accounts it will not affect the Property name, however, if you change the name in Property the Analysis code name will be updated.

Where Analysis codes have already been set up in Accounts these properties can be added by using the [Import] button. See "Import" on page 45.
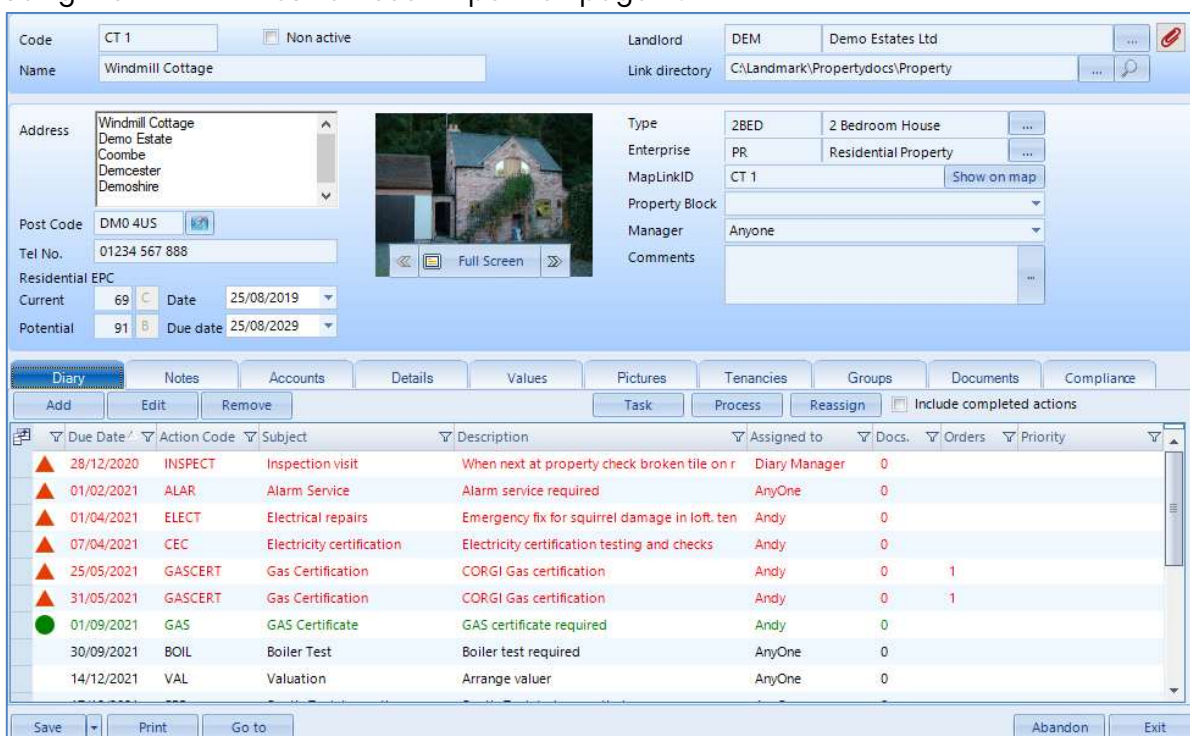
Enter the **Name of the Property.** The property name will automatically update the first line of the address which can be amended as desired. Complete the remainder of the address. This is typed in using Ctrl+Enter to add a new line; the Postcode can be typed in as part of the Address and when identified by its pattern it will automatically update the Post Code field.

The postcode field itself can be used to view the property on one of the web based map services such as Bing or Google Maps or Street View; the choice is made in Settings.

Enter a **Property Type** code, either by typing it in or selecting it though the browse button. Property types are user defined with new ones created either in the Admin section or by clicking on the **New** button on the list. For more information see "Property Types" on page 16.

Mandatory Information

In order to save a Property record all that is required is the Landlord, the Code, Name and Type to be entered; we call this mandatory information and it is indicated by the relevant field showing a light yellow background when empty.
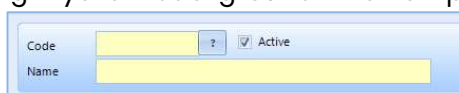
Save

There is an option to **Save and Continue**, or **Save and Exit** on the save button.

Save and Continue, will save the property but keep it open so that other information can be added.

Save and Exit will save the record and return you back to the listing screen where the new property will now be visible in the list.

Once the mandatory information has been entered, if you simply press **Enter** the property will save and a new entry screen will be displayed so you can add another property. Address and Property Block information from the previously saved entry is retained to save time re-entering this information where properties are added by a block or street at a time.

If the Properties list is filtered by Landlord while you are creating new properties, the list will refresh and show the new properties regardless of the filter in place. This is to ensure that duplicates are not created just because they are for a different landlord.

Enterprise

Costs and income from properties can be allocated to an Enterprise in the Accounts if required. By setting the enterprise on the property any tenancy created will default to use this enterprise on demands. To set an enterprise enter the code or select it from the list. New Enterprises may be added where permissions allow, this should always be done in consultation with the Accounts department (if that is not you!)

Map Link ID

This field links to Mapping software using a reference other than the postcode. Other mapping links are specific to the third party Mapping software, supplementary notes will be available once each link is completed. This field will allow a url for those who use online mapping tools.

Property Block

Properties may be associated with a Property Block. Because a property can only belong to one block this information can be used in reporting and on the grid, so whilst similar to groups, it can be useful when managing blocks of properties. Property Blocks are selected from the drop down menu or new blocks are created by free typing in a unique name. This is not linked to the new Block or Charge manager option – see Chapter 13, Optional Modules.

Property Manager

Each property can be allocated to a specific Property Manager from the list of users. This helps identify who should be assigned tasks and diary actions by default. It also allows a user to view only the properties managed by themselves. Properties can have only one manager at any time; therefore, care should be taken when assigning a manager other than yourself.

Comments field

An area which allows useful information relating to the property to be stored.

This will display the first few lines of text on the screen for ease of viewing.
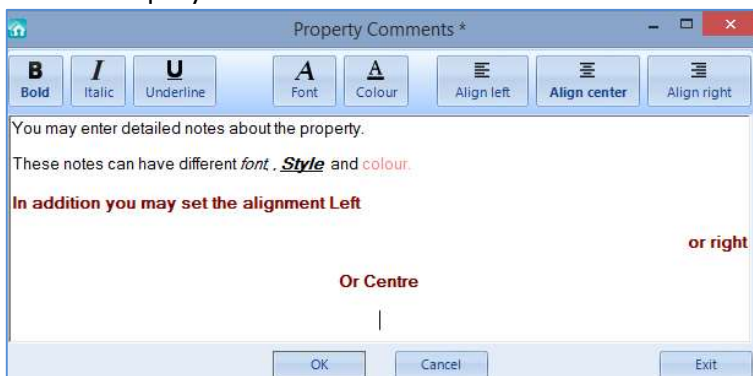
A full screen viewing and editing tool is provided to help enter and read the text in the format of your choice. Blocks of text from other products such as Word can be pasted into the viewer with their original formatting.

These details appear at the bottom of the **Property Details** report in the format defined.
When exported to Excel the comments will be converted back into plain text with no formatting and truncated to fit the Excel cell.
The field can be included in Word templates either as plain text or in the "Rich Text" with formatting.

EPC values

For the EPC values to appear in the Property information you will first need to enter a Diary action code in the Admin, Mastercodes section. This can be one that is already in use or a new one. It must have the Ten Year frequency.

Once this has been set up the EPC values fields will appear on each property.
EPC values can be Residential or Commercial. The Property Types are defined as Residential or Commercial in the Property, Admin settings.

 When these values and dates have been added and saved there will be 2 diary actions produced: one closed one for the current values and one for the future values.

This information will be printed on the Property details report along with the standard EPC graph.

The EPC values can be imported from Excel along with the other property details.

Details

The details tab shows the extra detail fields that can be entered for a property. The information can be entered on the screen by typing directly into the fields or it can be imported from an excel spreadsheet along with all the other details regarding properties, tenants and tenancies. See "Either select the desired record and choose OK or double click the chosen record to open the details.
It is possible to highlight multiple properties then use Go to Tenancies List, Tenants List and Landlords List to see the relevant items in those lists highlighted as well. Particularly useful for e.g. emailing multiple tenants concerning a specific issue in those properties.
Highlight several properties and click on Go to then Compliance status to show the Compliance status screen for just those properties.

Exp/Imp" on page 47. The fields include a VAT status field; select one of the VAT codes set up in the data.

There are 24 text fields available that are labelled according to the user defined settings, see Admin "Settings" on page 10. They will only be displayed in the properties if the field has been given a label. The Listing screen can also have these fields displayed by adding them from the Field chooser in the top left hand corner. If labels have been added to new detail fields in the Admin, Settings, Edit extra details, they will not show in the field chooser for the property listing screen until the Reset Active Window Layout or Reset All Grid Layouts has been selected from the turquoise Key icon, top left of the screen.

Values

The Values section has fields for Value and date, 2 of which are reserved for Market and Insurance values, while the other 8 are user defined value fields that are labelled according to the settings in Admin "Settings" on page 10.

Two fields on the right are for quantities, the first of which is used as a divisor on many reports so that information such as rent per sq. foot/meter can be shown. The labels for the fields are defined in Settings and are common across all properties; the units used for each are specific to the property.

Diary

The diary tab shows diary actions specific to the selected property record, these same diary actions will also be displayed in the main Diary.
Diary actions and Tasks (where Works Manager is enabled) can be added, viewed, edited, removed and processed for the property.
The icon on the left of the entries is coloured according to the current date:

The **red triangle** indicates a diary action is overdue.

The **yellow square** and purple writing indicate an action is due in the next seven days.

The **green circle** indicates the action is due in the next 8 to 30 days.

The **black date** with no icon indicates the action is due in excess of 30 days.

Completed actions can be displayed as well as those outstanding by ticking the Include completed actions box. Completed actions will show a tick ✓ 01/08/2021 and the completion date if the column has been added to the grid.
To add a new diary action, click on the **Add** button. If you add a new diary action through a property, the property code is automatically added to the record and cannot be changed.
The following information can then be added:

For	The property code which is preselected therefore disabled.
Due	Date the diary action is due, with a time if required; will default to the current date and time but this can be edited.
Reminder	Whether a reminder is required prior to the due date. Tick the option and then select from the available periods. When the reminder date is passed a message, similar to those in Outlook, will appear when KEYPrime Property is opened.
Action	The code for the type of diary action; enter this to populate the remaining fields with the Action code defaults.
Subject	A brief title for the diary action.
Frequency	When an Action has been processed, if there is a Frequency entered here, then a follow up action will be created for the required date in the future.

Details	The content of the action information, this is a memo field and holds an unlimited number of characters; in practice it is sensible to keep this brief.
Value	A value field is provided to store a quantity; these are used in some reports and can be summarised on some screens.
File	A link to any single file that may relate to the diary action. These paths must be valid for all users otherwise the file will not be accessible.
Assigned to	The KEYPrime property user responsible for managing this diary activity.
Created By	A read only field showing who created the action.
Completed	Whether the Action is complete. When the action is processed a date of completion can be entered.
Colour chooser	Actions can show different colours on the Calendar view of the diary. This can be set as a default on the Action code, see "Actions" on page 14, or set on the individual diary actions.
Save	Saves the diary action.
Word	Starts a process of selecting a Word template which will include the details from the Action. See "Word Link" on page 123.
Outlook	Opens an Outlook Appointment screen which can be edited and saved as required.
Documents	Provides a screen to add documents or to show documents that have been associated with the Action using drag and drop feature. The red paperclip icon is a shortcut to browse for documents which can then be linked to the action. See "Documents" on page 115 for more details.
	Clicking on Documents or Word will save the Action if not already saved and re open it to carry out the process.
Email	Will create an email to be sent to any of the: Tenant, Landlord, Contractor and Assignee depending on the action type and whether Contractor and Assignee have been entered.
Remove	Deletes the Action, this cannot be undone.
Abandon	Cancels any changes made, this only comes live if there is a change to abandon.
Exit	Closes the screen, any changes will not be saved.

Diary actions for Properties can also be added through the main Diary screen – see "Diary Actions" on page 82.

Edit diary action

Existing diary actions may be edited by highlighting the entry and choosing the Edit button. The behaviour during the edit of a diary action is the same as for new.

Process diary action

Once a diary action has been carried out it should be Processed in the property program to mark it as completed. Highlight the action from the list and click on the [Process] button. The action is displayed with the completed box ticked and today's date next to it, this can be changed if required. Other details may be edited as required before pressing the Save button.

Where a frequency has been set a message asking if you wish to create a follow up will be displayed. Where a follow up is required the new diary action will be displayed using the details of

the processed action. The due date of the new diary action will be set to the due date from the processed action plus its frequency.

Reassign diary action
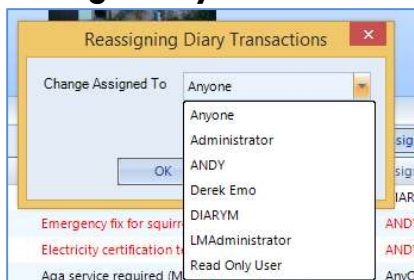
To change the user to whom a diary action is assigned, select the action(s) and click on the Reassign button, choose the required assignee from the list and press OK.

Assigning actions to Anyone will mean that these diary actions appear in everyone's diary.

Other diary information

The diary section provides options to Add new actions or show/hide completed actions when no diary action is selected.

When a diary action has been selected the right click options become Edit, Process, Remove or Reassign.

Task (optional)

Works manager tasks for a property can be added on the property diary tab, see "**Error! Reference source not found.**" on page **Error! Bookmark not defined.** for more detail.

Notes

Notes can be viewed and added to a property from the Notes tab. Notes include any closed diary actions and have the same principles as diary actions but can also be standalone notes for other information. See Property diary actions "**Diary**" on page 38 for more details.
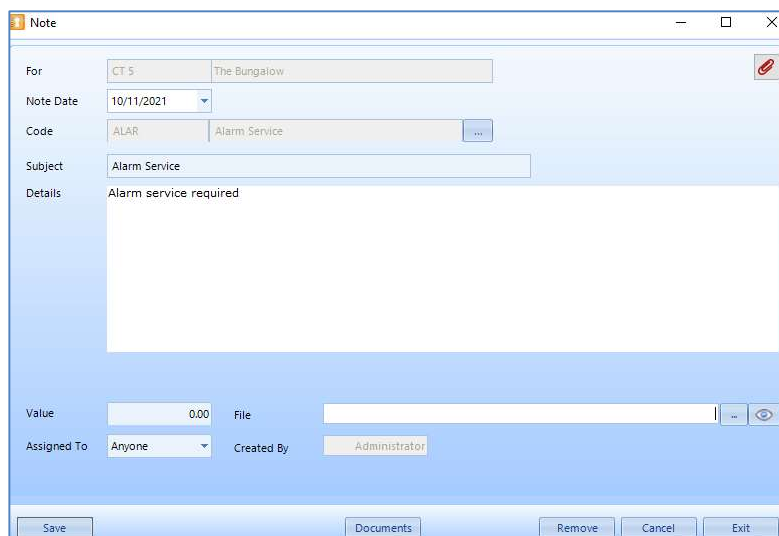
- Today's date is entered by default, this can be changed if needed.
- Select the Note code using the Browse button or create a new one if necessary.
- The Details and Subject will feed through from the note type and can be altered or added to.
- A Value for the note can be entered and may be shown on the list screen.
- Created By – this read only field shows who created the Note.
- To Save the Note click on Save
- Documents Provides a screen to add documents or to show documents that have been associated with the Note using drag and drop feature. The red paperclip icon is a shortcut to browse for documents which can then be linked to the note. See "Documents" on page 115 for more details.

To Edit notes either double click the note or select the note and choose the **Edit** option from the top of the section or the right click menu.

Notes may be removed by editing the note and choosing the remove button on the note details. They may also be removed by selecting the note and choosing **Remove** from the top of the section or the right click menu.

Accounts

The Accounts tab shows a list of all income and expenditure transactions that have the Property code on them. Expenditure shows as negative values and income as positive so that any totals are the net position.
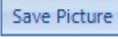
The screen shows several columns including the account nominal and enterprise codes, the trader name, net value, quantity, VAT and descriptions. This enables filtering and simple reporting straight from the screen.

The payment date of each invoice is shown so it is easy to check on what is still outstanding by filtering for invoices without a payment date.
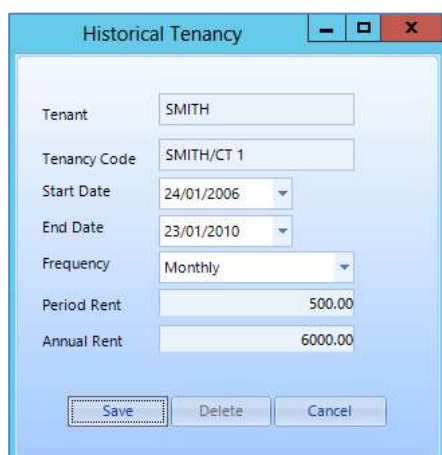
Pictures

NOTE: Photographs are included in the database when added through the Pictures section, therefore, we strongly recommend limiting the number and only using low resolution images if the data size is not to become excessive. For example the typical camera file image is 3Mb, therefore adding just 2 pictures to each property in a 100 property data set will mean that the database is 600Mb before any other data is added. Images can be resized to reduce the space they take up – use the Resize Images button in Admin, Settings.

Pictures of the Property may be held in this section. To add a new picture click on the `New/Edit` button; this will make the Browse button for the Path available. The file may be imported into KEYPrime Property by selecting the drive, directory and then file. Type in a description, tick the default box if required and click on `Save Picture`. The picture descriptions will appear in a list and when highlighted a picture it will appear in the centre of the screen. This view can be enlarged by clicking on the `« [ ] Full Screen »` button. You may also page through the pictures using the arrows either side of this button. Any additions to the list or edits made to existing pictures must be saved using the `Save Picture` button.

Tenancies

New tenancies may be added by clicking on the **New** button.

You will be asked if this is an historic tenancy. If it is historic the basic information can be added, if it is current the new Tenancy creation screen will be shown.

For further information on creating new Tenancies see "New Tenancy" on page 58.

Groups

The Groups tab shows which groups, if any, the property belongs to.

The property can be added to or removed from groups using the Update button. This will display the list of available groups and any that the property already belongs to will be highlighted in blue. Add or remove groups by **holding the Ctrl key** and clicking on the Group then press Save. Exit to return to Groups tab.

Documents

This tab shows all documents and emails that have been dragged and dropped on to the Property. These can be viewed, removed or have their details updated from this screen. Use the Direct and Related button to view documents which were not directly saved to the property but are related e.g. documents which were saved to the Tenancy or Tenant.

You can also use the red paperclip icon to quickly browse to add documents. When setting up a new property this icon does not show on the property details screen until it has been saved. For more detailed information refer to "Documents" on page 115.

Compliance

Certain Diary actions and Task types can be set up to be monitored as to whether they are Compliant or not. Any of the Property type diary actions can be used and they can be given a Frequency and Compliance level. If Works Manager is enabled then Tasks can also be used.

Set up

Each property has a Compliance tab where the actions and tasks which need to be compliant are entered.

They are set up in each Property so different frequencies or compliance levels can be given to the same diary action in different properties. It is also possible to set default compliance actions/tasks on a property Type so all properties of that type will have them set up -see "Compliance" on page 89 for further information.

When a compliance action/task is entered on a property and saved, a warning will be shown if there is no diary action or task existing for it and you will be asked if you wish to create one now.

If multiple properties are to have the same actions/tasks at the same frequency and level then use the Multi button on the bottom toolbar.

Once the Compliance actions have been set up on a property then this will be included on the Compliance list screen, accessed from the icon on the main menu. This will indicate whether there are any diary actions or tasks relating to compliance that are Compliant (green) or Non-compliant (red).

The compliance level is shown on the list screen so it is possible to filter the list by e.g. Critical actions. The list will also flag up if there are any Compliance actions which have no diary action for them. See "Compliance" on page 89 for further information.

If a report on the compliance status of a single or a few properties is needed then highlight them on the Properties listing screen, click on the Go To button at the bottom of the screen and select Compliance status.

Edit Property

To view or Edit the details of an existing Property double click on the Property name in the list or highlight it and click on Edit on the bottom toolbar. More than one Property may be highlighted for selection so that they may be viewed and edited together. Details of the property other than its code or landlord may be changed where the user role allows this.

Working with multiple records

Where more than one property has been selected for editing, a list will be shown in the left hand column, with the details of the highlighted record on the right. To view other properties in the list, select its code or move up and down the list with the up and down arrows.
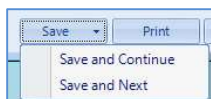
When saving each property in the selection there is a Save and Continue (with the current record) or Save and Next to go to the next record in the list.

When the last record is selected this becomes Save and Close.

Property Manager

To change the manager for a property click on the dropdown list of users. If **no manager** is required, this is represented by the blank row at the top of the list.
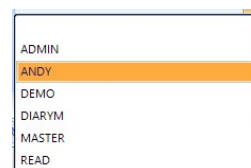
Where the manager is changed, an option is shown to update the assignee on any uncompleted diary actions for the property.

The options are to:

Leave the actions assignee unchanged

Update only diary actions that were linked to the previous manager

Make All uncompleted diary actions assigned to the new manager

The default is to leave them unchanged to prevent any accidental updating of records. Any new diary actions or tasks created for the property, where the default setting on the action is to use the property manager, will now be assigned to the new manager.

Multi

The [Multi] button on the bottom toolbar of the Property list screen allows entry of one type of information onto several Properties at once. The choice is to multi: -

Update
Add Diary
Add Notes
Allocate Manager
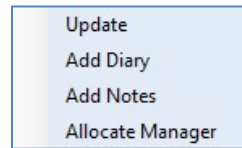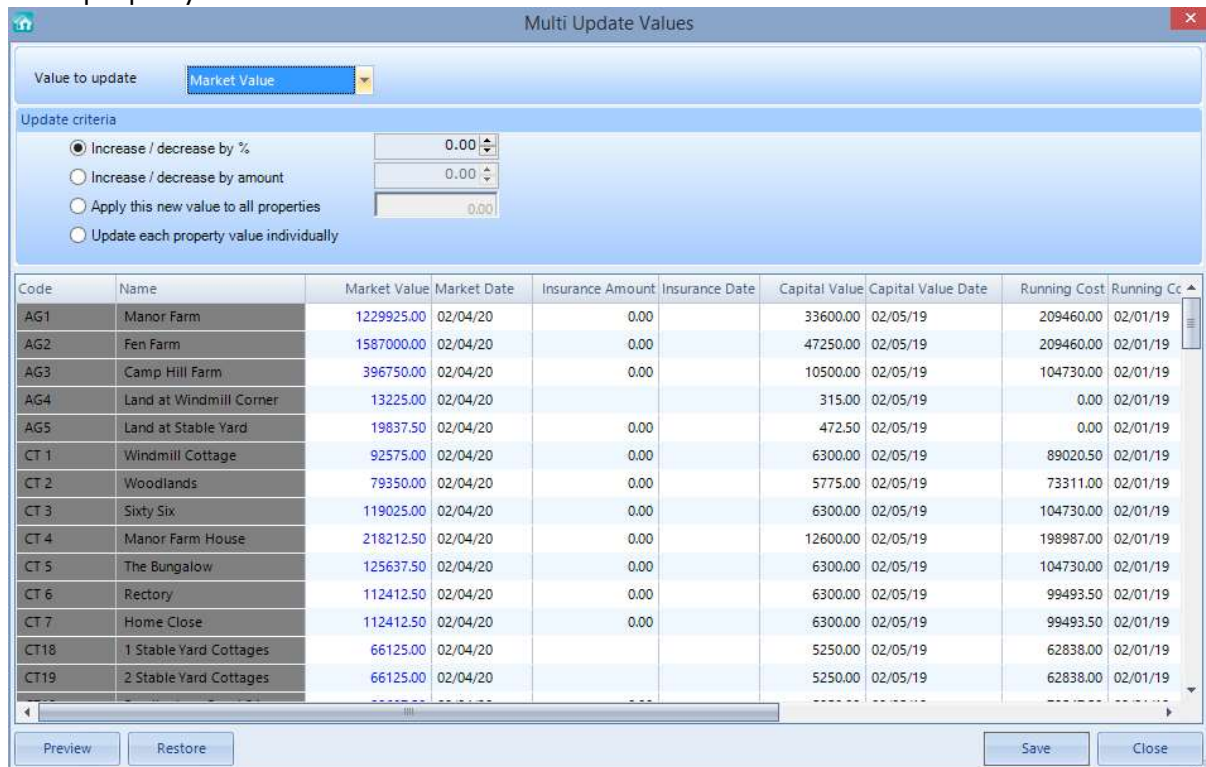
Update

Highlight the Properties to have their values updated, click on Multi and select Update. A new screen will be displayed with all the Property value details including the new fields added recently. Choose which value to update – this will highlight the figures in that column in blue. Choose the method from the Update Criteria section:

Increase/Decrease by % - multiply the current amount by the % and add this.
Increase/Decrease by Amount - change the current amount by a fixed value.
Apply this new value to all properties - change all current amounts to the entered value.
Update each property value individually - allow the value to be entered manually on the grid for each property.

Click on Preview to check the values are correct. Use Restore to go back to the original values if necessary. Save to complete.

To update the Dates, you can only use the **Apply this value to all properties** or **Update each property value individually**.

The properties can be sorted on the grid by clicking on the column headers. There is no filtering allowed on the screen as the relevant properties have already been selected.

Any changes to the values will now reflect on the property records and can be audited by running the Property Valuation Change report.

Add Diary

To add the same Diary Action to multiple properties, highlight the Properties, click on Multi and select Add Diary; this will show the diary action form with no property showing in the For section. Complete the diary action in the same way that you would for a single property and then save it.

This will add a separate diary action on all the selected properties with the same details in each. These can be edited to make them specific to each property.

When multi adding diary actions Word Letters cannot be generated and documents cannot be attached, however, a common File link can be added to all actions.

Add Notes

To add a Note to multiple Properties at once, highlight the Properties, click on Multi and select Add Notes. As with multi add diary actions this will show the note form which can be completed and saved so that the same note can be added to all properties.

Allocate Manager

To change the Property Manager on a number of properties at the same time, select Multi and choose the Allocate Manager option. This will provide a screen where the new Manager can be selected from the drop down list.
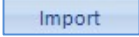
Add Compliance Action/Task

To add the same diary action/task to multiple properties with the same frequency and level. See Compliance tab above.
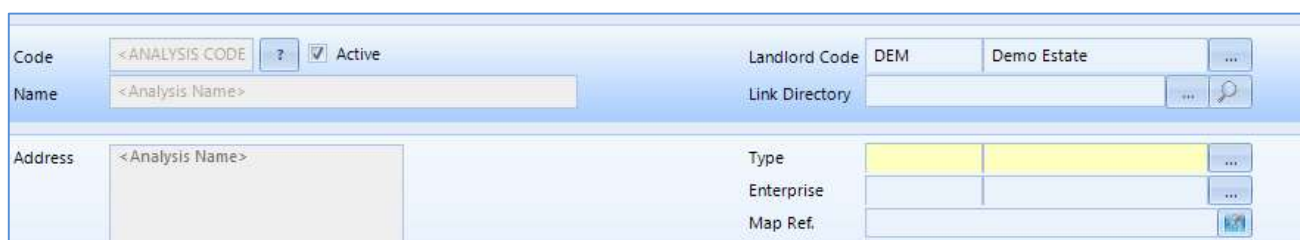
Import

Property codes are linked to Analysis codes in Accounts. If the Analysis codes have already been created you can import these as Property Codes and just add the rest of the information.

Simply select the [Import] button at the bottom of the screen and identify the Landlord of the properties. A list of all Analysis codes that are not already linked to a Property will be displayed, including those that are not for Properties. Select properties from the list which are of the same Type then click on Import.

A message is shown followed by a new Property screen where you can add all the information common to the selected Analysis codes. The only mandatory information that must be added is the Property Type.
The information added here will be the same on all the properties you have imported, however, it can be edited to add specific details such as Address information once imported.

Task
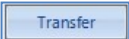
An optional module – this will display when Works Manager has been enabled. See separate module notes for Works Manager for further details.

Transfer

If a Property needs to be transferred to another Landlord this can be done by selecting the code and clicking on [Transfer]. This will show a list of the other Landlords in the data that the property can be transferred to.

A new unique property code must be entered then click on OK.

The property with its new code will then be created along with its Tenancy and Tenant (if applicable) in the new Landlord.

The old records will be set as non- active and any uncompleted diary actions will be transferred to the new property and tenancy(s).

To complete the process new Demands must be set up. These cannot be carried across between Landlords as the Item code is specific to each set of accounts.

Note also:

- Any footer details on the demand for this particular tenancy will need to be re-entered.
- The old Landlord will keep historical records of the tenancy and property, along with the Analysis code.
- The Tenant will be left as current but not linked to a tenancy in the old Landlord.
- The old demand in the original Landlord will be ended and no more invoices created, therefore, it is important to carry out this process after the last invoice has been issued on behalf of the old Landlord. Service charges on the old tenancy(s) will need to be manually added in the new landlord, as will any supplementary demands.

If you wish to keep the old Analysis code in the new landlord we recommend carrying out a property code change before transferring; include updating the Tenancy code as well if required. See "Code Change Properties" on page 20.

Workflow

This screen maps the Properties to the optional module Workflow App which may be used on a handheld device to allow off site contractors and staff to enter, receive and update work items. Click on this button to select which Properties will be shown in the Workflow app. when creating new diary items.

See the separate module notes for the **Error! Reference source not found.** for further information.

Metering

An optional module for the recording and invoicing of property meters. See separate module notes for Metering for further information.
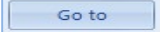
Blocks

This is an optional module for allocating and recovering costs for Block managed properties. It allocates the costs across leaseholders or tenants on a block of properties; proportional expenses may then be recovered, not only on a percentage share basis, but also over a period of

responsibility. A separate more detailed document outlining the features and usage of this can be provided on request.

Go to

The [Go to] button on the bottom toolbar is a short cut to the Landlord, Tenant or Tenancy screen for the chosen property. It is also a quick link to Show on Map.

Where more than one Tenancy or Tenant is linked to a property a warning is shown and then a list of choices provided with the current record at the top. Any records that are no longer active will show in red.
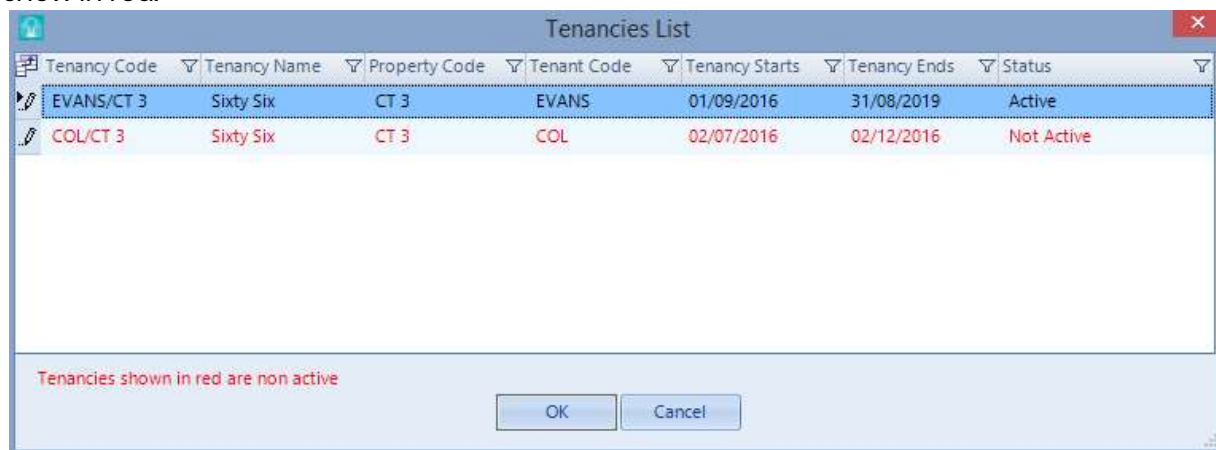
Tenancy Code	Tenancy Name	Property Code	Tenant Code	Tenancy Starts	Tenancy Ends	Status
EVANS/CT 3	Sixty Six	CT 3	EVANS	01/09/2016	31/08/2019	Active
COL/CT 3	Sixty Six	CT 3	COL	02/07/2016	02/12/2016	Not Active

Tenancies shown in red are non active

OK   Cancel

Either select the desired record and choose OK or double click the chosen record to open the details.

It is possible to highlight multiple properties then use Go to Tenancies List, Tenants List and Landlords List to see the relevant items in those lists highlighted as well. Particularly useful for e.g. emailing multiple tenants concerning a specific issue in those properties.

Highlight several properties and click on Go to then Compliance status to show the Compliance status screen for just those properties.

Exp/Imp
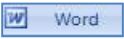
The [Exp/imp] button allows the export and import of Property data to or from Excel.

The primary use of the **Export** feature is to be able extract selected property data to Excel for further analysis. This can be carried out on an Ad Hoc basis by selecting the records and information to extract each time. A more permanent export template can be created by saving a new layout so this can be used time and again. See the Utilities section "Excel Export" on page 121 for more details on this powerful feature.

The **Import** option allows multiple property records to be either added or updated at the same time. This is an extremely powerful way of updating many records at the same time and as a result should be used with some care. For this to work successfully it is important to ensure that all the relevant data is added to the spreadsheet first and that it is checked for accuracy before importing. See the Accounts manual for further details.

Word

The [Word] button creates a "mail merge" document using the selected property details. This can be to create letters addressed to the property or, using the property details, create data capture forms or information packs. See "Word Link" on page 123 for guidance on setting up and using templates. There are some sample templates already set up as part of the program.

Create letters

To create the letters, highlight the properties and select the Word button. This will show a list of available templates to choose. Property specific Templates begin with PTYLET.

Select the required template and click on Open, this will merge the details of the properties into the template and create the letters.
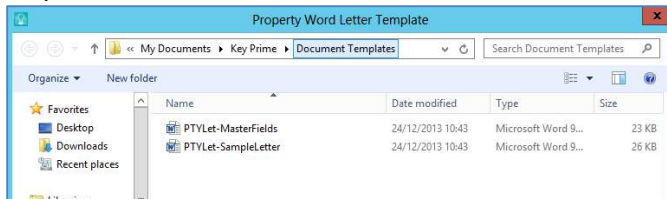
The document can be treated like any other Word document. It can be printed and saved or emailed.
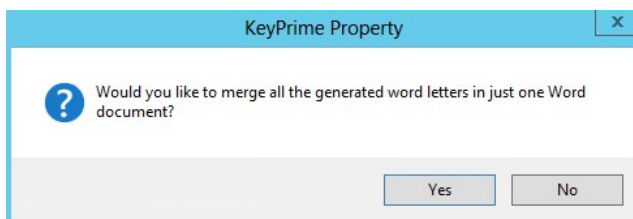
If four or more Properties were selected an option is provided to either generate one document containing all the letters, or a single document for each.

Where multiple letters are created a progress bar is displayed as this can take some time.
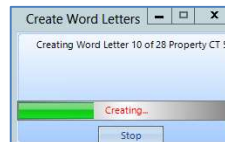
Delete

A Property may be deleted if nothing else depends on it, i.e. a tenancy. This is only really expected to be used if a property was set up in error.

Filters

Filters may be applied to the list of Properties for ease of selection and reporting. As soon as the tick is inserted in the box then the list will only show those Properties belonging to that Landlord or Group. More than one Landlord or Group may be selected at a time and both filters may be applied at the same time.

To deselect a filter, click again on the tick box or to return to the full list tick the All box.
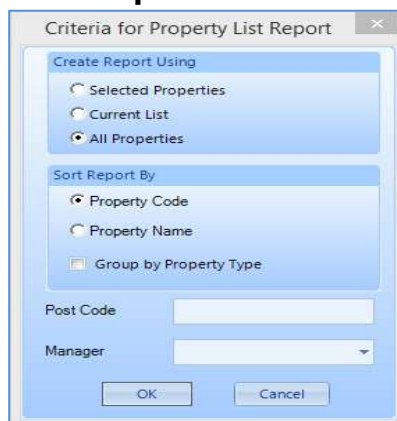
Property Reports

The Report menu shows a list of all the Property related Reports. Double Click on a report to run it.

List of Properties

Gives a list of Selected, Current List or All Properties sorted by Property code or name with an option to group by Property Type.

The report can either be run for all postcodes or for a selected postcode or part. The report can also be filtered down to properties with a specified manager.

The report shows the property code, name, number of units and their type, the current tenancy and tenant, the annual rent and an annual rent per unit for each.

Property Details

The property details report provides a comprehensive selection of options for reporting on the properties. This criteria screen is also shown when you edit a property and select Print from the bottom of the screen.
There are options as to what to include in the report, how to sort it and what filters to apply. Where pictures exist for the property they can be shown as just the main image or as a gallery of all images.

Property Rent Book

The Property Rent book will show all the Income transactions linked to the properties for a date range. This can be in summary or detail and can be further restricted to just show all items or just rent income information.

Where the report has been run in Detail there is now the facility to drill-down to further information. If you hover the cursor over the Landlord, Tenant or Property codes it will change to a hand and clicking on the code will open up the details screen for that Landlord, Tenant or Property. Further, if you select the Transaction number for an invoice it will drill-down to open the invoice entry screen.

This report, when run in the Property section, will be sorted by Landlord first but within that grouping it can be sorted by Property Code, Property Name or Tenancy Start Date. If you want the rent books to be sorted solely by Tenancy Start then they should be run from the tenancy section which also has this option.

It is now optional to Group by Property Type instead of this being the default.

Property Notes

The Property Notes report allows all or selected notes to be reported for all or selected properties. The report may be sorted by Note order, Property code or Property name. When Property Code is selected there is a further option to sort the notes by Date or note Type.

The **Search string** provides the option to display only notes containing specified text.

If specific Note codes are to be reported on, then Ctrl and Click to select them.

There are options to show whether to restrict the report to notes with specified dates, and whether to include any note Values on the report.

The tick to Include non-active notes will add in any note types which have been made inactive.

Market Values

Provides a list of Properties, grouped by type then sorted by code or name, with their Market Values (if entered), Annual rent and % yield. Also the number of units recorded and the annual rent per unit, with sub totals for each property type, and a grand total for the report. There is also an option to include the name of the current tenant.

Property Valuation

Shows all the property values and dates entered in the right hand side of the details section, along with the annual rent and rent per unit. The results are sorted either by property code or name and are grouped by property type.

Property Valuation Change

Lists the old and new amounts and dates for all or selected values listed in the property details including the new fields added recently. There is also the amount and percentage of change.

Multiple Tenancies

Lists the details of any property which has more than one active tenancy associated with it and includes the tenants, start and end dates, tenancy types and rent frequency.

Property Margins

Gives gross margins for selected properties over a chosen date range. The gross margins are made up of rent and other income, less expenditure entered in KEYPrime Accounts allocated to the property by use of the analysis (property) code. Drill-down is available on this report – see "Property Rent Book" on page 49.

Time to Collect Rent

This report will tell you how many days it has taken to collect the rent from the tenant for each property. The summary report shows just the average number of days for all the invoices linked to the property, whereas the detailed report will list the invoices with the number of days for each invoice then an average. The report may be run by a date range and drill-down is available. The Smartview button provides an option to show Time to Collect Rent report as a graph. Smartview is included by default in all versions of KEYPrime and includes the filters to allow the user to create much more specific graphs.

Annual Rent

This report gives the scheduled rent due on a monthly basis for the 12 months from the date entered. Service charges can be included and the report can include properties with no rent. Where

a demand comes to an end during the 12 months and there is no agreed replacement review, the current rent will be listed but shown in Blue to indicate it is an assumed amount.

Property Annual Rent
For landlord Landmark Estate Co for current list of properties
From 01/09/2021 including service charges sorted by nominal code

Nominal	Enterprise	PropertyCode	Sep.2021	Oct.2021	Nov.2021	Dec.2021	Jan.2022	Feb.2022	Mar.2022	Apr.2022	May.2022	Jun.2022	Jul.2022	Aug.2022	Total
Landlord	LECO	Landmark Estate Co													
00003		BUNGALOW	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	12,000.00
Total Cottage Rents			**1,000.00**	**1,000.00**	**1,000.00**	**1,000.00**	**1,000.00**	**1,000.00**	**1,000.00**	**1,000.00**	**1,000.00**	**1,000.00**	**1,000.00**	**1,000.00**	**12,000.00**
00024		BULL	0.00	5,000.00	0.00	0.00	5,000.00	0.00	0.00	5,000.00	0.00	0.00	0.00	0.00	15,000.00
00024	PROP	CAT	0.00	6,300.00	0.00	0.00	0.00	0.00	0.00	6,300.00	0.00	0.00	0.00	0.00	12,600.00
Total Pub Rents			**0.00**	**11,300.00**	**0.00**	**0.00**	**5,000.00**	**0.00**	**0.00**	**11,300.00**	**0.00**	**0.00**	**0.00**	**0.00**	**27,600.00**
00026	FARM	BRIDGE	0.00	6,000.00	0.00	0.00	0.00	0.00	0.00	6,000.00	0.00	0.00	0.00	0.00	12,000.00
00026		BROOK	900.00	900.00	900.00	900.00	900.00	900.00	900.00	900.00	900.00	900.00	900.00	900.00	10,800.00
00026		DOWER	4,500.00	0.00	0.00	0.00	0.00	0.00	4,500.00	0.00	0.00	0.00	0.00	0.00	9,000.00
00026	FARM	GRANGE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	15,000.00	0.00	0.00	0.00	0.00	15,000.00
00026	FARM	GREY	833.33	833.33	833.33	833.33	833.33	833.33	833.33	833.33	833.33	833.33	833.33	833.33	9,999.96
Total Farm rents			**6,233.33**	**7,733.33**	**1,733.33**	**1,733.33**	**1,733.33**	**1,733.33**	**6,233.33**	**22,733.33**	**1,733.33**	**1,733.33**	**1,733.33**	**1,733.33**	**56,799.96**

This report can be sorted by nominal or enterprise.

Income Summary

A summary report by nominal code of income for each property with totals and a summary for each landlord along with a breakdown of Sales and Costs.

Property with No Rent

This report effectively shows properties for which no rent is being invoiced. It may simply be because they are empty in which case no tenant details will be shown. If the tenancy has come to an end and has not been ended it will show the tenant details.

The report is run at today's date and any property which has an active rent demand which either ends before or starts after today will show in Blue.

Property Voids

This reports the occupancy of properties within a given date range and can be sorted by Code or Name. There is an option to include, or ignore, properties with 100% occupancy.

The number of days will be calculated by the date range entered and will show the occupancy as a number and percentage. To report on individual Landlord occupancy, filter the grid by Landlord and select the Current list.
The Smartview button provides an option to show the Property Voids report as a graph. Smartview is included by default in all versions of KEYPrime and includes the filters to allow the user to create much more specific graphs.

Age of Credit/ Age of Debt

Gives an Age of Credit/Age of Debt report by Property. This can be run for All or selected properties and can be sorted by Tenant or by Property.

Tasks (optional)

This is a report on the Works Manager Tasks from a Property perspective, i.e. the Tasks will be grouped by Property and then sorted according to the options chosen. See separate module notes on Works Manager for further details.

Diary Activity

The property Diary Activity report allows all or selected diary activities to be reported for all or selected properties. See "This report is best produced in conjunction with a filtered list unless all details are required.

Diary Activity" on page 87 for further details.

EPC Report

Provides a summary of EPC values for the selected properties. There is the option to show a Detailed history of previous EPCs as well.

5. Tenants

The Tenants ![Tenants icon] section is where Tenant records are set up and maintained. This lists the Tenants and some details. Further columns may be added by using the Field Chooser – see "Column Header" on page 6 for more information.

All of your tenants will also be set up as Customers within KEYPrime Accounts.
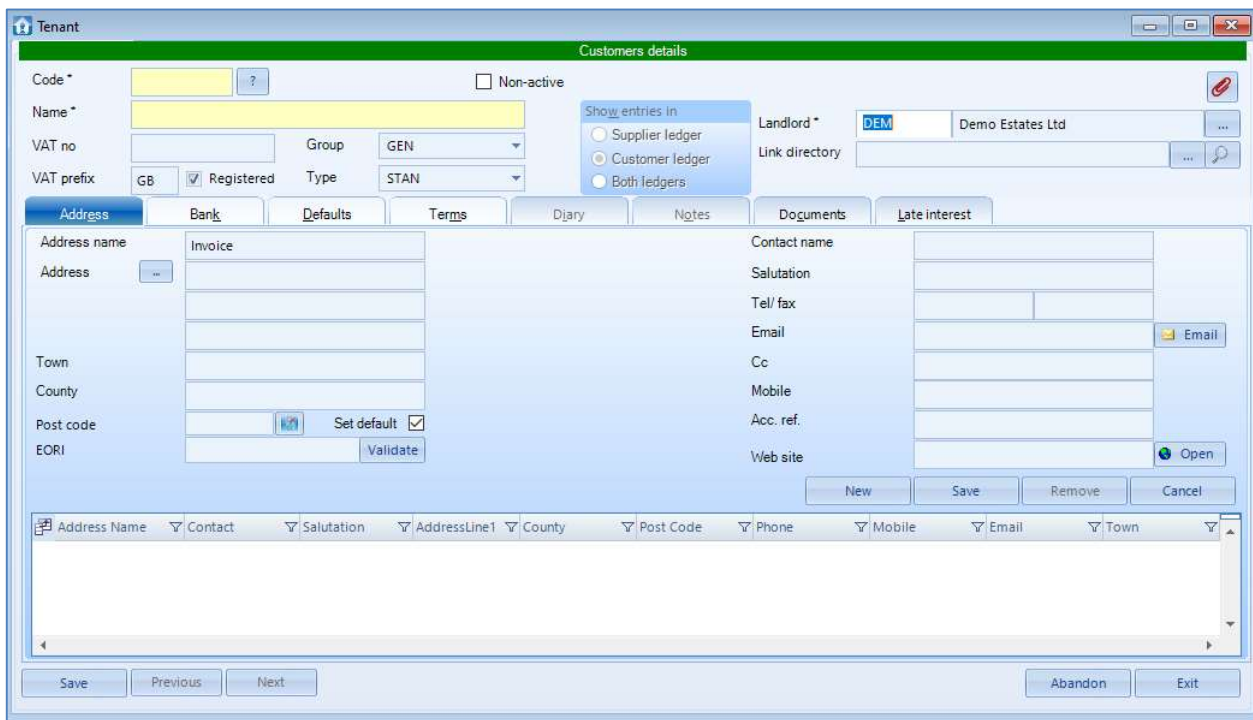
A tenant with ![icon] icon has been allocated to a property.

A tenant with ![icon] icon has not been allocated to a property. If the list screen is sorted by Status it will put all the Not in Use at the top and the rest will be in alphabetical order by code.

To look at specific tenant details double click on the tenant name from the list or highlight it and select the **Edit** button.

New Tenant

To set up a new Tenant click on the **New** button from the bottom toolbar. This will open the Customer details screen similar to KEYPrime Accounts.

Select the Landlord first then fill in the Tenant code and name. If the tenant was already entered as a Customer in accounts then by typing in the code the rest of the address and other details will automatically be filled in.

The link directory is used to provide a shortcut to a folder that contains documents and other information specific to the tenant; it should have a path that is accessible to all users.

Further details are entered on the tabs:

Tabs

Enter the invoice address and any other defaults required. See the KEYPrime Accounts manual, Traders section, for further details on Trader tabs.

See "**Diary**" on page 38 of the Properties section and also see "Notes" on page 40 for further details on the Diary and Notes tabs.

The **Documents** tab will show the list of all documents linked to the Tenant. Further documents can be added using the red paperclip icon which will show once the tenant details have been saved, or by drag and drop. Use the Direct and Related button to view documents which were not directly saved to the Tenant but are related e.g. documents which were saved to the Tenancy or Property.

Late Interest

Interest Charging is an optional module. The details for each Tenant can be different so they can be entered and edited here.

Edit

To edit one or several Tenants, highlight the Tenants on the list and select the **Edit** button from the bottom toolbar. If more than one Tenant has been highlighted use the [Previous] and [Next] buttons to move between them. Click on the **Save** button to save and exit the screen.

Multi

If the same Note or Diary action needs to be added to more than one Tenant, highlight the Tenants and select the [Multi] add button from the bottom toolbar.

The new Note/Diary action screen will appear and once it is saved a new note/action with the same details will be attached to each of the highlighted Tenants.

There is also an option to Multi update several tenants at the same time with regards to the Trader Type, Trader Group or Status. Click on the dropdown menu to select the new status or leave it as Do not change.

Import Tenants

If Tenants exist as Customers within KEYPrime Accounts their details can be imported into KEYPrime Property. Click on **Import** from the bottom toolbar to display a list of all Customers who are not already Tenants.
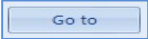
Select the ones to be imported and press the **Import** button. Their details will then be copied into KEYPrime Property.

Task

Where Works Manager option is enabled this button is used to create a new Task linked to the Tenant. See Works Manager module notes for further details.
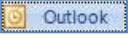
Go to

The [Go to] button on the bottom toolbar is a short cut to the Landlord, Property or Tenancy screen for the chosen tenant. Select the option to be taken to the open record of the appropriate type.
 It is possible to highlight multiple tenants then use Go to Tenancies List, Properties List and Landlords List to see the relevant items in those lists highlighted as well.
There is also an option to show the location of the property linked to the tenant on a map.

Outlook

Highlight a Tenant and select [Outlook] from the bottom toolbar to export Tenant details into the personal Contacts list of Microsoft Outlook.

Exp/Imp

The [Exp/Imp] button allows the export and import of Tenant data to or from Excel. Importing is an extremely powerful way of updating many records at the same time and as a result should be used with some care.
See "Exp/Imp" on page 47 in the Properties section for more information.

Word

See "Word" on page 47 in the Properties section for further details.

Filters

Filters may be applied to the list of Tenants for ease of selection and reporting. As soon as the tick is inserted in the box then the list will only show those Tenants belonging to that Landlord or Group. More than one Landlord or Group may be selected at a time and both filters may be applied at the same time.

To deselect a filter, click again on the tick box or to return to the full list tick the All box.

Reports
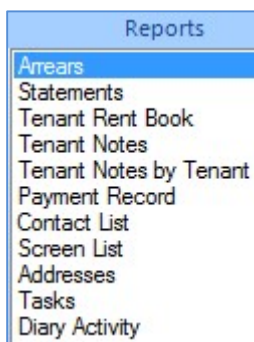
The Report menu shows the list of Tenant related Reports. Double Click on a report to run it.

Arrears

Gives an Age of Debt report either for rent items or all items. This report is similar to the Age of Debt report found under customers in KEYPrime Accounts.

Statements

This produces a Statement for all the Tenants of a specified Landlord for the date range entered.

The layout of the Statements is set within the Landlord preferences and can be customized e.g. to add a column to show invoices OnHold. See the Landlord section "Preferences" on page 25. Each Landlord may be set to a different statement layout.

Tenant Rent Book

The summary version lists the opening and closing balances, invoices and receipts for each Tenant.

The detailed version gives a list of all rent demands for each Tenant for a date range. It is totalled by property if the tenant is linked to more than one property. It also shows the date paid.

It may be run for rent items alone or all items.

Tenant Notes

Gives a list of the notes that have been attached to Tenants. Various criteria for the report may be set:

Sort by the Date of the notes or by Type.

Filter by Landlord or select All.

Search string – a few letters of a word may be typed here and all instances of this will then be listed in the report.

Choose either a single note code or a selection of codes by highlighting them using the shift or ctrl key and mouse. If nothing is selected then All note codes will be reported on.
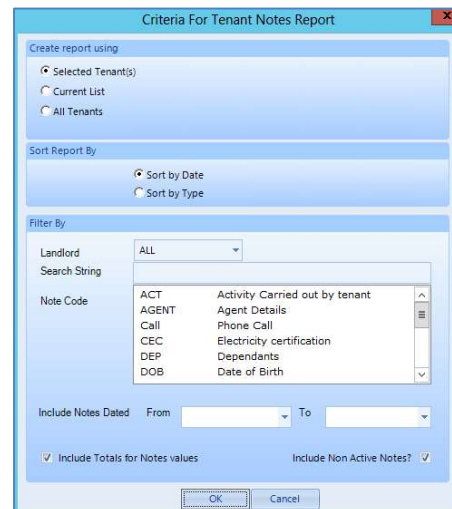
A date range can be used and Values may be included if required.

Tenant notes by Tenant

This is similar to the Tenant Notes report but it is listed by Tenant.

Payment record

This report will tell you how many days it has taken to collect the rent from the tenant for each property. The summary report shows just the average number of days for all the invoices linked to the tenant, whereas the detailed report will list the invoices with the number of days for each invoice then an average. It also gives an Annualised Risk.

Contact list

This produces a contact list for the selected Tenants. This includes the code and name of the Tenant along with their landline and mobile phone numbers, email address and fax number.

Screen list

This will print the list of Tenants as presented on the screen including those that need to be scrolled down for viewing.

Addresses

This report lists Name, Address, Phone Numbers and other details of the tenants.

Tasks

See Works Manager module notes.

Diary Activity

The Tenant Diary Activity report allows all or selected diary activities to be reported for all or selected tenants. See "This report is best produced in conjunction with a filtered list unless all details are required.
Diary Activity" on page 87.

6. Tenancies

The section is where Tenancy Agreements are set up and maintained. A list of existing Tenancy Agreements is displayed with summary information on the grid. As with all grids you can choose which additional information to show or hide by adding or removing columns – see Field Chooser in "Column Header" on page 6 for more information. You may sort or filter the list on any or several columns and you may search for values in all visible fields or specific columns.

An icon is used to show the status of the various tenancies as follows:

 Shows a tenancy agreement is in place.

 Shows an inactive Tenancy.

 Shows a tenancy without a current rent demand.

Individual or multiple tenancies can be edited by selecting the record(s) in the list then choosing edit.

New Tenancy

To add a new Tenancy click on the **New** button on the bottom toolbar. This opens the entry screen. This screen is a little unusual in that the tabbing sequence is not in the same order as the fields. This is because the same screen is used to enter and display Tenancy details and the order of the screen is to better display information for ongoing use. On first presentation you will see that there are 5 Mandatory (yellow) fields to complete.

These are starting from the right (and most important):

Landlord   The owner of the property and/or the person to whom any rent or income is to be paid. This is the link to the accounts. The cursor does not default to this field when entering a new tenancy as selecting the Property will also enter the Landlord.

Property   The Property that the tenancy is for. If the Landlord has been entered already the list of property codes will be restricted to properties for that Landlord. If no Landlord is entered, selecting the property from all those available will also enter the landlord. The list of properties has a field to show the VAT status of the property to ensure the correct VAT code is used on the demand.

Tenant   The Tenant named on the tenancy. This will be linked to a customer ledger in the Landlord Accounts. Only one Tenant can be selected on a Tenancy, however, this can represent a ledger for a number of actual tenants.

As with property, selecting a Landlord will restrict the list to Tenants for that Landlord, whilst selecting a Tenant without any other information entered will also set the Landlord.

Code   This is the unique tenancy code used to identify the agreement. KEYPrime has 3 default options for creating this code – see "Settings" on page 10.

The options are:

- Tenant code/Property code

- Property code/Tenant code

- None

The first two options will automatically complete the Tenancy code using the Property and Tenant codes. Where a tenancy code already exists, e.g. a new tenancy agreement for the same tenant/property combination, the manufactured code will be appended with 1, 2 etc. so it is unique. A warning will be shown if a duplicate tenancy is entered with the option to see the current tenancy or continue creating a new one.

Where **None** is selected a unique code must be entered manually.

The code may be overwritten before saving. Once saved it can only be changed through the code change utility in Admin. It is not advisable to manually change the Tenant or Property part of the code if using the Automated code options. Code change on Tenant and Property both have the option to update the Tenancy code at the same time. This can only work where the current Tenant or Property part of the code matches.
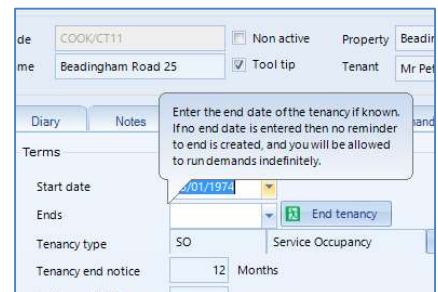
Tenancy	This is the name of the tenancy which defaults to the Property name; this may be overwritten at any point as it is for information only.
Non-active	When ticked this indicates that the Tenancy is not active. If you make a Tenancy non-active this will **not** remove any outstanding diary actions or demand templates. To clear outstanding Diary actions and stop any more demands being generated for a tenancy you should use the End Tenancy option (see later) or process the TEND diary Action. Tenancies may only be deleted once they are nonactive.
Tool Tip	This option shows information about each field in a speech bubble next to the field. Once you have entered a few tenancies and no longer need these hints, remove the tick to stop the messages appearing. You may turn tool tips on or off at any stage.
Phone numbers	There are 2 fields for Telephone numbers. The top one is for the Property phone no. and the bottom one is for the Tenant phone no. If the top one should also show the Tenant phone no. use the to automatically add it.
Link directory	The link directory is used to provide a short cut to a folder that contains documents and other information specific to the tenancy; it should have a path that is accessible to all users.

Having entered the Tenant and Property you may now enter the terms of the Agreement:

Terms

Start date	The start date of the agreement; this cannot be left blank. Where the start date is in the future an active TSTART Diary Action is created. Where the Tenancy start date is in the past a completed TSTART Diary Action is added for the tenancy, this will also appear in notes.
End Date	The End Date of the Agreement. Where this is indeterminate this can be left blank. Where the tenancy is an Assured Short hold Tenancy type this date should be the end of the Agreement. The tenancy will be allowed to continue to roll on beyond that date provided that the Enforce End date is set to No.
Tenancy Type	Use the browse button to select one of the user definable Tenancy types. Types may be used to group Tenancies and also set defaults such as Enforce End Date, whether it is a service occupancy and what type of review. The defaults may be changed when entering a new tenancy.
Tenancy End Notice	This is the number of months' notice that must be given when a tenancy is going to end. It will create a Diary Action for Tenancy End Notice; the date on the diary action will be the number of months prior to the End date of the tenancy. Where 0 months is entered no diary action is created. Where there is no end date on the tenancy no Notice can be set.
Enforce End Date	When set to **NO** demands may be produced beyond the end date if it has been entered. When set to **YES** demands will stop processing at the end date, therefore an End Date must have been entered on the Tenancy.
Service Occupancy	Identifies Tenancies where no rent is being charged. These Tenancies are only charged Service Charges or other utility bills. Ticking the option will disable the Review and Rent Demand information fields as these are not required on this type of tenancy.
Deposit Held	A value field in which to enter the total value of any deposits held for the Tenancy, for information purposes only.

Reviews

Review type	**Formal:** When you process an existing review this will create future reviews automatically, based on the Interval between reviews.
	Informal: Will not create future reviews when processing existing reviews; you will be expected to add these manually.
	None: No reviews included on this Tenancy.

Interval between reviews	Minimum number of months between reviews; used to determine the date of the next review when processing an existing review.
Next review with effect from	The date from which new rent set will take effect; this is the calendar date of the change and does not to have to coincide with a rent period start date. Where the change falls on a date that is not a rent period start an adjustment amount is added to the demand either before or after the change date, often referred to as the official Rent Review date.
	This will default to the Start Date + Interval between reviews. If it would be in the past, then today's date is entered by default.
Notice of review	How many months' notice to be given that a Review of the rent is due. This will add a diary action for the review notice at the number of months prior to the **Next review with effect from** date. When set to 0, no diary action is created.
Next review meeting date	The date on which you wish to agree the rent review with the Tenant or their agent. This is the discussion date and not the date that the rent changes. If set to the same date as the **Next review with effect from date**, no diary action will be created.
Rent increase % /Description	If rent is to be increased by a specific percentage then enter it here. When the review is processed the % can be applied to automatically update the value of the rent by that amount.

Having completed the terms and reviews section, the details of the current rent and coding needs to be entered, except in the case of Service Occupancy.

Further information on Reviews

A review history is shown at the bottom of the Terms/reviews section. Reviews may be added, edited or removed here.

New	Edit	Remove					
Date	Status	Effective		Annual rent	Adjustment	Planned	Demand no.
09/09/2017	Historic	09/09/2017		4560.00	0.00	☐	0
09/09/2019	Current	01/09/2019		4560.00	0.00	☐	114
01/10/2021	Future	01/10/2021		5000.00	-34.00	☑	0

Reviews are either Historic, Current or Future. There can only ever be one Current review on a Tenancy and this is the review that has set the prevailing rent and is linked to the current demand. It is shown in Blue font to distinguish it.

Review	
Review type	Formal ▼
Interval between reviews	12 Months
Next review with effect from	01/04/2022 ▼
Notice of review	1 Months
Next review meeting date	01/03/2022 ▼

Whether the reviews are Formal or Informal the current review will influence the date in the **Next review with effect from** field.

Future reviews can be created automatically if the Tenancy is set to Formal reviews, in which case a TREVIEW diary action will be created. However, you may add as many Historic or Future reviews as you wish by choosing the Add option on the Terms/review tab. For further information on processing the TREVIEW diary action please see "Processing the Next Review" on page 70.

Demand links to reviews

Reviews which have been agreed can be linked to Demand templates. This happens automatically when creating the new tenancy. It also occurs when processing the reviews through the diary or on saving when setting the review to Agreed.

On the Reviews list the Demand No. is shown against the review that it is linked to. Colour is used to indicate the status of each demand: those which have completed processing and are no longer active show in red, the current review linked to the current demand is shown in blue, whilst active demands linked to future reviews show in black.
It is worth checking if the font colour of the demand does not match the status of the review. Changing the rent on a review will not update the linked demand; likewise, editing the rent on the Demand template will not update the review. This is because you may have split the total rent on to more than one item line and so this is not practical to identify.

Attaching Demands

Should you need to add a different demand to a review this can be done by right clicking on the review. The menu shown allows you to Create a new review, Edit a review or Delete a review.
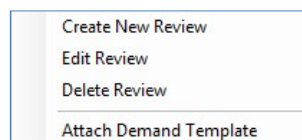
It also allows you to either Detach or Attach a demand template depending on whether there is one attached already. By selecting "Attach Demand Template" a list of Demands relating to the Tenancy is displayed. If the demand is attached to another review it will be detached from that one first.

Multi update Reviews

Several tenancies can have their reviews updated at the same time using the Multi button then Multi Update Next Review Details. See "Multi Update Next Review Details" on page 76 for more details.

Demands

Current	
Rent	Shows the details of the rent currently being charged for the tenancy.
Annual amount	The annual rent charged which may be entered here or is calculated from the Amount per demand and the multiplication factor of the frequency. Where the value is entered here it will calculate the Rent per demand figure. If the frequency is changed the Rent per annum figure is updated.
Frequency	The frequency that the rent is charged. This can be one of the system default types of Monthly, Annual, Quarterly etc. or from the list of User defined frequencies that are maintained in the Admin section. User defined frequencies are for dates such as the Quarter days that are on unconventional calendar dates. See "Frequenc" on page 18.

Amount per demand	How much rent is charged on each rent demand, net of VAT. Rounding differences may occur depending on frequency and rent entered. The **Round** tick box allows for rounding of the Annual rents based on period rents. When setting the amount per demand this can be different to the annual amount divided by the frequency; with the Round option selected it no longer forces the calculated value to be used so it can be overtyped. Where the difference is greater than 1 a warning message is shown.
Advance or Arrears	Whether the rent is invoiced at the beginning or end of each rent period which will be determined by the terms of the agreement; this will set the processing date for each demand.
Reminder to Split rent	This indicates that when creating the rent demand the rent needs to be split onto more than one line on the demand, for example, where part of the rent attracts VAT, but part does not. This field acts as a reminder and there will be a prompt when adding the demand template.
Next rent period starts	The start date of the next **FULL** period of rent. For example, if a new tenancy starts on the 15th of the month but the policy is to always raise rent invoices from the 1st of the month, this field will show the 1st of the next month after the tenancy start. There is an option to raise an invoice for the initial period when you save the tenancy - see later.
Current demand final period end	This is the end date of the current demand. If no review has been run to create a new follow-on demand, then this demand can be rolled over to ensure that no rent period is missed being invoiced.
Method of payment	Shows the expected method by which the rent is paid. It uses the Payment Methods set up in Admin – see "Payment Types" on page 17. Although you may set up your own Payment Methods in Property, these will be changed to Direct Credit method when creating an invoice in Accounts. Standard payment methods will be the same in both.
Bank to credit	If the method of payment is set to Auto Receipt this means that when the Sales Invoice is created, a Sales Receipt clearing the Invoice will be produced as well. In order to do this, additional information is required: firstly we will need to know which bank to credit with the receipt.
Date next credit due	For Auto Receipt this is the date for the sales receipt to be created when processing the demand. This can be on any date before or after the invoice date. If the Receipt date is before the Invoice date a warning is given just in case this is wrong.
Pay to	 When Cheque method is used there is an option to set who the cheque is to be made payable to. This can be either the Landlord name, the Property Company name or can be over typed with something else. This information is shown on some Invoice layouts to indicate to the tenant who to pay.
Demand defaults	The defaults to use when creating the demand template for a Tenancy.

|	
Item	The main Item code for the rent charged which will provide the Accounts coding. Browse will open the list of rent type item codes set up for each landlord. New Item codes can be set up if required. Only one item can be set as a default on the tenancy, and it must be of Item type Rent. See the Accounts manual for more information on Items. Rent can be split across more than one item when the demand template is produced.
Nominal	The Nominal code to be used on the demand; this will default to the nominal on the item, but it can be overwritten if required.
Enterprise	The Enterprise to which the rent for this tenancy is to be credited. This will be taken from the Property code, if set, or it can be left blank.
Analysis	The Analysis code in the accounts to which the rent will be credited. By default this is the Property code which is linked to an Analysis code. It can be different if required but this is not recommended as it can be confusing when running some reports.
VAT	The VAT code for the main part of the rent, again this will default to that of the Item code but can be changed.
At Processing	This is the number of printed copies of the Rent Invoice to be produced when processing demands. Where this is set to **0**, no printed invoices will be generated when processing demands for this Tenancy. When set to **more than 1** the program will generate a report for each number so that there will be a report with one copy of the invoice for all Tenancies that need 1 or more, a second report with a single copy for those with 2 and so on. Where the rent invoice is **emailed,** setting this option to 2 printed demands will email the first demand, and then print a report for the 2nd so you can keep a copy. When re-printing Rent Invoices you will need to select how many copies to produce.
Footer	Text to appear in the footer field of the Rent invoice generated from this tenancy. Will default to the text entered in the Landlord, Preferences section. See "Preferences" on page 25. This may be customized for each Tenancy or left blank.

When all the required fields have been entered you may **Save** the Tenancy. If you select the dropdown arrow on the Save button there are 2 options for saving:

Save and continue will save the Tenancy but keep it open so that other information can be added.

Save and Exit will save the Tenancy and return you to the list of existing tenancies.

If you just press the main save button it is the same as choosing Save and Exit from the drop down.

Before the Tenancy is saved it will ask if you wish to create the Rent Demand Template. This will not occur if it is a Service Occupancy Type.
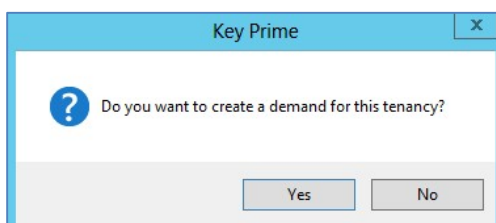
The Demand is the template from which rent invoices are created. If you are going to produce rent invoices you will need to click on Yes. This will display the template for you to validate and amend according if necessary e.g. for split rent.

Once the demand template has been saved there is another prompt asking if you wish to produce an **Initial Invoice.**
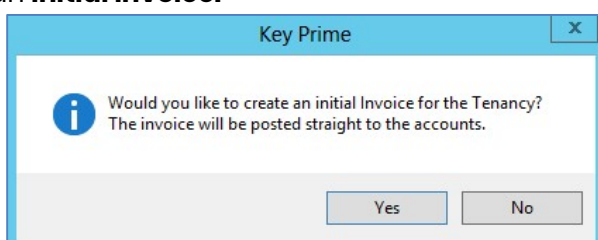
This is a one-off invoice which is used for anything that requires invoicing at the start of the Tenancy, for example, the first part period rent, Document and Inspection Fees and Deposits.

Where the **Start date** of the Tenancy is not the same as the **Next rent period starts date** the initial invoice will have the pro-rata rent, based on the Annual rent/365 x the number of days, and will use the Demand defaults for item, nominal etc.

You may add new lines for the other items or split the rent according to need.

When adding a line for a Deposit to an Invoice, please use an **Item** of type **Deposit** (particularly Client Accounting users who charge a fee on rent invoices). Items of type Deposit can only be set in Property.

Demand templates that have been created will show in the Demand section of both the Tenancy and the Demand processing section of the program.

 indicates the rent is to be charged in Advance.

 indicates the rent is to be charged in Arrears.

 indicates this is a seperate demand for Service Charges.

The Current demand updates the details of the tenancy when it is processed so it is important that it exists and is identified. It will show with a blue font, and only one demand can be current at a time. Where the current demand is NOT showing the blue font this could be for a number of reasons: either the Current box on the demand is not ticked, the Item code does not match the Tenancy or the default Item has not been set to Rent type.

Rent demands can be set up to an alternative tenant if required, i.e. if someone other than the actual tenant will be paying on their behalf, for example, a Council.
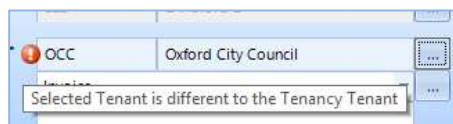

A warning icon appears next to the Tenant field. A message 'Selected Tenant is different to the Tenancy Tenant' will show if you hold the mouse over the icon.

New/Edit/Remove

It is possible to add a Demand template to a tenancy without processing reviews. This may be for a supplemental recurring charge that is linked to the Tenancy or it may be that you wish to set up future Rent Demand templates in advance of the reviews. A number of warning messages are displayed when adding Demands outside of Review processing.

Demands may be edited but use this with caution. For instance if the **frequency** is changed on the current demand then you are given the choice whether to change the frequency on the Tenancy as well. If you change the **rent** on the Demand this will **NOT** update the tenancy or the current review, and vice versa.

Demand Templates may be removed by selecting the demand and clicking the Remove button or by right click and choosing Remove Demand Template from the menu.
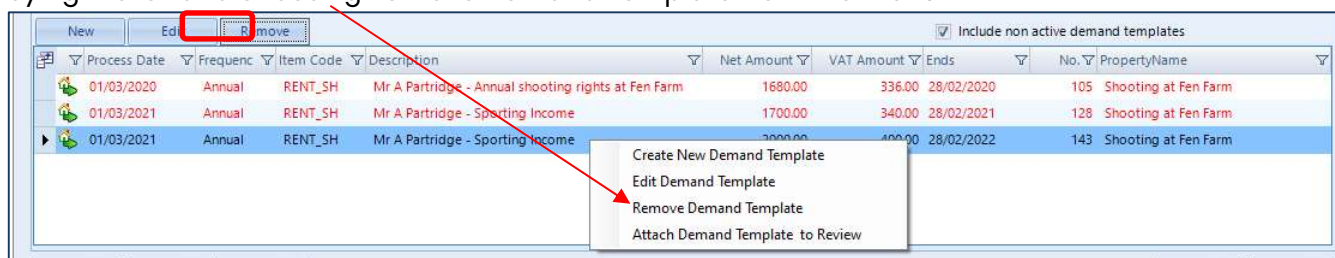
Where a Demand template has been used to generate an invoice, i.e. processed, clicking on Remove will only make the Demand Non-active as it holds information essential to the tenancy.

If the Demand has never been processed it can be completely removed and there is no trace of it except for a gap in the demand number sequence.

Should you need to restore a Non-active demand, tick the Include non-active demand templates, select the demand, right click and select Restore. Or when you highlight a non-active demand the Remove button changes to say Restore.
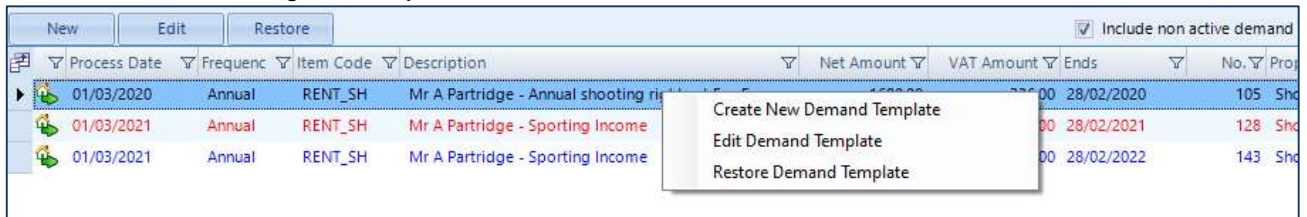
Charges

This section is used to record charges other than rent that are linked to the Tenancy. These may include such things as Service Charges, Insurance, water, gas, electricity or sewerage recharges. They may be fixed or variable amounts and quantities.
They may be included on the Rent demand template or as a separate Service Charges demand template.

Setting up Service Charges

Click on the **New** button to start with and this will bring up this screen:

Item	The item code for posting the service change to the accounts; this item code must be of type Reimbursement.
Quantity	The quantity on the Service Charge invoice. Use 1 if the Quantity changes each time or you do not have a set quantity. Negative quantities are allowed but Service Charges will always be on Sales Invoices.

Price	The price of the service charge. This will override any value set on the item and may be negative if a rebate is needed.
Value	This is the product of the quantity and price and is a calculated field that cannot be changed.
Include on current demand?	Indicates whether the service charge is to appear alongside the rent on the Rent Invoice.
Demand number	The Demand Number that the Service charge appears on. If not the Rent Demand this can be another Service Charge demand, or it will create its own Demand when saved.
Frequency	The frequency with which the Service Charge is invoiced. If the service charge is included on the rent demand, then this frequency may not be more often than the frequency set for the Rent. It may be less frequent if required, e.g. the Rent may be charged Monthly, but the Service Charge levied Quarterly. If this is the case the service charge would appear on every third Demand invoice.
Start date	When the service charge first starts, normally the beginning of the tenancy.
Ends	When the service charge is to end permanently. May be left blank.
Next period starts	The beginning of the next period for which the service charge is to be levied. This value is updated when the service charge has been processed.
Next period ends	The end date of the next period for which the service charge is levied; is calculated from the Next period starts date and the frequency.
Billing date	The date on which the service charge is actually levied. This need not coincide with the start or end date of the period, but it will update on processing to the next date in the sequence of the frequency, e.g. gas for quarter Jan-Mar may have a billing date of 01/04. Once processed this will update to 01/07.
Description	The description will appear as the text on the Invoice. This can be as long as needed and include carriage returns (using Ctrl + Enter) in order to space out the text and, if necessary, show blank lines on the invoice.
Ledger text	An abbreviated text of up to 25 characters in length used to describe the sales information on the Accounts transaction reports.
Automatically add the period dates to the demand details?	Tick this option to add the period start and end dates to the Description and Ledger Text when the invoice is processed. Where this exceeds 25 Characters in the ledger text this is truncated.

On saving the Service Charge, if it is not to be included on another demand already set up, then you will be asked to create a Demand Template.
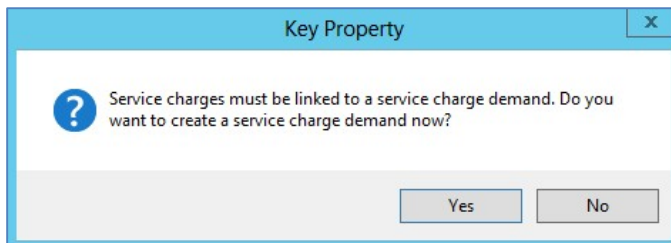
Select Yes and this will display the template so that it can be checked then Saved.

Select No and the service charge will be saved on the tenancy but it will not be charged until linked to a Demand.

Like the Rent Demand, a Service Charge demand template can be set up using an alternative tenant to the one listed on the Tenancy, i.e. someone other than the actual tenant is responsible for this charge.

Editing Service Charges

Service Charges may be edited by using the **Edit** button. They may also be deleted with the **Remove** button.

When a Service Charge has been processed up to its End date it is set to Historical, i.e. Non-active, so it will no longer show in the list of active Service Charges.

To display Historical service charges tick the box. Likewise if the Demand Template is only for that finished Service Charge this will also be set to Non-active.

Linked to Current rent demand

A Service Charge may be linked to the current Rent Demand even where the rent will change before the end of the service charge. These charges will be linked automatically to the new rent demand when that is set as the current demand.

If the next Current rent demand is created without processing the review it may be necessary to link the Service Charges manually to the Current rent demand.

Warning messages are provided when creating new demands where Service charges are detected on the Current rent demand.

Multi add Service Charges

Service charges may be added to multiple tenancies simultaneously using the **Multi** button from the bottom toolbar on the Tenancy list screen.

They can be added as long as all the Tenancies use the same set of accounts (so that the same Item code can be used) and that all the details are the same. Tick the Create Demand box if new service charge demand templates are to be created for each Tenancy at the same time. Alternatively, each Service Charge can subsequently be edited and linked to the appropriate demand on the Tenancy.

Diary

The Diary tab shows a list of Diary actions for the selected tenancy. These actions are specific to the selected Tenancy but are also included in the main diary section of the program along with all other diary actions.

Tenancy diary actions come in 2 forms, those automatically generated by the program relating to dates and activities on the tenancy (fixed actions), such as Start and End or Reviews, and those created by the user such as periodic inspections.

You may not remove the fixed diary actions; however, you may choose whether or not to show completed actions on the screen.

Fixed Diary Actions

Tenancy Diary Actions include special Fixed Action Types that are managed by the program as they are strongly linked to the Tenancy details. Fixed action types are as follows:

Code	Name	Behaviour
TSTART	Tenancy Start date	The start date of the tenancy. If the date has passed when the tenancy is created this will automatically be created as a completed diary event.
TREVNOT	Tenancy Review Notice date	Diary action to send out the review notice based on the period of notice and the review date. If the review notice is 0 this diary action is not created.
TREVM	Next Review Meeting date	Date when the meeting to discuss the rent review is to occur. If this is set to the same date as the **Review with effect from date** no diary action is created.
TREVIEW	Next Review date	The date on which the new rate of rent is due to begin. This diary action is created from Reviews on the tenancy and must be processed to create the new rent demands and update the tenancy. There may be multiple review diary actions depending on how many planned future reviews are set on the Tenancy.
TENDNOT	Tenancy end notice date	Where a tenancy has an end date, and the Notice of end is not 0 a diary action is created. This is a reminder to send out the notice that the tenancy is going to end. The date is deduced from the End date less the notice period.
TEND	Tenancy End date	The end date of the tenancy. Process this diary action to end the tenancy, this will also clear uncompleted fixed diary actions, unprocessed rent demands and assist in raising the final invoice.

Process Diary Actions

When the actual diary activity has been completed you may either Process it or Edit it. To save time use **PROCESS** so the Completed field will be ticked for you; you are still able to edit the information on the diary action. The action will still be displayed on screen when **Include completed actions** is ticked.

You can also **EDIT** the action, amend the details, add extra information, tick the Completed box and enter the completed date.

The diary action details will be saved and it will no longer show in the Diary as uncompleted, however, it will now show on the Notes tab of the record.

Follow Up

Where an action code has a Frequency set on it you will be offered the option to create a Follow Up action. The follow up will use the action code and details from the original record. The next due date is calculated from the completion date and frequency. Both the description and due date can be amended if required.

The exception to this is the case of the Fixed Action types. **TSTART** will be marked as completed as a tenancy can only have one start date. **TREVNOT** and **TENDNOT** will be marked as completed with no follow up. These two diary actions will automatically be removed if the linked review or tenancy end diary actions are processed.

TREVM the review meeting date, will be marked as complete with no follow up created.

TREVIEW Tenancy Review when processed will start a chain of events which are as described below:

Processing the Next Review

The processing of the Review is a formal procedure which updates the Tenancy and the Demands and will also create the follow up review information. It is the preferred method of keeping all details up to date and managing ongoing tenancies.

Once you have selected Process then click on Save on the next screen. Once you have Saved the first screen it is not possible to Abandon, so please be sure you have all the information you need before starting. If you do have to Cancel from the **Details of Review being processed** screen you will need to remove the review and then add another one to reinstate the diary action.

Processing

Highlight the TREVIEW diary action either in Tenancies Diary tab or in the Diary screen and click on the **Process** button.

If necessary change the completed date and any other details before pressing Process. You will not be able to cancel the process beyond this point.

Enter the new rent amount and check all dates etc. are correct. Apply the default % rent increase if required. Save this to complete the diary action and bring up the Demand template if one is needed.

Save the demand and the New followup review details screen will show the dates for the next review. These can be amended if necessary and the next new rent amount put in if known.

Whether you add a new review from the Terms/review tab, or process the TREVIEW diary action, this New Review screen will show the information for the current review as well so you can refer to the current situation easily:

|	
Planned/ Agreed	Whether the rent amount entered is Planned by the Landlord or has been Agreed with the tenant. If agreed, a rent demand template may be created to reflect the new rate and date of change.
New rent agreed on	The date on which the new rate of rent was agreed with the Tenant or their agent. You may have more than one review with the same date, for example, if you have agreed a staged rent increase.
New rent effective from	The date from which the new rate of rent will be charged.
Annual rent	The annual rent amount that has been agreed. We use annual to be consistent across all Tenancies.
Rent per demand	This will be calculated automatically from the annual amount and frequency. You may enter the demand amount here and it will calculate the annual amount.
Rent increase % - Apply	If a percentage rent increase has been entered in the tenancy details this will show here. **Apply** can then be used to calculate the value of the new rent amount.
First demand at new rate	This is the first processing date of the new demand that includes the new rate of rent.
Adjustment amount	It is possible that the processing date of the new demand is not the same as the **New rent effective from date**. An adjustment amount for the days in between can be calculated and included on the demand. This could be negative if the next invoice covers some days at the old rate.
	The calculation of this figure is based on the Difference in rent/365 x the number of days affected.
	Days affected would be the number of days **between** the dates, i.e. between 1st and 31st of the month would be 30 days.

Once completed press Save. You may create the new Rent Demand template using these details and amend if necessary.

Overlapping Current rent demand

If you have had to process a demand beyond its expected end date and rolled it over, the new demand will overlap the existing current rent demand. You will be asked if you wish to remove the existing demand.
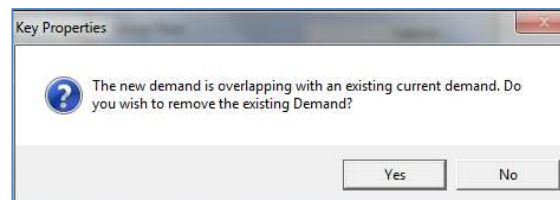
We recommend saying Yes to the message.

Yes will mark the existing demand as completed and make the new demand template the Current Demand.

No will leave the existing demand template, which you will need to decide what to do with as it overlaps the new demand. The new Demand template will be created but you will not be able to make it the Current demand until you have removed the tick from the old one.

In either case the New demand template will be shown using the tenancy defaults. Change the description and add any extra item lines if required, particularly in the case of split rents.

Where service charges exist on the tenancy you will be warned about these if they are on the existing demand. Where the new demand is marked as the current demand these will be added to the template automatically.

Not Overlapping

Where the new demand does not overlap the current rent demand, the template will be displayed without a message. You may make any necessary alterations to description and item lines.

You will not be able to set the new demand as the Current rent demand; this will happen automatically when processing the existing Current Demand for the last time. Any service charges attached to the Current rent demand will transfer to the new demand template at that point.

Follow up Review

Once you have saved the new demand template, a check is made to see if the Tenancy has formal reviews. Where this is the case a follow up Review screen is shown using the interval between reviews to calculate its Rent Effective From date. The details can be amended or simply saved. This will add a new diary action for this **Future** review and a Review Notice action if required.

Where reviews are set to Informal or None, new reviews will need to be added manually through the **New** option on the Review section.

Processed Review

Where the processed review is linked to the Current rent demand, it will be set as the Current review and the detail of the tenancy will be updated accordingly. The old review will be marked as Historic and the linked demand will be made non-active and shown in red.

Where the demand created was not the Current rent demand the review will remain as a Future review, although it will be marked as Agreed and its diary actions will be completed. Once the new demand becomes the Current Demand (when processing the existing Demand for the last time) the review record will change from Future to Current and the tenancy details will update accordingly.

It is possible to process all reviews in advance, for example, in the case of stepped rents and to have several Future reviews with demand templates set up ready to take over from each other as the rents change.

Roll over demands

The most efficient and effective way of using KEYPrime property is to process reviews in advance so that the new rent demand templates are ready to take over when due.

Where the review has not been carried out and the Tenancy does not have an Enforced End date, there is an opportunity to Roll over the existing demand. This is designed to help where the actual tenancy has not been reviewed and should not be used as a default way of running all demands.

The temptation to simply amend the rent charged on the Demand and roll it over whilst not processing reviews should be resisted. Doing this will lose the history and seriously diminish the value of the records being kept. It can also lead to confusion and rents either being charged at the wrong rate or missed altogether.

Task

If the optional module for Works Manager is enabled there will be a Task button which enables the entering of Tasks directly onto the Tenancy. This will automatically fill in the details for the Tenant, Property and Tenancy.

Process

Diary actions for a Tenancy may be processed from this page on the Tenancy or from the Diary screen.

Reassign

One or more diary actions may be highlighted and Reassigned to a different Assignee.

Notes

The Notes tab opens the list and maintenance section for Tenancy Notes. These Notes also include details of completed Diary Actions.

It is sensible to make edits or amendments to completed diary actions in the Diary section rather than Notes, this will allow the additional Diary functionality to be used. For further information on Notes please see "Notes" on page 40.

Accounts

The Accounts tab lists the Rent and Service Charge Invoices, Receipts and Payments on Account related directly to the Tenancy code . It is not possible to link expenditure to a Tenancy and so no expense type transactions will appear.

Various columns can be shown representing the Invoice and coding information, these can be sorted and filtered. Totals have been provided to sum what is displayed.

Documents

This tab shows all documents and emails that have been dragged and dropped on to the tenancy. These can be viewed, removed or have their details updated from this screen. Further documents can be added using the red paperclip icon or by drag and drop. Use the Direct and Related button to view documents which were not directly saved to the Tenancy but are related e.g. documents which were saved to the Tenant or Property.
Please see "Documents" on page 115 for more detailed information on the use of this feature.

Dashboard

This new feature has an icon on the main menu . Click on it to display:

- Tenancies coming to an end in 30 days.
- Reviews due in 30 days.
- A Diary Actions Summary which shows the number completed in the last month and those to do in the coming month.
- A breakdown of tenancy types displayed as a pie chart for each landlord.

- Annual property income, by nominal, to date.

The lists and graphs can be filtered by Landlord using the tick boxes on the right hand side. There is also a filter to exclude or show Hidden properties should any have been selected.

Each section may be maximised using the 4 arrow icon on the top right of the section or by using right click on the mouse and then Maximise.

Also by using the mouse right click, the entire dashboard or individual sections may be exported to Print Preview, PDF etc.
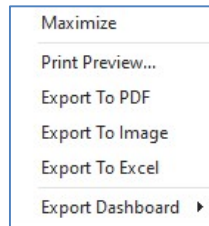
Late Interest (optional)

The Late Interest tab will appear when this optional module is available. See Separate module notes for further details.

This is where the settings which relate to charging interest on late Invoices for this tenancy are entered. The defaults set in Landlord/Tenant will populate this tab on creating the Tenancy.

These can be amended according to the specific terms of the tenancy agreement.

Late interest charged	The first option is whether or not late interest can be charged on this tenancy. Without this ticked the rest of the information is ignored.
Default over base	This is the percentage interest rate charged above the base rate setting for the Estate.
Default grace period	The number of days which can pass after the due date of the Invoice before interest begins to accrue.
Apply to rent items only	Whether interest is charged on the rent items only or on all item codes. Where VAT is charged on the rent, interest will be charged on this outstanding VAT amount too.
Interest charges item	The item code for use on the interest invoice raised; this allows automated coding of interest charges to a tenancy level.

Edit

When Editing a Tenancy some additional options and tabs become available compared to when adding a New tenancy.

End Tenancy

On the Terms/Review tab a new button will show . A tenancy can be ended by clicking this button. This will give the following screen:
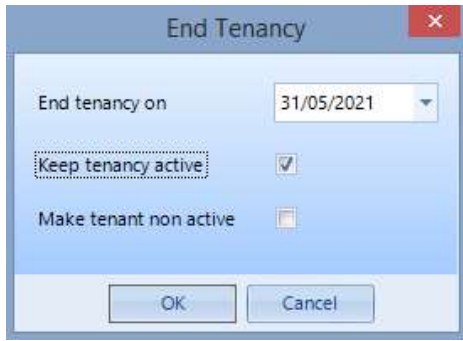
This will default to today's date but may be changed. Click OK to end the tenancy and make it non-active.
Any unprocessed demand templates will be made non-active and outstanding reviews and uncompleted diary actions will be deleted.

An option to create a Final Invoice will be displayed. This will calculate the remaining rent for the period, from the last time the demand was processed up to the 'End tenancy on date' that you entered.

Where a rebate is due a negative Sales Invoice will be created; you may either accept this or use the values to manually create a Sales Credit Note.

Please take care to check for any outstanding Service Charges.

There are options to keep the Tenancy active, should you need it, and also to automatically make the Tenant non-active now that the tenancy has ended.

The Tenancy can also be ended by processing a TEND diary action for the Tenancy but this diary action will only be present where a Tenancy has an end date set and Enforce end date is Yes. Also using this method does not offer the option to automatically make the tenant non-active.

Multi

The **Multi** button on the bottom toolbar of the Tenancy listing screen may be used to update many tenancies at once:
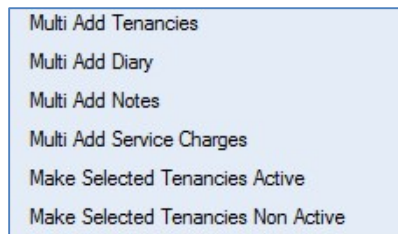
Multi Add Tenancies
This allows the entry of several new Tenancies one after the other without needing to click on **New** each time.

After each tenancy has been saved a New entry screen is automatically displayed.

Multi Add Diary
To add the same Diary action details to multiple Tenancies at once. Highlight the Tenancies and click on Multi add Diary, then complete the Diary action screen and Save. This will add a separate diary action with the same details and due date on the selected tenancies. These can be edited individually if required.

Multi Add Notes
To add the same Note to multiple Tenancies at once, highlight the Tenancies and click on Multi Add Notes then complete the Note screen and Save. This will add a separate Note with the same details and date on the selected tenancies. These can be edited individually if required.

Multi Add Service Charges
Adds a service charge to each of the selected tenancies. A new demand may be created for the service charge for each tenancy. See "Multi add Service Charges" on page 68.

Make Selected Tenancies Active/Non-Active
Will set the selected tenancies to be Active or Non-Active depending on the option chosen. This will not End the Tenancies or remove any outstanding diary actions or demands.

Multi Update Next Review Details

Multi update can now be applied to Next Review details. Highlight several Tenancies and click on Multi then Multi Update Next Review Details:

Click the radio buttons on the left to select which field to change then use the options on the right hand side to update automatically or manually. Click on Preview to see how the changes have been applied then Save if they are correct.

Task

An optional module – this will display when Works Manager has been enabled. See Works Manager module notes for further information.

Go to

The **Go to** button on the bottom toolbar is a short cut to the Landlord, Tenant or Property screen for the chosen tenancy. Select the option to be taken to the open record of the appropriate type. There is also an option to show the location of the property linked to the tenancy on a map.
Multiple tenancies may be highlighted and by selecting Landlords List, Tenants List or Properties List the related items will be highlighted on those listing screens.

2 new features here allow the user to Copy or Rollover a Tenancy. Copying a tenancy will open a new tenancy screen with the all the details carried across from the original except the Property and Tenant. This is to make it easier to set up several tenancies with the same details for different properties. If it is used to create a new tenancy for the same property and tenant then the code will automatically put a number at the end to show it is a duplicate.
If this menu is used to Rollover a tenancy then all the details will be carried across from the original. If there is an end date in the original then the Start date will be the next day. If there is no end date on the original then the start date will have to be entered. When using Copy or Rollover, any details may be edited as necessary.

The full Go To menu may also be selected by using right click on the mouse when tenancies are highlighted.

Exp/Imp

This facility allows the export of any Tenancy related fields to Excel. See "Excel Export" on page 121 for full details.

This also allows for importing of details but **care must be taken** in ensuring that all details are present in the spreadsheet and that the information is not only accurate but logical.

It is wise to take a backup of data before carrying out an import of multiple records.

Word

By selecting the **Word** button from the bottom toolbar a personalised letter may be produced for individual Tenancies.

Select the Tenancies and click on the Word button. Choose from the list of templates available and open.

See "Word Link" on page 123 for details on setting up templates.
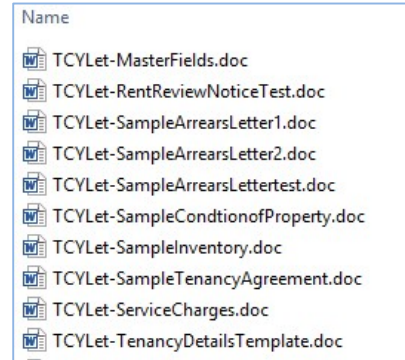
The letters will be displayed and completed using the details of the selected Tenancies. They can be amended as you see fit and then printed and saved.

Where four or more tenancies have been selected you will have the option to create separate files for each or create one file for all.
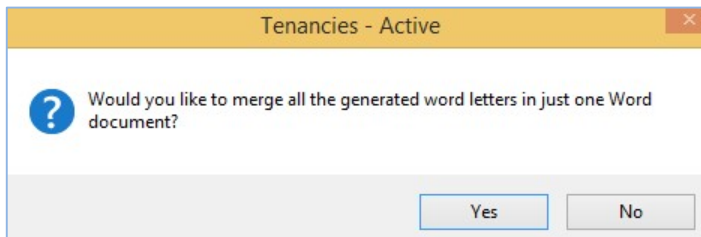
Filters

The list of Tenancies may be filtered by either Landlord and/or Property Groups. See "Filters" on page 48 for further details.

Reports

The Report menu shows a list of Tenancy related Reports. Double Click on a report or highlight it and press enter to show the relevant criteria screen for the report.

As new reports are added to the program they will be included in the list.

Provided you have authority to run the reports it is worth trying out the various options to see which suit your needs the most.

Reports

Tenancy Details
Tenancy Summary
Tenancy Rent book
Tenancy Notes
Tenancy Notes by Tenancy
Tenancy Reviews
Service Charges by Tenancy
Service Charges by Type
Deposits
No Current Rent Demand
Screen List
Tasks
Diary Activity

Tenancy Details

Provides details of all or selected Tenancies. This includes the details from the Terms screen, the Current Demand, Review information and all Notes, Diary Actions (current or non-current) and Service Charges. You may choose to exclude information that is not required by unticking the options.

For Uncompleted diary actions there is in an option to select the font colour for those overdue.

Tenancy Summary

This gives the basic details of the Tenancy with the Property and Tenant names, Start and End dates and Current Rent. Reviews and Service Charges may be included if the boxes are ticked.

The report can be sorted by Tenancy code, Property Name, End Date, Tenant Name or Tenancy Type.

It is possible to filter the report by Postcode or by choice of tenancy type. To select more than one type highlight them using the shift or ctrl key and mouse. All types will be included if none are selected.

Untick the boxes to exclude service charge and review information from the report.

Tenancy Rent Book

The Rent Book shows rent demands raised and payments received for each Tenancy for a given period. The report may be detailed or summary and for Rent invoices alone or for all invoices.

The Tenancy rent book now has the option to drill-down to the Tenancy, Tenant and Property from their codes and also the invoice entry screen from the invoice number. See "Property Rent Book" on page 49 for further details.

Summary:

Tenancy Rent Book Summary
For all landlords for tenancy Windmill Cottage
From 01/01/2020 to 30/04/2021 including all items sorted by tenancy code

Code	Name	Opening Bal	Invoices	Receipts	Discounts	Closing Bal
MILLE/CT 1	Windmill Cottage	0.00	1,960.00	1,945.00	0.00	15.00
	Grand Total	**0.00**	**1,960.00**	**1,945.00**	**0.00**	**15.00**

Detailed:

Tenancy Rent Book
For all landlords for tenancy Windmill Cottage
From 01/01/2020 to 30/04/2021 including all items sorted by tenancy code

MILLE/CT 1   **Windmill Cottage**
MILLE   Ms W Miller   Start Date: 09/09/2018

£0.00   0.00

No	Ty	Date	Ref.	Period	Description	Invoices	Receipts	Disc	Balance	Settled
1804	SI	01/01/20	3670	01/01 - 31/01/20	Maintenance	15.00	15.00	0.00	0.00	15/01/20
1811	SI	03/01/20	3676	03/01 - 02/02/20	Monthly rent Windmill Cot	380.00	380.00	0.00	0.00	06/01/20
1980	SI	01/02/20	3687	01/02 - 28/02/20	Maintenance	15.00	15.00	0.00	0.00	23/02/20
1984	SI	03/02/20	3690	03/02 - 02/03/20	Monthly rent Windmill Cot	380.00	380.00	0.00	0.00	06/02/20
2117	SI	01/03/20	3698	01/03 - 31/03/20	Maintenance	15.00	15.00	0.00	0.00	25/04/20
2122	SI	03/03/20	3702	03/03 - 02/04/20	Monthly rent Windmill Cot	380.00	380.00	0.00	0.00	06/03/20
2334	SI	01/04/20	3724	01/04 - 30/04/20	Monthly rent Windmill Cot	380.00	380.00	0.00	0.00	01/04/20
2323	SI	01/04/20	3715	01/04 - 30/04/20	Maintenance	15.00	0.00	0.00	15.00	
2357	SI	01/05/20	SI3733	01/05 - 31/05/20	Monthly rent Windmill Cottage 01/05/2020 - 31/05/2	380.00	380.00	0.00	15.00	06/05/20
						1,960.00	1,945.00	0.00		

Outstanding Balance   15.00

GRAND TOTALS

Opening Balance	0.00
Charged in Period	1,960.00
Discounts Given in Period	0.00
Received in Period	1,945.00

On Account receipts are shown provided that the tenancy reference was added when entering the sales receipt.

A choice of font colour for Credit Notes and Sales on Account is provided to help presentation.

Tenancy Notes

Gives a list of the notes that have been attached to Tenancies. Various criteria for the report may be set:

Sort by the Date of the notes or by Type.

Search string – a few letters of a word may be typed here and all instances of this will then be listed in the report.

Choose either a single note code or a selection of codes by highlighting them using the shift or ctrl key and mouse. If nothing is selected, then All note codes will be reported on.

A date range can be used, and Values may be included if required.

To remove Non-Active codes when reporting on All codes, untick the Include Non-Active Notes option.
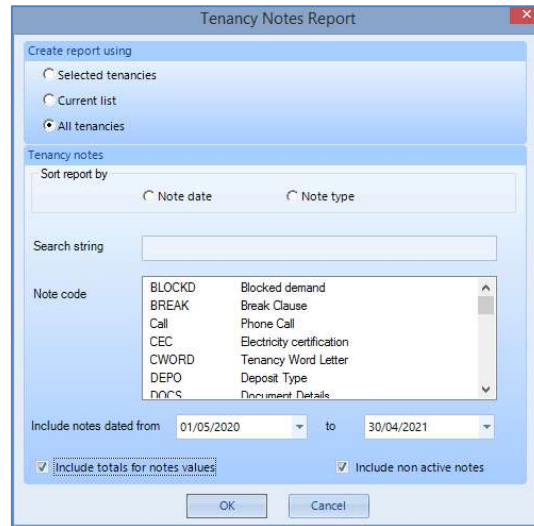
Tenancy notes by Tenancy

This is the same as the Tenancy Notes report with the exception that the notes are all grouped by Tenancy before any other sorting.

Tenancy Reviews

A report to show the details of Reviews on all or selected Tenancies. It includes start and end dates, old and new rents and % change. There are options to include Historic reviews and tenancies with no reviews.

Service Charges by Tenancy

This lists the details of all the Service Charges which are linked to a Tenancy. The report may be run for All service charges or specific charges for a Landlord.

Service Charges by Type

A list of all Tenancies which are linked to each type of Service Charge. It is sorted by Type first. All or specific charges for each landlord can be selected.

Item: ELEC, Electric Standing Charge

Demand	Tenancy	Period Start	Billing	Frequency	Start Date	End Date	Quantity	Price	Amount	Annual Amount	Historical
141	HACK/CT18	01/04/2019	01/07/2020	Quarterly	01/10/2016	01/10/2039	3.00	7.25	21.75	87.00	
116	PENN/CT19	01/07/2020	01/07/2020	Quarterly	01/01/2020	01/11/2039	3.00	7.25	21.75	87.00	
						Total Quantity	3.00	7.25	43.50	174.00	

Deposits

A report on the Deposits held on all or selected tenancies with the option to add specific note information. This allows the report to show more details on the nature and makeup of the Deposit, including where it is held.

A date range may be set to narrow the notes, or by deleting the contents of the date fields all selected notes will be included.

There is a search filter option available to restrict notes to only those containing specified text.

No Current Rent Demand

A report to show all Tenancies without a current rent demand. The report can be filtered to only include those tenancy types that are expected to have a rent demand. It can be sorted by Tenancy Code, Type or End Date or by Property or Tenant Name.

Screen List

Produces a basic report of all the information showing in the listing screen in the order it shows with all the visible fields and visible records.

Tip: As an alternative to this presentation, highlight the records on the listing screen using the mouse to select the top record, then shift and click on the last record. With the records highlighted press Ctrl + C to copy the details to the clipboard, these can then be pasted into Excel or Word using Ctrl + V (or right click and paste if your prefer).

Tasks (optional)

This is a report on the Works Manager Tasks from a Tenancy perspective, i.e. the Tasks will be grouped by Tenancy and then sorted according to the options chosen.

See **Error! Reference source not found.**module notes for further information.

Diary Activity

The Tenancy Diary Activity report allows all or selected diary activities to be reported for all or selected tenancies. See "This report is best produced in conjunction with a filtered list unless all details are required.
Diary Activity" on page 87.

7. Diary

The Diary section lists all Diary actions of any type for a date range. All diary actions may be edited, processed and reassigned from this screen but only Management diary actions may be created here.

The diary will show all records depending on user preferences and the date range set.

The Date range may be altered by entering a new From and To date. This is remembered for the next time of use unless the To date is far into the future.

Each user can choose whether the diary is opened automatically when they start the program. User preferences are set in the Diary Settings section of the User maintenance screen.

There is also a choice of whether to see all Diary Actions, just those assigned to the user or just those created by the user.

Colour coding is used to highlight diary actions in need of attention.

The red triangle and font indicates that a diary action is overdue.

The yellow square and pink font indicates that a diary action is due in the next seven days.

The green circle and font indicates that a diary action is due in the next 30 days.

Events with no symbol and a black font are over 30 days away.

Calendar View

There is a Calendar view facility to present the Diary by Day, Week or Month using the appropriate button .

Individual diary actions can be shown with a different back colour on the Calendar view by setting this on the action itself.
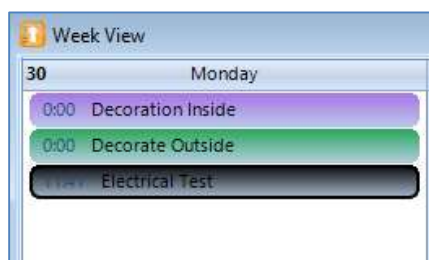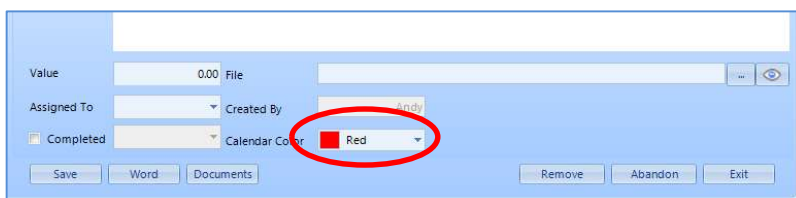
Actions can be dragged and dropped within the calendar view which will update the Due date of the dairy action. Fixed actions such as Tenancy reviews cannot be moved in this way.

Diary Actions

New Diary Actions for Properties are created in the Property section either within the property details using the Diary tab or by using the Multi add button on the toolbar. See "**Diary**" on page 38. New Diary Actions for Tenancies, Tenants and Landlords must also be created in their appropriate sections.

Only Management Diary Actions can be created in the main Diary section.

Many Diary actions are created automatically, e.g. when setting up the Tenancy or processing diary actions and saving a follow-on action.

You may not remove the fixed diary actions; however, you may choose to set some of them as Non-Active which will hide them from general display. You can then choose whether to show non-active diary actions globally in Admin, Settings.

If you remove the tick the hidden diary actions are not displayed, which is useful if some of the fixed Tenancy Diary Actions are of no interest, e.g. Tenancy Start Dates which are already displayed in the Tenancy details. With the tick removed non-active actions are also excluded from reports by default but you may force the reports to include them by ticking the option on the report criteria screen.
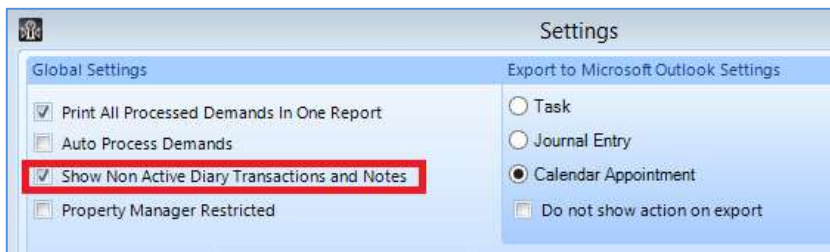
Completed Diary actions can be shown in the diary screens by ticking the option to Include completed actions.

When including completed events on the tab, it is advisable to include the Completed Date column on the grid to better distinguish between completed actions and future actions:

Maintenance of Diary Actions

Actions may be **Added**, **Edited, Processed** or **Removed** using the options along the top of the diary tab within Properties, Tenancies, Tenants and Landlords.

Selected diary Actions may be assigned to another user by using the **Reassign** option.

The maintenance menu on the tab or on the diary listing screen can also be accessed by right click on a diary action and choosing from the context menu that appears.
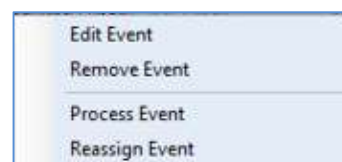
To create a new action or choose whether to include completed events right click in the space below the actions on a tab.

You will not be able to add new Fixed type diary actions as these are managed by the program and need to link to information on the tenancy such as start dates, end dates and the reviews that have been set up.

Edit

Any existing diary action may be Edited from the main diary or the ledger tabs. Highlight the entry and choose **Edit** from the toolbar or double click with the left mouse button on the diary action. After editing the information select the **Save** button to store the change. Entries may also be deleted from this screen by selecting the **Remove** button on the tab or the **Delete** button on the listing screen.

Smartview

There is a new Smartview button on the Diary listing screen which displays the diary in a grid format. This can be filtered by Landlord, Action types or whether a property has any actions set. If the tick is entered in both the Action set and No action set then it will display all properties including those with no diary actions on them.

There is an option to exclude non-active properties which have diary actions on them (Active properties = True), or to show the grid with only the non-active properties (Active properties= False).

If a **non-active** property has **no** diary actions it will not be shown in the grid at all.

If there are no non-active properties with diary actions on them then the False option will not be displayed.
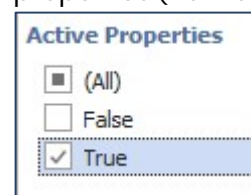
Reassign

Should you wish to change the person the diary actions were assigned to, select the records and click on the Reassign button.

Process

Once diary event has actually been completed then it is necessary to process the Diary Action so that it no longer shows as outstanding. Highlight the action and click on the Process button. This will open the action with a tick in Completed on today's date; the date and details can be changed if required.

Once it is saved, if there is a frequency on the action there will be a message asking if you want to create a follow-up action. Say No to this and it will close the action and go back to the listing screen. Say Yes and it will show a new action, the same as the original, but with a new date depending on the Frequency set.

There is also a clear indication in the top right corner that this is a Follow Up Action.
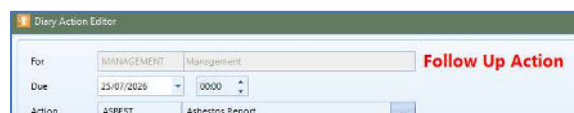
Save this to create your future diary action.

If several diary actions have been finished at the same time, then highlight all of them and press Process. You will be given the option to process them as a batch. Select Yes if all the details are the same.
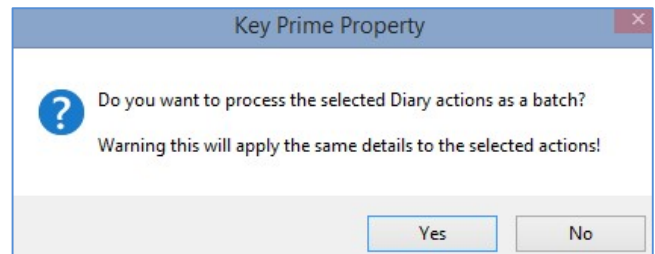
If you select No they will still all be processed but can be edited and saved individually.

Some diary actions will provide further features when they are processed. Please see the Tenancy section for details of processing TREVIEW –see "Processing the Next Review" on page 70, and TEND diary actions – See "End Tenancy" on page 74.

In most cases processing a diary action will simply close that action and prompt you to create a follow up action.

Task (Optional)

This button only appears where Works Manager is enabled.

The Task button on the main Diary allows the creation of new Works Manager tasks without needing to select a Tenant, Property or Tenancy for the task, so it can be used for General estate tasks. However, Tasks may also be created in the main Diary that is linked to a Property, Tenant or Tenancy, unlike the diary actions.

Because no record is selected before creating the Task, it is not advisable to generate a document or email until that information has been entered and saved.

When selecting the Tenant, Property or Tenancy codes, unlike in other parts of the application, no other code field is automatically updated.

This is useful where a tenant is calling about a property for which they are not a current tenant or where work is required on a property after the current tenant has moved out and you do not wish to link the two records.
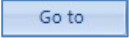
All other behaviour is the same as for a Task created elsewhere in the application.

There is a column on the Diary listing screen which will display whether a task has linked Purchase or Sales orders and, if so, how many.

See Works Manager module notes for more information.

Go to

The Go to button is a quick link to records related to the selected action. If you select a Property action and choose **Go to** it will offer a choice to go to the Landlord or Property record. If you have selected a Tenancy Action it will offer the choice to go to the Tenancy, Property, Tenant or Landlord. Management actions are not linked elsewhere. There is also the option to Show on Map where mapping software is being used. See Admin "Settings" on page 10.

One or more actions may be highlighted and then you can also select to **Go to** the Tenancies List, Properties List, Landlords List or Tenants List where the appropriate records will be highlighted as well.

Outlook

The ![Outlook] button will export the selected Action to the Outlook of the current Windows User, creating the appropriate record type with the details of the Action. The type of Outlook record created is set in the Admin Settings, these can be an Outlook Task, Journal Entry or Calendar Appointment. See Admin "Settings" on page 10.

The Outlook record is first displayed so that it can be amended, assigned to others or have other details added. This can be disabled so that the record goes straight to Outlook with no further user interaction.

Excel

An Excel export of the fields and details of the currently visible diary can be quickly achieved by selecting the Excel button. The diary Excel Export is different to the Exp/Imp in other sections in that there is no option to select the fields or change the layout, and no option to import. It is simply a quick dump of the data in its current format.

Word

Word letters/Documents can be generated from selected diary Actions. Various templates may be created for specific diary Actions. The fixed Diary Actions have their own dedicated templates, e.g. Tenancy End Notice, Review and Review Notice. Other diary actions can use more general templates.
A Tenancy diary action letter must use the fields that are listed in the TenancyDLet-Template file. There is a PropertyDLet-Template file for Property diary action letters and a TenantDLet-Template for Tenant diary action letters. See "Word Link" on page 123 for further information.

Email

Select one or more diary actions then click on the Email button to give the option to send the email, with details of the dairy action, to several people.

The option allows you to email reminders from all Tenant, Property and Tenancy diary actions. There are 3 generic email templates set up for non-fixed diary actions as well as specific email templates for fixed actions such as Tenancy review or Tenancy End.

It is also possible to email multiple Tenants from highlighted diary actions on the main Diary listing screen. Highlight the required diary actions, click on the Go To button at the bottom of the screen and select Tenant List. The Tenant listing screen will open with the relevant tenants highlighted. Click on the **Email** button to open a blank email with all the tenants' emails addresses in the BCC field.

The same functionality can be used to highlight multiple Properties and Tenancies and then **Go to** the properties, tenants or tenancies list with those selected highlighted.

Filters

The Diary list has many filtering and sorting options including the date range, the right hand Filters and the Include Completed option. There are also the filters on the grid itself.

The Diary listing screen may be filtered to show only diary actions of a selected type by use of the general filter on the right hand side of the screen. More than one type may be included in the filter by ticking the appropriate boxes. With none selected all types will be listed.
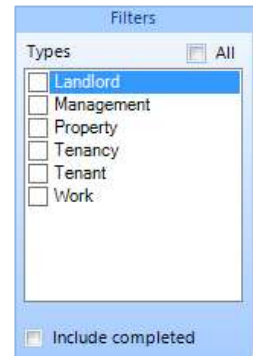
To deselect a filter, click again on the tick box, or to return to the full list tick the All box.

An option to show completed diary actions is provided at the bottom of the filter box.

Completed actions show with a ✅ symbol against them.

Where Works Manager is enabled Work Tasks will show in the main diary.

Where more specific filtering is required there is also a Custom filter available on the listing screen.
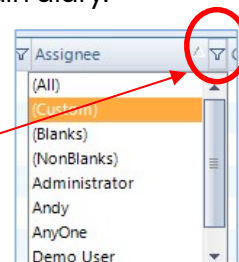
For example, if you want to find all the actions that have been assigned to Andy and Demo User, then you can select the Assignee column on the grid, click on the **filter** and select the Custom filter:

With the Filter based on **ANY** of the following conditions, enter Assignee = Equals Andy and Demo User as conditions, giving a result as below:
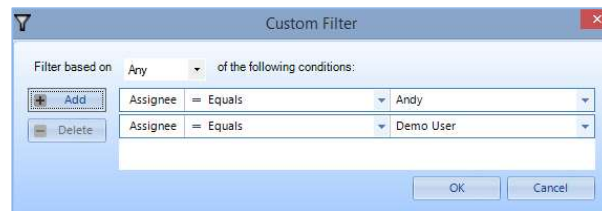
The records can be further sorted and filtered and then selected and reported on. This makes the Diary a very versatile and flexible reporting tool especially if the user has a willingness to experiment.

Reports

For more standard reporting there is a list of Diary related Reports. Double Click on a report or highlight it and press enter to show the relevant selection screen.

As new reports are added to the program they will be included in the list.
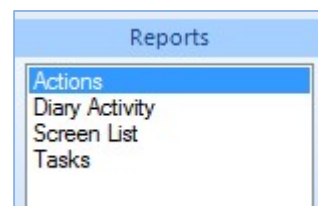
Provided you have authority to run the reports there is no harm in trying out the various options to see which suit your needs the most.
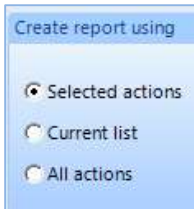
As with all the reports in Property, where records have been highlighted the report will **default** to choosing to report on just those selected records. You may switch to report on just the Current list or All records.

Actions

The diary Actions report provides filters to report across a range of dates, specified Landlords, who created the Action, who they are Assigned to and whether to include Non-Active codes or not.

Report options include a colour choice for overdue actions or those coming due in the next month, and whether to include the names of records linked to the action rather than the code. For property records there is an option to Show the current tenancy.

This report is best produced in conjunction with a filtered list unless all details are required.

Diary Activity

The Diary Activity report from the main diary provides information on diary actions grouped by either Action Type, Property code, Property name, Assignee or by Contractor (see Works Manager).

If you wish to find actions with specific text in the Description then enter the text in the Search box and only diary actions with that text will be displayed.
The information can be for all or a single landlord, for a date range or for all dates if none are entered, restricted to one or more action types and for specific Assignees.

There are many options such as whether to include Completed or Uncompleted actions, to show names rather than codes and to show the current tenancy.
Where values are used on the diary actions an option is given to show a total.
Text may be colour coded to indicate any actions that are Overdue, Overdue in 1 Month and Completed.
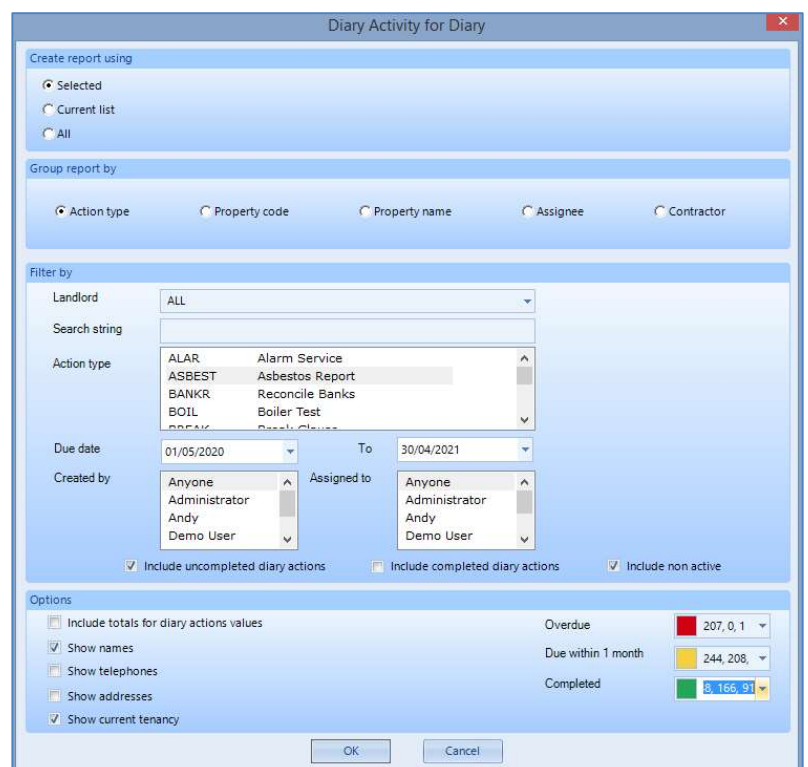
Screen List

Produces a basic screen dump of all the information showing in the listing screen exactly as it is displayed with all the visible fields and visible records.

Tip: To copy the diary into Word or Excel, select the records on the listing screen using the mouse to select the top record, then shift and click on the last record. With the records highlighted press Ctrl + C to copy the details to the clipboard; these can then be pasted into Excel or Word using Ctrl + V or right click and paste if you prefer.

Tasks (optional)

This reports on the Works Manager Tasks from a general perspective, i.e. the Tasks will not be grouped before being sorted according to the options chosen. See Works Manager module notes for further information.

Troubleshooting the diary
Why do diary actions not appear for me?

Aside from ensuring that the correct date range has been applied to the diary and that the diary action has not already been completed, there are a number of reasons why diary actions might not show for a user:

A filter by Type may have been selected which could be hiding the actions of the type being sought.

The User Preferences may be set to show only diary actions assigned to or created by the user.

Where Property Manger Restrictions apply the diary will only show diary actions that relate to the properties managed by the user.

The diary action code may be set to Non-Active and the global setting for the data is to hide Non-Active codes.

The diary action may have been deleted; this can be checked by running the Audit report in Admin.
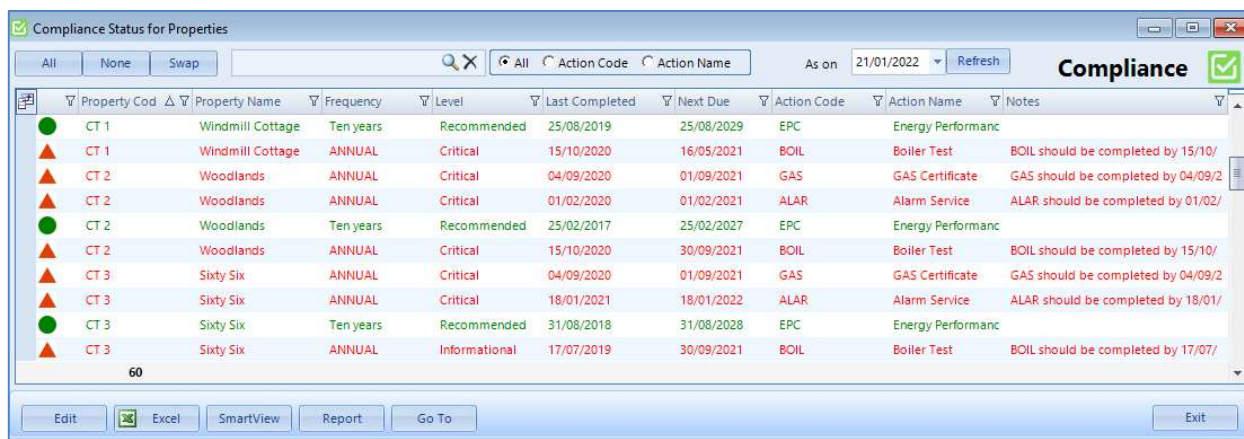
8. Compliance

The Compliance screen provides a list of Diary actions and Tasks that are required for compliance.

It is accessed from the Compliance icon [Compliance] on the main menu. The display has been created to look like the diary listing screen but with just Green for compliant actions and Red for non-compliant. **Note**: the red and green only apply to compliance/non-compliance and do not have anything to do with due dates of diary actions and tasks, so colours may be different to the diary listing screen.

The compliance level is shown on the list screen so it is possible to filter the list by e.g. Critical actions. The list will also flag up if there are any Compliance actions which have no diary action for them.

There is a total count at the bottom of the screen.

If a report on the compliance status of a single or a few properties is needed then highlight them on the Properties listing screen, click on the Go To button at the bottom of the screen and select Compliance status.

The listing screen will show the Last completed action/task and when the next one is due. The description in the last completed action can be shown by selecting it from the field chooser.

Notes will automatically be displayed to help with checking the reason why an action is not compliant.

A new field called Status Type can also be added from the field chooser. This will give more information again to help check everything is up to date:

- Compliant
- Diary Action Completed
- Diary Action due in more than a month
- Diary Action due in next month
- Diary Action due in next week
- Diary Action overdue
- Missing Action/Task
- Missing Property Type Action /Task

If you right click with the mouse on any item line you can use the context menu to create a new diary action/task or use the Go to menu to go directly to the Property or the Last Completed Action or the Next Uncompleted Action. This saves you having to exit the Compliance screen to set up or check actions.

Adding compliance to property types

A new feature in KEYPrime property allows the user to create a specific list of actions/tasks which need to apply to different property Types.

In Admin, Master codes, Property Types. Edit or add a new type and there is now a section to add whichever dairy actions and tasks will be needed to make those properties compliant:
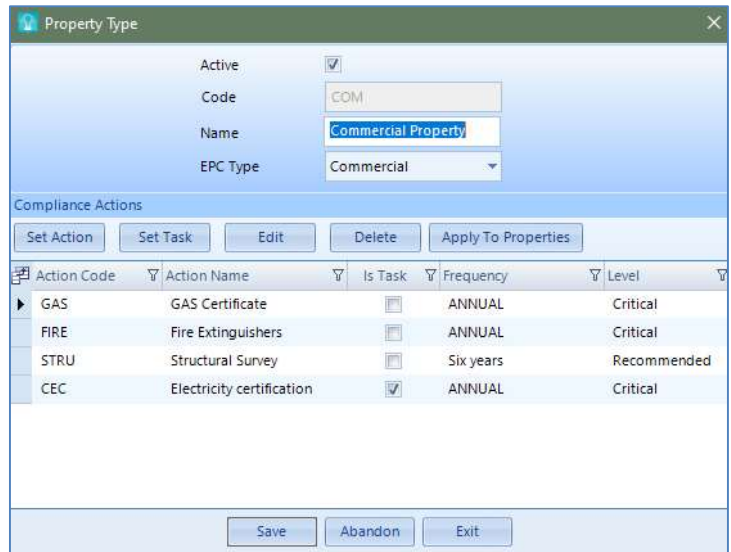
Click on Apply to Properties and it will check if you want to add all these Compliance actions to any property of that type that is already set up.
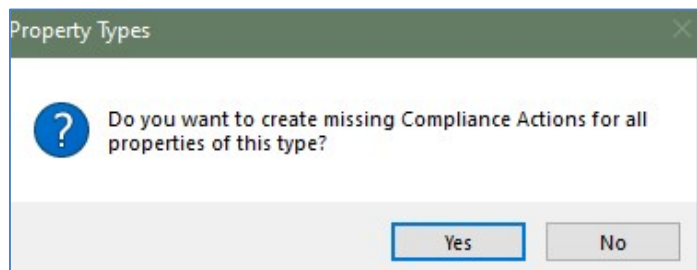
On the Compliance listing screen, if a Property has a status type of Missing Property Type Action/Task this means that one of these default actions has not been entered in the compliance tab of that property. (This is as opposed to a message that says Missing Action/Task which refers to the diary action or task itself.)

Right click on the line and the menu will allow you to Create the Compliance Action/Task and then Create the Diary Action/Task. This allows you to ensure all properties have the correct compliance actions and diary actions in place, without having to exit the Compliance screen, except EPC diary actions which are not allowed to be created from an EPC compliance action.

It will also have the Go To menu, the same as from the button at the bottom of the screen.
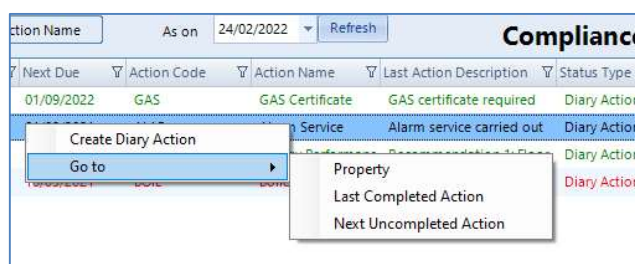
Reports

Reports can be run on all or selected lines, with or without missing diary actions and grouped by Property or Compliance action:

The Compliance screen can be exported to a spreadsheet or viewed in Smartview.

Smartview

Smartview has a Dashboard view which displays the information as graphs.
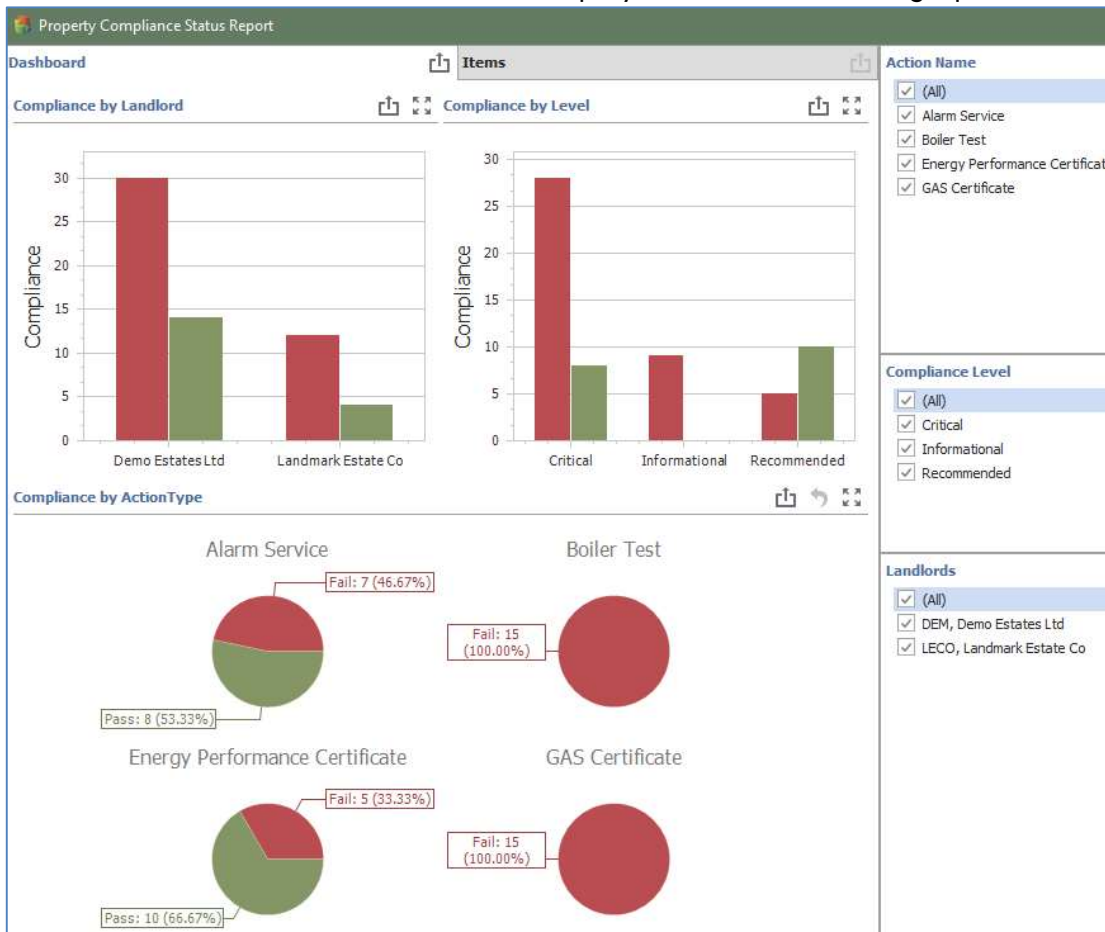
The **Items** view is colour coded the same as the diary to show which are Overdue, Due in the next 7 days, Due in the next 30 days or Upcoming:

Property Compliance	ALAR		BOIL		EPC		GAS	
	Alarm Service		Boiler Test		Energy Perform...		GAS Certificate	
> BROOK - Brookfield	✔	18/01/2022	✖	30/09/2021	✖		✔	01/09/2021
> BUNGALOW - The Bungalow	✔	18/01/2022	✖	30/09/2021	✖		✔	01/09/2021
> CT 1 - Windmill Cottage	✖	01/02/2021	✔	16/05/2021	✔	25/08/2029	✔	01/09/2021
> CT 2 - Woodlands	✖	01/02/2021	✔	30/09/2021	✔	25/02/2027	✔	01/09/2021
> CT 3 - Sixty Six	✔	18/01/2022	✖	30/09/2021	✔	31/08/2028	✔	06/08/2021
> CT 5 - The Bungalow	✔	18/01/2022	✖	30/09/2021	✖		✔	01/09/2021
> CT 7 - Home Close	✖	01/02/2021	✖	30/09/2021	✔	31/01/2028	✔	01/09/2021
> CT 9 - Beadingham Road 23	✔	18/01/2022	✖	30/09/2021	✔	27/02/2029	✔	01/09/2021
> CT10 - Beadingham Road 24	✖	01/02/2021	✖	30/09/2021	✔	27/02/2029	✔	01/09/2021
> CT11 - Beadingham Road 25	✖	01/02/2021	✖	30/09/2021	✔	27/02/2029	✔	01/09/2021
> CT12 - Beadingham Road 27	✔	18/01/2022	✖	30/09/2021	✔	27/02/2029	✔	01/09/2021
> CT18 - 1 Stable Yard Cottages	✖	01/02/2021	✔	07/08/2021	✔	31/01/2029	✔	01/09/2021
> CT19 - 2 Stable Yard Cottages	✖	01/02/2021	✔	30/09/2021	✔	31/01/2028	✔	01/09/2021
> DOWER - The Dower House	✔	18/01/2022	✖	30/09/2021	✖		✔	01/09/2021
> HONEY - Honeysuckle Cottage	✔	18/01/2022	✖	30/09/2021	✖		✔	01/09/2021

Action Name
- ✔ (All)
- ✔ Alarm Service
- ✔ Boiler Test
- ✔ Energy Performance Certificate
- ✔ GAS Certificate

Compliance Level
- ✔ (All)
- ✔ Critical
- ✔ Informational
- ✔ Recommended

Landlords
- ✔ (All)
- ✔ DEM, Demo Estates Ltd
- ✔ LECO, Landmark Estate Co

Legend

Overdue	< 7 days	< 30 days	> 30 days
30/07/2021	09/08/2021	29/08/2021	04/11/2021

Within the Smartview right click with the mouse anywhere on the screen to display the menu which allows you to export it as a report.

Maximize
Print Preview...
Export To PDF
Export To Image
Export To Excel
Export Dashboard ▶

9. Demands

The Demands ![Demands] section is where Demands are Processed, Edited or Updated.

The Demands are listed by their process date though this may be changed by using the sort arrows at the top of the columns.

The icon on the left hand side shows whether the demand is to be processed in Advance ![icon] or in Arrears ![icon]. Service charges have their own icon ![icon] if they are not included on a rent demand. A demand which has been blocked will show the ![STOP] icon.

Process

Click on the **Process** button to show the following menu:

This provides options to select what is to be processed. Selecting the option to process all Service Charges will NOT include any rent demands that have Service charges included.

If any blocked Demands are included in your selection a warning will be given so that you may check the details and amend if necessary.

Next the demands are checked for Non-Active codes to prevent raising demands against codes that are no longer used.

If the Demand list has been filtered or sorted warning messages may be displayed. This is to prevent a Rent demand that succeeds the current rent demand from being processed out of turn.

Once the checks have been passed the Demands Processing criteria screen will show:-

Process demands up to	The date that you wish to process demands up to. Individual demands will process as many times as their frequency and end dates require up to the date set.	
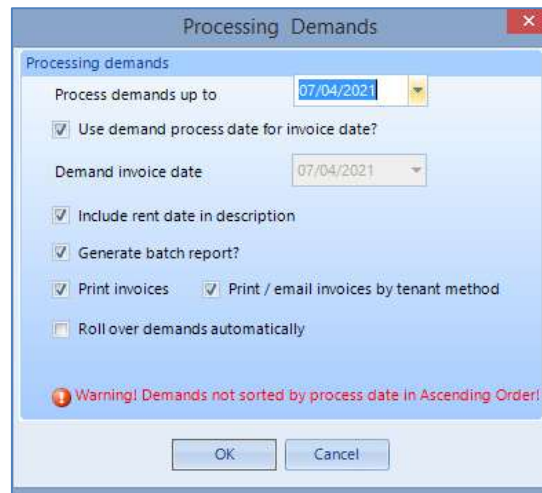
Use demand process date for the Invoice date?	With this ticked the processing date will automatically be used as the invoice date for each Invoice raised. Where multiple Invoices are raised from the same demand template each will use a new Invoice date based on the frequency.
Demand invoice date	This field is disabled when using the demand Process date. Once enabled this is the date that will be used for all Invoices raised during processing, regardless of process date and frequency of processing. **N.B. The invoice due date is automatically calculated from the Customer terms and the Invoice date for each Invoice.**
Include rent date in description	The description of the rent item line will be appended with the date range of the rent being charged. This is both on the long description used on any printed Invoice and the ledger text for management reports. The Ledger text is limited to 25 characters so the date range may be truncated if the default text on the Demand template is too long.
Generate batch report?	Do you want a printed report summarising the transactions created during the processing of the demands? This is a useful report which can be compared with the Future Rent demands report that should be run prior to processing demands. See " The Processed Demands report can show property details in excel. Run the report and export it to excel. The property details are in white writing in the column to the right of Amount. Either change the background colour or change the font colour in that column.

Print Invoices	Whether invoices are to be printed or emailed as part of the processing. They may be reprinted later but the option to send the Invoices by the Tenant Preferred Method is lost when printing from the Invoices section.
Print/Email Invoices by Tenant Method	Determines whether to send emailed copies of the invoice to those tenants who prefer to receive information this way and printed for those who do not. N.B. where a Tenant is set to not receive any notification then no Invoice will be produced.
	For further information on the number of printed copies see "**Demand defaults**" on page 63.
Roll Over demands automatically	Where a demand has reached its end date, but the tenancy is continuing and there is no replacement demand set up already, the current demand can be set to roll over one more rent period. This option can be ticked to automate this process for all demands that meet this criteria. See "Rolling Demands Forward" on page 96 for further information**.**
	Good practice should be to check which demands are coming to an end during the processing and either ensure that the follow up demand has been created or manually edit the demand and set it to roll over to a point where you know the review will have been agreed.
	When rolling over demands a rollover note is automatically entered on the tenancy.
	It is not good practice to roll over a demand indefinitely, especially when a rent review has taken place.

Auto Process

In Admin, Global settings, there is an option to Automatically Process the demands: see "Settings" on page 10. When this has been selected and the Processing demands criteria have been ticked, you press OK and the demands will usually process with no further intervention needed.

A validation of the demands is made first. Where any demands are coming to an end there are options to set what the program should do with them, e.g. a demand that is due to end and no review has been processed so no follow on demand is available:

Issue	Suggested action
The next review has not been carried out on the tenancy.	Roll over once

The list will show the suggested action, e.g. rollover once, and if this is correct then click on the Auto Process button at the bottom to finish the processing.

If the Suggested Action is not correct or you wish to see more detail, then click on the Change Action button.

This screen will be shown with the current suggestion in the Actions field.

Use the dropdown menu to change to any alternative that may be available, depending on the issue. This includes the option to Skip if you wish to leave the demand unprocessed for some reason.

Once all the issues have been checked, click on Auto Process and the demands will process with no further interaction needed.

Manual Process

Where the Auto process option in Admin has **not** been selected, each demand template is displayed as processing takes place. Edit if necessary and Save.
Any alterations made before saving will prompt a message offering to save the changes for the next processing.

During processing, any Tenancies with a payment method that is set to generate an auto receipt will have 2 transactions created, one for the invoice and the second for the receipt. These will both be listed in the Batch report. See "Payment Types" on page 17.

Rolling Demands Forward

In the normal course of events a Demand will be processed up until the End Date of that particular review period.

If the next review has been processed and a new Demand has been created to follow on from the current one, then the system will show the following message just before the final invoice is processed:-
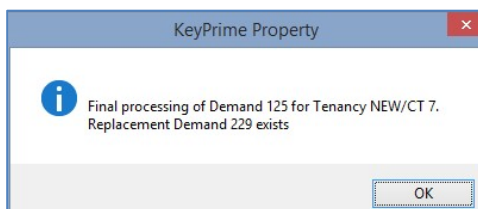
In this example demand 125 will be made inactive once it has been saved for the final time and demand 229 will take over.

However, as it is not always possible to process the next review before the current one finishes so the program allows for the current Demand to be rolled forward as many times as necessary.

When this occurs the following message will be displayed just before the current Demand is processed for, what should have been, the final time:-
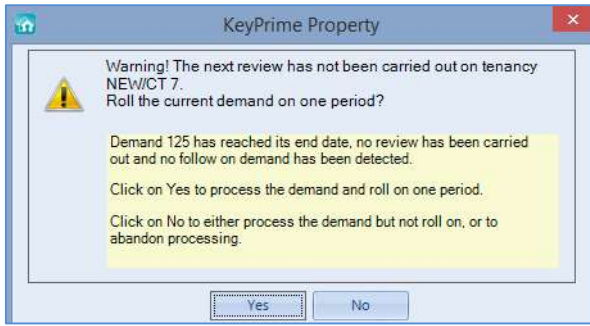
If **Yes** is selected then the next rent invoice is produced at the current rent value.

When the invoice is saved another message will appear to allow you to save a note to the effect that a rollover has been performed. This Note can be edited before and after saving.
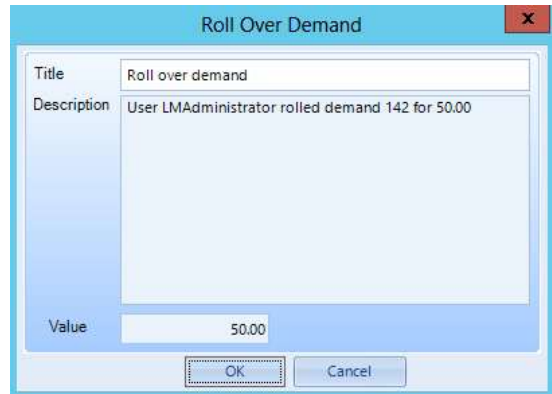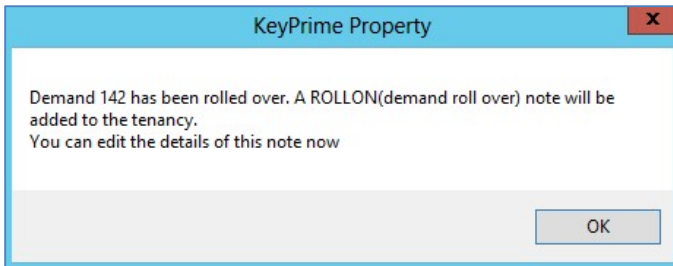
If the Demand does not need to be rolled over and **No** is selected then a message will be displayed so that the user may continue processing the batch or not:-

Should the review have been processed for a Tenancy but no new Demand was created then the usual roll over message will appear:-

The current demand can still be rolled over to ensure that a rent invoice is created, but it will be at the rate set in the old review, not the new one.

A new demand will need to be created at the new rate and linked to the new review. Otherwise the program will continue to rollover the current rent demand.

Processing Service Charges

Service Charge Demands may be processed at the same time as the Rent Demands, or in a separate operation, depending on the choice made when selecting the Process button.

Service Charges which are included in a Rent Demand will be processed when the rent demands are processed and not if you use either of the options for Service Charges.
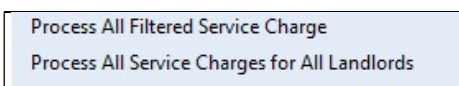
Edit

To Edit a Demand either double click on it or highlight the Demand and click on the **Edit** button on the bottom toolbar. The Demand template will be opened and details may be changed and lines added or removed with caution. Click on Save to keep the changes or Abandon to return the Demand to its original state.

Multi Update

The **Multi Update** button allows you to update the Service Charges in bulk. This is whether the service charge is on its own or on a rent demand.

If you do not highlight demands before you start the multi-update it displays all the demands with the relevant Item lines. With demands highlighted it will only display what is applicable to the selected demands.

Having clicked **Multi Update** from the bottom toolbar first select the Landlord from the drop down list, then select the Service Charge Item from the next drop down list.

This will display the details of all active demand templates which include that code.

Like all grids the list can be sorted, but no further filtering is allowed.

The top part shows the details and includes a helpful total value which can be very useful, e.g. when apportioning repair contributions across leaseholders.

The lower part of the screen provides the options as follows:

Change: Select the radio button to change either Quantity, Unit Price or Net Amount. More than one of these can be changed but only one type can be changed at a time, i.e. change the Unit Price first and apply that and then change the quantity and apply that.

Quantity	Quantity is often used for meter readings.
Unit Price	Unit Price may be used where a repair is being apportioned across leaseholders in a block. Adjusting either of these will automatically affect the Net Amount, but that can also be updated directly.
Net Amount	

Update Criteria: 4 ways to change the value selected. The values can be changed by a Percentage, a set amount, or set to a new value for all records. Alternatively, each value on the grid can be updated individually.

Increase/Decrease by %	Enter a percentage to change the selected value; use a negative percentage if a reduction is required.
Increase/Decrease by Amount	Enter the additional charge amount or use a negative value if you are reducing the charge.
Apply this new value to all items	Enter a new value to be used for all the item lines that are being displayed. Most commonly used for fixed rate charges or where a new price is being set.
Update each item individually	Once this is selected, whichever column from Quantity, Unit Price or Net Amount has been chosen, it becomes editable on the grid and is shown in **bold** type. Individual values can then be typed in for each line.

Remember you can sort the grid in an order that assists you by clicking on the column headings.

At the same time as updating the item lines on the demands it is possible to apply the changes made both to the Service Charge record on the tenancy and, in the case of the Price, to the Item code itself. Use the tick boxes for these:

Update Service Charge?	This will update the service charge records on the tenancy and will then be used in reporting and for the next time the service charge is generated.
Update Item Price	Where the Unit Price has been changed on all the service charges using this Item this will update the Item itself, so that any ad hoc Invoices raised using the Item will have the new price on them.

Having made the required changes, click on the **Preview** button to see the impact. Then either **Save** the changes, revert back to the original values with the **Restore** button, or abandon altogether with **Close**.

Interest Charges

This is an optional module so that interest can be charged on overdue invoices. See separate module notes for further information.

Go to

This gives quick access to related data. Highlight the Demand and click on **Go to** from the bottom toolbar. The options offered will be Landlord, Tenant, Property or Tenancy.

Exp/Imp

This **Exp/Imp** allows the export of Demand related fields to Excel. There is a template of all the demand fields with conditions for exporting information for All or Selected records. See "Excel Export" on page 121 for further information.

The Import tab is not used on this screen so is greyed out.

Delete

The Delete button can be used to delete unwanted demand templates as long as they have not been processed. If they have been processed you will get a warning message:

Demand 180:
Invoices have been created from this Demand Template so it cannot be removed. It has been set as Non Active.

The demand will no longer appear on the Demands listing screen but you will still be able to see it in the Tenancy, Demands tab if you tick to Include non-active demand templates.

Filters

Filters may be applied to the list of Demands for ease of selection and reporting. As soon as the tick is inserted in the box then the list will only show those Demands belonging to that Landlord or Group. More than one Landlord or Group may be selected at a time and both filters may be applied at the same time.

There is also a special filter at the top of the Demands screen Filter by item. When you click on this a list of all the Items for all the Landlords is displayed. This is so that you can select just demands with specific Items on, to be processed.

Click on OK and the demands screen will only show those which include the highlighted items.

Reports

The Reports section has a list of specific Demand related reports. Double Click on a report or highlight it and press enter to show the relevant selection screen.

Reports
Processed Demands
Future Rent Demands
Demands To Process List
Rolled Over Demands
Demands Ending
Blocked Demands
Demands Ended
Screen List

Processed Demands

This is a list of the invoices and receipts that have been created when a batch of Demands has been processed. It will be created automatically if the Generate Batch Report? was selected when processing demands; however, it can also be re-printed from the Reports section.

This report may be filtered by Landlord using the Filter tick boxes or run for All Landlords as offered in the criteria.

The date range maybe by either Entry date or Transaction date.

The Processed Demands report can show property details in excel. Run the report and export it to excel. The property details are in white writing in the column to the right of Amount. Either change the background colour or change the font colour in that column.

Landlord		Demo Estates Ltd							
Xton	Invoice	Tenancy	Inv. Date	Due Date	Trader	Net	VAT	Amount	Property
2364	SI3733	WEB/AG2	25/03/21	25/03/21	Ms S Webster	14,000.00	0.00	14,000.00	Fen Farm
					Total for 25/03/2021	14,000.00	0.00	14,000.00	

Future Rent Demands

This report shows future rent demands up to a specified date. They are shown in batches according to their process date. This is the preferred report to be run and checked pre and post processing, when it can be compared to the **Processed Demands** report.

The **Demands up to date** is entered to show what rent invoices will be generated by processing demands up to this date.

This report may be filtered by Landlord using the Filter tick boxes or by All Landlords as offered in the criteria screen. There is an option to include service charges and where they are included they can be distinguished from Rent by choice of an alternative font colour.

Landlord: Demo Estate								
No.	Tenancy code	Tenant	Property	Period Starts	Ends	Amount	Vat	Gross
135	EVANS/CT 3	Evans Builders	Sixty Six	01/12/2020	31/12/2020	625.00	0.00	625.00
				Total for	31/12/2020	1,125.00	0.00	1,125.00
Process date : 01/01/2021								
116	PENN/CT19	Mr T Penn & Mrs A Sparrow	2 Stable Yard Cottages	01/10/2020	31/12/2020	80.00	16.00	96.00
116	PENN/CT19	Mr T Penn & Mrs A Sparrow	2 Stable Yard Cottages	01/01/2021	31/03/2021	96.75	4.35	101.10
123	WILS/SP1	John Wilson	Fishing Rights	01/01/2021	31/12/2021	2,000.00	0.00	2,000.00
136	PENN/CT19	Mr T Penn & Mrs A Sparrow	2 Stable Yard Cottages	01/01/2021	31/01/2021	433.33	0.00	433.33
138	FOUNT/U 2	Fountain Forestry	Unit 2	01/01/2021	31/03/2021	75.00	15.00	90.00
				Total for	01/01/2021	2,685.08	35.35	2,720.43

The report itself is grouped by Landlord and demand process date, with each demand showing as many times as its frequency and end date require up to the date of the report.

Service charges will be included according to their own frequency setting and any adjustment amounts on new demands will be shown as well.

Demands to Process Report

This report shows in summary or detail the Demands that are due to be processed up to a specific date. If the report is Sorted by Process date then it will display in the order they will be processed.

It will only show each demand once regardless of frequency of processing and the summary will only show one value per demand. It is a good quick check but should not be relied on as a full pre-processing check list.

Select whether to **Include Service Charges** in the value; if the service charge is included on a Rent demand then this will show the total of both amounts in the summary report.

This report may be filtered by Landlord using the Filter tick boxes on the Demands listing screen. If the screen has been filtered the **All Landlords** is offered as an option in the criteria. The **Detailed** version of the report shows each of the items lines with their coding and values.

Where a demand is coming to an end a **Pro Rata** value for the remaining rent on the last invoice can be displayed.

There is a sub-total for each Landlord and a Grand Total for the whole report. There is also an option to put a page break between landlords.

The report may be sorted by the following criteria using the dropdown:

Sort by Tenant code has been added to this list.

Rolled Over Demands

This is a straightforward list of those Demands which have been Rolled Over. There is no report criteria though it can be run for specific Landlords by using the Landlord filter. This report should be checked regularly to ensure that rolled over demands are kept to a minimum.

Demands Ending

This reports shows which demands will be **processed** for the last time in the period which includes the date entered. This is determined by the processing date of the demand and the frequency.

Demands Ending								
For Landlord Landmark Estate Co								
To 31/03/2022								
Landlord		**Landmark Estate Co**						
Demand No.	**End Date**	**Tenancy**	**Property**		**Tenancy End Date**	**Fixed**	**Review Next**	**Formal Demand**
157	31/12/21	CHICHE/BRIDGE	Bridge Farm		31/12/28	Y	01/01/22	Y
162	31/12/21	HILL/GREY	Grey Gables		31/12/24	Y	01/01/22	Y
166	28/02/22	SMITHC/BUNGALOW	The Bungalow		04/02/25	Y	01/03/22	Y
168	31/03/22	ROSE/BROOK	Brookfield		31/03/27	Y	01/04/22	Y

The report can be run for all Landlords or just those selected in the right hand filter option.

Blocked Demands

This shows the details of all demands that have a blocked (stopped) status. These demands will not process until the Blocked status is removed from the Demand Template. A warning is provided whenever there are blocked demands in the processing selection. Blocked demands show with a

 sign against them on the Demand listing screen.

Demands Ended

The Demands Ended report provides a date range and shows demand templates that have **completed** processing in that date range. If a demand is **due** to end in that period but has **not** been processed to the end, then it will not appear.

This report shows the end date of the demand, the end date of the tenancy, the next review of the tenancy and the next demand where set up.
This report is aimed at checking whether all tenancies that should have demands do actually have them.
The report can be run for selected Landlords by use of the right hand filter options or All Landlords.

Screen List

Produces a basic report of all the information showing in the listing screen in the order it shows with all the visible fields and visible records.

10. Invoices

The Invoices ![Invoices button] button on the Main Menu will take you to the list of all Sales Invoices, Credit Notes and Sales on Account relating to Tenants. This is the area where ad hoc invoices and credit notes can be added; these would be invoices and credit notes which have **not** been created from a Demand template. All invoices may also be Edited, Printed and Receipted in this section.

Invoices and Credit Notes entered through the Accounts program for the Tenant as a Customer will also show in this list; they will need additional property-specific information adding to them if they are to appear in Property and Tenancy rent books.

On loading the Invoice section the list will show **All** transactions. Use the dropdown menu in the top right corner if you want to change it to show just **Invoices**, **Credit Notes** or **On Account** (Sales Receipt) records.
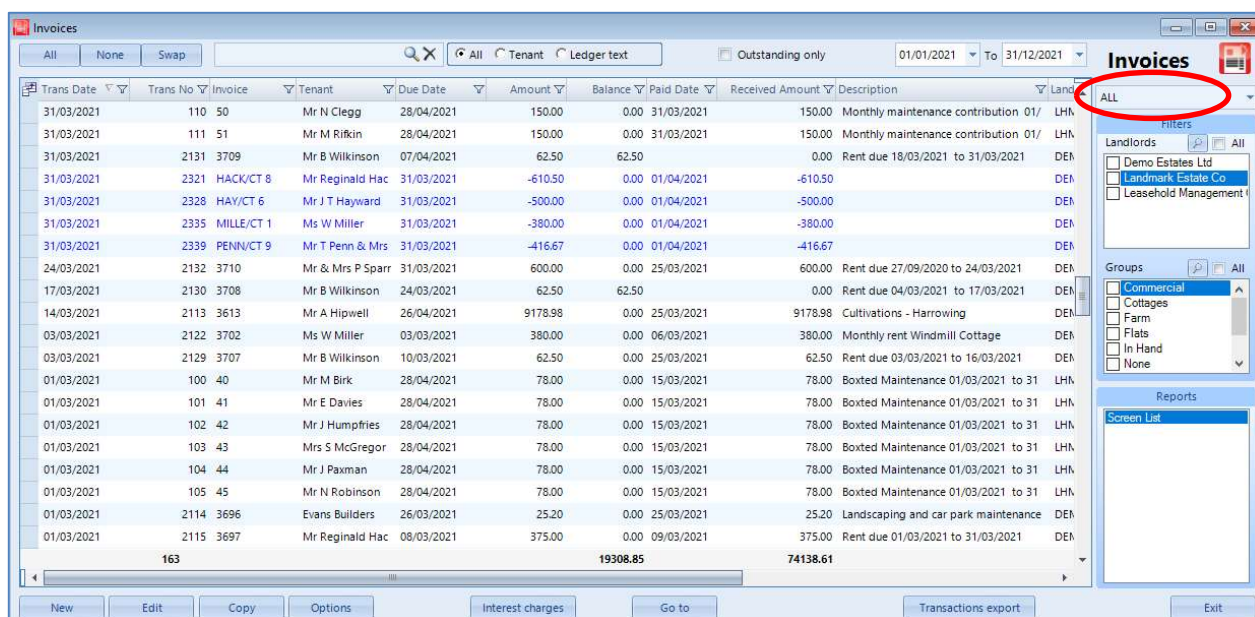
The screen list can either show a date range or be set to show Outstanding only using the tick box at the top. The settings are remembered for the next time you open the section.
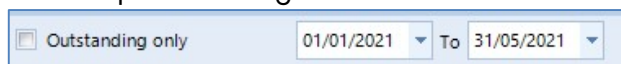
The list like all grids can be further sorted and filtered with columns added or removed according to need. A recent addition is the option to show the Property Manager on the grid by selecting Manager from the field chooser.

New

To create a new Invoice, Credit note or On Account Receipt select the type of transaction from the drop-down list on the top toolbar then click on the New button. If All is showing a new Invoice will be displayed automatically.

Entering Accounts Invoice information is covered in more detail in the Accounts manual here we will only focus on the areas relevant to property:

- Select the Landlord to begin with using the browse ![...] button. This will then know which Accounts Company the transaction belongs to and which codes it can use.
- Select the Tenant, again using the browse button or click F2 to display the list of Tenants or F3 to start a search of the list.

- The Tenancy field shows a list of available tenancies for the Tenant; this links the Invoice to the relevant Tenancy Rent book if required. Without this information the Tenancy rent book will be incomplete. It is possible to add an Invoice for a Tenant that is not related to a Tenancy so the field is not mandatory.
- Choose the invoice numbering Method. Use Auto if the next invoice number should be automatically generated. Use Manual if the invoice number is to be entered by the user; the Invoice No. field will then be available to enter a number.
- Enter the Invoice date which will be the tax point.
- The Due date will be calculated from the Invoice date plus the terms set for the Tenant on their terms tab; this may be manually overwritten.
- In Auto mode the Invoice Total is automatically calculated by adding up the value of item lines on the Invoice. In manual mode the Total must be entered.
- Type in an Item Code or press the F2 button to display the list or use F3 to search. A new Item may be created here if required although this is not recommended. The Item field may be left blank but again this is not recommended as the Item code will identify if this is to be treated as rent.
- The Nominal will automatically default to the nominal in the Item. If no item is used this must be entered manually. Where a different Nominal code is required to that of the Item this can also be entered manually.
- Enter the Enterprise code where required.
- The Analysis code is the same as the Property code and should be used in all Property Invoices, again for the sake of completeness in Rent Books and other reports. Only leave this empty if the invoice has no relation to the property information.
- Enter a Quantity and Price, if required, which will calculate the Net value.
- If no quantity or price is entered then type in the Net amount to be charged.
- Select the correct VAT code for the sale; this will default to that used on the Item or Nominal code but again can be changed.
- The program will calculate the VAT Amount from the Net x VAT rate. This can be overruled if you know that this is the correct thing to do.
- The Description will update from the Item or Nominal code and can be added to or changed according to need. This description will appear on any Printed Invoice generated; it can be formatted to include blank lines and spaces by using the Ctrl and Enter keys to insert a blank line.
- The Gross Amount is automatically calculated from the Net plus VAT amount.
- A reference date can be entered on the item line, in the case of rents this is always the period start date of the rent being charged regardless of whether the rent is in advance or arrears.
- Multiple Item lines can be added to an Invoice if there are several items being charged for. Use a Text only item for lines of text with no monetary value.
- The **Details** button at the bottom of the entry screen allows you to enter some text that will print out on the bottom of the invoice according to the stationery layout selected.
- Once the invoice entry is complete it may be Saved. If the Auto Method was used then the choice will be given to: Save only, Save and Print or Save and Email. If the Manual method was used the invoice will just be Saved.

New Credit Note

The Credit note entry screen is very similar to the Invoice screen and should be completed in the same way. To add a new Credit Note you must first select Credit Notes from the list of transaction types on the top right of the screen, then choose New.

New On Account Receipt

If a receipt needs to be entered for income but there is no invoice to be receipted, an On Account receipt should be entered. Again select On Accounts from the transaction types list and choose New. These can also be entered in the Receipts section detailed later – see "Receipts" on page 108.

Edit

To Edit an Invoice, Credit Note or On Account receipt, either double click it or highlight it and click on the **Edit** button. Details may then be changed and lines added or removed. This may be blocked if another entry relies on the selected record, i.e. an Invoice that has already been paid. When changes have been made click on Save to keep the changes or Abandon to return the item to its original state.

You may click on the Print button to print a copy of the invoice or credit note.

Copy

To Copy any Invoice or Credit note, highlight the entry in the list and click on the **Copy** button. This will create a new invoice or credit note with identical coding and values. The date will default to today's date but may be changed. All parts of the entry may be edited as required and once it is complete then Save.

Options

This gives a list of options that can be applied generally or to the currently selected transaction type.

Where transactions have been selected there is an option to pay them.
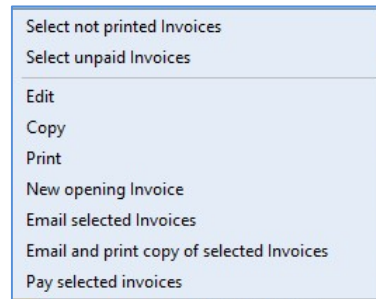
Opening Invoices and Credit notes

There is an option to create an Opening Invoice – the menu will change to Opening Credit Note when Credit note has been selected from the dropdown menu, top right.

Pay selected invoices

The selected transactions must all belong to the same landlord for this option to be used.

Enter the bank and payment ref. if the defaults are not wanted. Also enter the method and the date.

Tick the box if you want to produce a Receipt list and also to use a separate payment reference number for each Tenant receipt.

The default for using individual Payment References is determined by the Payment type; Cheques default to the same reference whilst Direct Credit will default to individual Payment references.

Invoices from Accounts

Any invoices and credit notes raised in Accounts, which have a customer name who is also a Tenant, will show in the Tenant rent book report. To ensure they also show on the Property rent book report they must have the relevant Analysis code for the property.

If they should also show in the Tenancy rent book you will need to edit the invoice in Property and select the Tenancy from the drop-down list in the top right hand corner of the invoice.

This option is also available for an Opening invoice or credit note which was created in Accounts. If the Tenancy code has a different analysis to that already on the invoice there will be a warning.

Interest charges

Settings for the Interest Charges optional module may be entered here as well as the Base Rate. The third option is to Calculate Interest. See Interest Charging module notes for further details.

Go to

This gives quick access to related data. Highlight an Invoice, Credit note or Sale on Account and click on **Go to** from the bottom toolbar. The options offered will be Landlord, Tenant, Property, Tenancy or Demand.

Transactions Export

The Transaction Export feature is an optional module so that invoices, credit notes and receipts can be exported from KEYPrime Property to other software. See separate module notes for further information.

Filters

Filters may be applied to the list of Invoices. As soon as the tick is inserted in the box then the list will only show those Invoices belonging to that Landlord or Group.

More than one Landlord or Group may be selected at a time and both filters may be applied at the same time.

11. Receipts

The Receipts [Receipts] button on the top toolbar has a drop down menu which will give the following options:

| List |
| Receipt |
| Bulk Receipt |

List

Shows a list of all receipts for the for the date range set. As with the other sections it can be filtered by Landlord. The list, like all grids, can be further sorted and filtered with columns added or removed according to need.

New

Click on the New button to open the Sales Receipt screen. Enter the Landlord and Tenant; the list of outstanding invoices will then be displayed. Select the Method and if necessary enter a new date.

If the total is known you can enter it here. If it is not known then leave this blank and it will update as the invoices are marked for payment. Use the Pay All button if all the invoices listed have been paid. Otherwise put Y in the Y/N/P column to show the invoice is paid in full.

There is a Print on Save box but if you would like a printed Sales receipt you will need to enter this in the Accounts. Receipts can be entered in either Property or Accounts and will show in both parts of the program, however, not all of the stationery is available in Property.

Part payments

If an invoice has been part paid, put P in the Y/N/P column and make sure the correct amount shows in the Received Amount column. When you Save the receipt you will be warned that it includes a part payment and will give you the chance to change it if it is a mistake.

Should the invoice being part paid have more than one item line on it then you have the opportunity to allocate the payment to specific lines if required. Once you have put the P in the Y/N/P column and made sure the correct amount is showing in the Received amount column, you can then click on the Items button at the bottom.
This will open a list of the item lines on the invoice. The amount of the payment will be allocated across the lines on a pro-rata basis. If the values need to be changed then use the Clear button to empty the lines and type in the amounts required until the To Allocate field is showing 0.00. See the Accounts manual, Part payments and receipts for further information.

On Account

If the payment is for more than the invoices identified, a new Sales on Account record will be created for the difference; remember to add the Tenancy Ref on the On Account details screen.

Edit

Existing receipts may be Edited or Deleted by using the Edit button from the bottom toolbar. The list can be limited by date range by entering new From and To dates. To find a specific receipt use the Search facility on the top toolbar. When the **All** radio button is selected you can search on any part of the invoice, e.g. the transaction number, payslip number or amount.

Receipt

This option behaves in exactly the same way as clicking on **New** on the Receipt List screen – see above.

Enter the Landlord then select the Bank followed by the Tenant to see a list of outstanding invoices, credit notes and/or payments on account for that Tenant.

Select the method of receipt then enter the receipt date and paying in reference. Enter the total amount banked and then mark off all the transactions that are being paid; you may use up any On Account payments to clear off the full balance of invoices. Once the details are correct, save the entry.

Bulk Receipts

Bulk receipts are entered in the same way they are entered in Accounts; see the accounts manual section on What to Receive for more details. This is a more structured and formal way of entering many Receipts rather than using the Pay function on the Invoice Listing section.

This shows the **What to Receive** (WTR) entry screen. Variations appear in Client Accounting and Standalone mode.

It can be used for collection of Direct Debits where the optional module and appropriate 3rd Party Banking software is used; however, users of standard Property will have to do this through the accounts program.

Standalone Property users can use this method if they have the optional module and 3rd party software.

Entering a Bulk Receipt

Open the Bulk Receipts section from the Receipts drop down menu.
The entry screen should now be completed as follows:

Landlord	The Landlord that the receipts belong to. This identifies which bank accounts to make available; if a default bank is set for the Landlord this will automatically be populated but can be changed if required.
Bank	The bank into which the payments are to be deposited. If the Landlord code has **not** been entered the list of Banks shown will relate to the First Landlord on the list and you will still need to select the Landlord, which may then change the bank.
Only Transactions with this Bank	For KEYPrime Advanced users Invoices have a field to show which bank should be used for receipts. Choose this option so that only those invoices that have been marked for payment by the selected bank will be shown. If in doubt leave this unticked in case entries that you are expecting do not appear.
Receipt Date	This is the Date on which the receipt is to be credited in the Accounts. For Direct Debits this will be the date you instruct the Bank software to make the collection. Entries with an Invoice date after this date will be excluded from the bulk receipt screen. If you wish to receipt invoices in advance of the invoice date this can be done in the Accounts WTR.
Last Due Date	This allows transactions with due dates after this date to be excluded from the selection to pay; the date can be set into the future if you wish to include more entries.
Method	The method of banking, either: **Cheque** for cash and cheque deposits into the account on the same Paying in Slip with the same paying in reference. **Direct Credits** for standing orders and other direct payments into the account that have already taken place; each will have a separate paying in reference but the same payment date. **Electronic** for collection of Direct Debits or recording direct payments to the bank that have the same paying in reference and date; this will result in the payments being Grouped on the Bank Statement showing a total for the batch. Tick the Individual Payslip numbers for the batch to be detailed if necessary.
Only Transactions with this Method	For KEYPrime Advanced users Invoices can include the Payment Method expected to be used for payments and receipts. Choose this option so that only those invoices that have been marked for payment by the selected Method will be shown. If in doubt leave this unticked in case entries that you are expecting do not appear.
Payslip No.	The next Paying in reference number in sequence for the selected Payment Method. These are maintained on the Bank Ledger but can be updated or manually changed before proceeding.

Individual Payslip Numbers	This tick box appears when the Electronic Method of payment is selected. This allows the default of using the same payment reference for all the Receipts to be overruled and a new Payment Reference to be used for each entry created. This will prevent the payments being shown as grouped on the Bank Statement.
Print List of Receipts	Produces a printed report of the Receipt entries that have been made, after completing the Bulk Receipt.
Electronic Method (optional module)	Where the Electronic Receipts option is enabled, and the Method of payment is Electronic there is an option to **Produce File** for transfer to DD collection software. If no file is required or the option is not available, then the default is **None.**
Export Folder (optional module)	When the **Produce File** option has been selected another field is displayed for you to enter the path to which the file is to be exported. This cannot be changed here as this destination is controlled by the Admin user in Estate details. This allows an authorised user to set a destination that is protected to prevent changes being made to the file between sending from KEYPrime and receipt by the Bank Software.
Load	Once all the details about the type of payment have been correctly entered, select the Load option to display the relevant transactions for Receipt.
Reprint	Only available in the Accounts program linked to standard Prime Property. Provides a facility to generate a reprint of the Receipt List and Electronic file if necessary.
Renumber	Allows a range of Receipt reference numbers to be updated without needing to edit all the Sales Receipts individually.
Postponed List	Produces a Postponed Receipt report. When you have selected the entries for Receipt there is an option to postpone the actual receipt generation. This report is a list of the entries for the selected Payment Method.

Load

Load the WTR and the transactions meeting the criteria set are displayed so that they can be marked for payment by ticking the Pay field.

Balances	These will show the balances of debtors and the selected bank account before and after the proposed Receipts.
Save	Saves the selected Receipts and generates the Sales Receipt transactions as required.
Postpone	Marks the entries as intended for receipt and saves this information but does not generate the Sales Receipts at this point.
Reset No.	As entries are marked for receipt, the anticipated payment reference is shown against them. Depending on how the receipts are marked this may not reflect the actual payment reference that will be used. The Reset No. option will set the payment reference numbers to those that would be used if the current selection were to be saved.
Remove Postponed	A postponed list can be removed by pressing this button.
All/None	This button will say **All** when nothing is selected for receipt and pressing it will mark all the lines for receipt. Having selected **All** those not required for receipt can be

deselected individually. By pressing it again the button changes to say **None** and will clear the receipt selection.

Cancel   Cancel will close the loaded list without marking any transactions for Receipt. The main information can be updated, and the list Loaded again.

Exit   Exit closes the Bulk Receipt screen abandoning any changes made.

Click on each line to tick the Pay box or use the space bar plus the up and down arrow keys to move through the list.

Windows select can be used to mark a range of transactions for receipt; click on the top record and then click on the bottom of the range whilst holding the shift key.

The blue Trans. No. column provides a hyper link so you can open and edit the Invoice.

The list may be sorted and additional columns added if required, for example, the list shown includes the preferred payment type and bank columns. The Trader sort code and bank account details are also available to help when using the Electronic payment method.

Once transactions have been marked for payment the list cannot be filtered or unfiltered and only certain columns allow filtering.

As the entries are marked for receipt the New Balances and Selected fields at the bottom of the screen are updated.

Save

Clicking on Save checks that all the receipts will be greater than zero and then creates Sales Receipt transactions for each trader. The selected invoices are marked as fully paid. The reports and export options selected in the WTR heading section will then be produced, first the Cheque List, then confirmation of the *Bank Export* file production and location if electronic was selected.

Postpone

The **Postpone** button allows the selected Invoices to be marked for Receipt but no payment is made yet.

The postponed list can then be generated and circulated for checking. Each Receipt Method can have its own separate postponed list, one each for cheque, direct credit and electronic payments. If there is a postponed list in existence for the Receipt method selected, when you attempt to load a new WTR, a warning is given and the postponed list is loaded. The dates you originally entered prior to postponing will be used but can be changed. If any Invoice marked for Receipt has been edited since the WTR was postponed it will no longer be highlighted for payment on the list. A warning is shown beside the invoice number if someone edits a transaction that is on a postponed payment list.

In order to clear a Postponed list, load the list and press the Remove Postponed button.

If the postponed list can be receipted, load it and press the Save button.

Cancel

Cancel will close the list of transactions for payment, returning you to the screen first loaded when opening WTR.

Exit

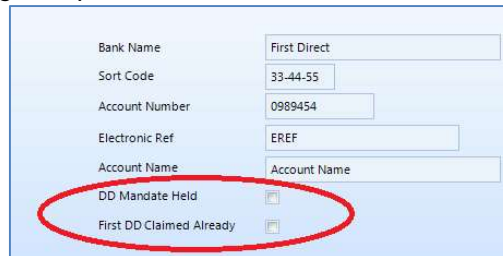Exit will close the screen completely and lose any selections you have made.

Direct Debit facility for WTR (optional)

The ability to receive Direct Debits is an optional Module that can be purchased from Landmark. This module can be used in conjunction with third party products to collect payments from Customers. This can only be used in the **Accounts** which are linked to Prime Property or in the Standalone Property version.

Customers that have agreed to pay by Direct Debit are identified by ticking the Mandate Held box on the bank tab of the Ledger record having first provided the customer Bank Details.
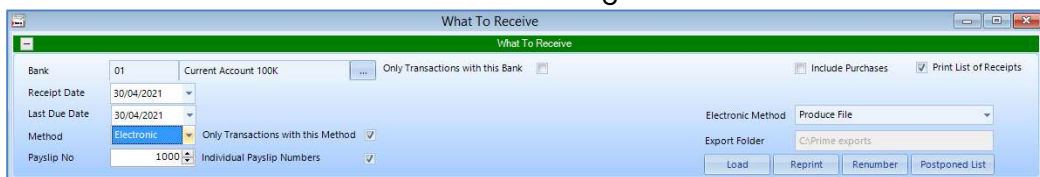
There is an option to indicate whether the first direct debit has been claimed already, this will automatically update when a payment has been made for new Direct Credits.

It can be reset if a new DD authorisation has been obtained.

New direct debit authorisation details can be sent to the BACS software by running the Generate DD Authorisation report from the Customer ledger reports section of the Accounts company.

Direct Debit invoices can be receipted in bulk or individually by using the What to Receive function. This will need the additional information when completing the heading section as to whether each receipt will use individual payslip numbers or whether they will all have the same payslip number for the batch.
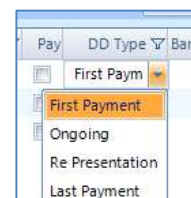
Once the Payment method Electronic is entered the Electronic Method **Produce File** must be selected to send the information to the Banking Software.

The default Export folder is used for the WTR Bank Export file, which is defined in Admin, Estate Details. In order that the file can only be saved to a location determined by an administrator, this cannot be changed through the WTR screen.

When collecting receipts there are 4 Direct Debit options available on the dropdown menu under DD Type.

There is a tick box in the bank section of the Customer details to show if a receipt has already claimed from that customer - First DD Claimed.


If this has not been ticked then the DD Type in WTR will default to First Payment. Otherwise it will default to Ongoing.

The setting can be changed if required on the WTR screen for the current payment.

First Payment	This will generate two files: NEW direct Debit export file to instruct the Bank that a payment is going to be taken. A BACS payment file which has a pay reference of 01 after the Bank Account number to indicate this is the first payment from this account.
Ongoing	This will generate one BACS file that indicates it is an ongoing payment with a pay reference of 17 after the bank account number.
Re Presentation	This will generate one BACS file that indicates it is a representation of a declined payment with a pay reference of 18 after the bank account number.
Last Payment	This will generate one BACS file indicating that this is the final payment from the customer with a pay reference of 19 after the bank account number.

Once the file(s) have been generated they can be transmitted to the agent who is operating the collection service, by picking them up from the location in which they have been saved.

A notification that Payment has been collected can be generated from the User definable stationery Direct Debit Notification found in Invoice defaults of Accounts.
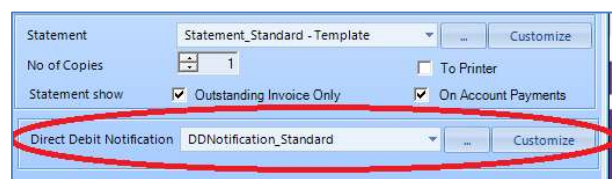
For Standalone Property only the default layout can be used or contact Landmark for a bespoke layout.

12. Documents

Documents (Word, Excel, PDFs,Emails, Scans etc.) can be dragged and dropped onto property records and diary actions. It is also possible to use a URL to a web page or other web resource. These can either be linked to the original document or to a copy that is stored in a common folder for the Property data. Emails are always copied to the common document folder; in a Network situation the option defaults to a copy where the drive detected is not on the local computer.

To make it easier to attach documents, all the ledger and transaction entry screens now have a red paperclip icon which provides a quick way to enter the path to a document. Type in the path or browse for it.
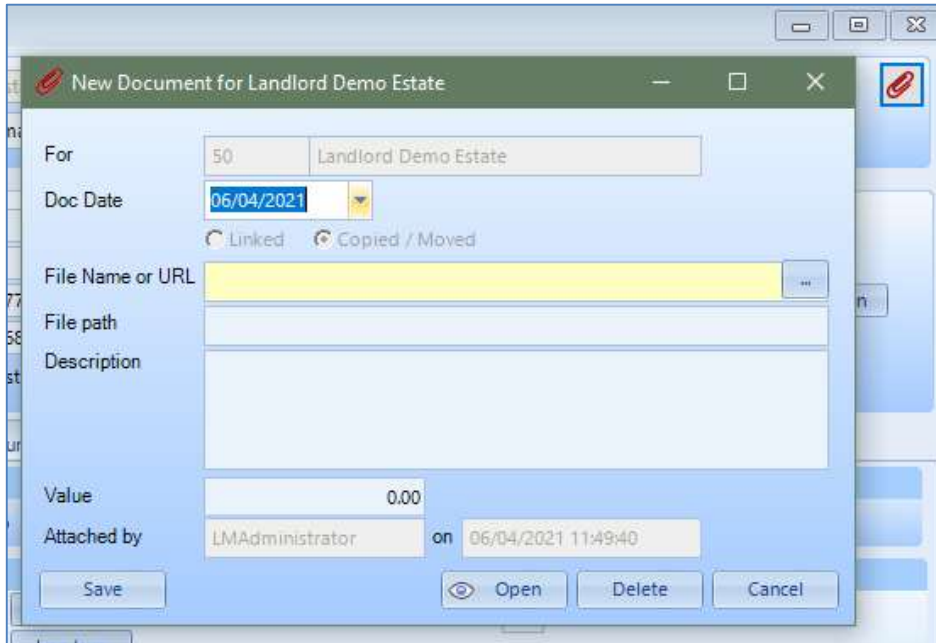
Drag and Drop

To link a document just drag and drop the file onto the record it relates to either in the listing screen or an open record. Documents can be dropped on Properties, Tenants, Tenancies, Landlords, Invoices and Diary Actions including Tasks.

If a copy of a document is made it will be stored in the common document folder. The **Default Document path** to this folder is set up on the Launchpad.

When you just drag a document a small arrow will be displayed to indicate that the link will be to the original file. If you prefer to force a Copy to be created in the common folder, hold down the Ctrl button as you drag the file, and the arrow will be replaced by a + sign.
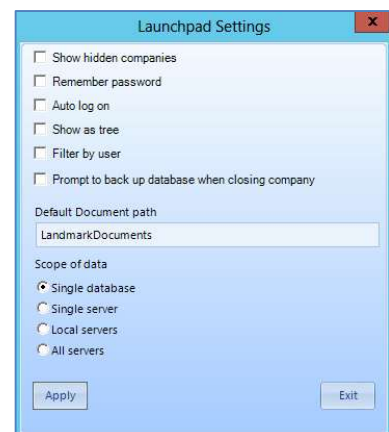
Where a document is dropped on an open record the Document tab flashes denoting that something has been added. If you open the documents tab you will see a list of all the documents linked to that Tenant/Property etc. The tick box will show whether they are Linked directly or, if not ticked, they will have a copy in the common folder.

NOTE: When you drag and drop a document onto an open Tenant/Property/Tenancy etc. you do not have to be on the document tab. Any tab may be open and the document will be stored in the correct place.
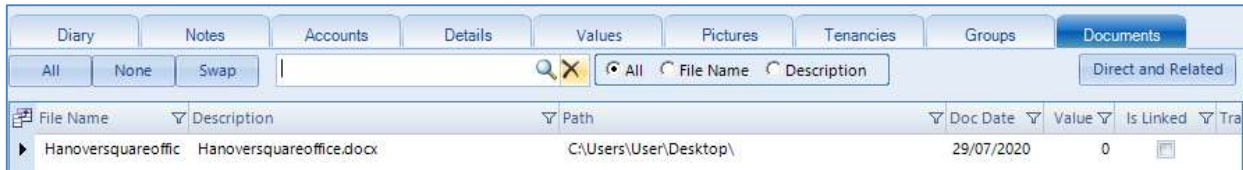
When you drop a document onto a record in the listing screen a message will show which record it has been added to.
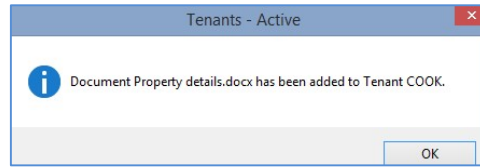
Users with a Read-only role cannot add or delete documents on transactions.

Viewing documents

To view the documents that are linked to each Landlord, Tenant, Property or Tenancy click on the Documents tab.

To view documents attached to a Sales invoice or other transaction, edit the invoice and click on the Documents button on the bottom toolbar.

In both cases there is the option to view Direct documents and Related ones. The direct documents are those attached to that specific ledger or transaction. Related documents include any that were linked to the object indirectly e.g. in a Landlord, related documents would include:

a) Documents linked directly to Tenants for the landlord

b) Documents linked directly to Properties for the landlord

c) Documents linked directly to Tenancies for the landlord

d) Documents linked directly to Landlord Diary actions

The program will remember the last setting whether to Show Direct and Related documents or to just show Direct documents.

To view a document simply click on it in the list on the Documents tab of the selected Record then choose the Open option.

The document record provides a date and details field; both are completed automatically but can be updated according to requirement.
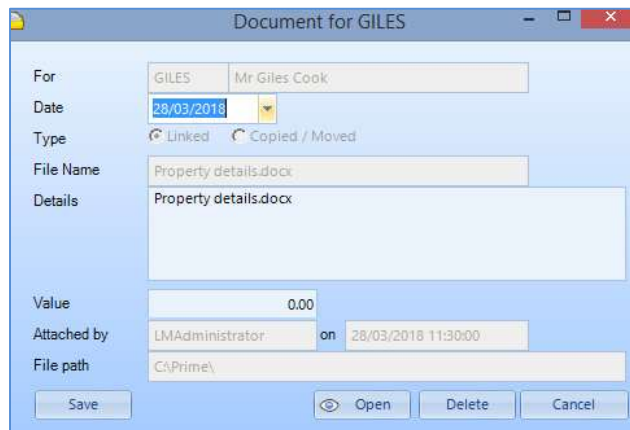
Viewing all documents

A list of all files linked to a company can be viewed by clicking on the Document icon on the toolbar

.

The list can be filtered on each heading using the ▽ icon or grouped using the right click and Enable Grouping option on the heading of the columns. See "Column Header" on page 6 for further details.

As well as the buttons on the bottom toolbar the Documents can also be opened from this list by double clicking on them. If you Right click on a document there is a further menu to **Open**, **Edit** or **Delete** it.

Open will open the selected file.

Edit will open the information for the file so that this can be viewed and/or edited.

Delete will remove the link to the file but will never remove the actual file that it is linked to. Where the file was copied to the Common folder the copy will also be deleted.

Manual Linking

It is still possible to manually link a document without using the paperclip icon. Open the Document Tab on the record and right click on the word Document on the tab. Click on New then browse to the document. Once entered choose whether to link or copy and then press Save.

Link or Copy ?

Whether to link or copy depends on your preference and set up. For single user, single PC situations it is useful to link, so that the original file can always be accessed and any updates are automatically shown. This does require discipline in not moving, renaming or deleting the linked file, otherwise Prime will have difficulty showing it. Emails will always be copied as a new file is created outside of Outlook, however, there is now an option to save just attachments to emails rather than the whole email.

On networks where you wish to keep the original document safe, or where you wish to share the documents with other users and in a common location, the Copy option is preferred.
When you copy a document it creates a copy of the file with a unique name that Prime uses to identify it. The file is within a Sub Folder of the default document path that is set on your Launchpad. The subfolder uses the Database name of your property data and the Property Company's internal ID. For example the default is:

C:\ProgramData\Landmark\KeyPrime\LandmarkDocuments\LMKEYPrime\23048 where 23048 is the ID of the property company. There will be a separate folder for each accounts and property company that has documents copied. This is deliberately cryptic as an attempt to deter interference!

Broken links

Where a file has been linked and the original is moved, renamed or the drive on which it was saved is not available, attempting to open the file will give an error. Before deleting the broken link check to see if the file can be restored to its original location or the path can be reinstated.

Where a copied file shows an error on opening this will require a check on the Common folder to confirm that the copied files have not been removed.

Network users sharing files

On a Network it is important to first create a shared folder on the Server with the name LandmarkDocuments. This folder should have full rights for ALL users.

If you wish to restrict access for security reasons you will need to ensure that all Property users' Windows Profiles AND the Prime SQL instance have full rights to the folder; please consult your Network administrator for more information. Refer them to Landmark Technical support for detailed advice.
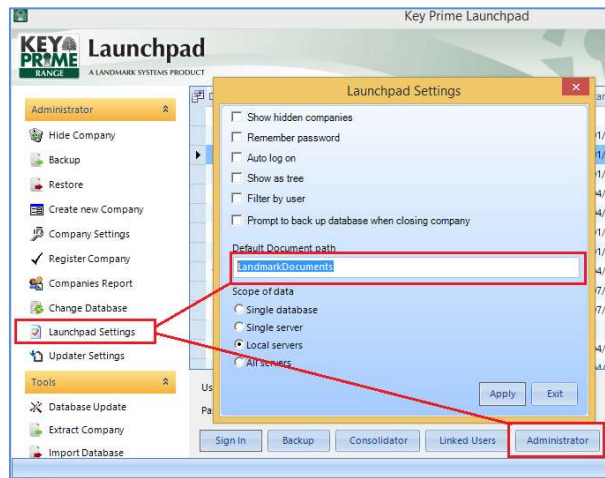
If you wish to use a different share name for the common folder, this will need to be entered on the Launchpad settings for all users as shown here.

13. Reporting

Favourite Reports

With many options available for running reports it can be difficult to remember which reports you usually produce and what options to select at the end of the Month or Year, or on behalf of a department manager.
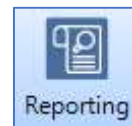
The Reporting section is provided to create a list of the various reports with your preferred options other than the date range. The date range is added when you select either Preview or Print. These reports may be created from the Favourites menu or added using the ⭐ icon on an open report. When saved from an open report, the options selected for that report will be saved to the favourite but can be changed when run from Favourites.
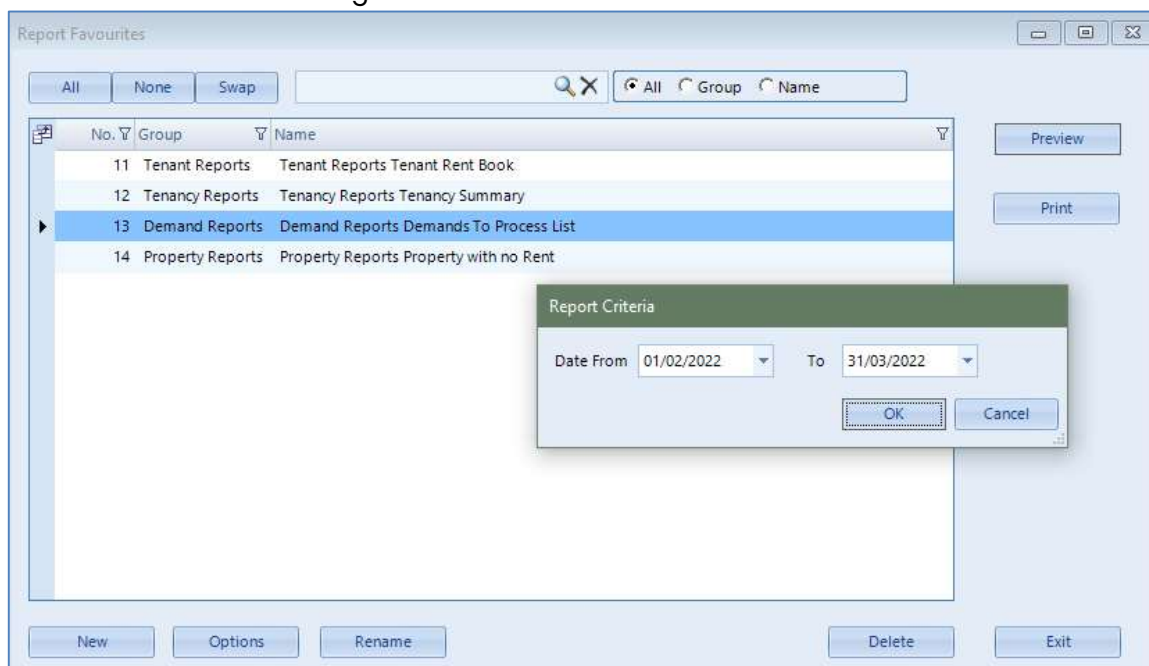
Select NEW to display the Reports Library screen which shows the different sections of property. Click on the "+" alongside a section to expand it and display the reports available.

Clicking on the required report sets a default description in the report name field; this can then be amended if required.

Save to add the report to the Favourites list. Highlight the report then set the Options.

Favourites can be Removed from the list by selecting them and choosing the Delete option.

Options

Highlight a report and click Options to display a similar criteria screen as when the report is run from the program normally. In the example shown here, in the section 'Create report using', you will no longer see the usual list e.g. Selected Properties, Current List, All Properties. Now you will see the Landlords and Properties underlined in blue. This is a link to the list of Landlords and Properties to select from if not all are wanted.

Tenancies and Tenants will show in reports for those sections rather than Properties.

Any date fields can be ignored as this information will be provided when running the report through Preview.

Rename

When the report is saved it will include options specific to that report, so it may be useful to indicate this in the name. A report can be renamed at any time by using the Rename button.

Preview or Print

Single reports or a selection of reports can be produced as a batch by highlighting them and choosing either Preview, to display them on the screen, or Print to send them directly to a printer. On selecting either option a date range is provided to report across.

14. Utilities

Excel Export

This powerful facility provides a simple tool for extracting data from KEYPrime Property into an Excel format.

It is available in Demands, Tenancies, Properties and Tenants screens from the button on the bottom toolbar. When the Exp/Imp button is selected a screen is displayed listing all the fields that can be exported:
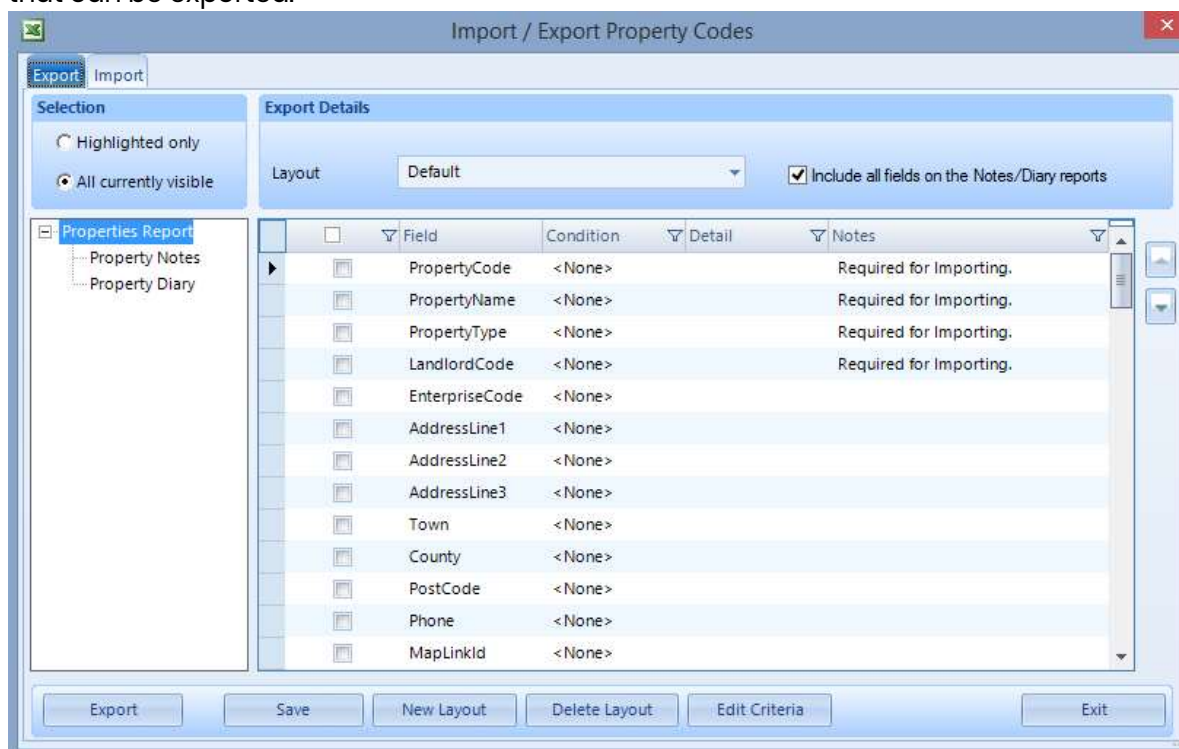

This not only lists all the fields which can be selected but it allows the setting of conditions. The fields will vary according to whether you are in Tenants, Properties, Tenancies or Demands.

Where applicable, Notes and Diary records related to the main records may be exported separately. See the menu on the top left.

Selection

If you only wish to report on specific records, then highlight these before clicking on the Exp/Imp button. Then in Selection you may choose to export just the **Highlighted only** records or **All** records.
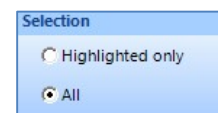
Export Details

When first opened the Layout will display a Default screen with none of the fields selected. You can just tick the fields you need and click on the Export button to run a one-off report.

However, it is possible to set up Layouts for reports that are run regularly so you can use a saved layout from the drop down list.

Save your Layout

If you intend to use an export format regularly, before making any changes choose the New Layout option and give it a useful name. Make your selection and set the conditions then choose the Save option. You may edit and resave the layout at any time.

If you find you have too many layouts you may delete them with the Delete Layout option, this cannot be undone so treat with caution.

Fields

All the fields available for exporting are shown in a list with a tick box, the Field Name, Condition, Detail and Notes columns. Select the fields you wish to include in your export by ticking the box, either with the mouse or by using the space bar and moving up and down the list with the keyboard arrow keys. You may find it quicker to select all the fields by ticking the box in the header of the column and then deselect those you do not want.

You can change the order of the fields in the export by highlighting the field and then clicking on the arrows on the right of the list to move the field up or down the order. Once exported, the top ticked field will show in column A, the second in B and so on. Fields which have not been ticked are ignored so there is no need to move them.

Conditions

Conditions/Criteria allow you to filter which records to include in the export. Depending on the type of data in the field you can choose how to filter the information. Select the field and double click on Condition column or press the Edit Criteria button to show the field you have selected and what conditions can apply.

The illustration below shows an export layout for all properties with more than 3 rooms.

Only one condition per field can be set, if you require more it is better to custom filter the Listing screen first and export the Highlighted only records.
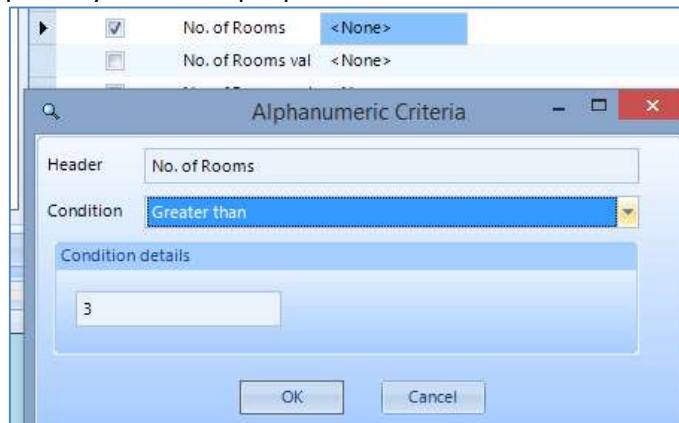
The condition will show in the Condition column and the value will show in the detail column.

For text fields we would recommend using the 'Contains' condition so this avoids common formatting discrepancies.

Export

Once you have saved the layout and conditions you require, choose the Export option and the data will be exported to an Excel Worksheet in the order selected.

The worksheet will be in the Standard KEYPrime format of 2 rows of headings to describe what the spreadsheet is and when it was produced. A 3rd row provides the simple field names and a hidden 4th row that has the column headings for the fields as the program understands them, in case you wish to import the details back.

Notes or Diary Exports

If you wish to export Notes or Diary Actions the option needs to be selected before ticking the fields or choosing to create a New layout. The default setting only presents the basic information required to identify the notes/diary actions but there is now an option to Include all fields on the Notes/diary

reports. If you tick this option and say Yes to resetting the default, when you select the Notes or Diary menu on the left then all export fields will be available.

When saving a layout you will need to ensure the name reflects the export type; if you select a layout that was devised for the main list the report will just go back to using the fields in the main list.
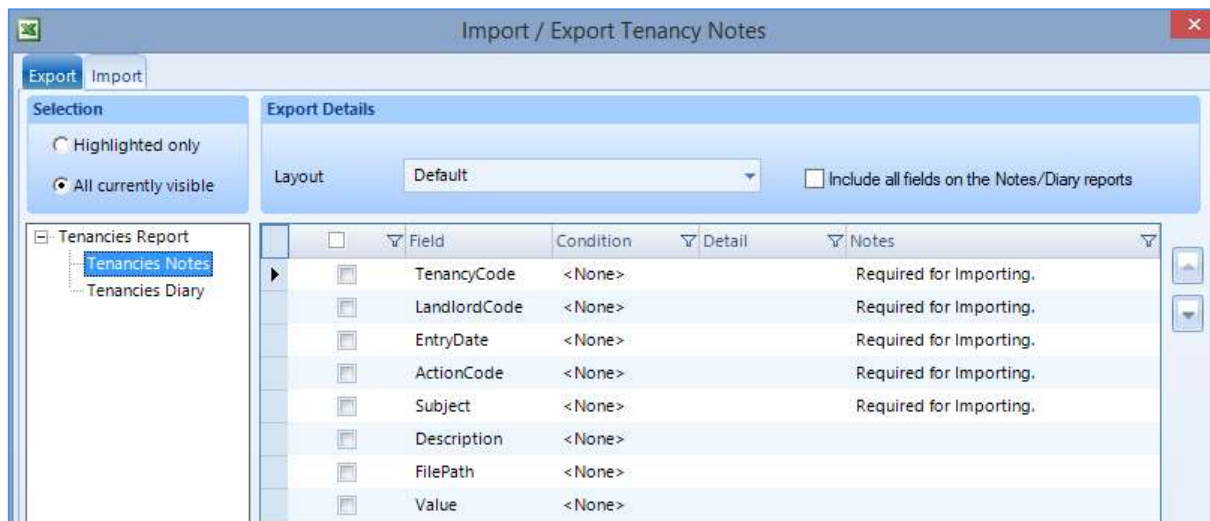
Having highlighted the correct section for the export, choose from the available fields, save the layout and export just like any other report. Please remember that although Notes include completed Diary Actions only Note type fields will export from the note section so you may need to repeat the export for both.
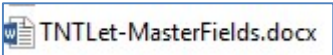
Word Link

Throughout the program there are options to generate Word letters which include information from the relevant records. In order to carry this out the program requires a Template to be selected. These templates can be designed by the user to include their own wording and then it merges the selected fields from the records. This will ensure the letters/documents always include up to date information.

Each of the Sections has a specific **prefix** to identify the correct templates:

SECTION	LETTER PREFIX
Properties	PTYLet
Tenants	TNTLet
Tenancy	TCYLet
Tenancy Review Notice	TRNOTLet
Tenancy Review	TREVLet
Tenancy End Notice	TENDNOTLet
Tenant Debtors	TNTDebtLet
Diary events for Properties	PropertyDLet
Diary events for Tenancies	TenancyDLet
Diary events for Tenants	TenantDLet
Diary events for Landlords	LandlordDLet
Management diary events	ManagementDLet
Tenancy details template	Blank-TenancyDetailsTemplate
Works Manager template	WorksManagerLet

These Word templates are stored in a folder: C:\Users\xxxxx\Documents\KeyPrime\Document Templates.

Each section contains a Masterfields document template which has all possible fields available for that section, e.g. [TNTLet-MasterFields.docx]

To create your own Templates open an existing template of the relevant type from the above folder and save it with a new name; the first part of the new name must include the appropriate letter prefix as in the list above as this determines the correct section, e.g. having opened the PTYLet-Masterfields template the new document could be saved as PTYLetStandard.

Record Fields

The Record Fields are the bits of information brought into the letter/document from the Prime Property records, e.g. Tenant name and Address, Annual rent, Rent owing etc. Adjust the Template to your requirements making use of the Record fields as many times as you require.

The record fields as shown in the Master Templates are surrounded by the [and] characters.

Each section has a Masterfields template and other sample letters as well if you prefer to adapt something simpler.

Tenant Address Block:
[Tenant]
[Tenant Address1]
[Tenant Address2]
[Tenant Address3]
[Tenant Address4]
[Tenant Address5]
[Tenant Postcode]

Copy the fields including the [&] to where you wish them to show on your letter. For values you can add a £ sign in front, for example £[Annual Rent] will show as £600.00 when you create the letter.

There is no limit to the number of templates that can be created and these may be added to or amended at any stage.

When looking for Templates the program will look at the last location that you opened a template, if it is still accessible. Therefore, network users can keep all commonly used templates in a shared folder so that everyone can access them. All users will need to use this folder first in order that the path is remembered.
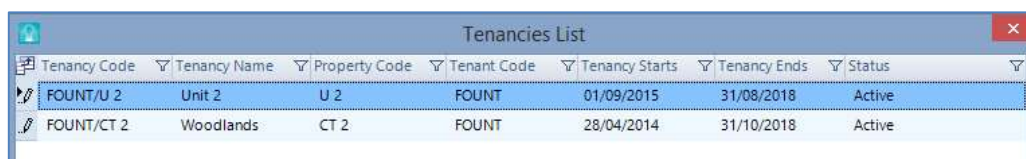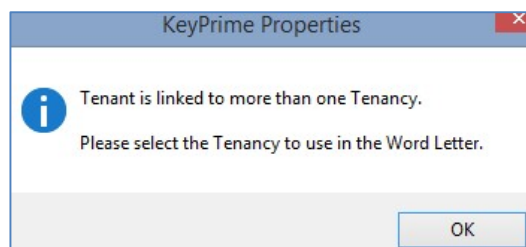
Creating Word letters

Once you have created your own template, save it with the appropriate prefix. When you wish to send a Word letter, highlight the records you want to use, e.g. the list of Tenants you are writing to then click on the Word button.

If you have selected more than 3 records, you will be asked if you wish to Merge them into a single document. If you do not merge them, they will all open as individual documents. If you do merge them, it will produce a single document containing all the individual letters.

Select the Template you wish to use and click on Open.

If you are sending a letter to someone who is a Tenant in more than one property, when you have selected the template the program will show the list of tenancies and ask you to select which tenancy the letter refers to.

KeyPrime Properties

Tenant is linked to more than one Tenancy.

Please select the Tenancy to use in the Word Letter.

OK

Tenancies List

Tenancy Code	Tenancy Name	Property Code	Tenant Code	Tenancy Starts	Tenancy Ends	Status
FOUNT/U 2	Unit 2	U 2	FOUNT	01/09/2015	31/08/2018	Active
FOUNT/CT 2	Woodlands	CT 2	FOUNT	28/04/2014	31/10/2018	Active

Upgrades

The **Master** templates can and should be deleted whenever there is a major Program upgrade, i.e. the Release Version changes. The master templates will have new fields added from time to time,

but they will not be updated in the templates list if there is an existing one. If in doubt, cut and paste the master templates to another folder. Then when you open the program next time, up to date versions of the Master templates are copied into the folder because they do not exist there anymore.

As a result we recommend maintaining your own templates with their own Names. You will be able to update these with any new fields that have been added to the Master Template.

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