

Comprehensive Property Management Software



TOTAL LETTING  
SOLUTIONS

# About the Product

**Totals Letting Solutions** is a unique piece of software technology, specifically designed to encompass all aspects of property rental. Designed by CRB Design for the sole purpose of making comprehensive property management easier and more efficient for lettings agents, this piece of web-based technology has the potential to revolutionise the lettings agency industry.

Utilising the Internet and other technologies, **Total Letting Solutions** is a web-based system which supports and integrates all areas of property management. From booking appointments, to producing contracts for tenants, from rent tracking and property maintenance task management, as well as having accounting and management information capabilities, **Total Letting Solutions** covers it all.

This remarkable piece of software not only alerts users when maintenance tasks or rental payments are over due, but through seamlessly interfacing with other technologies Total Lettings Solutions also has the ability to contact tenants or landlords directly via email or SMS text. Alternatively users may wish to make use of the flexible letter template facility Total Lettings Solutions houses. This gives you the freedom to create your own contracts, moving in and rent payment letters.

By drawing upon web-based technologies, **Total Letting Solutions** also boasts a number of other unique features which make this piece of software truly revolutionary.

Primarily this can be seen in the area of data security which today, has become a priority for all companies. Being a web-based system means all company data is automatically saved on an external server offsite which is backed up regularly throughout the course of each day on your behalf. Should the unfortunate events of an office fire or computer theft arise, because non of your company data is stored on a hard drive onsite, all your information would be safe. Similarly with regards to system changes these technologies ensure that any **Total Letting Solutions** system updates are made for you.

As well as these features **Total Letting Solutions** also integrates your company website with your system data. This is an invaluable resource as any changes made to the system, such as rent increases, new property photographs, descriptions or inventories automatically go live on the website, making sure online visitors receive your most up-to-date property and company information.



## Total Letting Solutions also has a variety of other system features

### General Features

- Residential Property Management.
- Integrated Public Web Site Letting System.
- Designed for the Letting Agent.
- Control panel which gives you a complete overview of the business.
- Multiple Owner handling.
- Each Owner can have one or more Properties.
- Each Property can contain one or more Rooms.
- Each Room can be let to one or more Tenants.
- E-Mail facilities to Owners and Tenants.
- Text messaging via e-mail to Owners and Tenants.
- Address book with postcode link to maps.
- Letter processes - moving in/out, chasing, visits.
- Deposit and Rent chasing processes.
- Rent Recovery and chase actions.
- Daily income analysis reports.
- Appointment lists for viewings.
- General messaging logs.
- Maintenance messaging.
- Audit trail of changes.
- Numerous reporting options.
- Multiple search facilities.
- Work list collections.
- Diary facility.
- Online office procedures
- Online product guide / Help

### Owner Related Features

- List properties by owner.
- Owner contact details, telephone, mobile, e-mail.
- Statement days and management charges.
- Owner statements with rents, commissions, vat, labour and material costs.
- General and pre-Task Warning.
- Bank and rent accounts details.
- E-mail and texts facilities to report maintenance issues directly to owners.
- Uplifts on maintenance charges.
- Section 19(1)(C) tax certificates.
- Overseas tax certificates.
- VAT returns.

### Property Related Features

- Property letting processes.
- Rent and deposit amount.
- Property letting processes.
- Rent and deposit amount standards, with optional room overrides.
- Room allocation and common rooms.
- Property maintenance repairs and task handling.
- Property tasks with worker allocation, priorities and man days.
- Worker task lists with hours and cost returns.
- Labour and material costs handling for billing preparation.
- Property inspection check date handling.
- Letting advertising material.
- Web pages showing unlimited exterior and interior property pictures with detailed descriptions.
- Future project work.
- Content inventory.
- Letting notes and Photographs.
- Numerous letting, rent and deposit reports.
- Production of A4 Property broadsheets.
- Photographic inventory.
- HMO licensing.
- Online maintenance reporting.

### Tenant Related Features

- Prospect to tenant handling.
- Direct production of letting contracts.
- Tenant contact details, telephone, mobile, e-mail.
- Multiple addresses held
- Single or group contracts.
- Moving in letters.
- Deposits and rents handling.
- Rent payment cycles.
- Monthly, weekly, fortnightly, quarterly, per term.
- Rent payments by cheque, standing order or cash.
- Irregular rent payments.
- Charges for repairs or late payments.
- Visits and Moving Out Letters.
- Miscellaneous notes.

**To discuss Total Letting Solutions further or to arrange your free system demo please contact**



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