

User Guide: Commercial Lead to Lease

Version History

| Version | Description of Change | Author | Date |
|---------|---|----------------|------------|
| 0.1 | First Draft | Jacob Smycz | 17/03/2025 |
| 2.0 | §2.1 updated – standard price book rent entry auto-created on adding new product. | Nikki Papenfus | 07/08/2025 |

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1. Overview

The **Commercial Lead to Lease** process takes place from the time that a Commercial unit is available to let until all activities required to capture and track the progress of the let is completed. These activities include:

- Adding and updating marketing rents
- Recieving offers from commercial agents
- Capturing multiple offers throughout the negotiation process
- Saving draft lease documents
- Adding the tenant details to Qube
- Saving signed lease documents
- Tracking fit out

As soon as an offer is made for a commercial unit, a new Account should be created in Salesforce for the tenant (if it does not already exist) as well as a new Commercial Opportunity.

- Each Commercial Opportunity has a number of stages that the process will progress through.
- Each stage signifies where the Opportunity is up to, and some stages can only be progressed to after an Approval.
- Each Commercial Opportunity needs to have an Offer created to capture the initial offer put forward by the agent.
- Any subsequent offers with different terms should captured by creating a new Offer with the new terms.

2. How to Update Marketing Rent

Updating the Marketing Rent for a Unit is done from the Unit's **Price Book Entry**.

The screenshot shows the 'Units' page for 'Commercial Unit 2, 1 Springwell Sq'. The 'Related' tab is selected, displaying a table of Price Book Entries. A red box highlights the table, and a mouse cursor points to the entry for 'Standard Price Book'.

| Price Book | Price Book Entry | Rent (Default) | Rent Periodicity | Reason for Rent Change |
|---------------------|------------------------------------|----------------|------------------|------------------------|
| Standard Price Book | Commercial Unit 2, 1 Springwell Sq | £20,000.00 | Annual | Agent advised to drop |

Below the table, there are sections for 'Products (1)' and 'Unit History (0)'. The 'Products' section shows a product named 'Commercial Unit 2, 1 Springwell Sq' created on 30/01/2025 at 10:50.

To update the Marketing Price, open the **Standard Price Book** Price Book Entry

The screenshot shows the 'Price Book Entry' page for 'Commercial Unit 2, 1 Springwell Sq'. The 'Information' tab is selected, displaying a form with fields for Product, Price Book, Active, Rent (Default), Rent Periodicity, Reason for Rent Change, and Product Code. A red box highlights the 'Rent (Default)' and 'Rent Periodicity' fields.

| Field | Value |
|------------------------|-------------------------------------|
| Product | Commercial Unit 2, 1 Springwell Sq |
| Price Book | Standard Price Book |
| Active | <input checked="" type="checkbox"/> |
| Rent (Default) | £10,000.00 |
| Rent Periodicity | Annual |
| Reason for Rent Change | Agent advised to drop |
| Product Code | |

Input the price for the unit in the **Rent (Default)** field

Ensure that **Rent Periodicity** is 'Annual' – all Commercial Price Book Entries need to 'Annual'.

Price Book Entry
Commercial Unit 2, 1 Springwell Sq

Information

Product: Commercial Unit 2, 1 Springwell Sq

Price Book: Standard Price Book

Active: ☒

Rent (Default): £10,000.00

Rent Periodicity: Annual

Reason for Rent Change: Agent advised to drop

Product Code:

Price Book Entry History (6)

| Date | Field | User | Original Value | New Value |
|-------------------|------------------------|-----------------|------------------------|------------------------|
| 19/02/2025, 15:12 | Rent (Default) | Open box | £20,000 | £10,000 |
| 30/01/2025, 11:36 | Rent (Default) | Bradley Wallace | £12,345 | £20,000 |
| 30/01/2025, 10:59 | Reason for Rent Change | Open box | Agentn advised to drop | Agent advised to drop |
| 30/01/2025, 10:58 | Rent (Default) | Open box | £123,456 | £12,345 |
| 30/01/2025, 10:58 | Reason for Rent Change | Open box | | Agentn advised to drop |
| 30/01/2025, 10:58 | Created | Open box | | |

View All

If there is a price change, capture the reason in **Reason for Rent Change**. Any changes made to a price book entry will be tracked and the history can be seen at the bottom of the page.

2.1 Creating a new Product

When a new Commercial Unit is added to Salesforce (a new Unit would have been added to Qube which creates the Unit in Salesforce), a new **Product** will need to be created and the **Standard Price Book Entry** will need to be updated.

Unit
Commercial Unit Number 1

Building: Mariners Cottages, 1, South Shields, Tyne & W

Block: NE Postcodes

Unit Status: On the Market Available to View

Unit Details | Lettings And Marketing | Property Management | Tenants Contact Details | Key Documents | **Related**

Price Book Entries (0) | Products (0)

New

A **Product** first needs to be created. Grainger's naming convention is to name the product the same as the Unit. In this case it will be "Commercial Unit Number 1". Click on the "New" button in the Products section. The below screen will then pop up.

Enter the **Product Name** and mark it as **Active**. Then click save.

Now that a **Product** exists for the unit, the standard **Price Book Entry** can be updated.

Search...

Grainger PLC

Home

Tenancy Review

Leads

Accounts

Contacts

Opportunities

Tenancies

Blocks

Buildings

Units

Cases

Tasks

Unit

Commercial Unit Number 1

Building

Mariners Cottages, 1, South Shields, Tyne & W

Block

NE Postcodes

Unit Status

On the Market Available to View

Bedrooms

Bathrooms

Priority Flag

Unit Details

Lettings And Marketing

Property Management

Tenants Contact Details

Key Documents

Related

Price Book Entries (0)

New

Products (1)

New

Product Name

Created Date

Commercial Unit Number 1

08/08/2025, 15:21

View All

Click on the “Refresh” button in the **Price Book Entries** section.

Search...

Grainger PLC

Home

Leads

Tenancy Review

Accounts

Contacts

Tenancies

Opportunities

Blocks

Buildings

Units

Tasks

Notes

Unit

Commercial Unit Number 1

Building

Mariners Cottages, 1, South Shields, Tyne & W

Block

NE Postcodes

Unit Status

On the Market Available to View

Bedrooms

Bathrooms

Priority Flag

Unit Details

Lettings And Marketing

Property Management

Tenants Contact Details

Key Documents

Related

Price Book Entries (29)

New

| Price Book | Price Book Entry | Rent (Default) | Rent Periodicity | Reason for Rent Change |
|--------------------------|--------------------------|----------------|------------------|------------------------|
| Standard Price Book | Commercial Unit Number 1 | £0.00 | Monthly | |
| Price Book Rent Sep 2025 | Commercial Unit Number 1 | £0.00 | Monthly | |
| Price Book Rent Oct 2025 | Commercial Unit Number 1 | £0.00 | Monthly | |
| Price Book Rent Nov 2025 | Commercial Unit Number 1 | £0.00 | Monthly | |

View All

Products (1)

New

Product Name

Created Date

Commercial Unit Number 1

08/08/2025, 14:26

View All

Then select the price book entry for the **Standard Price Book**.

The below screen will display:

Price Book Entry

Commercial Unit Number 1

EditDelete

Information

Product

Commercial Unit Number 1

Price Book

Standard Price Book

Active

☒

Rent (Default)

£0.00

Rent Periodicity

Monthly

Reason for Rent Change

Product Code

Update the **Rent (Default)** amount and update the **Rent Periodicity** to 'Annual'. Ensure the 'Active' box is ticked.

Price Book Entry

Commercial Unit Number 1

EditDelete

Information

ProductCommercial Unit Number 1

Price BookStandard Price Book

Active☒

* Rent (Default) £12,345.00

* Rent PeriodicityAnnual

Reason for Rent Change

Product Code

CancelSave

There is now a **Product** and **Price Book Entry** for this Unit.

g

Search...

Grainger PLC

Home

Leads

Tenancy Review

Accounts

Contacts

Tenancies

Opportunities

Blocks

Buildings

Units

Tasks

Notes

Unit

Commercial Unit Number 1

Building

Mariners Cottages, 1, South Shields, Tyne & W

Block

NE Postcodes

Unit Status

On the Market Available to View

Bedrooms

Bathrooms

Priority Flag

Unit Details

Lettings And Marketing

Property Management

Tenants Contact Details

Key Documents

Related

Price Book Entries (29)

Price Book

Price Book Entry

Rent (Default)

Rent Periodicity

Reason for Rent Change

Standard Price Book

Commercial Unit Number 1

£12,345.00

Annual

Price Book Rent Sep 2025

Commercial Unit Number 1

£0.00

Monthly

Price Book Rent Oct 2025

Commercial Unit Number 1

£0.00

Monthly

Price Book Rent Nov 2025

Commercial Unit Number 1

£0.00

Monthly

View All

Products (1)

Product Name

Created Date

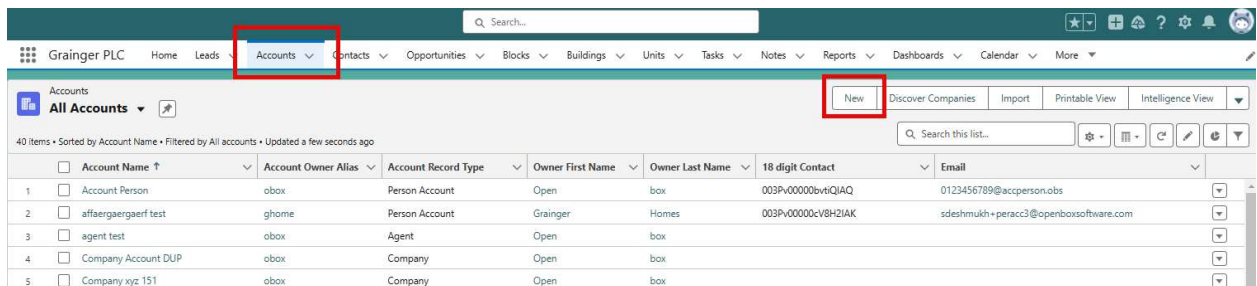
Commercial Unit Number 1

08/08/2025, 14:26

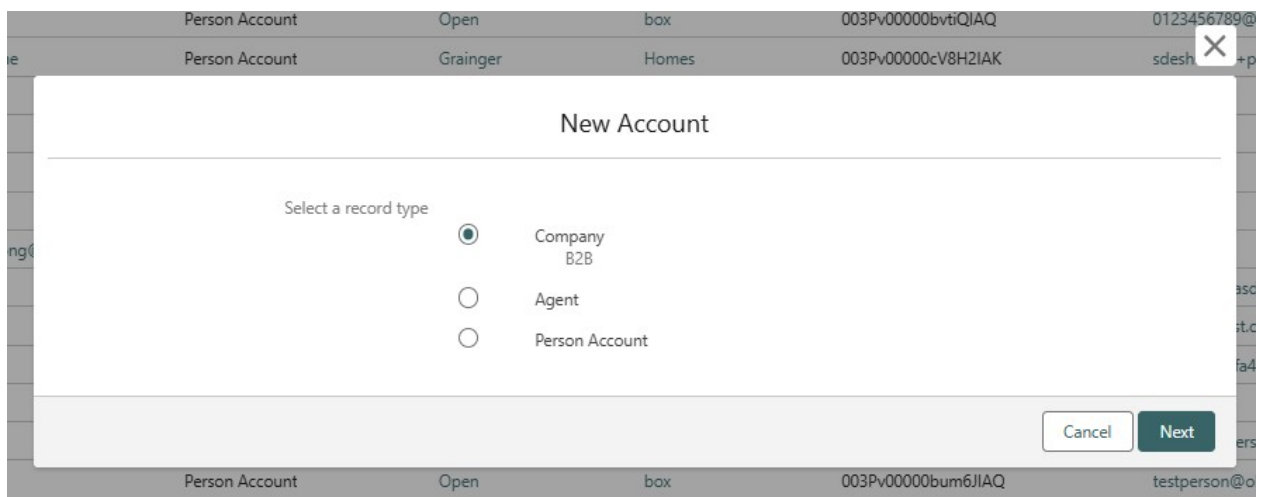
View All

3. Receiving and Recording Offers

3.1 Creating a new Account and new Contacts



To create a new account, click on Accounts tab on the top ribbon and then click on the button “New”. The below screen will then be displayed. For the Commercial Lead to Lease Process, ‘**Company B2B**’ or ‘Person Account’ are the record types that must be selected.



Click Next and then input the relevant Account Details. This includes:

- Account Name
- Company Number
- Company Email
- Phone Number

Then click Save.

To create any **Contacts**, i.e. people that are related to this company which could be owners, tenants, points of contact etc, navigate to the Related Tab on the Account and then click “New” in the Contacts section.

The screenshot shows the 'Accounts' section for 'User Guide Ltd'. The 'Related' tab is selected, and the 'Contacts (0)' section is visible. A red box highlights the 'New' button in the top right corner of the 'Contacts' section.

The below screen will then display and the details of the person can be entered.

The 'New Contact: Agent' form is displayed. It includes the following sections and fields:

- Contact Information:**
 - * Name: First Name (Open), Last Name (Box)
 - Salutation: Honourable
 - Title: (empty)
 - Birthdate: (empty)
- Account Information:**
 - * Account Name: User Guide Ltd
 - 18 digit Contact: (empty)
- Address Information:**
 - Phone: 07123456799
 - Mobile: (empty)
 - Email: openbox@userguide.com
- Future Address:**
 - Future Street: (empty)
 - Future State/Province: (empty)

At the bottom, there are buttons for 'Cancel', 'Save & New', and 'Save'.

Clicking Save will then create this **Contact** and their details will be shown on the Account under the Contacts section on the related tab.

3.2 Create a Commercial Opportunity

To create a new Commercial Opportunity, always use the button on the company or person account. This ensures that the relevant Contact to represent the Account is created and can be passed to Qube later on in the process.

After clicking the “New Commercial Opportunity” button, the below screen will be displayed. Enter here the details of the Agents, both Local and National, as well as any Contacts from those agencies.

Select the correct **Agreement Type** from the picklist; either Commercial Lease or Commercial Licence.

Finally, enter the **Move In Date**. This can be an estimate as it is not always known right away when the tenant will take possession of the unit.

After clicking Save, a new opportunity will be created which will be visible from the Related Tab on the Account.

Note that a Contact has also been created called “. User Guide Ltd”.

Below is the newly created Opportunity. Along the top there is some key details, followed by a visual representation of the Commercial Leasing Journey, and then the remaining details.

The screenshot shows the 'User Guide Ltd' interface with the 'Offer Negotiation' stage selected. The top navigation bar includes links for Home, Leads, Accounts, Contacts, Opportunities, Blocks, Buildings, Units, Tasks, Reports, Dashboards, and Calendar. The main header displays the account name 'User Guide Ltd', move-in date '3/12/2025', agreed terms, unit, and rent '£0.00'. Below this, a progress bar shows stages: Offer Negotiation, AM Approval, IC Approval, Heads of Terms, Legals, AFL, Lease Completion, Audit, Fit Out, and Closed. The 'Offers (0)' section is active, showing details for the opportunity, including the opportunity name, owner, account name, tenancy type, and related parties. The activity panel on the right shows 'Upcoming & Overdue' activities.

3.3 Create a Commercial Offer

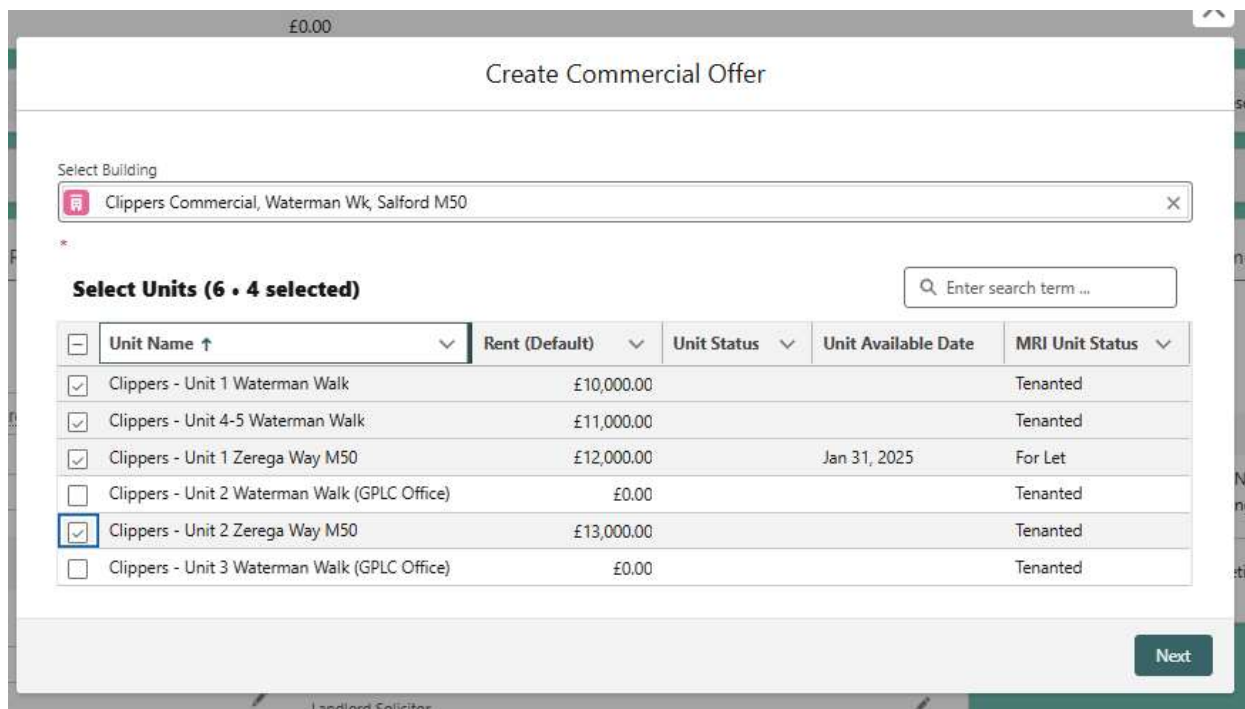
To create a commercial offer, click on the **Create Commercial Offer** button. This will then open up a window to select a building.

This screenshot shows the same interface as the previous one, but with the 'Create Commercial Offer' button highlighted in a red box. The button is located in the top right corner of the main header area, next to the 'Submit for Approval', 'Log a Call', 'New Task', and 'New Event' buttons.

The screenshot shows the 'Create Commercial Offer' window. It features a search bar with the text 'clipp' entered. Below the search bar, a list of search results is displayed, including 'Clippers Commercial, Waterman Wk, Salford M50', 'Clippers - Ariel Apartments', 'Clippers - Ambassador Apartments', 'Clippers Amenity, Waterman Walk, M50 3AF', and 'Clippers - Car Parking'. The window has a close button in the top right corner.

Selecting a building will then show units in that building that are 'Commercial Unit' record types. Selecting only one from the list will make that the 'Primary Unit'. Selecting more than one will mean that one of those will need to be selected to be the 'Primary Unit'.

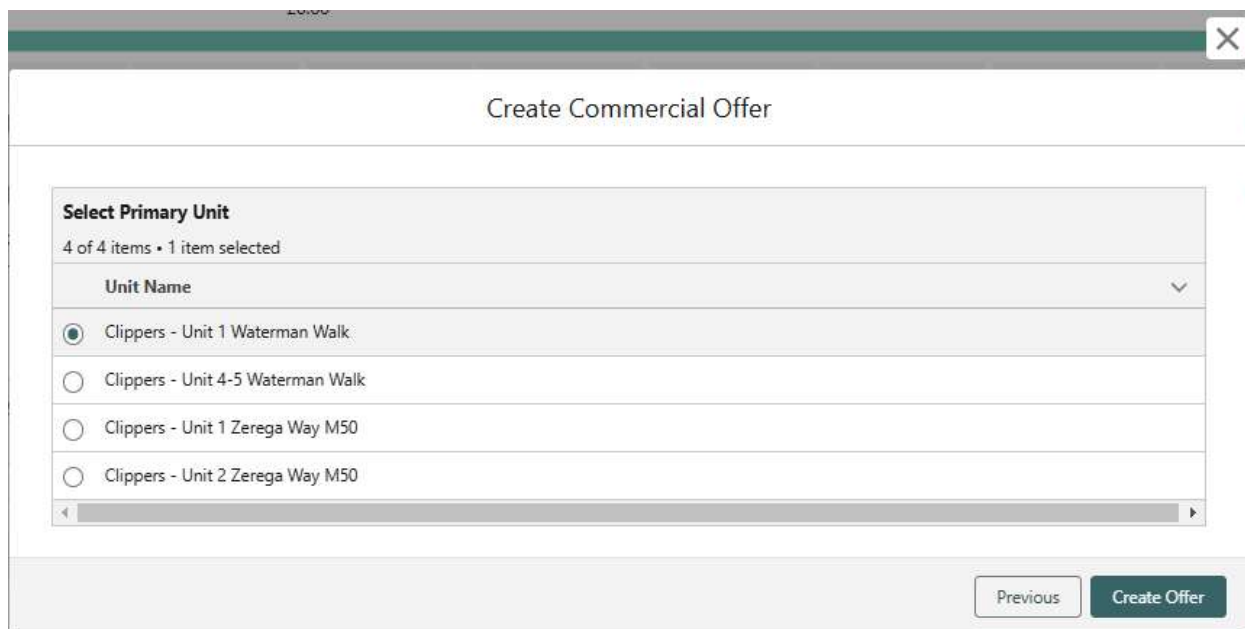
The primary unit will be the unit that has all associated charges/payments etc. against it in Qube. Any other units will have 'ghost opportunities' so that the units are updated in Qube to be shown as let.



The screenshot shows the 'Create Commercial Offer' form. At the top, there is a 'Select Building' dropdown menu with 'Clippers Commercial, Waterman Wk, Salford M50' selected. Below this is a 'Select Units (6 • 4 selected)' section with a search bar. A table lists the available units with checkboxes for selection.

| <input type="checkbox"/> | Unit Name ↑ | Rent (Default) | Unit Status | Unit Available Date | MRI Unit Status |
|-------------------------------------|---|----------------|-------------|---------------------|-----------------|
| <input checked="" type="checkbox"/> | Clippers - Unit 1 Waterman Walk | £10,000.00 | | | Tenanted |
| <input checked="" type="checkbox"/> | Clippers - Unit 4-5 Waterman Walk | £11,000.00 | | | Tenanted |
| <input checked="" type="checkbox"/> | Clippers - Unit 1 Zerega Way M50 | £12,000.00 | | Jan 31, 2025 | For Let |
| <input type="checkbox"/> | Clippers - Unit 2 Waterman Walk (GPLC Office) | £0.00 | | | Tenanted |
| <input checked="" type="checkbox"/> | Clippers - Unit 2 Zerega Way M50 | £13,000.00 | | | Tenanted |
| <input type="checkbox"/> | Clippers - Unit 3 Waterman Walk (GPLC Office) | £0.00 | | | Tenanted |

A 'Next' button is located at the bottom right of the form.



The screenshot shows the 'Create Commercial Offer' form at the 'Select Primary Unit' step. It indicates '4 of 4 items • 1 item selected'. A list of units is shown with radio buttons for selection.

| Unit Name |
|--|
| <input checked="" type="radio"/> Clippers - Unit 1 Waterman Walk |
| <input type="radio"/> Clippers - Unit 4-5 Waterman Walk |
| <input type="radio"/> Clippers - Unit 1 Zerega Way M50 |
| <input type="radio"/> Clippers - Unit 2 Zerega Way M50 |

At the bottom right, there are 'Previous' and 'Create Offer' buttons.

Click on Create Offer to create the offer. The page will refresh and now the Offer record will be displayed.

Offer 02/19/2025

Status: In Negotiation | Rent: £46,000.00 | Opportunity Name: User Guide Ltd | Account Name: User Guide Ltd

Details | Related

| Offer Details | |
|---------------------------|---------------------------------|
| Offer Name | 02/19/2025 |
| Status | In Negotiation |
| Primary Offer | <input type="checkbox"/> |
| Account Name | User Guide Ltd |
| Unit | Clippers - Unit 1 Waterman Walk |
| Available Date | |
| Rent | £46,000.00 |
| Opportunity Name | User Guide Ltd |
| Agreement Type | Commercial Lease |
| Term | |
| Payment Periodicity | |
| Security Deposit Override | |
| Deposit to be Paid Back | |

On this page, all the relevant details are to be included for the offer that was received. Details from this offer will be shown on the related opportunity.

Offer Details:

Offer 02/19/2025

Edit | Delete | Copy Offer

Offer Details

* Offer Name: 02/19/2025

Status: In Negotiation

Opportunity Name: User Guide Ltd

Agreement Type: Commercial Lease

Primary Offer: ☒

Account Name: User Guide Ltd

Unit: Clippers - Unit 1 Waterman Walk

Available Date: This field is calculated upon save

Rent: £46,000.00

* Term: 10 Years

* Payment Periodicity: Available: Legal Quarters in ... Chosen: Monthly in Advance

Security Deposit Override: £15,000.00

Deposit to be Paid Back: £10,000.00

- Select the *Term*. This will then allow the user to add break clause information later
- Choose the *Payment Periodicity*
- Add in Deposit information
 - o *Security Deposit Override* – Input the amount for the deposit.

Tenant incentives:

- Specify the number of *Rent Free Months* and the value of any *Capital Contributions*.

Break Clause Information:

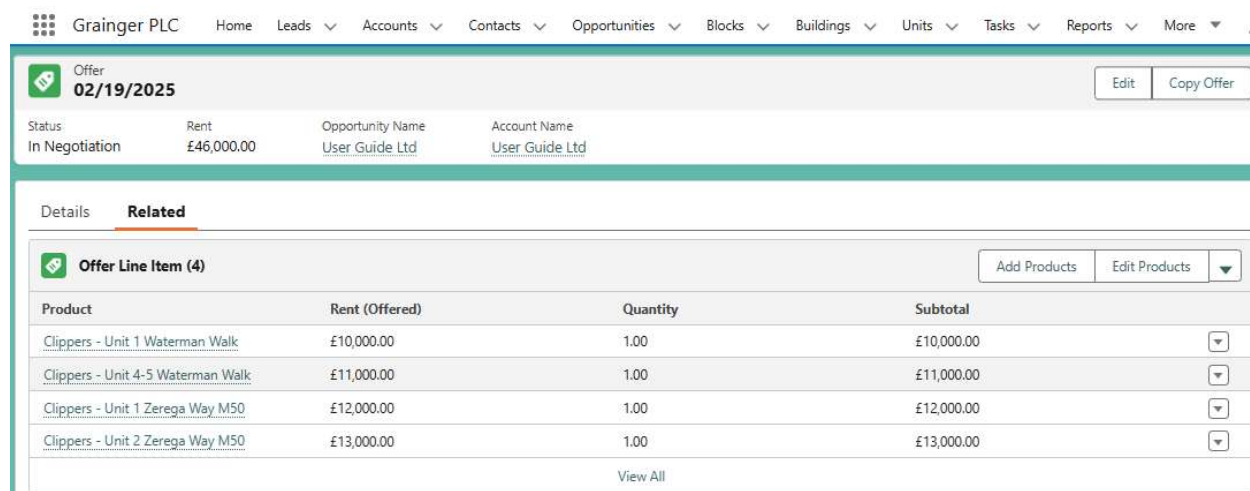
- Choose the type of *Break Clause*. If 'No Break' is selected, the following fields will not show on the page. Any other selection will make them visible.

- Specify the *Months To The First Break*.
 - o This will then calculate the *First Break Clause Date* based on the *Move In Date*. If the move in date changes on the Opportunity, or the Months to First Break is changed, the date will be updated here.
- *Break Clause Notice Months*: Specify the notice each party needs to serve to exercise the break.

After the initial offer has been created, the offer should be immediately copied. This is to ensure that the initial offer submitted is captured and any subsequent changes can be worked on this newly created one. This will also ensure that the Offer is marked as 'Primary'

3.4 Update Offered Price

It is unlikely that an offer will always come in at the asking price. To change the price of the offer, the **Offer Line Item** needs to be updated. For an offer that has only one unit, there will be only one line item. If there are multiple units in the offer, there will be multiple line items.



Offer 02/19/2025

Status: In Negotiation Rent: £46,000.00 Opportunity Name: User Guide Ltd Account Name: User Guide Ltd

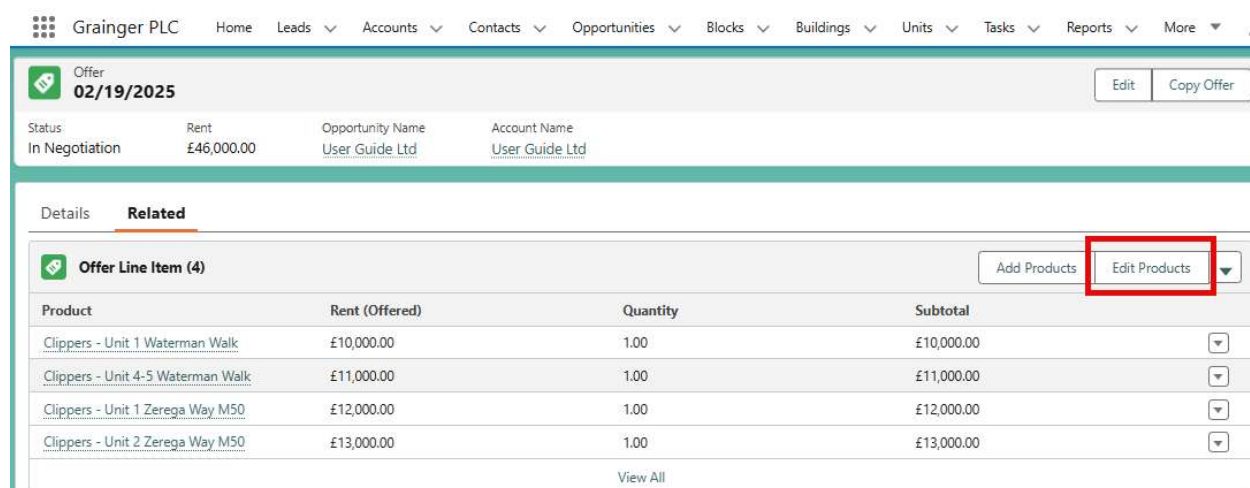
Details Related

Offer Line Item (4)

| Product | Rent (Offered) | Quantity | Subtotal |
|-----------------------------------|----------------|----------|------------|
| Clippers - Unit 1 Waterman Walk | £10,000.00 | 1.00 | £10,000.00 |
| Clippers - Unit 4-5 Waterman Walk | £11,000.00 | 1.00 | £11,000.00 |
| Clippers - Unit 1 Zerega Way M50 | £12,000.00 | 1.00 | £12,000.00 |
| Clippers - Unit 2 Zerega Way M50 | £13,000.00 | 1.00 | £13,000.00 |

View All

The Rent (Offered) price defaults to the Marketing Price. To edit the offer price, click on the button 'Edit Products'.



Offer 02/19/2025

Status: In Negotiation Rent: £46,000.00 Opportunity Name: User Guide Ltd Account Name: User Guide Ltd

Details Related

Offer Line Item (4)

| Product | Rent (Offered) | Quantity | Subtotal |
|-----------------------------------|----------------|----------|------------|
| Clippers - Unit 1 Waterman Walk | £10,000.00 | 1.00 | £10,000.00 |
| Clippers - Unit 4-5 Waterman Walk | £11,000.00 | 1.00 | £11,000.00 |
| Clippers - Unit 1 Zerega Way M50 | £12,000.00 | 1.00 | £12,000.00 |
| Clippers - Unit 2 Zerega Way M50 | £13,000.00 | 1.00 | £13,000.00 |

View All

This opens up a page where all the offer prices can be changed. The Rent (Default) field is the Price Book Entry price, ie. the Marketing or Quote price for the unit. Changing the Rent (Offered) field will update the offer to the rent that the potential tenant has actually offered.



Edit All Offer Line Item

| *Product | Rent (Default) | *Rent (Offered) | *Quantity | Discount (Percentage) |
|-------------------------------------|----------------|-----------------|-----------|-----------------------|
| 1 Clippers - Unit 1 Waterman ... | £10,000.00 | £10,000.00 | 1.00 | |
| 2 Clippers - Unit 4-5 Waterman W... | £11,000.00 | £11,000.00 | 1.00 | |
| 3 Clippers - Unit 1 Zerega Way M50 | £12,000.00 | £12,000.00 | 1.00 | |
| 4 Clippers - Unit 2 Zerega Way M50 | £13,000.00 | £13,000.00 | 1.00 | |

The **Quantity** field should never change – it should always remain as '1.00'.

Edit All Offer Line Item

| | *Product | Rent (Default) | *Rent (Offered) | *Quantity | Discount (Percentage) | |
|---|-----------------------------------|----------------|-----------------|-----------|-----------------------|---|
| 1 | Clippers - Unit 1 Waterman Walk | £10,000.00 | 10000 | 1.00 | | ▼ |
| 2 | Clippers - Unit 4-5 Waterman W... | £11,000.00 | 10000 | 1.00 | | ▼ |
| 3 | Clippers - Unit 1 Zerega Way M50 | £12,000.00 | 10000 | 1.00 | | ▼ |
| 4 | Clippers - Unit 2 Zerega Way M50 | £13,000.00 | 10000 | 1.00 | | ▼ |

Clicking Save will update the prices. This change, along with changes to other key offer information, is tracked on the [Offer History](#) too. The Offer History is found on the Related Tab on the Offer.

| Offer History (6+) | | | | |
|--------------------|------------------------------|-------------------|----------------|--------------|
| Date | Field | User | Original Value | New Value |
| 2/19/2025, 5:20 PM | Rent | Stewart Blackford | £46,000 | £40,000 |
| 2/19/2025, 4:57 PM | break Clause | Open box | NO break | tenant break |
| 2/19/2025, 4:57 PM | Term | Open box | | 10 Years |
| 2/19/2025, 4:57 PM | Rent Free Months | Open box | | 12 |
| 2/19/2025, 4:57 PM | Capital Contributions | Open box | | £10,000 |
| 2/19/2025, 4:57 PM | Break Clause Notice (Months) | Open box | | 6 |
| View All | | | | |

3.5 Copying an Offer

Throughout the negotiation process, if there are terms that are changing from the original offer, it is important to capture each new offer with the updated details. This can be done easily by copying a previous offer.

In order to copy a previous offer, it firstly needs to not be marked as the Primary Offer. Uncheck this field if needed, mark the Status as 'Rejected', and then save the record. Then, by clicking the [Copy Offer](#) button.

Offer

02/19/2025

Edit

Copy Offer

Status

In Negotiation

Rent

£40,000.00

Opportunity Name

User Guide Ltd

Account Name

User Guide Ltd

Details

Related

Offer Details

Offer Name

02/19/2025

Status

In Negotiation

Primary Offer

☒

Account Name

User Guide Ltd

Unit

Clippers - Unit 1 Waterman Walk

Available Date

Rent

£40,000.00

Opportunity Name

User Guide Ltd

Agreement Type

Commercial Lease

Term

10 Years

Payment Periodicity

Monthly in Advance

Security Deposit Override

£15,000.00

Deposit to be Paid Back

£10,000.00

By clicking the Copy Offer button, a new offer will be created and marked as the Primary Offer. This new offer will be identical as the one before, so any changes can be made and there will be a full history of the negotiations. To make price changes follow [3.4 Update Offered Price](#), or make any other changes directly on the offer.

Offer

02/19/2025

EditCopy Offer

Status

Rent

Opportunity Name

Account Name

In Negotiation

£40,000.00

User Guide Ltd

User Guide Ltd

Details

Related

Offer Details

Offer Name

02/19/2025

Status

In Negotiation

Primary Offer

☒

Account Name

User Guide Ltd

Unit

Clippers - Unit 1 Waterman Walk

Available Date

Rent

£40,000.00

Opportunity Name

User Guide Ltd

Agreement Type

Commercial Lease

Term

20 Years

Payment Periodicity

Monthly in Advance

Security Deposit Override

£25,000.00

Deposit to be Paid Back

£10,000.00

Tenant Incentives

Rent Free Months

12

Capital Contributions

£10,000.00

Break Clause Information

Break Clause

Mutual Break

First Break Clause Date

3/12/2030

Break Clause Notice (Months)

6

Months to First Break

60

On the opportunity, all of the previous offers are also shown with some key information displayed to see the changes throughout the negotiaiton process.

Opportunity

User Guide Ltd

Create Commercial OfferSubmit for ApprovalLog a CallNew TaskNew Event

Account Name

Move-In Date

Agreed Terms

Unit

Rent

User Guide Ltd

3/12/2025

20 Years

Clippers - Unit 1 Waterman Walk

£40,000.00

Offer Negotia...

AM Approval

IC Approval

Heads of Terms

Legals

AFL

Lease Comple...

Audit

Fit Out

Closed

Mark Stage as Complete

Offers (2)

2 items • Updated 2 minutes ago

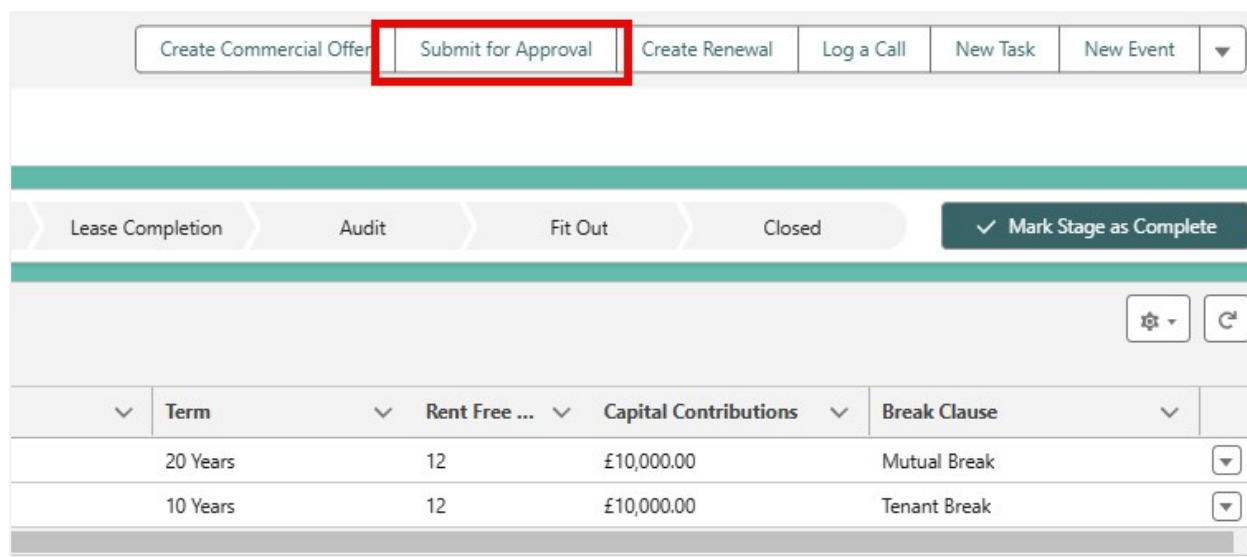
| Offer Number | Offer Name | Status | Primary Of... | Rent | Term | Rent Free ... | Capital Contributions | Break Clause |
|--------------|------------|----------------|-------------------------------------|------------|----------|---------------|-----------------------|--------------|
| 1 00087469 | 02/19/2025 | In Negotiation | <input type="checkbox"/> | £40,000.00 | 10 Years | 12 | £10,000.00 | Tenant Break |
| 2 00087470 | 02/19/2025 | In Negotiation | <input checked="" type="checkbox"/> | £40,000.00 | 20 Years | 12 | £10,000.00 | Mutual Break |

View All

4. Asset Management and Investment Committee Approval

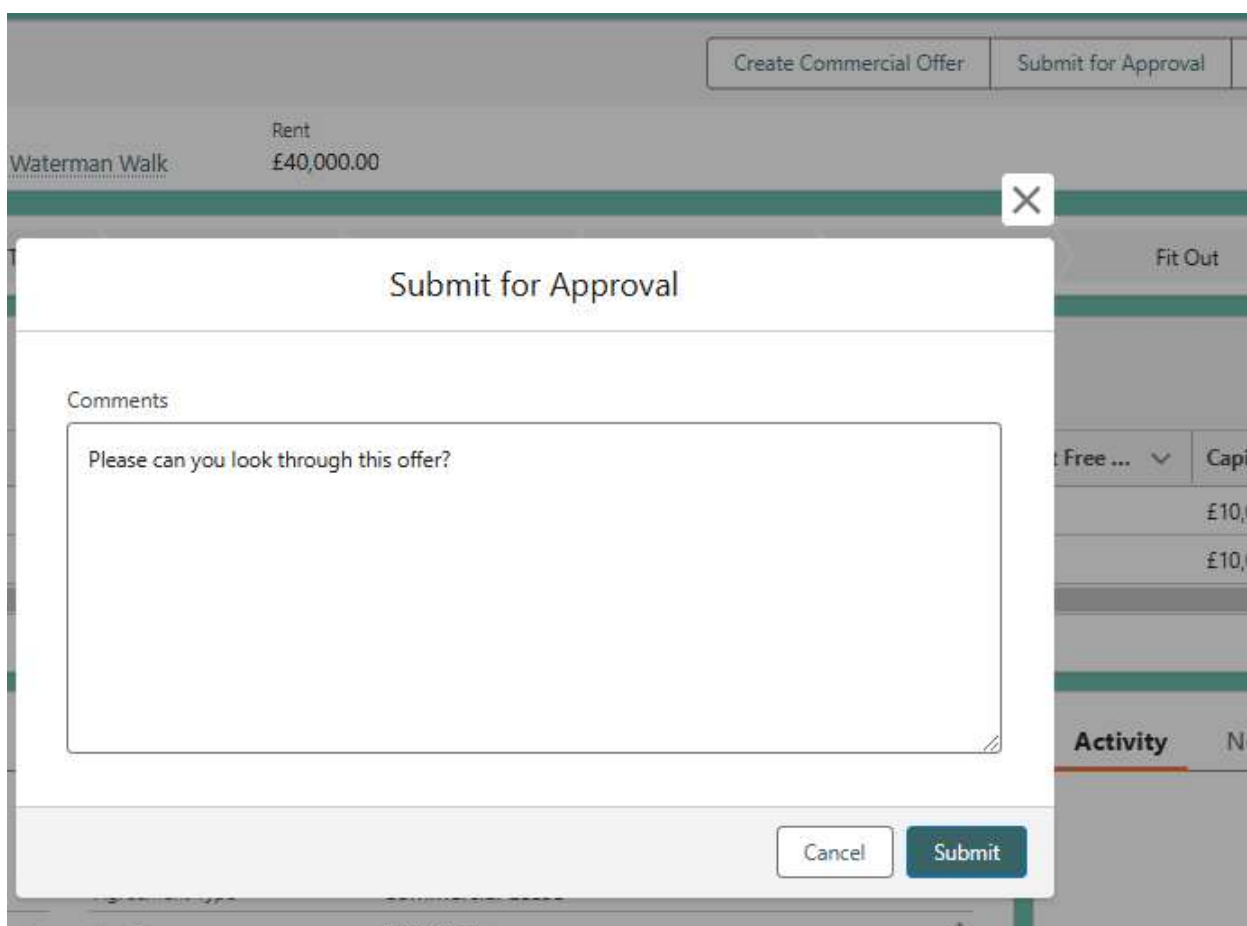
4.1 Asset Management Approval Process

Once an offer has been agreed to by the Commercial Lettings Team after the negotiations with the agent and/or tenant, the Asset Manager needs to approve. Clicking the **Submit for Approval** button will open a window where comments can be added for the Asset Manager.



The screenshot shows the top navigation bar of the system. The 'Submit for Approval' button is highlighted with a red rectangle. Below the navigation bar, there is a progress bar with stages: Lease Completion, Audit, Fit Out, and Closed. The 'Fit Out' stage is currently active. To the right of the progress bar is a button labeled 'Mark Stage as Complete'. Below the progress bar is a table with columns: Term, Rent Free ..., Capital Contributions, and Break Clause. The table has two rows: one for '20 Years' with a 'Mutual Break' clause, and one for '10 Years' with a 'Tenant Break' clause.

| Term | Rent Free ... | Capital Contributions | Break Clause |
|----------|---------------|-----------------------|--------------|
| 20 Years | 12 | £10,000.00 | Mutual Break |
| 10 Years | 12 | £10,000.00 | Tenant Break |



The screenshot shows the 'Submit for Approval' modal window. The window has a title bar with a close button (X). The main content area is titled 'Submit for Approval' and contains a text area labeled 'Comments'. The text area contains the text 'Please can you look through this offer?'. At the bottom of the modal, there are two buttons: 'Cancel' and 'Submit'.

After clicking Submit, the opportunity will be locked from further editing, will be moved to the AM Approval stage, and there will be a visible Approval History on the Related Tab

Opportunity
User Guide Ltd

Account Name: User Guide Ltd | Move-In Date: 28/02/2025 | Agreed Terms: 20 Years | Unit: Clippers - Unit 1 Waterman Walk | Rent: £0.00

Progress: ✓ → **AM Approval** → IC Approval → Heads of Terms → Legals → AFL → Lease Completion → Audit

Offers (1)
1 item • Sorted by Primary Offer • Updated a minute ago

| Offer Number | Offer Name | Status | Primary ... | Rent | Term | Rent Free Months |
|--------------|------------|----------------|-------------|-------|----------|------------------|
| 1 00087493 | 02/19/2025 | In Negotiation | ✓ | £0.00 | 20 Years | 12 |

View All

Details | Files | Stepped Rent | **Related**

Approval History (2)

| Step Name | Date | Status | Assigned To |
|------------------------------|-------------------|-----------|----------------|
| AM Commercial Lease Approval | 26/02/2025, 15:22 | Pending | Vicki Turnbull |
| Approval Request Submitted | 26/02/2025, 15:22 | Submitted | Open box |

View All

The Approval will be sent to the User that is listed as the Asset Manager on the Unit. If this field is empty, an approval will not be able to be raised. This field is one that is mastered in Qube, so any changes of Asset Managers should be completed there.

Grainger PLC | Home | Leads | Accounts | Contacts | Opportunities | Tenancies | Blocks | Buildings

Unit
Clippers - Unit 1 Waterman Walk

Building: Clippers Commercial, Waterman Wk, Salford M50 | Block: Clippers - Commercial | Unit Status: | Bedrooms: Studio | Bathrooms: P

Unit Details | Lettings And Marketing | **Property Management** | Tenants Contact Details | More

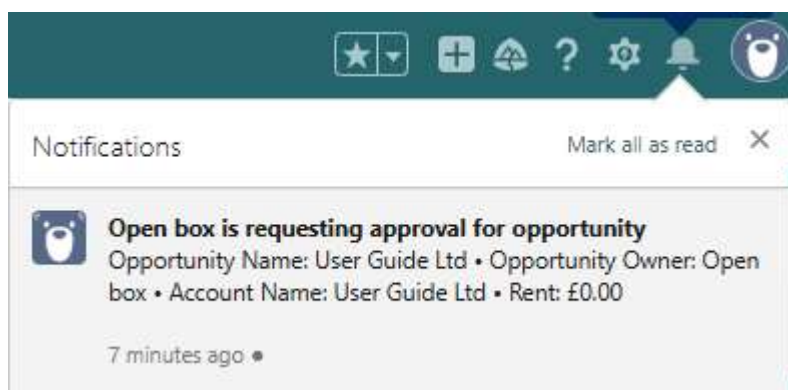
Management Details

| | | | |
|------------------|------------------------------------|---------------------|-------------------------------------|
| Unit Manager | Tom Crosthwaite | Asset Manager | Vicki Turnbull |
| Property Manager | | Lettings Manager | Lucy Staniland |
| General Manager | Stewart Blackford | Tenancy Progressor | |
| Block Manager | Tom Crosthwaite | Renewals Negotiator | Lacey Malin |
| Landlord Name | Grainger Land and Regeneration Ltd | Managing Agent Name | Grainger Residential Management Ltd |

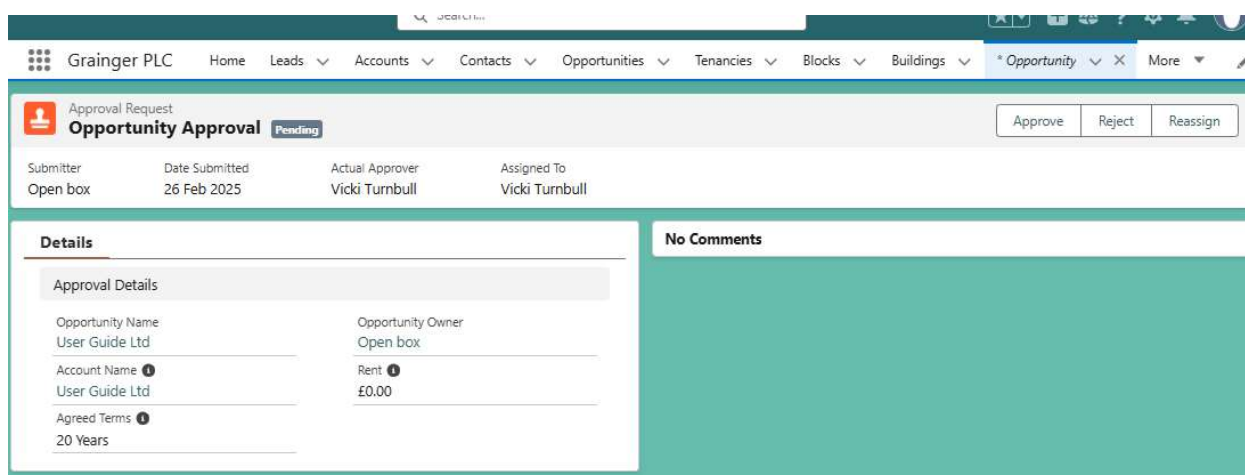
The Asset Manager will receive both an email and a Salesforce Notification to prompt them to view the Approval Request.

Navigation bar: Units | Tasks | Notes | Reports | More

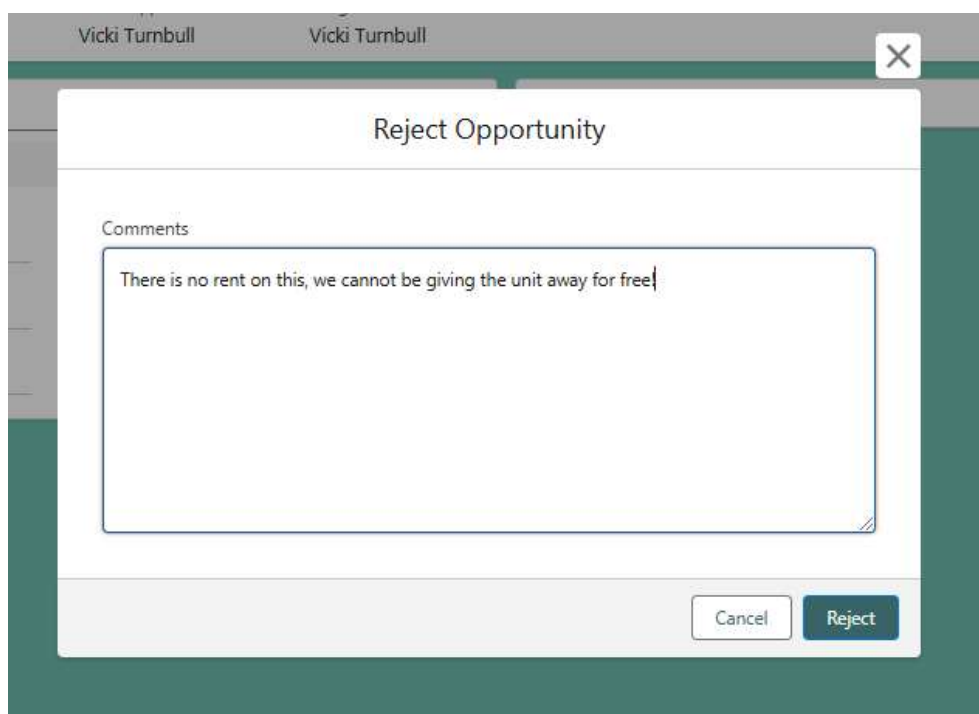
Notification bell icon with 2 alerts



When the Asset Manager goes into the Approval Request, there will be some basic details shown. The Asset Manager can click on the hyperlinked Opportunity Name to open the Opportunity and view all the details before either Approving or Rejecting or Reassign the Approval Request.



If the Approval Request is rejected, a comment must be entered.



After the Rejection, the comment will be shown on the Approval Request. It will show that it has been rejected on both the Approval Request and on the Opportunity's Approval History.

Process Instance Step
Opportunity Approval Rejected

Submitter

Open box

Date Submitted

26 Feb 2025

Actual Approver

Vicki Turnbull

Assigned To

Vicki Turnbull

Details

Approval Details

Opportunity Name

User Guide Ltd

Opportunity Owner

Open box

Account Name

User Guide Ltd

Rent

£0.00

Agreed Terms

20 Years

Approver Comments

Vicki Turnbull

There is no rent on this, we cannot be giving the unit away for free!

26 Feb 2025, 13:39:22

The Stage also moves back to *In Negotiation*, so that the Commercial Leasing Team can either make a new offer or close the opportunity if there is no further chance of improvements.

Opportunity
User Guide Ltd

Account Name

User Guide Ltd

Move-In Date

2/28/2025

Agreed Terms

20 Years

Unit

Clippers - Unit 1 Waterman Walk

Rent

£0.00

Offer Negotiation

AM Approval

IC Approval

Heads of Terms

Legals

AFL

Lease Completion

Audi

Offers (1)

1 item • Sorted by Offer Name • Updated a few seconds ago

| Offer Number | Offer Name | Status | Primary Of... | Rent | Term | Break Clause |
|--------------|------------|----------------|-------------------------------------|-------|----------|--------------|
| 1 00087493 | 02/19/2025 | In Negotiation | <input checked="" type="checkbox"/> | £0.00 | 20 Years | Tenant Break |

View All

Details

Files

Stepped Rent

Related

Approval History (2)

| Step Name | Date | Status | Assigned To |
|------------------------------|--------------------|-----------|----------------|
| AM Commercial Lease Approval | 2/26/2025, 1:39 PM | Rejected | Vicki Turnbull |
| Approval Request Submitted | 2/26/2025, 1:22 PM | Submitted | Open box |

View All

To submit again, follow the same process – all the different Approvals will be listed on the Related Tab for a full history. This time the Asset Manager wants to approve the Request. Again a comment should be added so there is a history.

Process Instance Step
Opportunity Approval Approved

Submitter

Stewart Blackford

Date Submitted

26 Feb 2025

Actual Approver

Vicki Turnbull

Assigned To

Vicki Turnbull

Details

Approval Details

Opportunity Name

User Guide Ltd

Opportunity Owner

Open box

Account Name

User Guide Ltd

Rent

£75,000.00

Agreed Terms

20 Years

Approver Comments

Vicki Turnbull

Much better, happy with this!

26 Feb 2025, 13:52:44

Again the related list on the Opportunity will reflect this approval and the stage will move on to **IC Approval** stage automatically.

Opportunity
User Guide Ltd

Account Name

User Guide Ltd

Move-In Date

2/28/2025

Agreed Terms

20 Years

Unit

Clippers - Unit 1 Waterman Walk

Rent

£75,000.00

IC Approval

Heads of Terms

Legals

AFL

Lease Completion

Audit

Offers (1)

1 Item • Sorted by Offer Name • Updated a few seconds ago

| Offer Number | Offer Name | Status | Primary Of... | Rent | Term | Break Clause |
|--------------|------------|----------------|-------------------------------------|------------|----------|--------------|
| 1 00087493 | 02/19/2025 | In Negotiation | <input checked="" type="checkbox"/> | £75,000.00 | 20 Years | Tenant Break |

View All

Details Files Stepped Rent **Related**

Approval History (4)

| Step Name | Date | Status | Assigned To |
|------------------------------|--------------------|-----------|-------------------|
| AM Commercial Lease Approval | 2/26/2025, 1:52 PM | Approved | Vicki Turnbull |
| Approval Request Submitted | 2/26/2025, 1:51 PM | Submitted | Stewart Blackford |
| AM Commercial Lease Approval | 2/26/2025, 1:39 PM | Rejected | Vicki Turnbull |

Further to this, the date as well as the AM comments are saved to the opportunity under the Approval Section. Once the IC Approval has been obtained, and the stage marked as complete, the IC Sign Off Date will also be stamped with the completion date.

Approval

AM Comment

Much better, happy with this!

Lost Reason

AM Sign Off Date

2/26/2025

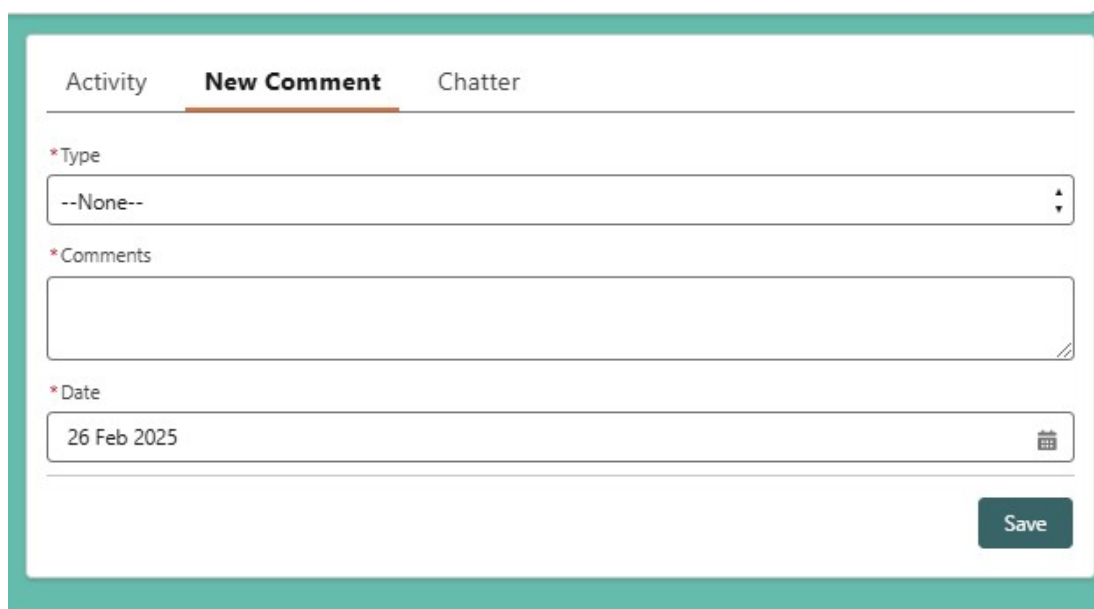
IC Sign Off Date

5. Progressing or Closing the Commercial Opportunity

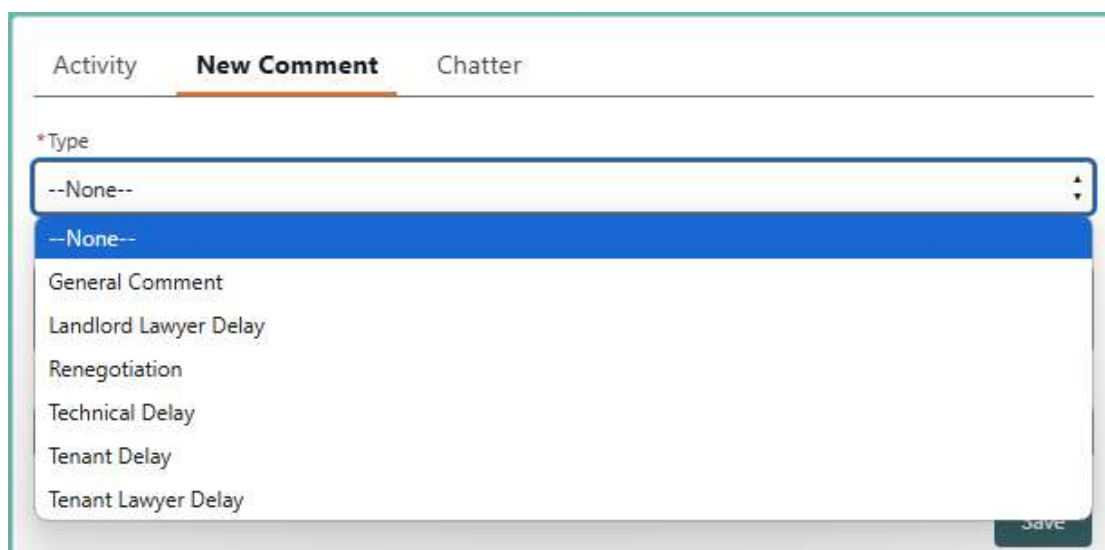
After the IC has approved the offer, the opportunity can now be progressed throughout the rest of the commercial leasing journey.

5.1 Capturing Comments & Delays

Progressing through the process, further information can be captured directly on the opportunity. This could include notes for delays and comments



The screenshot shows a form titled 'New Comment' with three tabs: 'Activity', 'New Comment' (selected), and 'Chatter'. The form contains three required fields: '*Type' with a dropdown menu showing '--None--', '*Comments' with a text area, and '*Date' with a date picker showing '26 Feb 2025'. A 'Save' button is located at the bottom right of the form.



This screenshot shows the same 'New Comment' form, but with the '*Type' dropdown menu open. The menu lists several options: '--None--' (highlighted in blue), 'General Comment', 'Landlord Lawyer Delay', 'Renegotiation', 'Technical Delay', 'Tenant Delay', and 'Tenant Lawyer Delay'. The 'Save' button is visible at the bottom right.

Activity
New Comment
Chatter

*Type
General Comment

*Comments
This is a general comment that I am putting in

*Date
26 Feb 2025

Save

Clicking Save will add this to the Activity Timeline and show all comments/updates that have occurred on the Opportunity.

Activity
New Comment
Chatter

Filters: All time • All activities • All types

Refresh • Expand All • View All

Upcoming & Overdue

No activities to show.
Get started by sending an email, scheduling a task, and more.

February • 2025
This Month

General Comment
Today

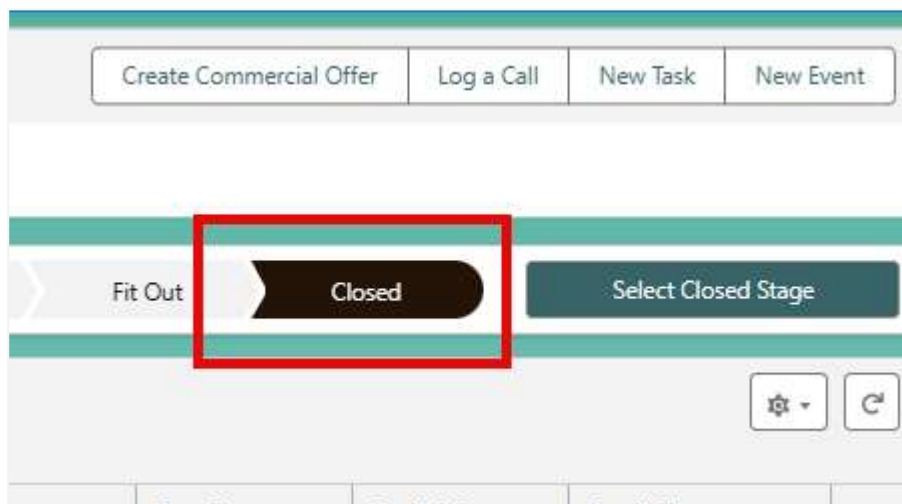
You had a task

Description
This is a general comment that I am putting in

No more past activities to load.

5.2 Closing a Rejected Opportunity

If the Asset Manager or the IC reject the offer, and it cannot be improved, or Grainger do not want to continue, the Opportunity can be closed. To close an Opportunity, select the **Closed** stage on the path and click Select Closed Stage.



This will open a window where more details can be captured. Make sure to change the Stage to Close Lost, and provide both a Lost Reason and indicate the team that rejected the offer in Sub Stage.

A screenshot of a dialog box titled 'Edit Dependencies'. It contains three dropdown menus: '*Stage' with 'Closed Lost' selected, 'Lost Reason' with '--None--' selected, and 'Sub Stage' with '--None--' selected. At the bottom right, there are two buttons: 'Cancel' and 'Done'. The dialog box is overlaid on a background that shows a table with columns for 'Agreement type' and 'Commercial Lease'.

Edit Dependencies

* Stage

Closed Lost

Lost Reason

--None--

✓ --None--

Unsuitable Usage

Required Additional Cap Con

Cancel

Done

Edit Dependencies

* Stage

Closed Lost

Lost Reason

--None--

Sub Stage

--None--

✓ --None--

Rejected by Leasing

Rejected by AM

Rejected by IC

Cancel









Done

6. Initial Integration to Qube

The Commercial Opportunity will be integrated to Qube initially when the **Deposit Paid / Create Future Tenancy** checkbox is marked as true. When this is ticked, any Shadow Opportunities will be created for the additional units in the offer, dummy tenants will be created in Qube.

Once the checkbox is marked as true, it is not possible to uncheck it, as the details have already passed to Qube. As for the Shadow Opportunities, users will not see these anywhere and are only used in the background to ensure that all units in Qube are updated as required.

▼ Legals

| | | | |
|---------------------------|---|--|---|
| Legals Instructed Date |  | Deposit Paid / Create Future Tenancy  <input checked="" type="checkbox"/> |  |
| Draft Lease Received |  | Tenancy Signing Date Grainger |  |
| Estimated Completion Date |  | Tenancy Signing Date Tenant(s) |  |
| Completed Lease Received |  | | |