<u>**09 NOVEMBER 2021**</u>

<u>**REQUEST FOR PROPERTY MANAGEMENT SOFTWARE**</u>

We are currently running a number of rental properties all over Zimbabwe and we would like a software application that helps us manage our data as well as all our tenants' accounts. This software will mostly be used to run our student accommodation flat which is located in Bulawayo.

<u>Currently,</u> we have a number of excel sheets that we use to enter all details and calculate totals when needed. These are listed below:

1. **XXX House Tenancy Schedule** – In this schedule, we enter student name, surname, room number and unit type, rent payment, deposit payment, date of first payment, move in date, move out date, home address, cellphone and email. When a tenant pays rent, we change their move in and move out dates to cover the period they will stay for. The schedule is color-coded to show those owing, those who have been cleared for rent as well as new bookings. The schedule also shows pre-booked beds as well as vacant beds.
2. **USD SCHEDULE** – At XXX House, we collect US Dollar payments only, therefore, there is schedule where all incoming payments are recorded and tallied up at the end of certain periods.
3. **XXX Deposits (Held and Refunded)** – This spreadsheet records all the security deposits held and all the deposits refunded to tenants. It is a very key spreadsheet to the organization.
4. **XXX Income and Expenditure** – This spreadsheet caters for all the income and expenses that occur at XXX House. It records both USD transactions as well as RTGS transactions.

Excel has not been very kind or efficient to us in keeping track of all this information. It has made the job very tedious. Therefore, we would like to request that you develop a software application for us to make the management of our student accommodation easier. We would like this software to be very transparent if possible. Our personnel in other branches must be able to access information at any time that they see fit. We would like the software to be designed especially for XXX house and then in the future, upgraded to cater for all the other properties that we manage.

<u>Important Icons that the Software Must Have:</u>

1. **Properties –** This feature should allow us to enter details about the properties we are managing.
   - Property name
   - Location
   - Type of accommodation
   - Property Address
   - Area

Then, within the different property files, we should be able to enter details about all the tenants for that property. We should also be able to generate different reports for those properties – especially performance reports.

2. **Tenants/Debtors –** This Interface should allow us to enter the following information:
   ➢ Student/tenant name
   ➢ Student/tenant identity number
   ➢ Unit number
   ➢ Accommodation type
   ➢ College/university
   ➢ Home Address
   ➢ Contact details
   ➢ Lease period
   ➢ Health Details
   ➢ Type of lease: Short-term or long-term
   ➢ Rentals and deposits paid

3. **Accounting –** This section is for the billing process and all the other accounting procedures dealt with in the building. The billing section should allow input of the following:
   ➢ Rentals
   ➢ Separate Charges
   ➢ It should capture physical and electronic receipts into the system and be able to print them when needed.
   ➢ Transaction summary for all tenants as well as the dates that the transactions occurred.
   ➢ It should also capture property expenses and generate performance reports.

4. **Credit Control Centre –** This interface should be able to track all overdue payments and send automated messages to the respective tenants to alert them of pending payments. We would also like it to show total arrears at all times possible.

5. **Documents –** This option should allow us to upload all tenant documents manually, as well as automatically from the online lease application platform.

6. **Help –** This section should illustrate how the software works and should be able to answer all possible questions regarding the software.

7. **Bulk Emails/SMS –** Finally, we would like the software to have an option that allows us to send bulk messages to all or a selected number of our residents for the purpose of keeping communication efficient in the building.

All in all, we would like to be able to enter raw data into the software and have it sort the data for us and generate the following reports in the following categories:

1. **Key Performance Indicators**
   - Credit Control
   - Expenses and Recoveries
   - Facilities Management
   - Occupancy Analysis
   - Space and Lease Management

2. **Tenant/Debtor Financial Reports**
   - Arrears Analysis
   - Arrears List and Letter of Demand
   - Pre-Billing Check
   - Tenant/Debtor Age Analysis
   - Tenant Debtor Deposits
   - Tenant/Debtor Financial Summary
   - Tenant/Debtor Statements
   - Tenant/Debtor Transactions

3. **Space and Lease Management**
   - Area and Occupancy Movements
   - Suretyship
   - Key Performance Indicator – Occupancy Analysis
   - Key Performance Indicator – Space and Lease Management
   - Lease Expiry Profile
   - Lease/Contract Schedule
   - Letting Report
   - New Tenant/Debtor Accounts
   - Portfolio Vacancy Analysis
   - Tenancy Schedule
   - Tenant Retention
   - Vacancy Analysis