

# product.specification.sheet

## CML Agency Lettings

### Intended Use

Manages and administers the processes of letting residential properties from take-on through marketing, matching, processing, automatic agreement production and management including maintenance, inspections, reviews, renewals and termination.

### Key functionality:

#### Administration

<b>Compliance</b>	RICS and ARLA clients monies rules compliant. Commonhold and Leasehold Reform Act 2002 service charge accounting compliant.
<b>Property database</b>	Database records Landlord, Property and Applicant information. Unlimited data storage.
<b>Database searching</b>	Extensive data searching enables fast information find with dynamic links to associated information.
<b>Correspondence handling</b>	Email, SMS & mailmerge directly from Agency Lettings. All correspondence attached within portfolio structure and available to all users.
<b>Task management</b>	Assign tasks to users, automated diary reminders for system events. Manager overview of task progress.
<b>File Notes</b>	Attach file notes at the appropriate point in the database structure. Forward notes to systems users as a task.
<b>Document management</b>	Attach any type of document (images, video, pdf, MSOffice etcetera) directly to the database structure for ease of document management.

#### Marketing

<b>Details</b>	Automatic production of particulars, wallcards and lists.
<b>Photographs/Plans</b>	Photographs and plans may be attached to property records and labelled as required.
<b>Matching</b>	Properties matched to applicant's criteria with flexible parameters.
<b>Mailshots</b>	Mailshots by mail, email or SMS.
<b>Viewings</b>	Management of viewing appointments.
<b>Internet</b>	Automatic upload of details to user web site and most property listing sites.

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### Features

<b>Landlords</b>	Handles single, joint and overseas landlords with any number of properties per landlord.
<b>Tenants</b>	Any number with multiple tenants/sharers per property may be held.
<b>Fee calculations</b>	Automatic fee calculations (percentage or fixed). Fees on rents and cost of works incorporated.
<b>Agreement production</b>	Automatic Lease or Agreement production to users (MS Word) formats.
<b>Gas and Electrical safety</b>	Records and diarises number and date of certificates and renewal dates with reminders.
<b>Maintenance/Works</b>	Full works management system, including purchase orders and tracking. Funds retention from Landlord account for works commitments.
<b>Reporting</b>	Extensive reporting in user designed formats with file note history storage
<b>Key date management</b>	Coordinator system to manage events including inspections, renewals, reviews and terminations.
<b>Contact management</b>	Unlimited contact information appended alongside the portfolio structure with dynamic relationship administration.
<b>User Data fields</b>	Users may specify their own data capture fields to accommodate unique information requirements.
<b>Accounting</b>	Controlled by and fully integrates with CML Agency Accounting to view accounting information, landlord statements, purchase orders etcetera.

### Environment

<b>Deployment</b>	Multi user and multi site.
<b>Platform</b>	Borland Delphi. Client applications run on MS Windows NT/2000/XP/Terminal services 2000 or 2003/Citrix Mteafame.
<b>Security</b>	Security access controlled by assigned user type access.