



## NEWS YOU CAN USE

October 2007 ■ Volume 1, Issue 6

### WELCOME!

Welcome to the latest issue of *News You Can Use*, your e-newsletter from **DIY Real Estate Solutions**.

Have we succeeded in providing informative and insightful articles on industry trends, our expanding offerings, and tips for optimizing your DIY property management software? [Click here](#) to share ideas for making this newsletter more valuable to you.

Future issues will also profile DIY users and integration partners so [click here](#) to be considered for this opportunity. Thanks again for your feedback!

### IN THIS ISSUE...

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### FEATURE FOCUS

#### LATE FEES

DIY provides a variety of quick and easy ways to calculate and bill late fees to your past due tenants. To activate this feature, access the Late Fees page on the Property Management menu. In the “Initial Late Fee” section, enter the day of the month you want to assess charges and the amount of the late fee (see illustration below). Once activated, you can either use the system calculations or override them by entering an alternate fee in the “Charge to Resident” column.

➔ **Time-Saving Tip** – Even if you don’t use DIY’s calculated late charges, it’s much more efficient to let the system calculate charges and manually enter alternate amounts in the grid. Since the grid displays all tenants and their current payment status, you can just scan the list and enter adjustments for late-paying tenants. Otherwise you would have to determine who’s delinquent, access each tenant individually and enter the category, date and amount of the late fee.

Home Leasing Property Management Transactions Reports Setup  
Residents Service Requests New Request Late Fees Utility Billing Mgmt Fees Owner Payments

Late Fees

Property: Ashland Rd

**Initial Late Fee**  
Day of month to assess: 6  
Late Fee Amount: \$25.00

**Additional Late Fee**  
Day of month to first assess: 10  Daily Fee  
Additional Late Fee Amount: \$1.00

Calculate

Unit	Resident	Move In	Expiration	10/1/2007 Balance	Current Balance	Calculated Fee	Late Fees Charged this Month	New Charge	Charge to Resident
<input checked="" type="checkbox"/> Unit 001	Johns Papaz	2/1/2006	MTM	15,386.30	15,386.30	28.00	0.00	28.00	28.00
<input checked="" type="checkbox"/> Unit 010	Abigail Adams	10/1/2005	MTM	11,189.00	11,189.00	28.00	0.00	28.00	28.00
<input checked="" type="checkbox"/> Unit 101	Susan Parks	8/1/2007	7/31/2008	2,100.00	2,100.00	28.00	0.00	28.00	28.00
<input checked="" type="checkbox"/> Unit 201	Kristyn McGeehan	5/22/2006	MTM	875.00	875.00	28.00	0.00	28.00	28.00
<input checked="" type="checkbox"/> Unit 202	Honey Locust	9/1/2007	8/31/2008	1,800.00	1,800.00	28.00	0.00	28.00	28.00
<input checked="" type="checkbox"/> Unit 203	Fred Zeos	3/24/2007	3/31/2008	6,750.00	6,750.00	28.00	0.00	28.00	28.00
<input checked="" type="checkbox"/> Unit 4	arc Cavano	4/15/2007	2/29/2008	6,533.33	6,533.33	28.00	0.00	28.00	28.00
<input checked="" type="checkbox"/> Unit 5	Robert Blake	4/1/2005	MTM	12,590.00	12,590.00	28.00	0.00	28.00	28.00
<input checked="" type="checkbox"/> Unit 6	Another Newtenant	9/1/2007	8/31/2008	1,320.00	1,320.00	28.00	0.00	28.00	28.00

Select All Clear All Create Charges

DIY also provides the option to charge additional late fees. Just enter the needed information in the “Additional Late Fee” box (see above) and check the Daily Fee checkbox if the additional fee is charged daily. That’s it! You’re ready to click the Calculate button.

The “New Charge” and “Charge to Resident” columns will show the newly calculated fees less any fees already charged during the month. You can override the amount billed in the “Charge to Resident” column. For your convenience, a link to the tenant’s payment history is provided on the “Current Balance” column.

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Select All Clear All Create Charges

To select all residents to bill, click the “Select All” button in the bottom left corner of the screen. To select individual residents, click the corresponding check box in the first column. Then click the “Create Charges” button to assess the charges. Done! It’s that easy!

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**Late Fees**

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Remember, if you charge additional late fees, you will need to repeat this process on the assessment day or daily if it is a daily fee. And don't worry if you skip some days... the accumulated daily fees will be calculated automatically.

Are there any other features you'd like to know more about? [Contact us](#) so we can cover them in future newsletters. We look forward to hearing from you!

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## INDUSTRY TRENDS

### *Small Balance Commercial Lending from Arbor Solutions*

DIY is committed to seeking out the industry's best services and solutions to help our clients successfully surmount their business challenges. In addition to actively partnering with select solutions providers, we also promote companies we believe you should know about. Arbor Commercial Mortgage LLC is one of those companies. We met with John Kelly, a Director in Arbor's Boston office, at a recent conference to discuss the synergy between Arbor and DIY.

#### **Small Balance Commercial Lending** *by John Kelly, Director*

Small balance commercial lending has been an overlooked sector of the capital real estate markets. It has also been fragmented and inefficient, leaving borrowers underserved at best, and ignored at worst.

Most lenders focused on larger transactions (over \$5 million) believing it takes the same time, effort and resources to close a large transaction as it does a small one. The lending community also felt it could process higher dollar transactions with less overhead in an effort to sustain maximum profitability.

However, that seems to be changing. Lenders are starting to recognize the need for small-balance commercial programs that effectively serve their clients. This is accomplished by streamlining processing requirements and lowering fees, while enjoying the same capital market benefits of the larger transactions.



In line with this trend, Arbor has successfully leveraged its business model to offer the Multifamily Express program, which is designed for multifamily properties with loans of \$3 million and under. That said, the maximum loan in the Express Program can be extended to \$5 million in select market areas across the country.

The benefits of the Multifamily Express program are:

- Ability to re-leverage the loan back up to 80 percent LTV twice during the loan term. This allows borrowers to capture trapped equity without incurring prepayment penalties or the cost of refinancing.
- Streamline loan documentation with the ability to close within 30-45 days.
- Application fee of \$9,000 covers required third-party reports such as summary appraisal, capital needs and environmental questionnaire. Additionally, Arbor's legal fee is capped at \$2,500 and included in the \$9,000 application fee.
- Lower cost of capital than available through conventional banks, therefore increasing cash flow and rate of return for your investment.
- Flexible options including fixed-rate, variable-rate, interest-only, and term/amortization flexibility.

Arbor's CMBS/Conduit program also accommodates small balance loans on office and retail space. The primary differences are that commercial loans do not allow re-leveraging, the application/legal fees are slightly higher, and the timeframe to close is typically 45-60 days. These differences are necessary because of the slightly more complex nature of these property types (i.e. lease rollover risk, tenant backgrounds etc.) versus multifamily

For more information, visit [www.arbor.com](http://www.arbor.com), contact Arbor [via e-mail](#) or [click here](#) to subscribe to their newsletter.

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## QUICK TIPS

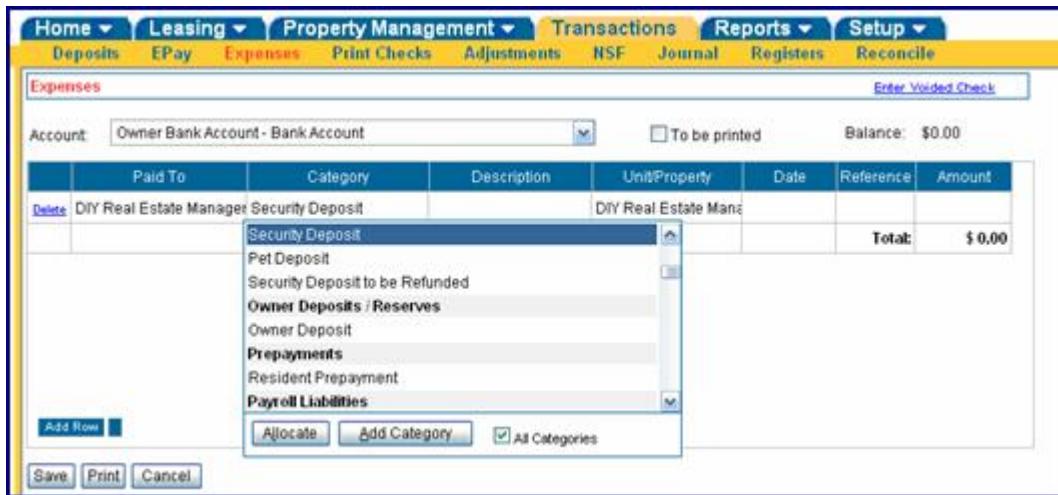
### *Bank Transfers*

The process you use to record a bank transfer within DIY depends on how you transferred money from one bank account to another.

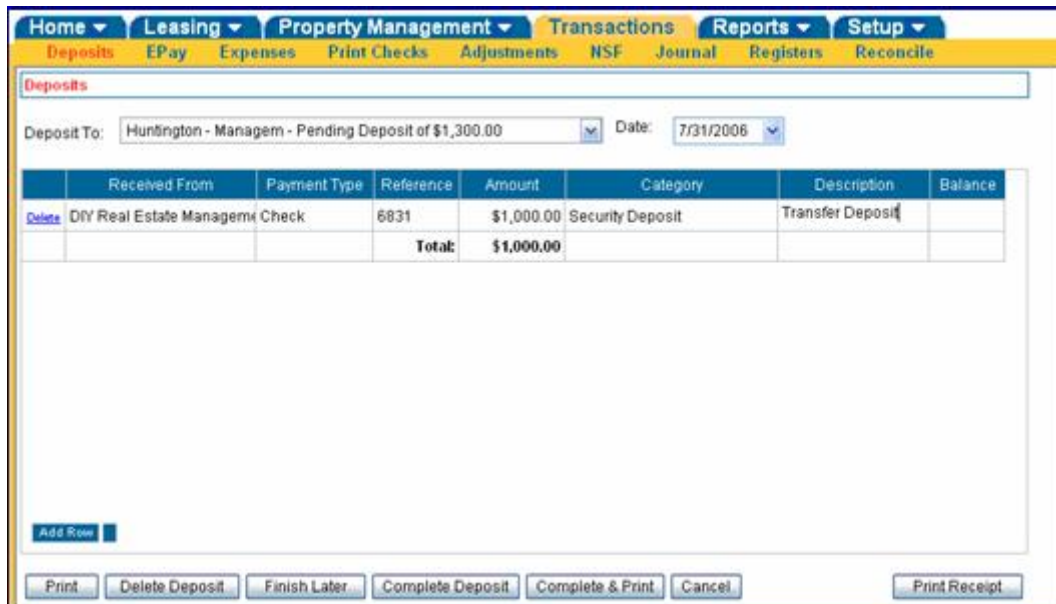
If you wrote a check from one account and deposited it into another account, do the following:

- Record the check written from the outgoing account using the Expenses page. The category you use will depend on the nature of the transfer. For example, you might use the existing "Security Deposit" category if the monies being used are security deposit funds. Or you may want to add a category called "Transferred To/From" to note bank transfer transactions. Be sure to click the "All Categories" checkbox to select the

most appropriate category.



- Record the deposit into the receiving bank account using the Deposits page. Be certain to use the same category used when the expense was entered in the previous step.



If you transferred funds electronically, by phone or at the bank, you will need to enter two journal entries using the Journal page:

- Select the outgoing bank account as the Category for the first entry. Enter the amount in the Credit column.
- Select the receiving bank account as the Category for the second entry. Enter the amount in the Debit column.

Home Leasing Property Management Transactions Reports Setup

Deposits EPay Expenses Print Checks Adjustments NSF Journal Registers Reconcile

Journal Entry

Date: 10/12/2007

[Noncash Resident Payment](#)

	Category	Debit	Credit	Description	Unit/Property
<a href="#">Delete</a>	Owner Bank Account	\$0.00	\$1,000.00	Transfer Deposit	DIY Real Estate Managem
<a href="#">Delete</a>	Huntington - Managem	\$1,000.00	\$0.00	Transfer Deposit	DIY Real Estate Managem
		<b>\$ 1,000.00</b>	<b>\$ 1,000.00</b>		

[Add Row](#)

[Save](#) [Cancel](#)

Regardless of the method used, be sure to specify the correct Unit/Property for all transactions involved. To access the Unit/Property field for a deposit, just click the "Allocate" button at the bottom of the Category dropdown list.

Have questions on using this convenient feature? [Contact our support team](#) for more assistance!

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## DIY NEWS

*Visit Us at the AATC Show on November 6, 2007*

We are very excited to be exhibiting at the annual trade show of the Apartment Association of Tarrant County in Fort Worth, Texas. Held at the Arlington Convention Center on November 6th, this is the nation's fifth largest industry-related trade show and a highly popular regional showcase. [Click here](#) to learn more about the show, which includes more than 150 vendors, including the newest and best products and services on the market – each geared especially for rental housing owners and managers.

If you're not yet using DIY Real Estate Solutions, this is a great opportunity to experience the simplicity of our products and the value of our Marketing and Resident Portals. And if you're already a client, we'd love to spend some time with you and learn how we can better meet your needs.

Can't make it to the show but want more information about DIY? [Contact us](#) today to discuss how DIY Real Estate Solutions can simplify your operation and increase your productivity quickly, easily and affordably.

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### NEW ON YOUR SCREEN

*Convenience Fees & Pending Check Report*

This month we're highlighting **two** great new features you should know about... convenience fees and the pending check report.

## Convenience Fees

Now you can automatically charge your tenants convenience fees for electronic payments. Setup is easy. Just go to your Electronic Banking setup page. If you use one electronic banking account for all properties, access this page via the Company Setup page (see below). Otherwise, access it from each Property Setup page.

**Electronic Banking setup for Management Company DIY Real Estate Management**

The Electronic Banking account set up here will apply to all properties. You may also define a different account for each multi-unit property in order to have transactions post to a different bank account by property. This can be done from the Property Setup page.

**Merchant Account Number:** 12345678 This is the account and password that you received on the eLink setup letter from TransFist

**URL Password:**

**Re-enter Password:**

**eCheck Merchant Account:** 12345679 Enter the account received from TransFist on the eCheck setup letter.

**Accept American Express** Check this box if you wish to accept American Express and your account with TransFist has been set up for it.

**Credit Card Convenience Fee:** \$10.00 An additional fee charged to the resident for credit card transactions.

**eCheck Convenience Fee:** \$1.00 An additional fee charged to the resident for electronic check (ACH) transactions.

**Bank Category:** Huntington - Managem Identify the bank account that electronic banking transactions will be posted to.

**Recurring Payment Setup**

When residents set up recurring monthly rent payments they can choose the day of the month to have the money transferred. Define below the days of the month you wish to restrict payments to.

**Earliest Payment Day:** 25th

**Latest Payment Day:** Last day of the previous month

From the Electronic Banking setup page, enter the amount you want to charge tenants for credit card and/or ACH payments. The system will automatically create the appropriate charge each time an electronic payment is made, whether it's entered through one of the DIY Transaction pages or via your Resident Portal. How's *that* for easy?

## Pending Checks Report

It's always important to stay on top of outstanding bills, so we created this new report to help you manage them. If you use DIY to print checks, use the Pending Checks report to review all checks that have been entered but not yet been printed. You can group the checks by bank account or by property.

Have other ideas on how DIY can better meet your needs? [Contact us](#) and share your thoughts so our flexible and friendly property management solutions continue to add value to your business. We look forward to hearing from you!

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