



NEWS YOU CAN USE

■ August-September 2008
■ Volume 2, Issue 6

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FEATURE FOCUS *Debt Collections*

To better accommodate your needs, DIY has added a new suite of collections functionality to help you track and process all activities associated with debt collections. This includes bad debt write-offs, removing balances from accounts receivable, generating collection services data and recording collection payments. And to complement these activities, we will be releasing an interface with **NCC Business Services** that will allow you to send collection data directly from DIY to NCC for collection services.

The Collections page located on the Transactions menu is used to track the activities related to your debt collection efforts. All previous residents with balances are included in the Current Collections list.

Unit	Name	Collection Start Date	Balance	Last Note
Ashland Rd, Unit 9	Cookie Monster		\$80.00	
Ashland Rd, Unit 8	Glenn Gould		\$1,460.00	
Ashland Rd, Unit 7	John Cage	7/29/2008	\$30,213.00	7/30/2008: Collection data sent to NCC on 7/30/2008 10:28:31 AM
Ashland Rd, Unit 6	Aaron Copeland		\$14,746.77	

From the above screen, you can access any resident's Collection Status page, from which you can to perform collection-related activities. Note that you can also access a resident's Collection Status page directly from the Resident page.

Home Leasing Property Management Transactions Reports Setup

Deposits EPay Expenses Print Checks Adjustments ISF Journal Transfer Registers Reconcile Collections

Collection Status

Unit Property: Ashland Rd, Unit 7 Security Deposit: \$0.00
 Former Residents: [John Cage](#) Balance Due: \$30,213.00
 Move In Date: 1/1/0001 [Register](#)
 Lease Expiration: 12/31/2006
 Vacate Date: 6/30/2008 NCC Data Sent: 7/30/2008

Actions: [Write Off / Move to Collections](#) Review NCC Data Sent [Record Payment](#)

Notes Collection Notes All Notes [Add Note](#)

Delete	Edit	Date	Type
		7/29/2008	Collection

Collection data sent to NCC on 7/29/2008 10:32:10 PM

Cancel

You will also have the opportunity to start the collection process, including writing off bad debt and/or removing balances from your account receivable as part of the Statement of Deposit.

Home Leasing Property Management Transactions Reports Setup

Residents Service Requests New Request Late Fees Utility Billing Mgmt Fees Owner Payments

Write Off / Move to Collections

Name: Paul Krugman Unit Property: Ashland Rd, Unit 001

Write Off Total Amount You can write off the entire amount due, or write off selected categories and amounts and the balance will remain open for collection. If nothing is written off the total amount will remain open for collection.

Remove from Accounts Receivable If you check this option the amounts open for collection will be moved to a single collection category and no longer be an account receivable item on financial statements.

Date: 8/15/2008

Description	Balance	Write Off	Amount to Collect
Damage Charge	320.81		320.81
	320.81	\$0.00	320.81

Save Cancel

Do you have a suggestion for how to improve DIY's products and services? Contact us so we can better understand and meet your property management technology needs.



QUICK TIPS

Tracking Bank Transfers

When you move funds from one bank account to another, DIY makes it easy to record those transfers in one quick step. On the Transactions tab, click the "Transfer" menu selection and is enter the bank information, categories, property and amount.

Home Leasing Property Management Transactions Reports Setup

Deposits EPay Expenses Print Checks Adjustments ISF Journal Transfer Registers Reconcile Collections

Transfer Funds

Date: 8/15/2008

Transfer Funds From: Ohio Savings - Ashland

Category: Bank Transfer

Property/Unit: Ashland Rd

Transfer Funds To: Key Bank - Security

Category: Bank Transfer

Property/Unit: Ashland Rd

Amount: \$1,500.00 Reference #: 67903GY

Description: transfer security deposits

Save Cancel

You can also optionally enter a Reference # or check number and Description for the transaction. This is helpful if you write a check from one account and deposit it into another account. DIY will generate both transactions... the withdrawal transaction for the account from which the money was taken and the deposit transaction for the account into which the money was deposited. Both transactions will also be listed for your bank reconciliation.

If you have questions about using this convenient feature, just contact our support team for assistance.



INDUSTRY TRENDS

Sage Advice from Kelli Guyton of Lifestyles Unlimited, Inc.

Lifestyles Unlimited is a real estate investor and mentor network helping thousands of real estate investors locate, evaluate, negotiate, contract and operate their single and multi family investment properties. We are pleased to highlight the expertise of this valuable network and encourage DIY readers to take advantage of the benefits of membership. Read more at www.lifestylesunlimited.com.

Independent rental owners are occasionally confronted with situations where the solution may not be crystal clear. Broken lease agreements is an especially thorny issue, as you seek to protect your interests while maintaining tenant rights as defined by local law. We were recently asked to comment on the following situation:

Member Question...

I have tenants who just moved in a couple of months ago. They both signed the lease to qualify and now one of them wants to move out. Do you have any recommendation as how to handle this request?

Lifestyles Unlimited Response...

Both residents are parties to the lease, and both have signed responsibility. As the owner or manager of the apartments, you and both parties must agree to and initial any changes made to the lease agreement... assuming it makes good business sense to do so.

If the remaining tenant is financially qualified to rent the apartment on their own, it is relatively easy to release the other party from the lease agreement. You can simply draw a line through the vacating tenant's name and have all parties initial the lease agreement. Or you could prepare a new lease for the balance of the term in the remaining tenant's name. You are not required to change the locks (unless you are paid to do so) or refund any portion of the security deposit. They can work that out between them.

If the remaining tenant is not qualified on their own, you can continue to hold both individuals responsible for the lease, regardless of who occupies the apartment. You are not responsible for any civil or personal issues between them.

Kelli Guyton is Vice President of Customer Service and a Multi Family Operations Mentor at Lifestyles Unlimited. Kelli has been responsible for the management of thousands of apartment homes across Texas during her seventeen years in the Apartment Industry.



NEW ON YOUR SCREEN

Resident Portal Attachments

The value and convenience of your DIY Resident Portal just got better. You have always had the ability to upload attachments and store them with your DIY resident data. Now at your discretion, you can share those attachments with your residents via your DIY Resident Portal. This handy tool will save time and help improve communications with your residents.

On the "Page Configuration" page in the "Setup" tab, click the link for the "Resident Attachments" template. Select the "Use Standard Template" option and Save. Then click "Publish This Page."

Page Configuration for DIY Real Estate Management

Standard Page Name: ResidentAttachments

Access Page From: Menu Button Footer Link

MenuFooter Description: Attachments

Disable

Use Standard Template

A page where a resident can view lease attachments you've uploaded. If there are no attachments for the resident the page will be hidden.

View Published Page

Preview Change

Publish this page

Save Cancel

If the resident's record contains any attachments, their portal menu will include an "Attachments" button that allows them to view their attachments.



To learn more about or sign up for DIY's Resident Portal, contact sales@diyresolutions.com. And if you have any other suggestions on how DIY can better meet your needs and add value to your business, please contact us and share your thoughts.

DIY NEWSLETTER FEEDBACK

Sharing Your Thoughts

News You Can Use is intended to provide you with insightful articles, a first-hand look at our expanding offerings, and tips for optimizing your DIY property management software. Please take a moment to share your ideas for making this newsletter more valuable to you. Future issues will continue to profile DIY users and integration partners, so contact us to be considered for this opportunity. Thanks for your feedback!

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DIY Real Estate Solutions ■ 767 Beta Drive, Suite A ■ Cleveland, OH 44143 ■ 866-602-9007 ■ www.diyresolutions.com