



DIY REAL ESTATE SOLUTIONS

The Leading Property Management Software for the Web

NEWS YOU CAN USE

November & December 2009
Volume 3, Issue 9

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NEWS & NOTES

Happy New Year & Year-End Announcements

Holiday Hours

As we come to the end of another year, we would like to take the opportunity to wish all of you a prosperous, happy and healthy holiday season. It has been a pleasure to work with every one of you. As we all stop for just a moment to share the season, we'd like to remind you of our holiday hours.



Please be advised, support services **will be closed** on the following holidays: 12/24 (Christmas Eve); 12/25 (Christmas); 12/31 (New Year's Eve); and 1/1 (New Year's Day).

Important Pricing Announcement

At DIY Real Estate Solutions, we are committed to delivering the best product and service at the most affordable cost; you can count on it. To protect your investment, continually improve and expand our solutions, and meet the challenges of the economic climate, we are announcing a small but necessary price adjustment.

Effective 2/1/2010, the Per Unit Fee will change from 30 cents to 35 cents. This will be our only pricing change. We have not had a price increase in more than three years, and will continue to focus on providing the most affordable solution available.

Your business is important to us. We thank you for your support and look forward to responding with solutions that help your business grow in the new year.



QUICK TIPS

Processing Government Payments

If you own or manage a property where tenants receive government subsidized rent, DIY can help you track those tenants' accounts. When setting up the lease, simply enter the tenant's portion of rent in the Monthly Rent Amount field. Then use the Other Charges/Concessions link to add a monthly charge for the Government Payments category reflecting the subsidized amount. The system will create two billing charges every month, one for Rent and one for Government Payments.

Home Leasing **Property Management** Transactions Reports Setup

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

Resident - Wanda Fish: 14 E. Walnut Notes/Archives Attachments Forms

Lease Start: 8/1/2009 Deposit Required: \$0.00 Leasing Fee: \$300.00
 Lease Term: 12 Monthly Rent: \$300.00 Due Day: 1
 Lease Expire: 7/31/2010 First Month's Rent: \$300.00 Eviction Process Started
 Notice to Vacate: Leasing Agent: Wanda Fuller
 Lease Vacate:
 Move in Date: 8/1/2009 To move out all occupants from this unit, complete the Lease Vacate date (actual or scheduled). To move out an occupant, click the Move Out link in the Occupants list below.

Category	Monthly Amount	Start Date	End Date	First Month
Delete Edit Government Payment	\$400.00	Lease Start	Lease Vacate	\$400.00

[New Charge](#)

Occupant	Phone Number	Move In Date	Move Out Date
Wanda Fish	Email	Lease Start	Lease Vacate

[New Occupant](#)

[Lease Abstract](#) [Late Fees](#)

[Payment History](#)
[Print Lease](#)
[Print Statement](#)
[Service Requests](#)



INDUSTRY INSIGHTS

Available Now on the DIY Blog

There's no doubt that today's property management industry is facing many new, often difficult challenges. Talking together about those challenges, collaborating on possible solutions, and sharing what's working will help us all move forward. That's why this Fall, DIY launched Our Blog at www.diyresolutions.com/blog/.

You can also follow us on Twitter and Facebook. We welcome you as a fan on our Facebook page and invite you to be a follower on Twitter.

We will be posting on a regular basis on these sites as well as on our own blog, and look forward to your feedback and discussion.

Follow us online at





FEATURE FOCUS

Add-Ons to Enhance Your Experience

Wishing you could make better use of your time so you can focus on what's important to your business...and maybe enjoy some peace of mind at the same time? Then make your resolution a reality by considering the many advantages of integrating more of your property management functions into the DIY system.

In 2010, you could be enjoying fewer midnight maintenance calls, and maximizing your time by avoiding all of that redundant data entry into multiple systems. Peace of mind comes, in turn, by knowing your data is accurate and easy to access, your processes are automatically handled, and you are working with industry-leading service providers.

Here are some of the critical functions you could streamline and simplify:

- **Electronic banking.** You'll save mailing and paper costs, improve cash management and cash flow, increase on-time payment collection rates, and reduce the number of bad checks received. Choose to accept rent payments online (a convenience that more and more residents are expecting) and/or pay your bills online so you can stay better organized.
- **Tenant credit screening.** Seamless integration with Credit Retriever makes the tenant screening process easy, so you don't need to agonize over your decision. Credit Retriever offers a scoring model designed specifically for residential property management as well as access to the nation's largest criminal database. You'll have results in a mere 30 seconds.
- **Collections.** It's simple: the faster you submit requests, the more likely you are to collect. With the DIY system, data is transferred instantly to the collections agency so procedures can begin immediately. This also improves accuracy and allows for more complete reporting. You'll be kept informed of all significant progress until the outstanding debt is resolved.
- **Company websites.** Our full-featured marketing portal allows you to list your available units (including personalized details, photos and floor plans) then upload and post them on Google, free of charge. Prospects can submit an online application that flows directly into your DIY data, simplifying setup when they ultimately become a tenant. In turn, our resident portal can help streamline your resident relations efforts. Day or night, tenants can submit service requests, make electronic payments, set up recurring payments, and review their balance. These features can improve on time rent payments and reduce phone calls to your office.

Now is the time to learn more about enhancing your DIY system with the right integrated solution so you can be ready for the new year. Talk to your client services representative today.

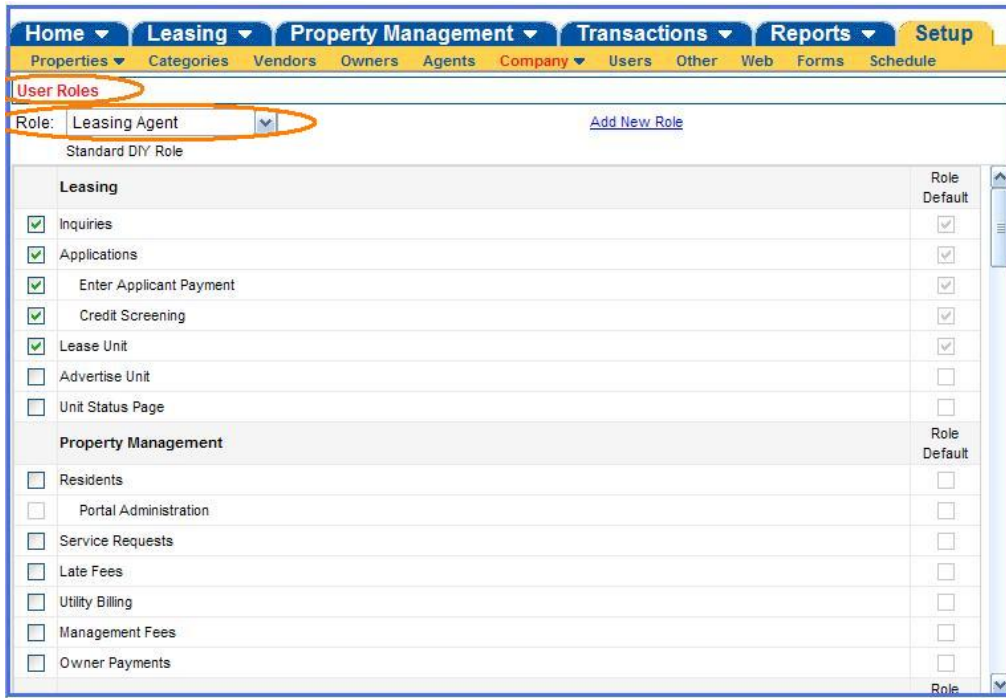


NEW ON YOUR SCREEN

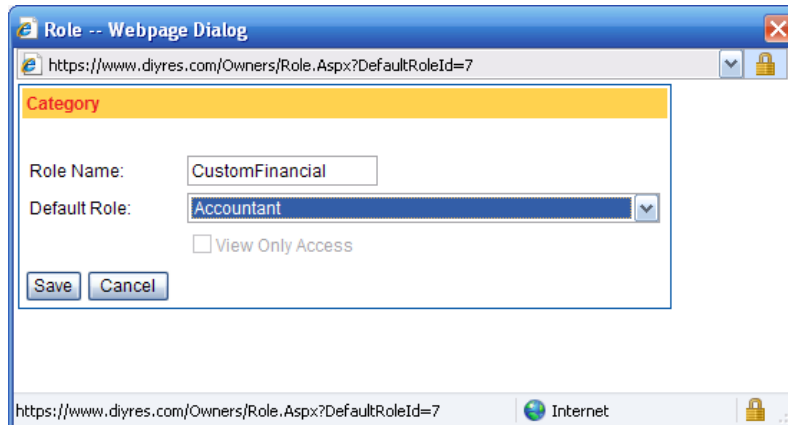
Enhanced User Security

To further enhance your DIY experience, we are proud to announce the addition of customizable user roles. Now on the Setup menu, under the Company submenu, is a new option called User Roles. You can modify any of DIY's standard user roles to meet your specific access needs. By selecting a role and then customizing the list of access items, you can extend to your users exactly the access you need them to have.

We have also added two new standard roles, Leasing Agent (see next page) and Maintenance Worker. The Leasing Agent role is much like the Property Manager role, but without access to financial-related functions. The Maintenance Worker role has access only to features necessary to process service requests.



Once you have selected the default role, simply customize the features list, allowing specific access. You can provide this same access to new users easily by assigning your custom role to the new users. You're in control.



NEWSLETTER FEEDBACK

Share Your Ideas

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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