Novtel®

Property Management

www.novtel.co.za

Property Management integrates with the following:

For extensive financial reporting, Novtel integrates with:

Pastel Partner and Evolution

Novtel partnered with TPN to vet Tenants and help recover outstanding rent.

In the Novtel Software package, multiple datasets (Access OR SQL) can be set up to manage various facilities, and all can integrate to the same Pastel or Evolution Company – if required.

OR

Unique Warehouses; Inventory Groups; Entry Types and GL Accounts can be set up and linked per dataset.

Some reports can be exported to Microsoft Excel.

Some data can also be imported from an Excel Spreadsheet into Novtel Property Management.

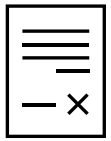
Microsoft Word Documents can be created and added to the system. When using Bookmarks, the information per reservation will be retrieved and inserted on the document.

Tenant Invoices and Statements can be emailed via Microsoft Outlook, directly from Novtel when performing the Recurring Billing Procedure.

Novtel® Property Management

Manage owned and sub-rented properties with ease:

Residential; Industrial; Commercial; Holiday; Student Accommodation, etc.



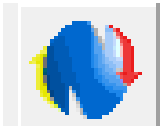
Create Fixed Monthly or Month-To-Month Contracts in minutes.

Raise Deposits on Contracts; Run the monthly Deposit Interest Utility and keep track of Deposits plus interest to be paid back when a Tenant moves out.

Collect invoiced totals by means of the Debit Order System. Produce the Debit Order document from Novtel and upload it to your bank.

mynamepong
Flaticon

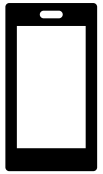
Effortlessly charge Interest on Accounts in Arrears.



The Meter Reading Utility is used to charge the actual water and electricity usage captured per property, per month.

Freepik - Flaticon

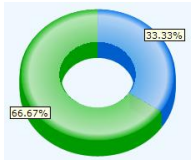
Use the Maintenance and Workshop Systems to obtain a complete history of maintenance and damages per property.



Use the Novtel Property Management Mobile App to contact your Customers and Suppliers on-the-go.

Record maintenance and damages onsite and sync the data with the desktop application.

Effectively manage Property Assets and Warrantees.



Analyze your data using the Novtel Dashboard.

Novtel manages the following Types of Properties:

- ✓ Your **own** residential, commercial, industrial, and short-term rental properties;
- ✓ Your company acting as a **rental agency** where any type of property is managed on behalf of other companies or individuals;
- ✓ **Body Corporate** and **home-owners association** properties for which levies apply;
- ✓ **Hostels** or **Student Accommodation**;
- ✓ **Holiday / Short Stay Accommodation**;
- ✓ ETC.

Create contracts in minutes:

- ✓ Add fixed charges to be billed in addition to the rent.
- ✓ Set a dedicated escalation month and percentage to increase the rent annually.
- ✓ Raise a deposit on the contract.
- ✓ Keep track of outstanding deposits.
- ✓ Receipt deposit and account payments via the receipting system.
- ✓ Run the Deposit Interest Utility to manage deposit interest.

Tenants

- ✓ An unlimited number of Tenants can be created in the Novtel system.
- ✓ Tenants can be marked as ‘Inactive’ but cannot be deleted once linked to a contract or reservation, as a financial history is linked per Tenant.
- ✓ Multiple Occupants can be linked per Tenant Master File, and a specified Occupant can be linked per Contract.
- ✓ Open or Undercover Parking units can be assigned to an Occupant and charged per month.
- ✓ Multiple vehicles can also be linked per Tenant Master File, and the details will be listed on a report.
- ✓ Banking Details per Tenant Master File is captured and is used by the Debit Order System.

Suppliers

- ✓ Unlimited Supplier Master Files can be set up, and each classified as either a Landlord or Service Provider.
- ✓ If a ‘Landlord’, their details are linked to a Sub-Hire property and the applicable rent and additional charges will be payable to them at month-end by your rental agency.
- ✓ If a ‘Service Provider’, specific services are linked to their Master File, and a Supplier Category will indicate their field of expertise.
- ✓ A Supplier can then be linked to a Work Order in the Maintenance Module, their Invoice number captured, and service rating selected upon finalizing the assigned job.

Charges

- ✓ An unlimited number of charges can be created to either be:
  - ➢ Added to a contract or reservations;
  - ➢ Selected in the Workshop module to bill damages or maintenance;
  - ➢ To bill items sold from the POS system;
  - ➢ Refund a Refundable Deposit to a Tenant.
- ✓ Charges for the Landlord's account can also be created and deducted from the rental amount payable to them at the end of the month.
- ✓ Bulk Charges, such as electricity, water, security, garden services, etc, can also be distributed between different Tenants or properties, and will be added to the monthly rental Invoice.

Billing

- ✓ All Contracts are billed monthly by means of the Recurring Billing Feature.
- ✓ Fixed and Month-To-Month contracts are invoiced separately, and if activated, contracts for Communal Properties can also be billed in a separate tab.
- ✓ A Pre-Import report will be produced for the system User to check for any discrepancies before the billing process is executed.

Receipting

- ✓ Payments can be auto-allocated against outstanding balances directly from the receipting system, or, if the Novtel Open Item System is installed, payments can be manually allocated against outstanding items according to the set order of importance.

Users and Passwords

- ✓ 3 Types of Users can be created in Novtel, namely:
  - ➢ Administrators – Full Access to all setup procedures and functionality from the Grid.
  - ➢ Custom Users – Some functions can be limited, and they can be restricted from accessing all setup procedures.
  - ➢ Supervisors – Managing User Shifts and sending the financial data to the linked financial system.
- ✓ Users can be created or blocked across multiple datasets.
- ✓ Users are linked to dedicated shift numbers to obtain a complete audit trail.

Emails / Exports

- ✓ Customer Statements and Invoices; Supplier statements and the detailed landlord report, as well as the Deposit Statement can be emailed from Novtel via Microsoft Outlook.

Bank Statements

- ✓ The Novtel Bank Statement System allows for the importing of your company's bank statement into Novtel, to match payments against reservations and Customer accounts, and issuing receipts against payments received.

  Novtel Supports :

  - ➢ The allocation of a payment to a single customer in your database;
  - ➢ The allocation of payments received to multiple customers across all datasets;
  - ➢ The allocation of a single payment to a specific Customer present in multiple datasets.

Multi-Currency

- ✓ Link new Tenants and Suppliers to their preferred currency in Novtel and obtain the Sage Pastel or Evolution Multi-Currency Invoice after sending the financial data from Novtel to Sage.

Deposit and Deposit Interest

- ✓ An initial deposit can be raised and paid on a contract, and as annual rent escalations may apply, the deposit amount can be increased – for which the Tenant will be liable for payment accordingly.
- ✓ Deposit Interest Rates can be set up and after the Deposit Interest Roll was performed, will the accumulated interest per contract be displayed directly on the contract form.
- ✓ Deposits can EITHER be applied to the contract during the final month of the rental contract, OR it can be fully or partially refunded to the Tenant.

The Meter Reading System

- ✓ If the Meter Reader Utility is installed and the meter number recorded, the exact monthly water and electricity usage per property can be captured and billed.

Charging Interest on Account in Arrears

- ✓ When a Tenant's account is in arrears, a specified percentage can be added to the outstanding amount, and the Tenant will be charged interest.
- ✓ This amount is then added to the month's reservation, and a remark can be added to indicate how the interest is calculated.

Assets

- ✓ Assets – with a definite description and serial number added (if applicable) - can be captured per Property, and a warranty period entered. Novtel will insert the date upon which the warranty expires – as derived from the purchase date.
- ✓ The Assets Report can be printed to list all linked Assets per property.

Inspections and Maintenance

- ✓ An inspection interval can be set per property, and an inspection schedule can be set as agreed with the Tenant.
- ✓ Whenever damages to the property are found, or maintenance is needed, it is recorded to Novtel's Maintenance System.
- ✓ Either the Tenant, Landlord or Office can be billed for the damage or maintenance.
- ✓ Maintenance Recorded and Work Orders created can be emailed to the dedicated Building Managers.

Debit Orders

- ✓ Set up the Debit Order system and process the monthly debit order run to collect payment from Tenants.

The Novtel Property Management Mobile App

- ✓ Novtel launched the Property Management mobile app to record maintenance or damage on a property during the inspection process, and upload pictures to the server whilst out of the office.
- ✓ The entire Novtel dashboard can be accessed from the app in real-time, providing the user with important information regarding unit utilization, expiring rental agreements, rental income, rental cost distribution, and much more.
- ✓ Your existing Sage Pastel or Sage Evolution customer and supplier list can be accessed directly from the App.
- ✓ Customers and Suppliers can be called via cell number or landline number, messaged through WhatsApp or SMS, or they can be Emailed.

TPN (Tenant Profile Network)

- ✓ TPN specializes in vetting prospective Tenants for you to make informed decisions whether or not to place Tenants.
- ✓ TPN has been incorporated into the Novtel system, and when your Company is registered with TPN, you will be able to create a file directly from Novtel, which is to be emailed to TPN to help you recover outstanding rental balances from the Tenants in the system.

Documents Setup

- ✓ There are 9 different Customer Statement Layouts to choose from.
- ✓ Document Notes can be captured which will be displayed on specific documents.
- ✓ 3 Different Supplier Documents are available to choose from.
- ✓ 5 Different Work Order Document Layouts are available.
- ✓ There are 4 Service Provider Quote Document Layouts to choose from.

The Dashboard

- ✓ Novtel boasts an impressive Dashboard, which displays information in 4 tabs for a specific month:
  - ➢ The Portfolio Dashboard
  - ➢ Size per square meter Dashboard
  - ➢ Financial Dashboard
  - ➢ And the Parking Dashboard

Novtel Form Designer

- ✓ Novtel incorporates the Forms Designer Utility from which a custom Invoice Layout can be created, and letter type documents set up.

The POS System

- ✓ Sell inventory items from the POS system, and process pay-out procedures.

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Reports

- ✓ Currently, there are 43 Main Reporting Options in the Novtel system, with a host of sub-reporting options for most of the main reports.
- ✓ Extensive financial reporting can also be obtained from the linked financial system.

Short Term Rentals

- ✓ Short Term or Holiday Rentals are also managed successfully in the Novtel system.
- ✓ Seasonal rates can be set up and split season calculations can be obtained if the booking spans over 2 seasons.
- ✓ These reservations are created and managed directly on the Grid. A deposit is raised and paid to confirm the booking.
- ✓ Restaurant and Diet Settings can be captured, and a daily report produced.
- ✓ Refundable charges such as a key or damages deposit can be added to the reservation and will be payable upon arrival.
- ✓ If all is in order upon departure, the deposit can be refunded.
- ✓ If not, damages can be deducted from the deposit, or in the case where the damages exceed the deposit amount, the Customer will be liable for the payment of the difference.

Novtel®

Facebook

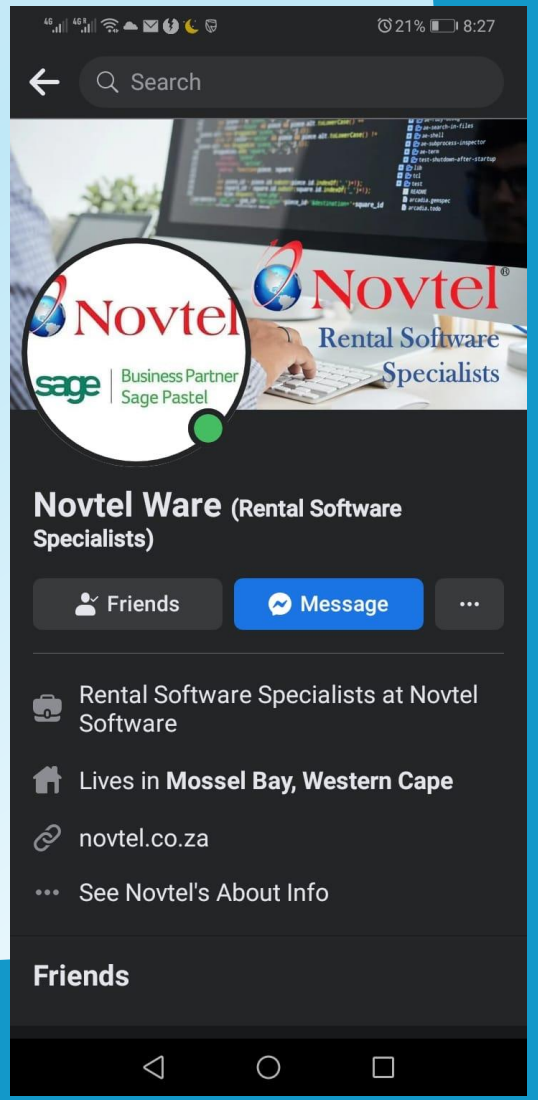
Find us on Facebook

These manuals can be accessed and downloaded from our website by clicking on the options below:

- ❑ **The Basics of Novtel Property Management**
- ❑ **The Property Management Mobile App for Recording Maintenance**

We also use Vimeo as a video training platform.

For registered clients, we supply a ‘Showcase’ link and password to access and watch the available videos as often as they like.



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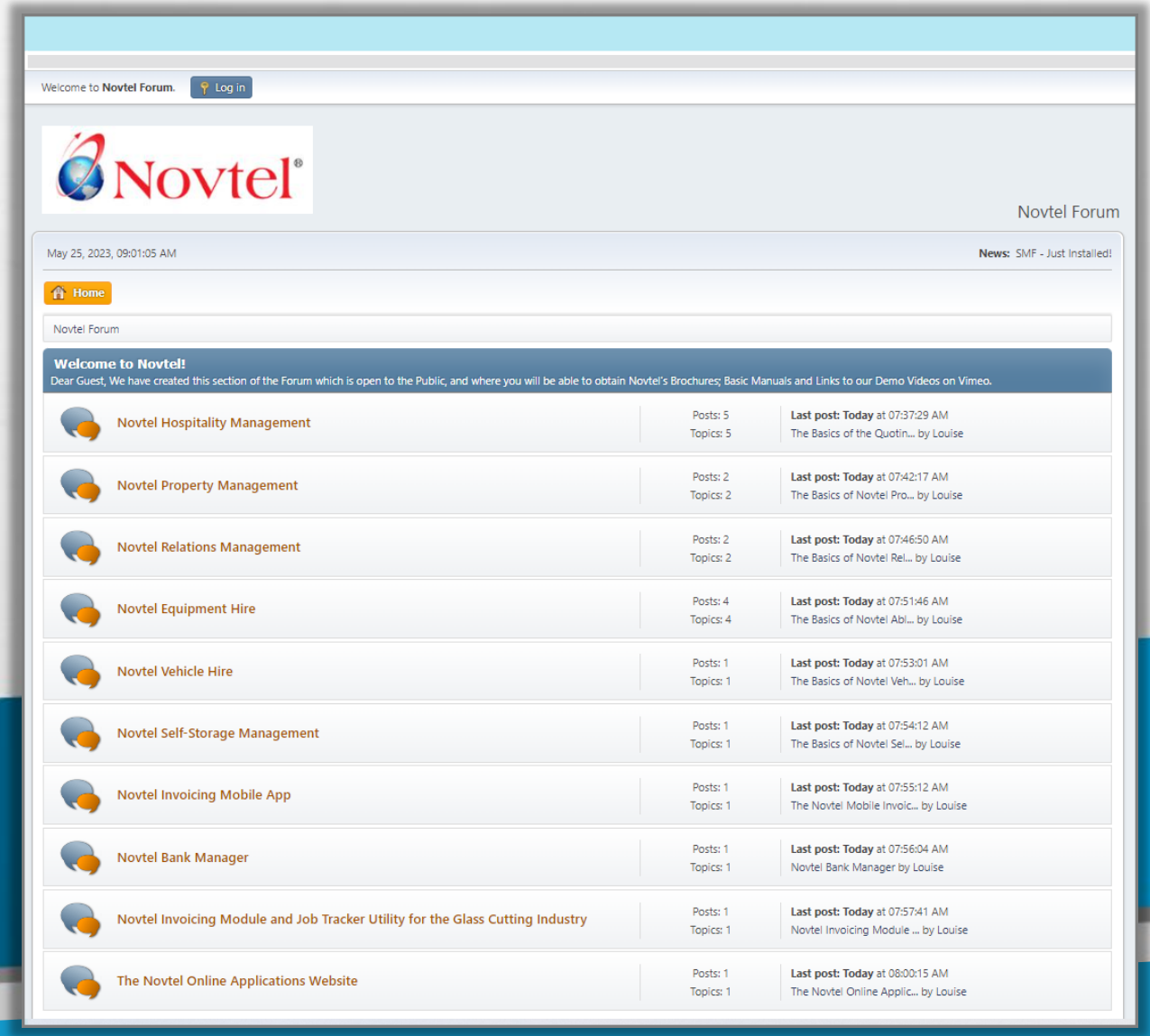
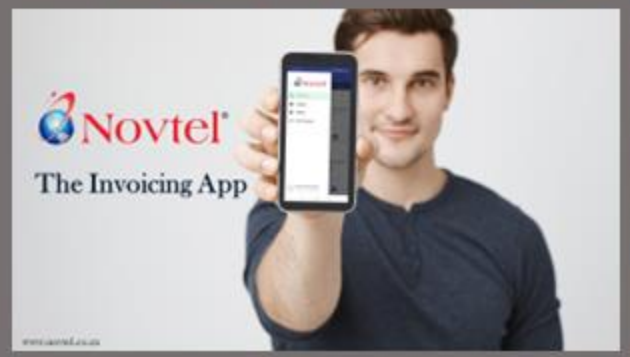


For registered Novtel Clients, a Forum Login is created from where they can access all available manuals and latest product versions and release notes.

For non-registered Guests, the public section is available from which all Basics manuals for ALL Novtel's products can be downloaded.

For more information on the Property - or any other Novtel Software Package - please contact us!



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