

Re-Leased Discover Webinar - Audience Q&A

Tenancies, Maintenance & Inspections

Tenancies

Q. Can a tenant be set up to occupy multiple areas?

Yes, you can attach multiple areas under a tenancy. When attaching those areas, it is a good idea to click on the 'rent to area allocation' link, to set how much rent relates to each area. This will then show clearly on your tenancy schedule.

Q. What recipient email address are emails sent from within Re-Leased?

Bulk emails are sent via the bulk rent review and bulk invoices are sent from a randomly generated Re-Leased email address. Other emails will be sent from the users email address who is sending the email.

Q. Can we add lines to an invoice for different charges?

Yes, you can add multiple lines. Within your rent charging template, you can click on **+ Add Line** to add an additional charging line. This can be useful for other charges that run in line with the rent, for example a car parking space.

Q. Can all users rename the custom field in properties and tenancies?

No, only administrators have permission to update the custom field in properties and tenancies.

Q. Will the notes entered on the rent template show on invoices?

No, the notes field is only for internal use and will not show on the tenant's invoice.

Q. Does the rent review Price Index Table refer to the CPI or RPI?

You can select which Price Index you wish to use. Both are available.

Q. Where can I mark a tenant as inside the Landlord and Tenancy Act?

This can be done by going into the tenant's **Terms and Breaks**. If a tenant's term is set to 'Rolling', you will not see the option to set them as Inside the Act.

Maintenance & Inspections

Q. How can I start using the Tenancy App for Maintenance requests?

Contact your Customer Success Manager or Support to ensure you have as part of your subscription. If its enabled, you can set this up through your Settings under **Addons & Integration**.

Q. Where can I edit the different Maintenance Types?

This can be done by your system administrator by going to Settings > Maintenance Types.

Q. If a tenant has expired, does this automatically archive the associated tasks of that tenant?

The tasks related to a tenant will only be archived if the tenancy record is archived. Expired tenants will still show their associated tasks.

Q. Can you have maintenance tasks associated with a property and leave the tenancy field blank?

Yes, you can. The tenancy field in maintenance tasks is optional.

Have another question? Get in touch with your Implementation Consultant or Customer Success Manager, and we'll be happy to help.