



Acorn Residential Lettings Ltd  
Tel: 0191 587 1396  
Email: [headoffice@acornpropertylets.co.uk](mailto:headoffice@acornpropertylets.co.uk)  
Web: [www.acornpropertylets.co.uk](http://www.acornpropertylets.co.uk)

## Acorn Residential Lettings — RentPro Property Manager

We use a market leading online property management tool, which you as a landlord have personal access to. This facility means you are always just a few 'clicks' away from up-to-date information on your property portfolio. Through RentPro you can see:

- Which of your tenants have paid (and when)
- Previous and current financial statements (in full detail)
- The current position on any maintenance issues
- Scheduled dates for property inspections
- Copies of property inspection reports
- Scheduled dates for certificate renewals

With Acorn Residential Lettings you have instant access to all this factual information on your property portfolio anytime, any place, anywhere.

The screenshot shows the login interface for the Acorn Residential Lettings Ltd admin panel. The top left corner features the Acorn logo with the text 'property lets.co.uk'. The top right corner displays 'Acorn Residential Lettings Ltd'. The main content area is a light blue box with the heading 'Welcome to the admin panel.' Below this, there are two input fields: 'Username:' and 'Password:'. A 'Login' button is positioned below the password field. At the bottom of the login area, there are two links: 'Forgotten password' and 'Remember username.' with a checked checkbox.

[acorn.rentproapp.com](http://acorn.rentproapp.com)



Acorn Residential Lettings Ltd

Tel: 0191 587 1396

Email: [headoffice@acornpropertylets.co.uk](mailto:headoffice@acornpropertylets.co.uk)

Web: [www.acornpropertylets.co.uk](http://www.acornpropertylets.co.uk)

## Summary status on all your properties

You can see basic details of all your properties, including:

Tenancies  
Who is living in your property

Tickets  
Any maintenance issues

Inspections  
Summaries of regular checks

Viewings  
Feedback on tenant viewings

## Details of tenancies

See basic details of the tenants who are in your property, including:

End Date  
When the tenancy is due for renewal

Rent  
Total rent due

Tenant / Benefit Comp  
How much of the rent is being paid by the tenant and how much is paid by LHA (if appropriate)

## Current status on any maintenance issues...

See all maintenance issues relating to your property, including:

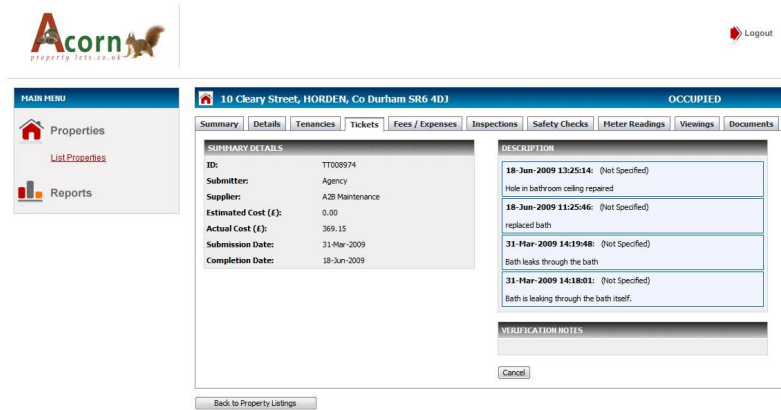
State  
Whether it is still 'live' or completed

Supplier  
Who is carrying out the work

Sub Date  
Date when the issue was raised

Cost  
Estimate or actual cost of the ticket

..with full transparency of costs and progress



The screenshot shows a web interface for a maintenance ticket. The top navigation bar includes 'Summary', 'Details', 'Tenancies', 'Tickets', 'Fees / Expenses', 'Inspections', 'Safety Checks', 'Meter Readings', 'Viewings', and 'Documents'. The 'Summary' tab is active, displaying the following information:

SUMMARY DETAILS	
ID:	TT100974
Submitter:	Agency
Supplier:	A3B Maintenance
Estimated Cost (£):	0.00
Actual Cost (£):	369.15
Submission Date:	31-Mar-2009
Completion Date:	18-Jun-2009

The 'DESCRIPTION' section contains the following entries:

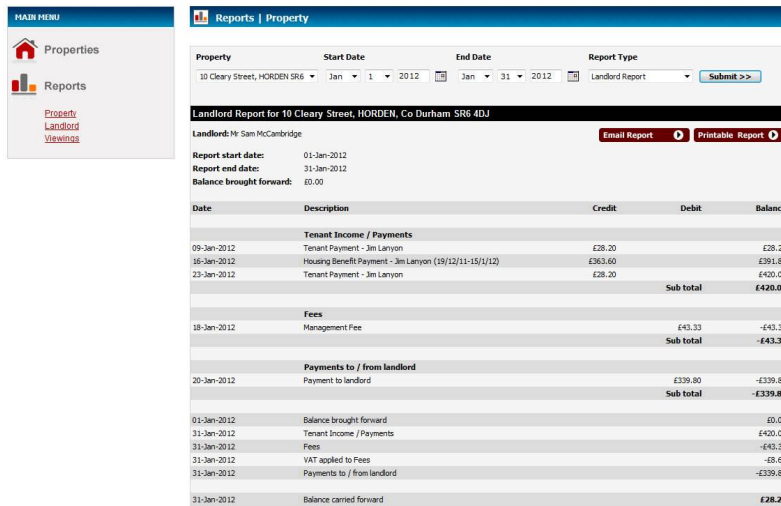
- 18-Jun-2009 13:25:14: (Not Specified)  
Hole in bathroom ceiling repaired
- 18-Jun-2009 11:25:46: (Not Specified)  
replaced bath
- 31-Mar-2009 14:19:48: (Not Specified)  
Bath leaks through the bath
- 31-Mar-2009 14:18:01: (Not Specified)  
Bath is leaking through the bath itself.

There is also a 'VERIFICATION NOTES' section which is currently empty.

Open each maintenance 'ticket' for more details.

Summary Details  
 Details of progress on any maintenance issue together with costs relative to the quote.

...and full breakdown of your financial statements



The screenshot shows a 'Reports | Property' interface. The 'Landlord Report for 10 Cleary Street, HORDEN, Co Durham SR6 4DJ' is displayed. The report covers the period from 01-Jan-2012 to 31-Jan-2012. The report is categorized as a 'Landlord Report'.

Date	Description	Credit	Debit	Balance
<b>Tenant Income / Payments</b>				
09-Jan-2012	Tenant Payment - Jim Larvyn	£28.20		£28.20
16-Jan-2012	Housing Benefit Payment - Jim Larvyn (09/12/11-15/1/12)	£363.60		£391.80
23-Jan-2012	Tenant Payment - Jim Larvyn	£28.20		£420.00
	<b>Sub total</b>			<b>£420.00</b>
<b>Fees</b>				
18-Jan-2012	Management Fee		£43.33	-£43.33
	<b>Sub total</b>			<b>-£43.33</b>
<b>Payments to / from landlord</b>				
20-Jan-2012	Payment to landlord		£339.80	-£339.80
	<b>Sub total</b>			<b>-£339.80</b>
01-Jan-2012	Balance brought forward			£0.00
31-Jan-2012	Tenant Income / Payments			£420.00
31-Jan-2012	Fees			-£43.33
31-Jan-2012	VAT applied to Fees			-£8.67
31-Jan-2012	Payments to / from landlord			-£339.80
31-Jan-2012	Balance carried forward			<b>£28.20</b>

Here you can view your up-to-date financial position for all your properties or just one. You can select any period of time to review your statement over.

Tenant Income / Payments  
 Rent received from your tenant

Expenses  
 Any costs incurred for work completed by external suppliers

Fees  
 Any costs charged by Acorn Residential Lettings

Payments to/from Landlord  
 Money paid to you

Summary of current balance  
 The change in money owed to or from you over the period.



Acorn Residential Lettings Ltd  
Tel: 0191 587 1396  
Email: [headoffice@acornpropertylets.co.uk](mailto:headoffice@acornpropertylets.co.uk)  
Web: [www.acornpropertylets.co.uk](http://www.acornpropertylets.co.uk)

## Logging in to RentPro

You will be sent a username and initial password direct from the RentPro site. If you do not have or (or have forgotten) your username, please contact us.

You can access Acorn Residential Lettings RentPro through the login page on our website; or by typing the following web address into your web browser — [acorn.rentproapp.com](http://acorn.rentproapp.com)