

Processing Rent Refunds to a Tenant When Payment already made to Landlord



This guide provides a step-by-step process for handling rent refunds from a tenant when payment has already been made to the landlord, ensuring accurate financial management. By following the detailed instructions, users can efficiently navigate the necessary systems and maintain clear records of transactions. It is essential for property managers and agents to understand this procedure to ensure compliance and maintain positive relationships with both tenants and landlords. Viewing this guide will streamline the refund process and enhance operational efficiency.



If you follow the rent collection process in CRM this should be a VERY rare requirement.

1

Navigate to <https://crm.iamproperty.com/Dashboards/Accounts>



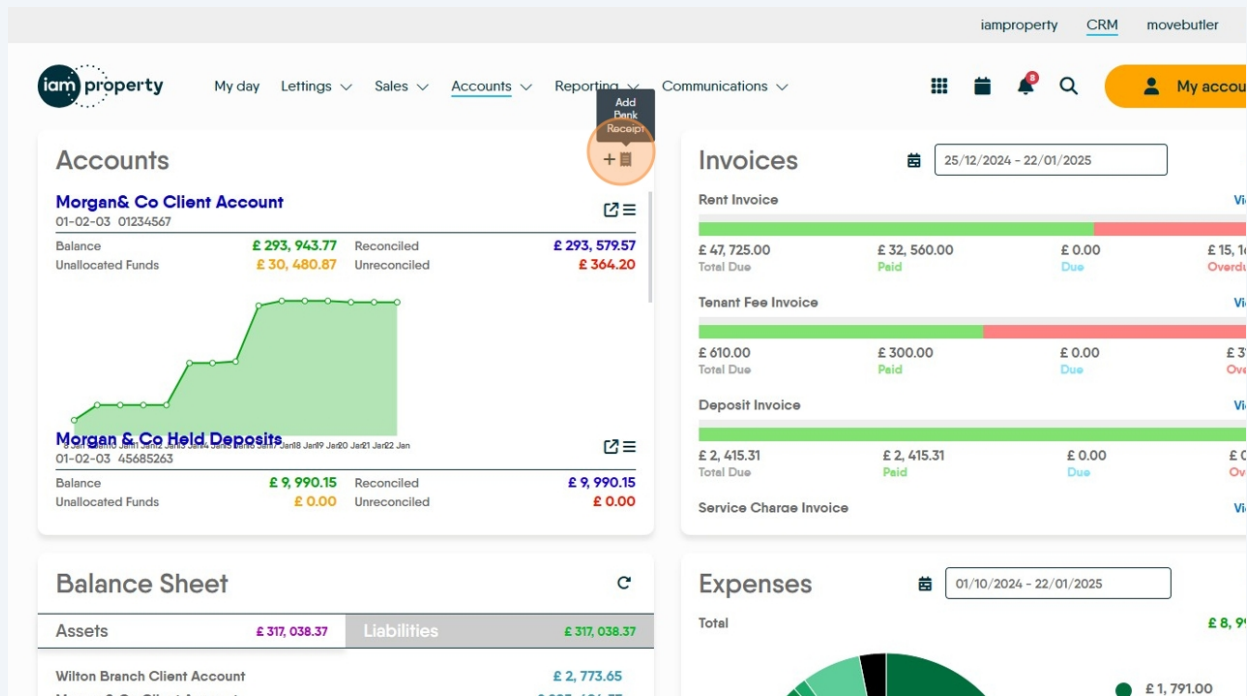
Alert! This process should only be followed if the Landlord has been paid out using perform payments and the payment made to them.

The refund is made up of 2 parts, refunded rent from the Landlord and refunded Agent/Management fees from yourselves.

2

The Landlords rent payment needs to be returned back to you by the Landlord, this will be any rent the Landlord has been paid for this property in the period you are refunding.

Once refunded by the Landlord. Click here to show the refund in CRM.



3

Click "Landlord"

The screenshot shows the 'Bank Receipt' form in the iamproperty CRM. The form has several fields for recording a transaction, including Record Type, Property, Tenant, Amount, Bank Account, Payment Method, Cheque No., and Bank Reference. A dropdown menu for 'Record Type' is open, showing 'Tenant' and 'Landlord' options. The 'Landlord' option is highlighted. Below the form, there is a section for 'Outstanding Invoices' which shows 'No Outstanding Invoices'.

Record Type	Property	Tenant	Amount	Bank Account	Payment Method	Cheque No.	Bank Reference
Tenant	Select property	Select record	£0.00	Select payment account	Select payment method	Enter cheque no.	Enter bank reference

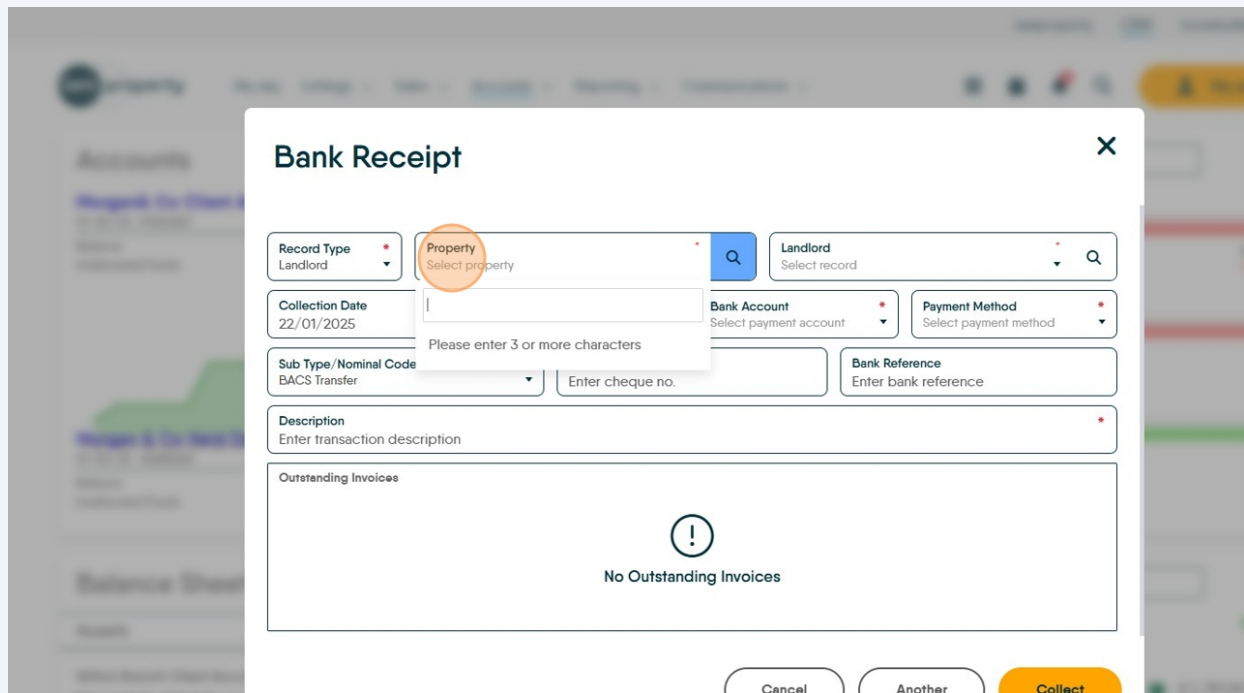
Outstanding Invoices

No Outstanding Invoices

Buttons: Cancel, Another, Collect

4

Click "Select property" that the rent refund is for. Type the details.
Select the property



The image shows a 'Bank Receipt' form with a modal window. The 'Property' dropdown menu is highlighted with an orange circle, and a tooltip message 'Please enter 3 or more characters' is visible below it. The form includes fields for Record Type (Landlord), Collection Date (22/01/2025), Sub Type/Nominal Code (BACS Transfer), Bank Account, Payment Method, Bank Reference, and Description. The 'Outstanding Invoices' section shows 'No Outstanding Invoices' with a warning icon. At the bottom are 'Cancel', 'Another', and 'Collect' buttons.

Bank Receipt

Record Type: Landlord

Property: Select property

Landlord: Select record

Collection Date: 22/01/2025

Bank Account: Select payment account

Payment Method: Select payment method

Sub Type/Nominal Code: BACS Transfer

Enter cheque no.

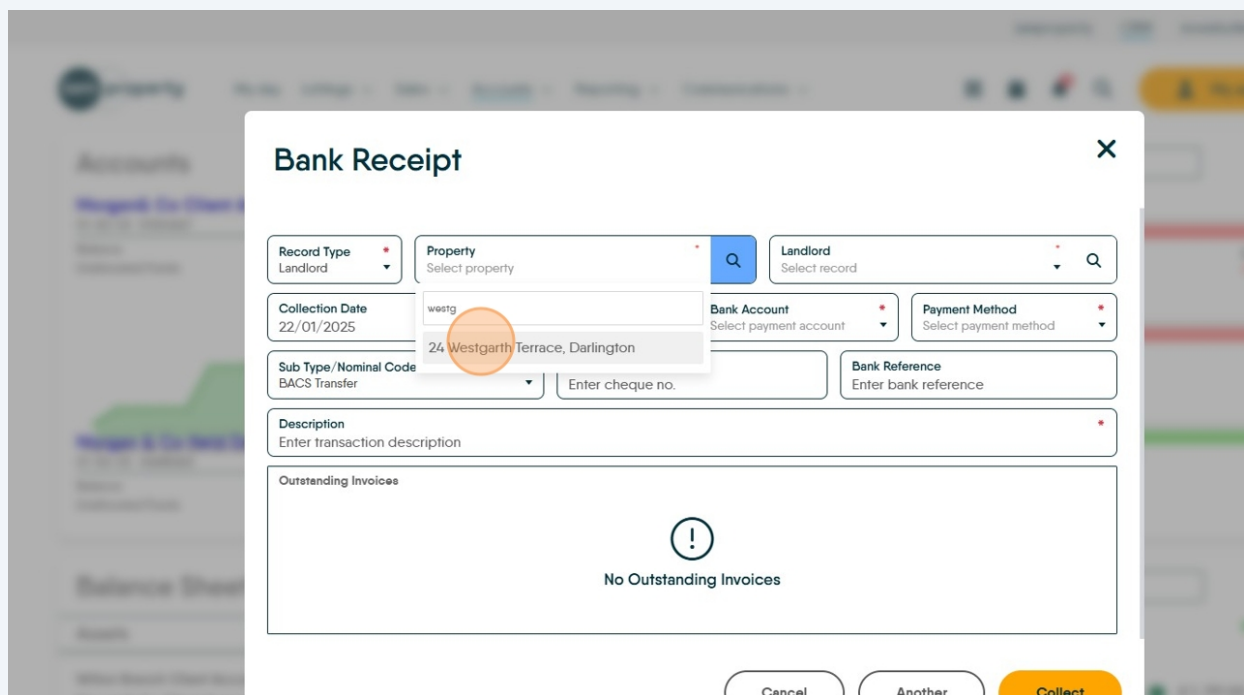
Bank Reference: Enter bank reference

Description: Enter transaction description

Outstanding Invoices

No Outstanding Invoices

Cancel Another Collect



The image shows the same 'Bank Receipt' form, but now the 'Property' dropdown menu is open, and '24 Westgarth Terrace, Darlington' is selected. The tooltip message is no longer visible. The form includes fields for Record Type (Landlord), Collection Date (22/01/2025), Sub Type/Nominal Code (BACS Transfer), Bank Account, Payment Method, Bank Reference, and Description. The 'Outstanding Invoices' section shows 'No Outstanding Invoices' with a warning icon. At the bottom are 'Cancel', 'Another', and 'Collect' buttons.

Bank Receipt

Record Type: Landlord

Property: Select property

Landlord: Select record

Collection Date: 22/01/2025

Bank Account: Select payment account

Payment Method: Select payment method

Sub Type/Nominal Code: BACS Transfer

Enter cheque no.

Bank Reference: Enter bank reference

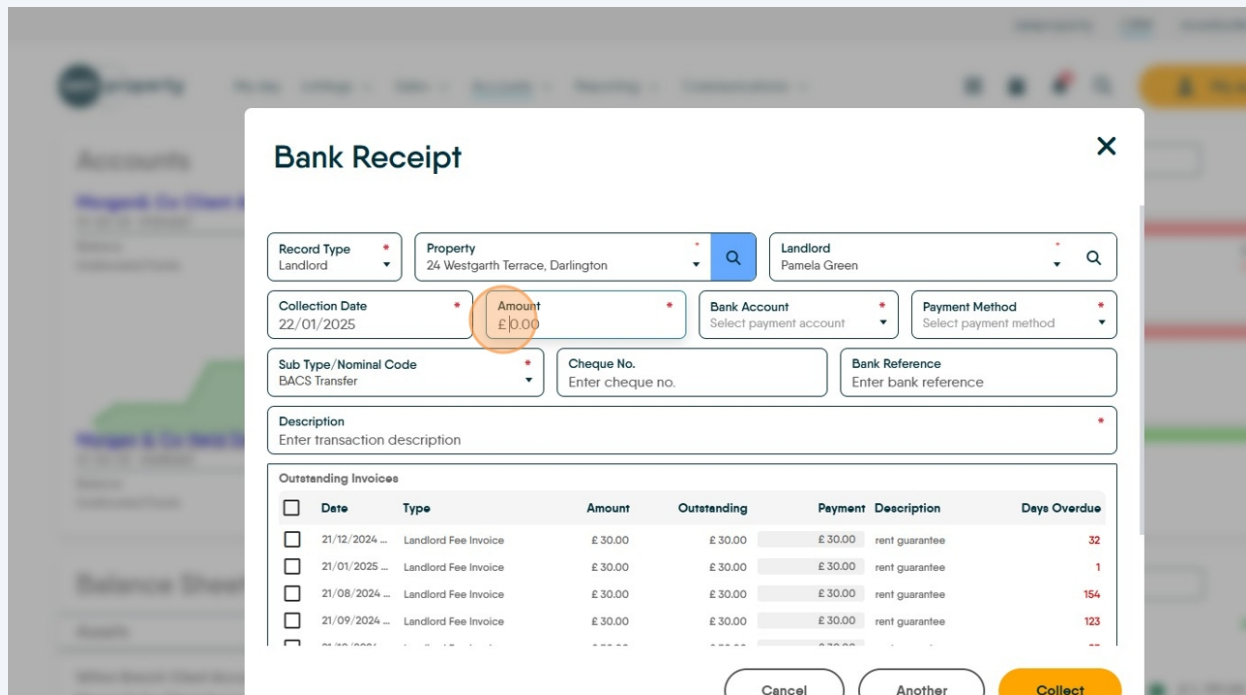
Description: Enter transaction description

Outstanding Invoices

No Outstanding Invoices

Cancel Another Collect

- 5 Click the "Amount" field. This is the amount the Landlord is refunding to you.

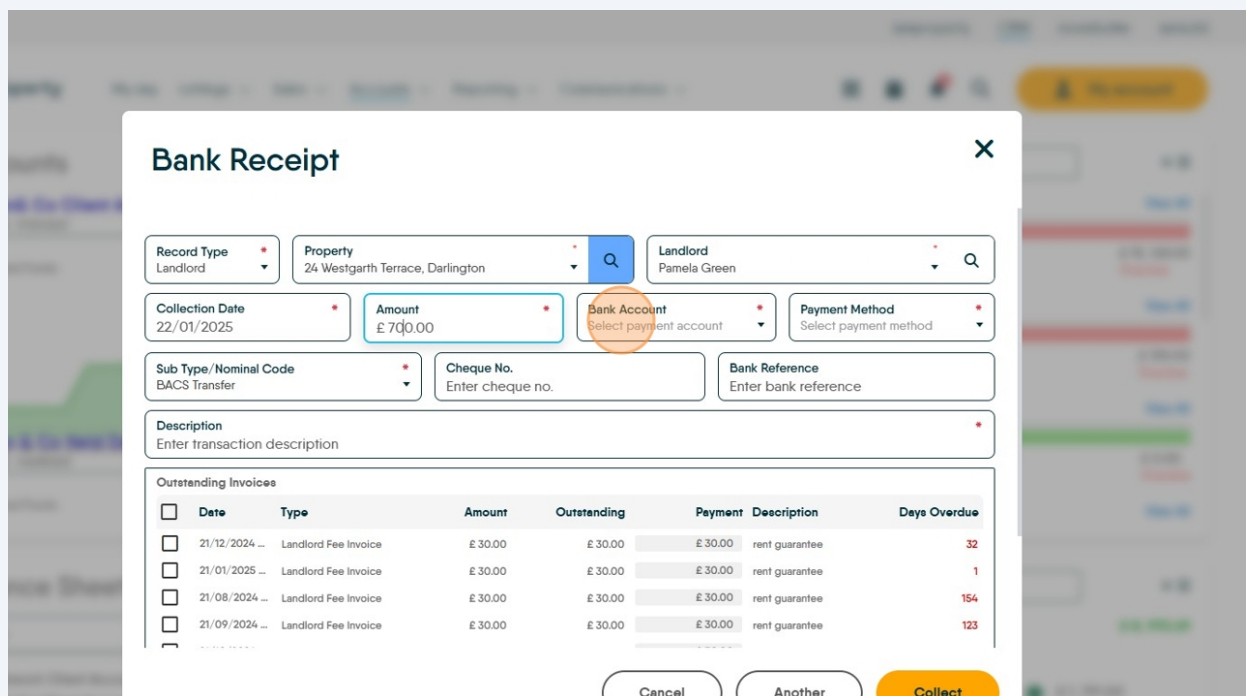


The screenshot shows a 'Bank Receipt' form. The 'Amount' field is highlighted with an orange circle and contains the value '£0.00'. Other fields include 'Record Type' (Landlord), 'Property' (24 Westgarth Terrace, Darlington), 'Landlord' (Pamela Green), 'Collection Date' (22/01/2025), 'Bank Account' (Select payment account), 'Payment Method' (Select payment method), 'Sub Type/Nominal Code' (BACS Transfer), 'Cheque No.' (Enter cheque no.), and 'Bank Reference' (Enter bank reference). A 'Description' field is also present. Below these fields is a table titled 'Outstanding Invoices'.

<input type="checkbox"/>	Date	Type	Amount	Outstanding	Payment	Description	Days Overdue
<input type="checkbox"/>	21/12/2024 ...	Landlord Fee Invoice	£ 30.00	£ 30.00	£ 30.00	rent guarantee	32
<input type="checkbox"/>	21/01/2025 ...	Landlord Fee Invoice	£ 30.00	£ 30.00	£ 30.00	rent guarantee	1
<input type="checkbox"/>	21/08/2024 ...	Landlord Fee Invoice	£ 30.00	£ 30.00	£ 30.00	rent guarantee	154
<input type="checkbox"/>	21/09/2024 ...	Landlord Fee Invoice	£ 30.00	£ 30.00	£ 30.00	rent guarantee	123

Buttons at the bottom: Cancel, Another, Collect.

- 6 complete all the other required fields



The screenshot shows the same 'Bank Receipt' form, but now the 'Bank Account' field is highlighted with an orange circle and contains the value 'Select payment account'. The 'Amount' field now contains '£ 700.00'. The 'Outstanding Invoices' table is also visible.

<input type="checkbox"/>	Date	Type	Amount	Outstanding	Payment	Description	Days Overdue
<input type="checkbox"/>	21/12/2024 ...	Landlord Fee Invoice	£ 30.00	£ 30.00	£ 30.00	rent guarantee	32
<input type="checkbox"/>	21/01/2025 ...	Landlord Fee Invoice	£ 30.00	£ 30.00	£ 30.00	rent guarantee	1
<input type="checkbox"/>	21/08/2024 ...	Landlord Fee Invoice	£ 30.00	£ 30.00	£ 30.00	rent guarantee	154
<input type="checkbox"/>	21/09/2024 ...	Landlord Fee Invoice	£ 30.00	£ 30.00	£ 30.00	rent guarantee	123

Buttons at the bottom: Cancel, Another, Collect.

7

Click the "Description" field and enter a detailed description that clearly identifies the transaction, for example 'Landlord Rent Refund payment.'

Bank Receipt [X]

Record Type: Landlord
Property: 24 Westgarth Terrace, Darlington
Landlord: Pamela Green

Collection Date: 22/01/2025
Amount: £ 700.00
Bank Account: Morgan& Co Client Account
Payment Method: Bank Transfer

Sub Type/Nominal Code: BACS Transfer
Cheque No.: Enter cheque no.
Bank Reference: Enter bank reference

Description: Enter transaction description

Outstanding Invoices

<input type="checkbox"/>	Date	Type	Amount	Outstanding	Payment	Description	Days Overdue
<input type="checkbox"/>	21/12/2024 ...	Landlord Fee Invoice	£ 30.00	£ 30.00	£ 30.00	rent guarantee	32
<input type="checkbox"/>	21/01/2025 ...	Landlord Fee Invoice	£ 30.00	£ 30.00	£ 30.00	rent guarantee	1
<input type="checkbox"/>	21/08/2024 ...	Landlord Fee Invoice	£ 30.00	£ 30.00	£ 30.00	rent guarantee	154
<input type="checkbox"/>	21/09/2024 ...	Landlord Fee Invoice	£ 30.00	£ 30.00	£ 30.00	rent guarantee	123

Buttons: Cancel, Another, Collect

8

Click "Collect" to receipt the money into CRM. The money will now show as Un-Allocated against the Property in the Property Ledger.

Bank Receipt [X]

Record Type: Landlord
Property: 24 Westgarth Terrace, Darlington
Landlord: Pamela Green

Collection Date: 22/01/2025
Amount: £ 700.00
Bank Account: Morgan& Co Client Account
Payment Method: Bank Transfer

Sub Type/Nominal Code: BACS Transfer
Cheque No.: Enter cheque no.
Bank Reference: Enter bank reference

Description: Landlord Rent Refund payment

Outstanding Invoices

<input type="checkbox"/>	Date	Type	Amount	Outstanding	Payment	Description	Days Overdue
<input type="checkbox"/>	21/12/2024 ...	Landlord Fee Invoice	£ 30.00	£ 30.00	£ 30.00	rent guarantee	32
<input type="checkbox"/>	21/01/2025 ...	Landlord Fee Invoice	£ 30.00	£ 30.00	£ 30.00	rent guarantee	1
<input type="checkbox"/>	21/08/2024 ...	Landlord Fee Invoice	£ 30.00	£ 30.00	£ 30.00	rent guarantee	154
<input type="checkbox"/>	21/09/2024 ...	Landlord Fee Invoice	£ 30.00	£ 30.00	£ 30.00	rent guarantee	123

Buttons: Cancel, Another, Collect

9

There will be an option to create a receipt for the payment, select as required. Click "No" (unless you want to create a receipt to send your landlord).

The screenshot shows the 'Bank Receipt' form in the iAmProperty system. A modal dialog is displayed in the center, asking 'Would you like to produce a landlord receipt?'. The dialog has two buttons: 'No' (highlighted with an orange circle) and 'Yes'. The background form contains the following details:

- Record Type:** Landlord
- Property:** 24 Westgarth Terrace, Darlington
- Landlord:** Pamela Green
- Collection Date:** 22/01/2025
- Sub Type/Nominal Code:** BACS Transfer
- Payment Method:** Bank Transfer
- Description:** Landlord Rent Refund payment

Below the modal, there is a table of 'Outstanding Invoices' with columns for Date, Type, and Days Overdue.

Date	Type	Days Overdue
21/12/2024	Landlord Fee Invoice	32
21/01/2025	Landlord Fee Invoice	1
21/08/2024	Landlord Fee Invoice	154
21/09/2024	Landlord Fee Invoice	123

At the bottom of the form, there are buttons for 'Cancel', 'Another', and 'Collect'.

Refund the Landlord Management fees

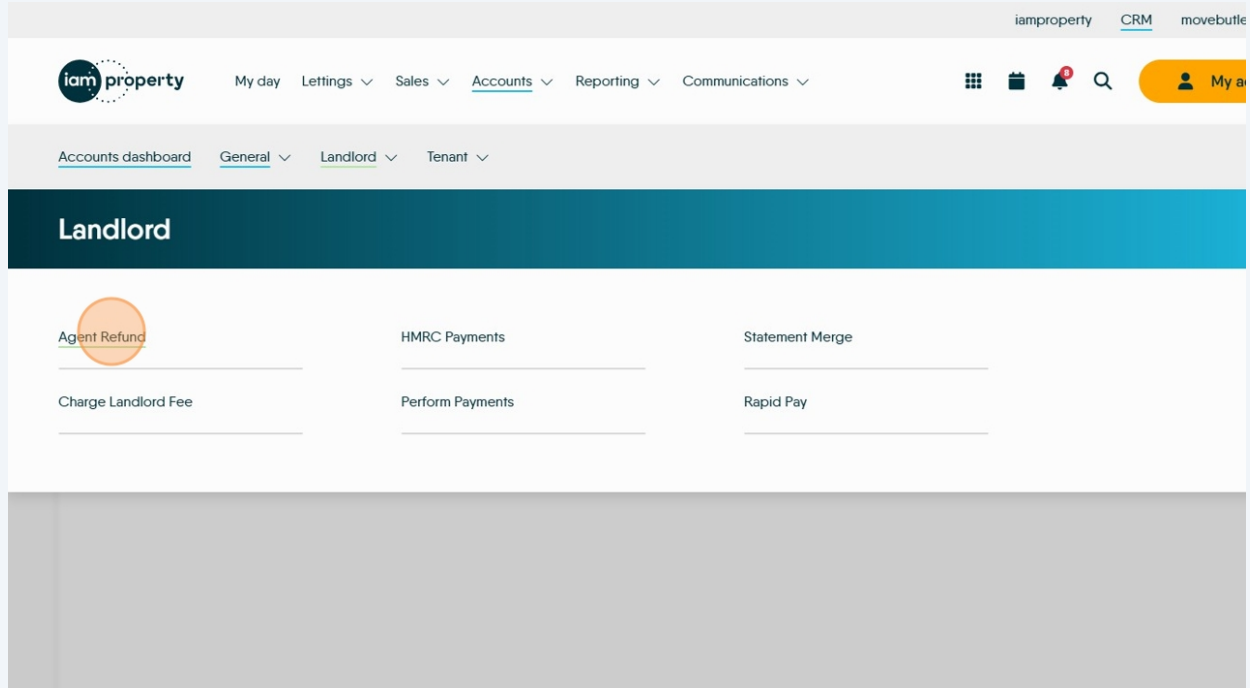
10

Click "Landlord"

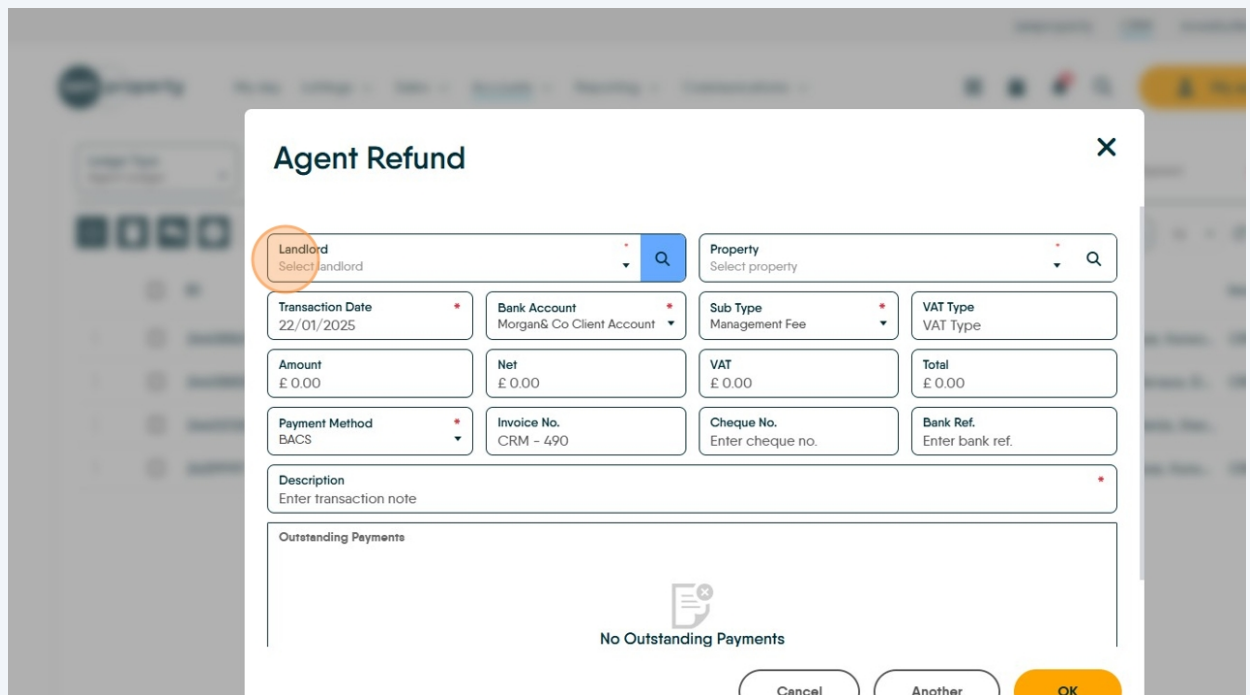
The screenshot shows the iAmProperty Accounts dashboard. The 'Landlord' tab is selected in the 'Accounts dashboard' section. The dashboard displays a grid of links for various landlord management tasks:

- Agent Refund
- Charge Landlord Fee
- HMRC Payments
- Perform Payments
- Statement Merge
- Rapid Pay

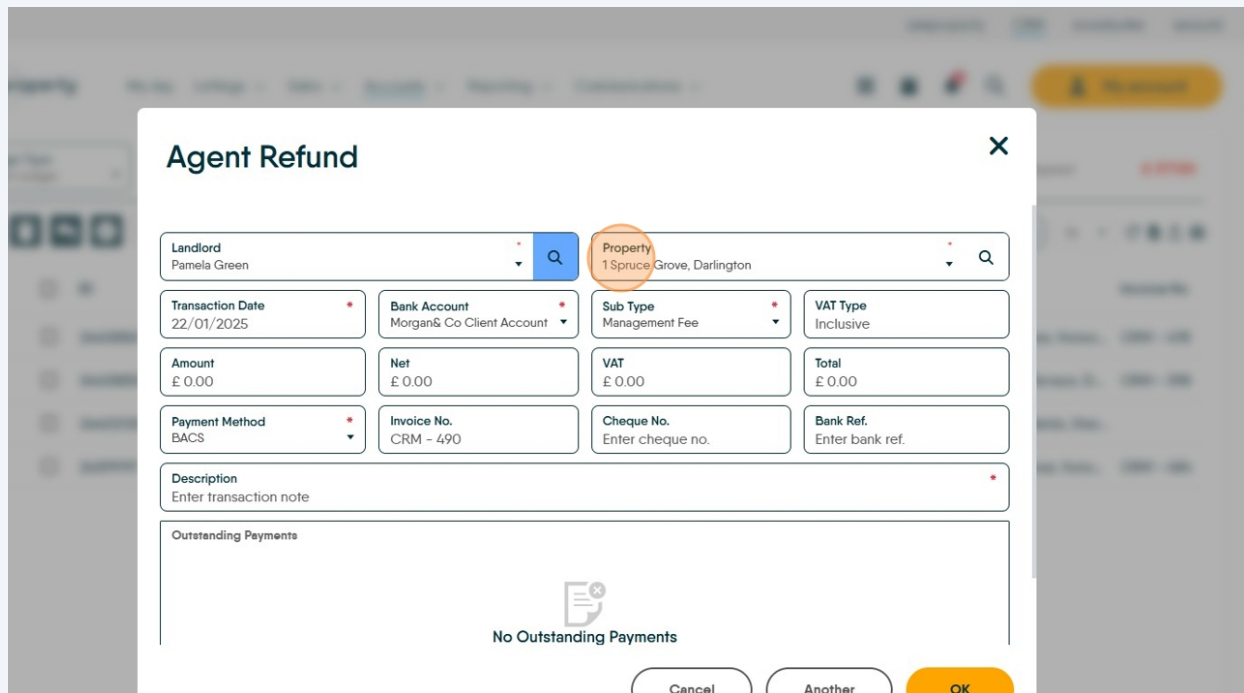
11 Click "Agent Refund"



12 Click "Select landlord"



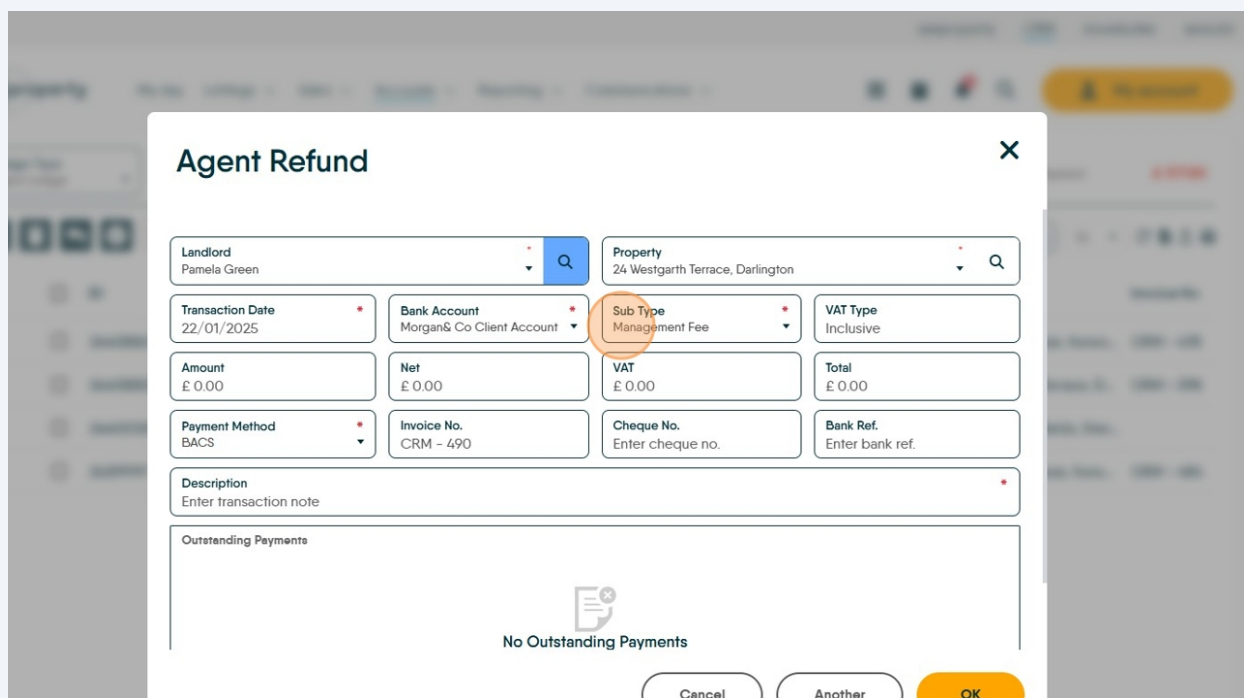
- 13 Click on the Property the rent is being refunded for



The screenshot shows the 'Agent Refund' form. The 'Property' field, which contains '1 Spruce Grove, Darlington', is highlighted with an orange circle. The form includes fields for Landlord, Transaction Date, Bank Account, Sub Type, VAT Type, Amount, Net, VAT, Total, Payment Method, Invoice No., Cheque No., and Bank Ref. There is also a Description field and an Outstanding Payments section.

Agent Refund			
Landlord Pamela Green	Property 1 Spruce Grove, Darlington		
Transaction Date 22/01/2025	Bank Account Morgan& Co Client Account	Sub Type Management Fee	VAT Type Inclusive
Amount £ 0.00	Net £ 0.00	VAT £ 0.00	Total £ 0.00
Payment Method BACS	Invoice No. CRM - 490	Cheque No. Enter cheque no.	Bank Ref. Enter bank ref.
Description Enter transaction note			
Outstanding Payments			
No Outstanding Payments			
Cancel		Another	OK

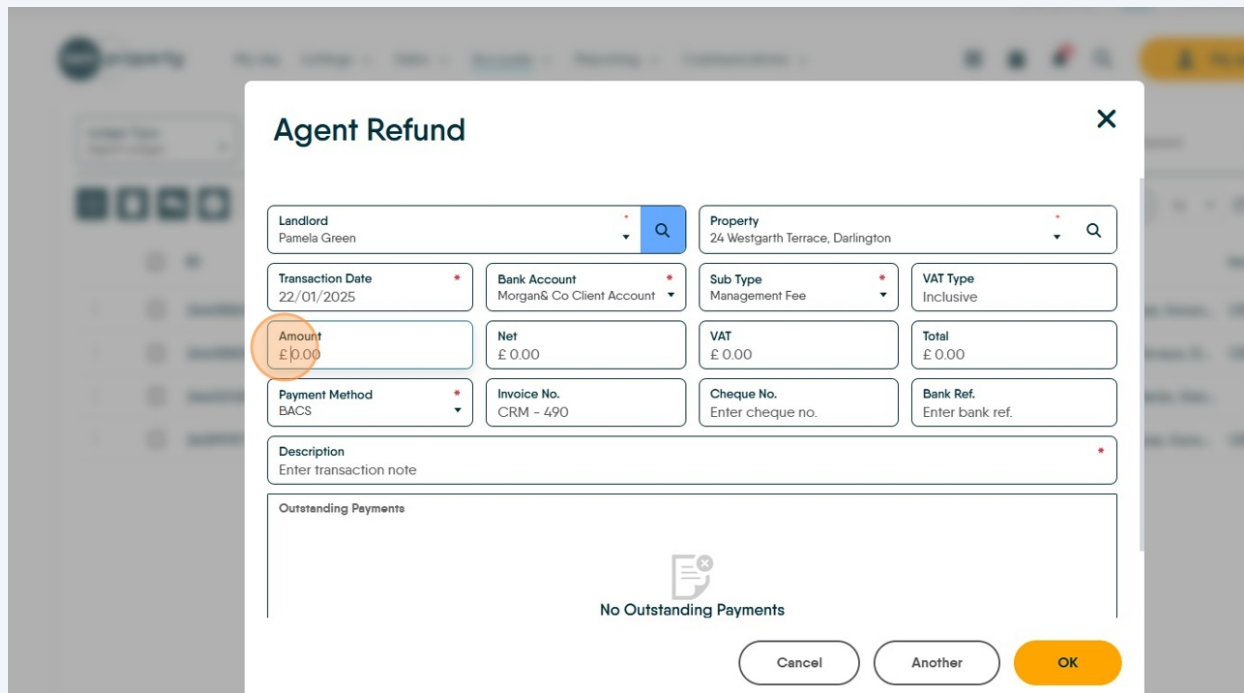
- 14 Click "Management Fee"



The screenshot shows the 'Agent Refund' form. The 'Sub Type' field, which contains 'Management Fee', is highlighted with an orange circle. The form includes fields for Landlord, Transaction Date, Bank Account, Sub Type, VAT Type, Amount, Net, VAT, Total, Payment Method, Invoice No., Cheque No., and Bank Ref. There is also a Description field and an Outstanding Payments section.

Agent Refund			
Landlord Pamela Green	Property 24 Westgarth Terrace, Darlington		
Transaction Date 22/01/2025	Bank Account Morgan& Co Client Account	Sub Type Management Fee	VAT Type Inclusive
Amount £ 0.00	Net £ 0.00	VAT £ 0.00	Total £ 0.00
Payment Method BACS	Invoice No. CRM - 490	Cheque No. Enter cheque no.	Bank Ref. Enter bank ref.
Description Enter transaction note			
Outstanding Payments			
No Outstanding Payments			
Cancel		Another	OK

- 15 Click the "Amount" field and enter the value of the management fees you are refunding.

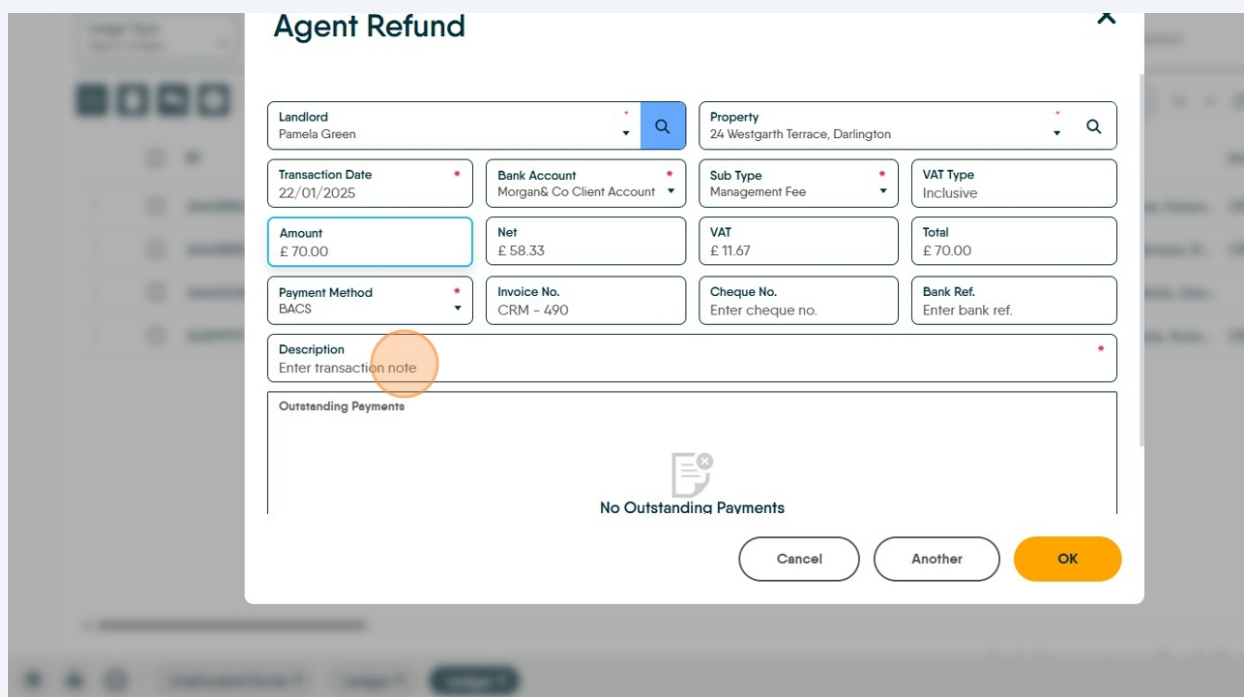


The screenshot shows the 'Agent Refund' form. The 'Amount' field is highlighted with an orange circle and contains the value '£0.00'. Other fields include Landlord (Pamela Green), Property (24 Westgarth Terrace, Darlington), Transaction Date (22/01/2025), Bank Account (Morgan& Co Client Account), Sub Type (Management Fee), VAT Type (Inclusive), Net (£0.00), VAT (£0.00), Total (£0.00), Payment Method (BACS), Invoice No. (CRM - 490), Cheque No. (Enter cheque no.), and Bank Ref. (Enter bank ref.). The Description field is empty with the placeholder 'Enter transaction note'. Below the Description field is a section for 'Outstanding Payments' which is currently empty and displays 'No Outstanding Payments' with a document icon.

Landlord Pamela Green	Property 24 Westgarth Terrace, Darlington		
Transaction Date 22/01/2025	Bank Account Morgan& Co Client Account	Sub Type Management Fee	VAT Type Inclusive
Amount £0.00	Net £0.00	VAT £0.00	Total £0.00
Payment Method BACS	Invoice No. CRM - 490	Cheque No. Enter cheque no.	Bank Ref. Enter bank ref.
Description Enter transaction note			
Outstanding Payments No Outstanding Payments			

Buttons: Cancel, Another, OK

- 16 Click the "Description" field and add a detailed description eg. 'Refund of Management fee for rent refund'



The screenshot shows the 'Agent Refund' form. The 'Description' field is highlighted with an orange circle and contains the placeholder 'Enter transaction note'. Other fields include Landlord (Pamela Green), Property (24 Westgarth Terrace, Darlington), Transaction Date (22/01/2025), Bank Account (Morgan& Co Client Account), Sub Type (Management Fee), VAT Type (Inclusive), Net (£58.33), VAT (£11.67), Total (£70.00), Payment Method (BACS), Invoice No. (CRM - 490), Cheque No. (Enter cheque no.), and Bank Ref. (Enter bank ref.). The Description field is empty with the placeholder 'Enter transaction note'. Below the Description field is a section for 'Outstanding Payments' which is currently empty and displays 'No Outstanding Payments' with a document icon.

Landlord Pamela Green	Property 24 Westgarth Terrace, Darlington		
Transaction Date 22/01/2025	Bank Account Morgan& Co Client Account	Sub Type Management Fee	VAT Type Inclusive
Amount £70.00	Net £58.33	VAT £11.67	Total £70.00
Payment Method BACS	Invoice No. CRM - 490	Cheque No. Enter cheque no.	Bank Ref. Enter bank ref.
Description Enter transaction note			
Outstanding Payments No Outstanding Payments			

Buttons: Cancel, Another, OK

17 Click "OK"

Agent Refund

Landlord Pamela Green		Property 24 Westgarth Terrace, Darlington	
Transaction Date 22/01/2025	Bank Account Morgan& Co Client Account	Sub Type Management Fee	VAT Type Inclusive
Amount £ 70.00	Net £ 58.33	VAT £ 11.67	Total £ 70.00
Payment Method BACS	Invoice No. CRM - 490	Cheque No. Enter cheque no.	Bank Ref. Enter bank ref.
Description Refund of Management fee for rent refund			
Outstanding Payments			
No Outstanding Payments			
Cancel		Another	
		OK	

18 Click "yes or No" as required

Agent Refund

Landlord Pamela Green		Property 24 Westgarth Terrace, Darlington	
Transaction Date 22/01/2025		VAT Type Inclusive	
Amount £ 70.00		Total £ 70.00	
Payment Method BACS		Bank Ref. Enter bank ref.	
Description Refund of Management fee for			
Outstanding Payments			
No Outstanding Payments			
Cancel		Another	
		OK	

?

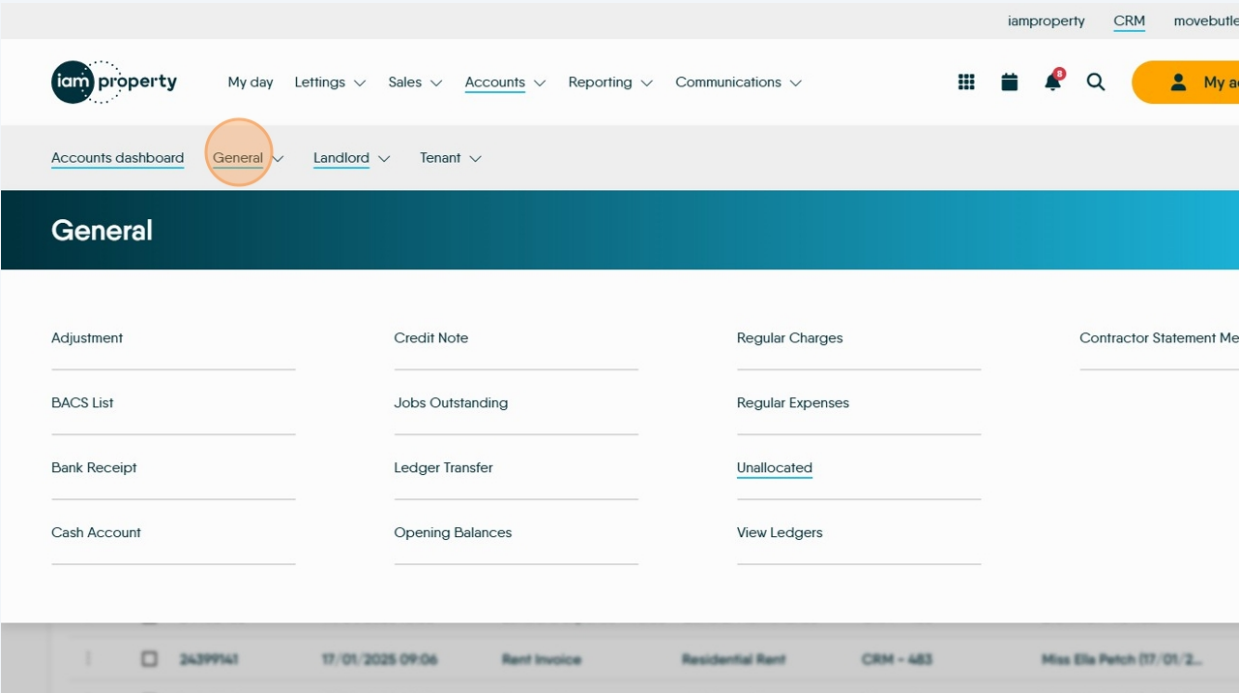
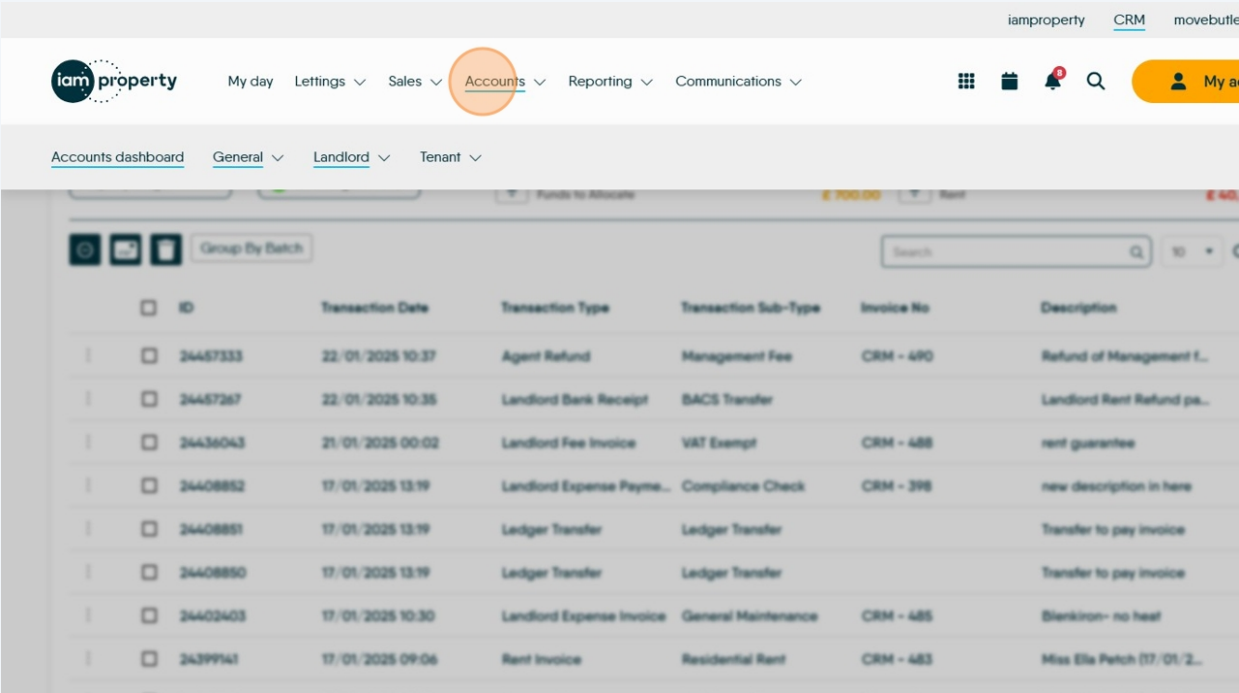
Would you like to produce a landlord receipt?

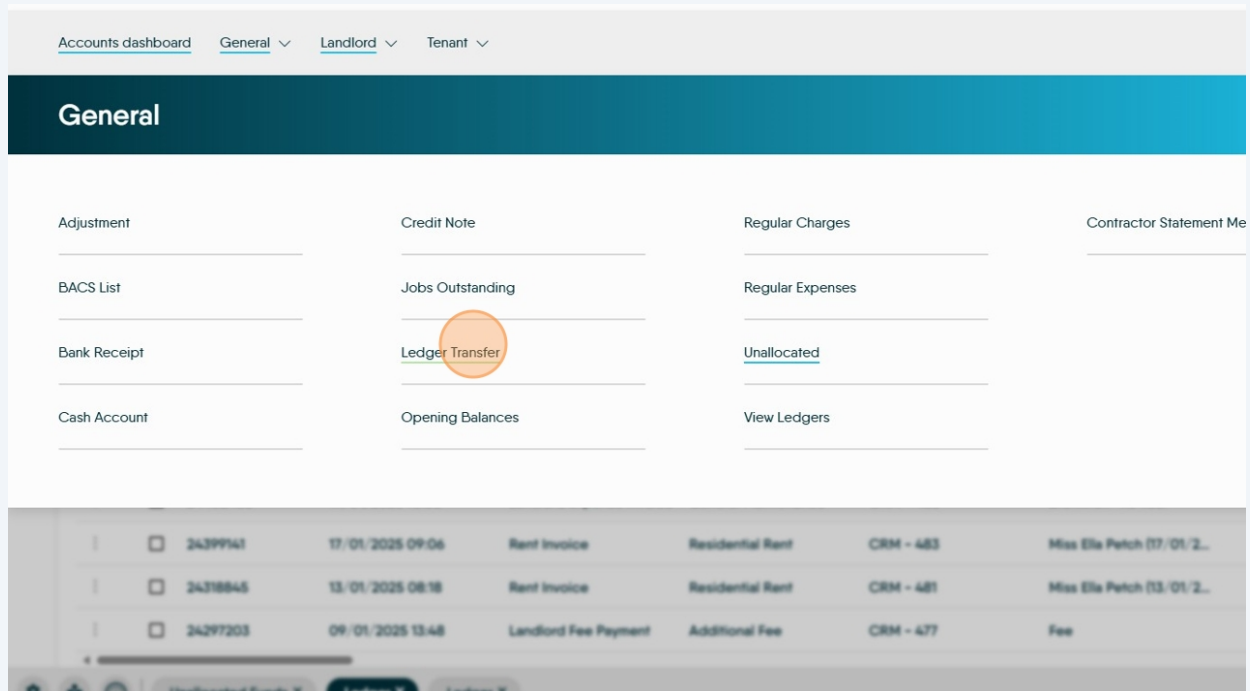
No Yes

Transfer the refunded rent and fees to the Tenant

19

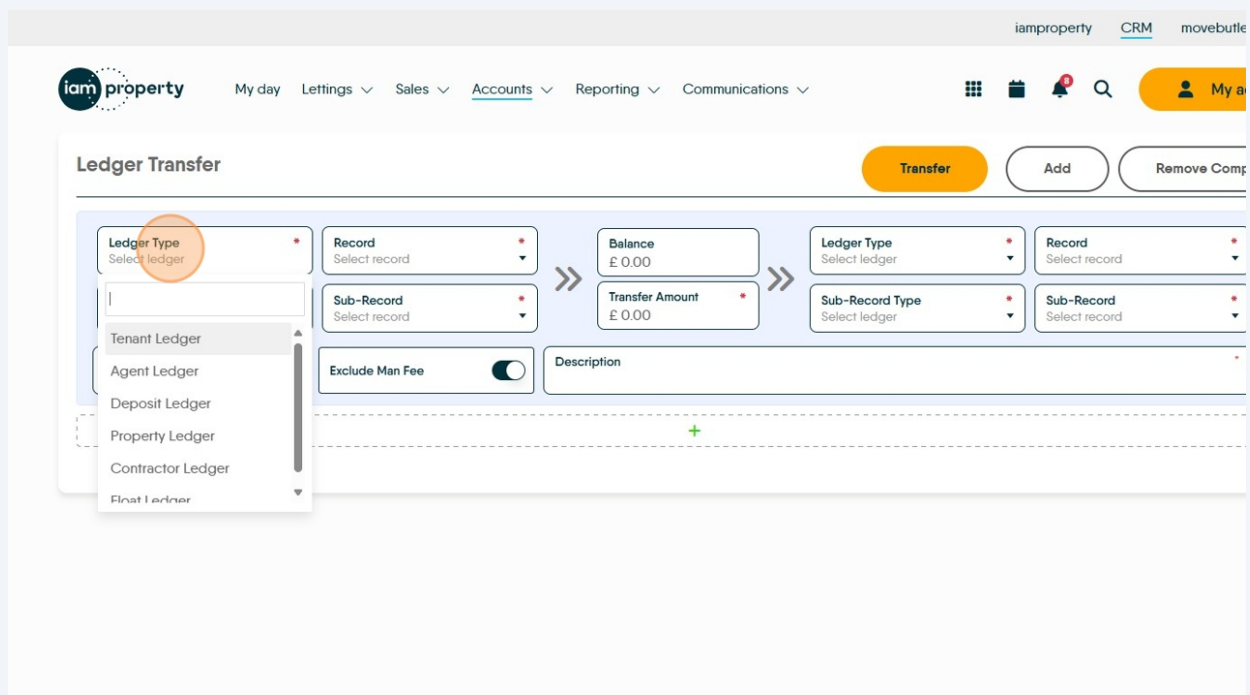
Click "Accounts"
Click "General"
Click "Ledger Transfer"





20

Click "Select lidger"
Click "Property Lidger"



Ledger Transfer

Transfer

Add

Remove Comp

Ledger Type
Select ledger

Tenant Ledger

Agent Ledger

Deposit Ledger

Property Ledger

Contractor Ledger

Flat Ledger

Record
Select record

Sub-Record
Select record

Balance
£ 0.00

Transfer Amount
£ 0.00

Ledger Type
Select ledger

Sub-Record Type
Select ledger

Record
Select record

Sub-Record
Select record

Exclude Man Fee

Description

21 Click "Select record" this is the address for the rent refund

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My a

Ledger Transfer

Transfer

Add

Remove Comp

Ledger Type
Property Ledger

Sub-Record Type
Landlord

Transfer Date
22/01/2025

Record
Select record

Sub-Record
Select record

Balance
£ 0.00

Transfer Amount
£ 0.00

Ledger Type
Select ledger

Sub-Record Type
Select ledger

Record
Select record

Sub-Record
Select record

Exclude Man Fee

Description

22

Click the "Transfer Amount" field and enter the value of the rent refund. This amount is Refunded Rent and refunded Management fees

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Ledger Transfer Transfer Add Remove Comp

Ledger Type Property Ledger	Record 24 Westgarth Terrace, Darlingto...	Balance £ 40, 911.30	Ledger Type Select ledger	Record Select record
Sub-Record Type Landlord	Sub-Record Mrs Pamela Green	Transfer Amount £ 0.00	Sub-Record Type Select ledger	Sub-Record Select record
Transfer Date 22/01/2025	Exclude Man Fee <input type="checkbox"/>	Description		

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23

Click "Select ledger"
Click "Tenant Ledger"

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Transfer Transfer Add Remove Complete

Ledger Type Property Ledger	Record 24 Westgarth Terrace, Darlingto...	Balance £ 40, 911.30	Ledger Type Select ledger	Record Select record
Sub-Record Type Landlord	Sub-Record Mrs Pamela Green	Transfer Amount £ 770.00	Sub-Record Type Select ledger	Sub-Record Select record
Transfer Date 22/01/2025	Exclude Man Fee <input type="checkbox"/>	Description		

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Transfer

Transfer Add Remove Complete

Property Ledger Type Record 24 Westgarth Terrace, Darlington...
 Record Type Sub-Record Mrs Pamela Green
 Record Date /2025 Exclude Man Fee ☐ Description

Balance £ 40,911.30
 Transfer Amount £ 770.00

Ledger Type Select ledger
 Tenant Ledger
 Agent Ledger
 Deposit Ledger
 Property Ledger
 Contractor Ledger
 Flat Ledger

Record Select record
 Sub-Record Select record

24 Click "Select record" this is the name of the Tenant being refunded

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My day Lettings Sales Accounts Reporting Communications

Transfer

Transfer Add Remove Complete

Property Ledger Type Record 24 Westgarth Terrace, Darlington...
 Record Type Sub-Record Mrs Pamela Green
 Record Date /2025 Exclude Man Fee ☐ Description

Balance £ 40,911.30
 Transfer Amount £ 770.00

Ledger Type Tenant Ledger
 Record Select record
 Sub-Record Type Tenancy
 Sub-Record Select record

25 Click here this will create a detailed description of the transaction.

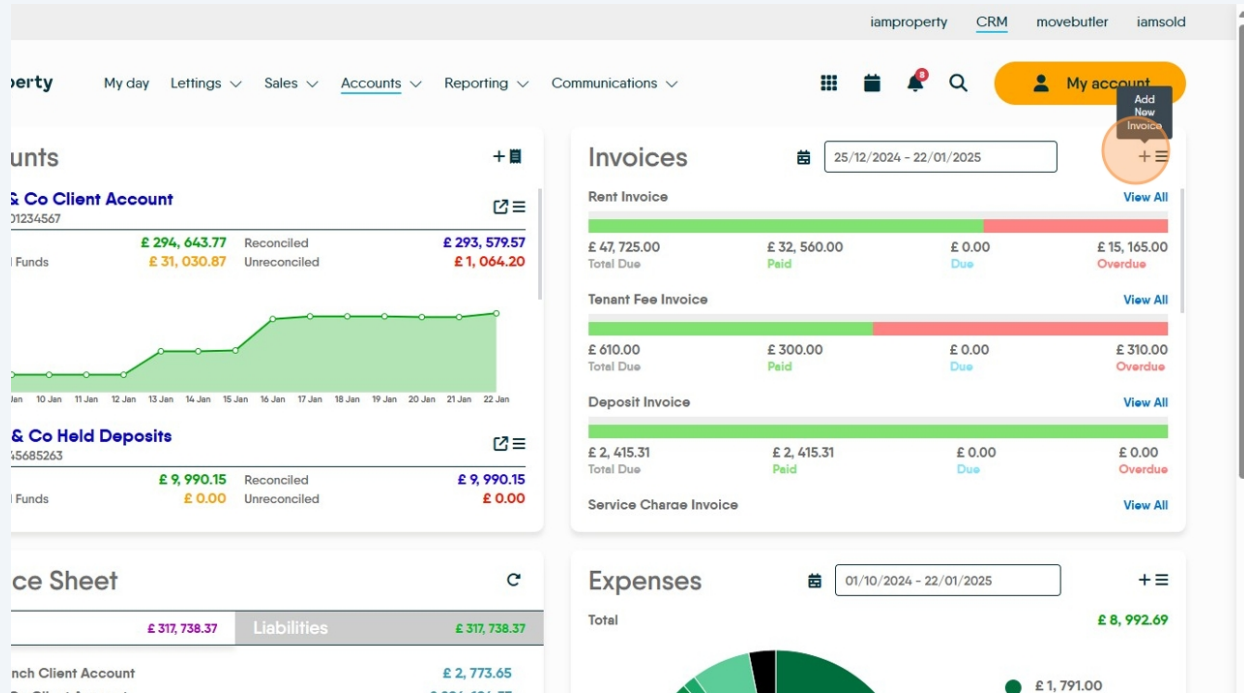
The screenshot shows the 'Transfer' form in the iamproperty CRM. The form is titled 'Transfer' and has buttons for 'Transfer', 'Add', and 'Remove Complete'. It contains several input fields for 'Property Type', 'Record', 'Balance', 'Transfer Amount', 'Ledger Type', 'Sub-Record Type', 'Record', 'Sub-Record', 'Transfer Date', and 'Exclude Man Fee'. A 'Description' field is also present, showing a transfer from a Property Ledger to a Tenant Ledger. A red circle highlights the 'Transfer' button.

26 Click "Transfer" this will perform the transfer of funds from the Property record to the Tenant record.

The screenshot shows the 'Transfer' form in the iamproperty CRM. The form is titled 'Transfer' and has buttons for 'Transfer', 'Add', and 'Remove Complete'. It contains several input fields for 'Property Type', 'Record', 'Balance', 'Transfer Amount', 'Ledger Type', 'Sub-Record Type', 'Record', 'Sub-Record', 'Transfer Date', and 'Exclude Man Fee'. A 'Description' field is also present, showing a transfer from a Property Ledger to a Tenant Ledger. A red circle highlights the 'Transfer' button.

Creating the repayment to the Tenant

27 From the Accounts Dashboard. Click here.



28 Click "Select tenant"

The screenshot shows the "Add Invoice" form with the following fields and buttons:

- Deposit Balance:** £ 0.00
- Unallocated Funds:** £ 0.00
- Pay with deposit:** ☐
- Pay with unallocated:** ☐
- Tenant:** Select tenant (highlighted with an orange circle)
- Transaction Type:** Select transaction type
- Sub Type:** Select sub-type
- Invoice Date:** 22/01/2025
- Invoice No.:** CRM - 491
- VAT Type:**
- Exclude Man. Fee:** ☐
- Amount:** £
- Net:** £ 0.00
- Vat:** £ 0.00
- Total:** £ 0.00
- Description:** Enter description
- Invoices:** A table showing the list of invoices.
- Total:** £ 0.00

29 Click "Select transaction type"

The screenshot shows the 'Add Invoice' form with the following fields and values:

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 770.00	Pay with unallocated	<input checked="" type="checkbox"/>
Tenant	Ella Petch - 24 Westgarth Terrace, Dar	Transaction Type	Select transaction type
Sub Type	Select sub-type	Invoice Date	22/01/2025
Invoice No.	CRM - 491	VAT Type	
Exclude Man. Fee	<input type="checkbox"/>	Amount	£
Net	£ 0.00	Vat	£ 0.00
Total	£ 0.00	Description	Enter description

The 'Transaction Type' dropdown menu is highlighted with an orange circle. Below the form, there is a section for 'Invoices' with a 'Total' of £ 0.00 and a message 'No Invoices' with an exclamation mark icon.

30 Click "Rent Invoice"

The screenshot shows the 'Add Invoice' form with the 'Transaction Type' dropdown menu open. The 'Rent Invoice' option is highlighted with an orange circle. The dropdown menu lists the following options:

- Rent Invoice
- Tenant Fee Invoice
- Deposit Invoice
- Service Charge Invoice
- Landlord Service Charge Invoice

The form fields and values are the same as in the previous screenshot. The 'Invoices' section at the bottom still shows 'No Invoices'.

31 Click here and exclude the management fee.

The screenshot shows the 'Add Invoice' form with the following details:

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 770.00	Pay with unallocated	<input checked="" type="checkbox"/>
Tenant	Ella Petch - 24 Westgarth Terrace, Dar		
Transaction Type	Rent Invoice		
Sub Type	Residential Rent		
Daily Rent Amount	£ 32.87	Start Date	22/01/2025
End Date (Inclusive)	21/02/2025	No. of Days	31
Invoice Date	22/01/2025	Invoice No.	CRM - 491
VAT Type	Exempt		
Exclude Man. Fee	<input checked="" type="checkbox"/>		
Amount	£ 770.00	Net	£ 770.00
Vat	£ 0.00	Total	£ 770.00
Description	Rent refund Ella Petch		
Invoices	Total £ 0.00		

Below the invoices table, there is a message: "No Invoices" with an exclamation mark icon.

32 Click the "Amount" field and edit to be the amount being refunded, in this case £770

The screenshot shows the 'Add Invoice' form with the following details:

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 770.00	Pay with unallocated	<input checked="" type="checkbox"/>
Tenant	Ella Petch - 24 Westgarth Terrace, Dar		
Transaction Type	Rent Invoice		
Sub Type	Residential Rent		
Daily Rent Amount	£ 32.87	Start Date	22/01/2025
End Date (Inclusive)	21/02/2025	No. of Days	31
Invoice Date	22/01/2025	Invoice No.	CRM - 491
VAT Type	Exempt		
Exclude Man. Fee	<input type="checkbox"/>		
Amount	£ 1,000.00	Net	£ 1,000.00
Vat	£ 0.00	Total	£ 1,000.00
Description	Ella Petch (22/01/2025 - 21/02/2025)		
Invoices	Total £ 0.00		

Below the invoices table, there is a message: "No Invoices" with an exclamation mark icon.

At the bottom of the form, there are three buttons: "Cancel", "Another", and "OK".

33 Click the "Description" field and add your detailed description.

The screenshot shows a 'Rent Invoice' form. The 'Description' field is highlighted with an orange circle. The form contains the following fields and values:

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 770.00	Pay with unallocated	<input checked="" type="checkbox"/>
Tenant	Ella Petch - 24 Westgarth Terrace, Dar		
Transaction Type	Rent Invoice		
Sub Type	Residential Rent		
Daily Rent Amount	£ 32.87	Start Date	22/01/2025
End Date (Inclusive)	21/02/2025	No. of Days	31
Invoice Date	22/01/2025	Invoice No.	CRM - 491
VAT Type	Exempt	Exclude Man. Fee	<input type="checkbox"/>
Amount	£ 770.00	Net	£ 770.00
Vat	£ 0.00	Total	£ 770.00
Description Ella Petch (22/01/2025 - 21/02/2025)			
Invoices			
Total £ 0.00			
No Invoices			
Cancel Another OK			

34 If not already checked, make sure 'Pay with Unallocated ' is selected, this will save you a step. Click here to create the Invoice.

The screenshot shows the same 'Rent Invoice' form as in step 33. The 'Add' button is highlighted with an orange circle. The form contains the following fields and values:

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 770.00	Pay with unallocated	<input checked="" type="checkbox"/>
Tenant	Ella Petch - 24 Westgarth Terrace, Dar		
Transaction Type	Rent Invoice		
Sub Type	Residential Rent		
Daily Rent Amount	£ 32.87	Start Date	22/01/2025
End Date (Inclusive)	21/02/2025	No. of Days	31
Invoice Date	22/01/2025	Invoice No.	CRM - 491
VAT Type	Exempt	Exclude Man. Fee	<input type="checkbox"/>
Amount	£ 770.00	Net	£ 770.00
Vat	£ 0.00	Total	£ 770.00
Description Rent refund Ella Petch			
Invoices			
Total £ 0.00			
No Invoices			
Cancel Another OK			

35 Click "OK"

Deposit Balance £ 0.00
Unallocated Funds £ 770.00

Tenant Ella Petch - 24 Westgarth Terrace, Dar
Transaction Type Select transaction type
Sub Type Select sub-type

Invoice Date 22/01/2025
Invoice No. CRM - 491
VAT Type
Exclude Man. Fee

Amount £ 0.00
Net £ 0.00
Vat £ 0.00
Total £ 0.00

Description Enter description

Inv	Date	Invoice No.	Type	VAT Type	Net	VAT	Total	Descripti...	Exclude	
		22/01/2025	CRM - 491	Rent Invoice	Exempt	£ 770.00	£ 0.00	£ 770.00	Rent refund...	

1 to 1 of 1 |< < Page 1 of 1 > >|

Cancel Another OK

- 36 If you want to create an Invoice to give to the tenant (or receipt as the process is the same) Click "Yes"
Click here.
Click "Standard Tenant Invoice"
Click "Run Report"
Click "Print"

Deposit Balance£ 0.00

Unallocated Funds£ 770.00

Pay with deposit

Pay with unallocated

TenantElla Petch - 24 Westgarth Terrace, Dar

Transaction TypeSelect transaction type

Sub TypeSelect sub-type

Invoice Date22/01/2025

Amount£ 0.00

DescriptionEnter description

Would you like to produce a tenant invoice?

No

Yes

Inv

Date

Invoice no.

Type

Sub Type

Net

Gross

Net

Description

Exclude

22/01/2025

CRM - 491

Rent Invoice

Exempt

£ 770.00

£ 0.00

£ 770.00

Rent refund...

1 to 1 of 1

<

>

Page 1 of 1

Cancel

Another

OK

Produce Report

×

Select Report

Accounts

Standard Tenant Invoice

Produce Report

Select Report

Standard Tenant Invoice

Cancel

Run Report

Produce Report

Select Report

Standard Tenant Invoice

Cancel

Run Report

Produce Report

Tenant Invoice
22/01/2025

Invoice No : CRM - 491

Miss Ella Petch
24 Westgarth Terrace
Darlington
County Durham
DL1 2LA

Property Address: 24 Westgarth Terrace, Darlington, County Durham, DL1 2LA, UK

Date	Description	Net (£)	VAT (£)	Gross (£)
22/01/2025	Rent refund Ella Petch	770.00	0.00	770.00
Total		770.00	0.00	770.00

1

Refunding the Tenant

37 Click here to access the Ledgers.

Accounts

Morgan& Co Client Account
01-02-03 01234567

Balance	£ 294, 643.77	Reconciled	£ 293, 579.57
Unallocated Funds	£ 31, 030.87	Unreconciled	£ 1, 064.20

Morgan & Co Held Deposits
01-02-03 45685263

Balance	£ 9, 990.15	Reconciled	£ 9, 990.15
Unallocated Funds	£ 0.00	Unreconciled	£ 0.00

Invoices

25/12/2024 - 22/01/2025

Rent Invoice

£ 48, 495.00	£ 33, 330.00	£ 0.00	£ 1, 000.00
Total Due	Paid	Due	Over

Tenant Fee Invoice

£ 610.00	£ 300.00	£ 0.00
Total Due	Paid	Due

Deposit Invoice

£ 2, 415.31	£ 2, 415.31	£ 0.00
Total Due	Paid	Due

Service Charge Invoice

Balance Sheet

Assets	£ 317, 738.37	Liabilities	£ 317, 738.37
---------------	---------------	--------------------	---------------

Wilton Branch Client Account	£ 2, 773.65
Morgan& Co Client Account	£ 296, 194.57
Turvey & Co	-£ 120.00
Morgan & Co Held Deposits	£ 9, 990.15
Sub Lease Account	£ 8, 900.00

Expenses

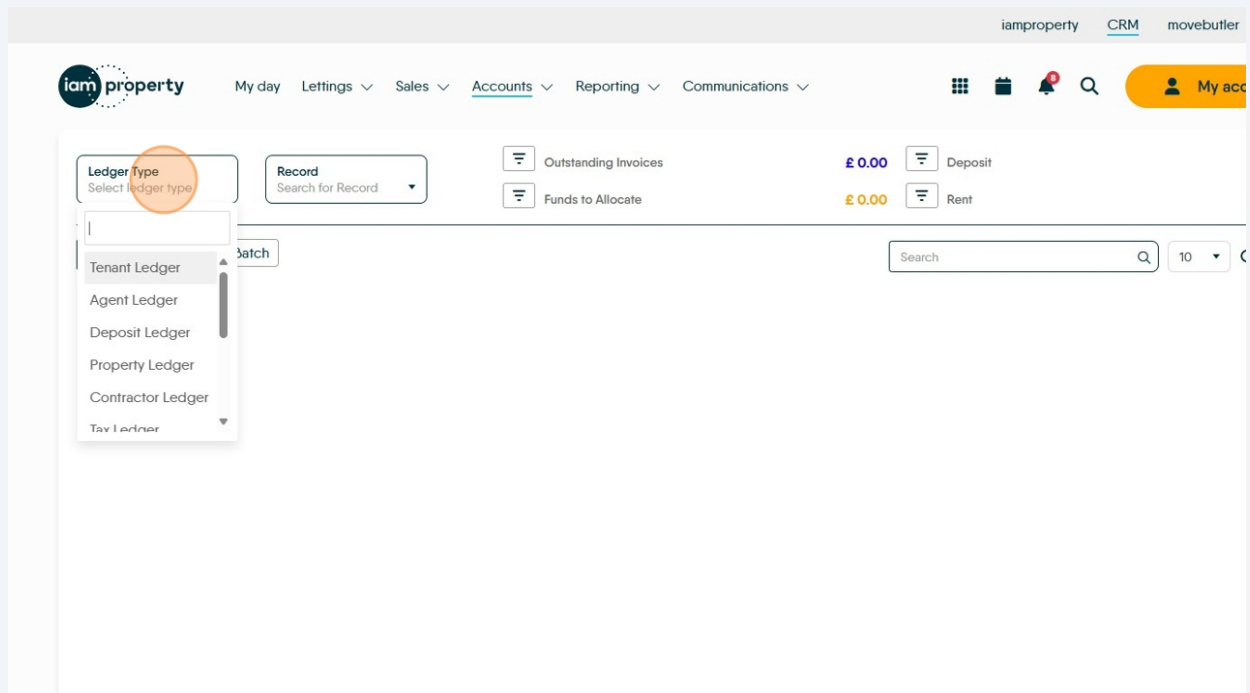
01/10/2024 - 22/01/2025

Total

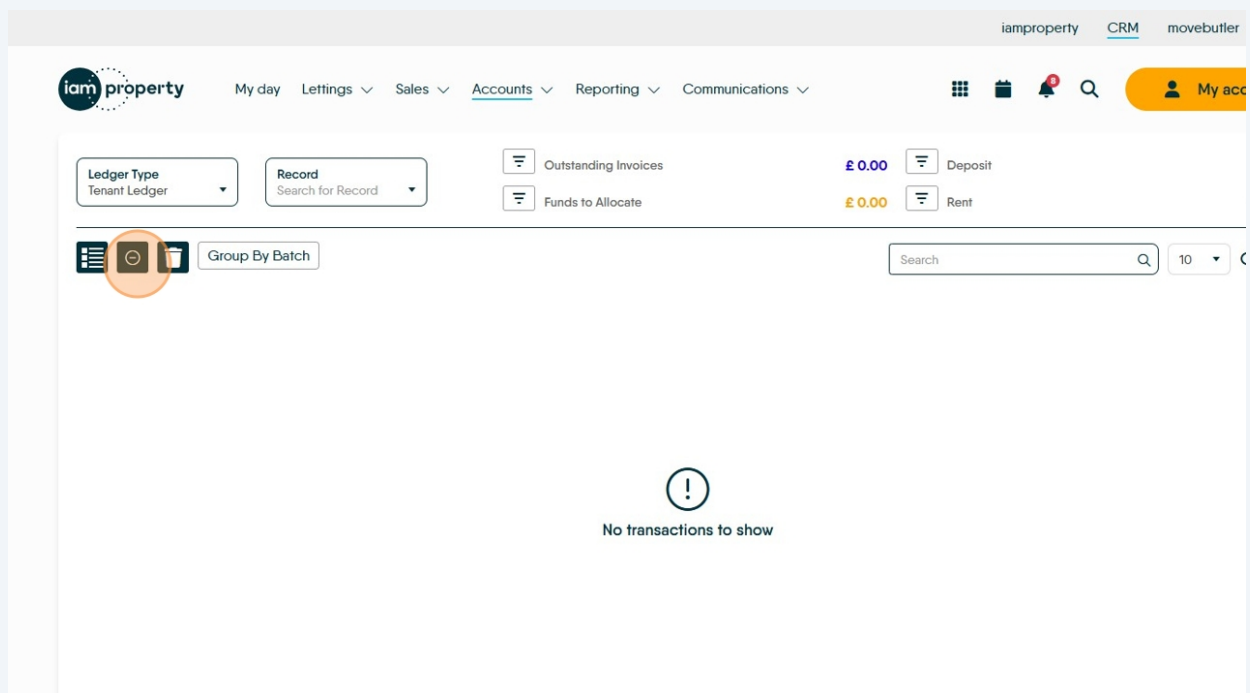
£ 1, 791.00	Electric
£ 6, 151.69	Gas
£ 141.00	Other

Unallocated Funds ×
 Ledger ×
 Ledger ×
 Ledger Transfer ×

38 Click "Select ledger type"



39 Click "Tenant Ledger"



40 Click "Search for Record" and search for the tenant record.

The screenshot shows the 'iamproperty' CRM interface. The top navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. The 'Accounts' section is active, showing 'Lender Type' as 'Tenant Ledger' and 'Record' as 'Search for Record'. A tooltip below the 'Record' field says 'Please enter 1 or more characters'. The main area displays 'No transactions to show' with an exclamation mark icon.

41 Click onto the Rent Payment line in the Ledger..

The screenshot shows the 'iamproperty' CRM interface with a list of transactions. The 'Rent Payment' line is highlighted with an orange circle. A tooltip below it shows 'Edit' and 'Exclude' options. The table below shows the following data:

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
24457455	22/01/2025 10:42	Rent Payment	Residential Rent	CRM - 491	Rent refund Ella Petch
24457454	22/01/2025 10:42	Rent Invoice	Residential Rent	CRM - 491	Rent refund Ella Petch
24399141	17/01/2025 09:06	Rent Invoice	Residential Rent	CRM - 483	Miss Ella Petch (17/01/2...
24318845	13/01/2025 08:18	Rent Invoice	Residential Rent	CRM - 481	Miss Ella Petch (13/01/2...
24287971	09/01/2025 00:02	Rent Invoice	Residential Rent	CRM - 476	Miss Ella Petch (09/01/2...
24296943	08/01/2025 13:26	Rent Payment	Residential Rent	CRM - 476	Miss Ella Petch (09/01/2...
24296942	08/01/2025 13:26	Tenant Bank Receipt	Online Transfer		Rent

42 Click "Refund"

Ledger Type: Tenant Ledger | Record: Ella Petch - 24 Westga | Outstanding Invoices: £ 2,080.00 | Deposit: £ 0.00 | Funds to Allocate: £ 0.00 | Rent: £ 40.00

Group By Batch | Search | 10

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
24457455	22/01/2025 10:42	Rent Payment	Residential Rent	CRM - 491	Rent refund Ella Petch
	22/01/2025 10:42	Rent Invoice	Residential Rent	CRM - 491	Rent refund Ella Petch
	22/01/2025 10:40	Ledger Transfer	Ledger Transfer		Rent Refund Transfer fro...
	17/01/2025 09:06	Rent Invoice	Residential Rent	CRM - 483	Miss Ella Petch (17/01/2...
	13/01/2025 08:18	Rent Invoice	Residential Rent	CRM - 481	Miss Ella Petch (13/01/2...
24287971	09/01/2025 00:02	Rent Invoice	Residential Rent	CRM - 476	Miss Ella Petch (09/01/2...
24296943	08/01/2025 13:26	Rent Payment	Residential Rent	CRM - 476	Miss Ella Petch (09/01/2...
24296942	08/01/2025 13:26	Tenant Bank Receipt	Online Transfer		Rent
24078497	29/12/2024 00:06	Tenant Fee Invoice	Administration Fee	CRM - 465	Test charge
23870671	10/12/2024 10:51	Rent Payment	Residential Rent	CRM - 435	Miss Ella Petch (09/12/2...

Unallocated Funds x Ledger x Ledger x Ledger Transfer x Ledger x

43 Click the "Description" field. Create a clear description

Refund Rent

Tenant: Ella Petch

Bank Account: Morgan& Co Client Account | Date: 22/01/2025

Available: £ 770 | Amount: £ 770

Description: Enter note

Cheque No.: Enter cheque no. | Bank Reference: Enter bank reference

Cancel Refund

44

Click "Refund"

Refund Rent ✕

Tenant Ella Petch	
Bank Account Morgan& Co Client Account	Date 22/01/2025
Available £ 770	Amount £ 770
Description Rent Refund	
Cheque No. Enter cheque no.	Bank Reference Enter bank reference

Cancel Refund