

# 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.

The screenshot shows the iam property software interface with the following sections:

- Accounts:** Displays two accounts:
  - Morgan & Co Client Account:** Balance £293,943.77, Unallocated Funds £30,480.87, Reconciled £293,579.57, Unreconciled £364.20. A green line graph shows a steady increase in balance over time.
  - Morgan & Co Held Deposits:** Balance £9,990.15, Unallocated Funds £0.00, Reconciled £9,990.15, Unreconciled £0.00.
- Invoices:** Shows a list of invoices with filters for 25/12/2024 - 22/01/2025:
  - Rent Invoice: £47,725.00 (Paid), £32,560.00 (Due), £0.00 (Overdue)
  - Tenant Fee Invoice: £610.00 (Paid), £300.00 (Due), £0.00 (Overdue)
  - Deposit Invoice: £2,415.31 (Paid), £2,415.31 (Due), £0.00 (Overdue)
  - Service Charge Invoice: £0.00 (Paid), £0.00 (Due), £0.00 (Overdue)
- Balance Sheet:** Shows Assets £317,038.37 and Liabilities £317,038.37, with a breakdown for Wilton Branch Client Account (£2,773.65).
- Expenses:** Shows a list of expenses for 01/10/2024 - 22/01/2025, with a total of £8,911.00.

3

Click "Landlord"

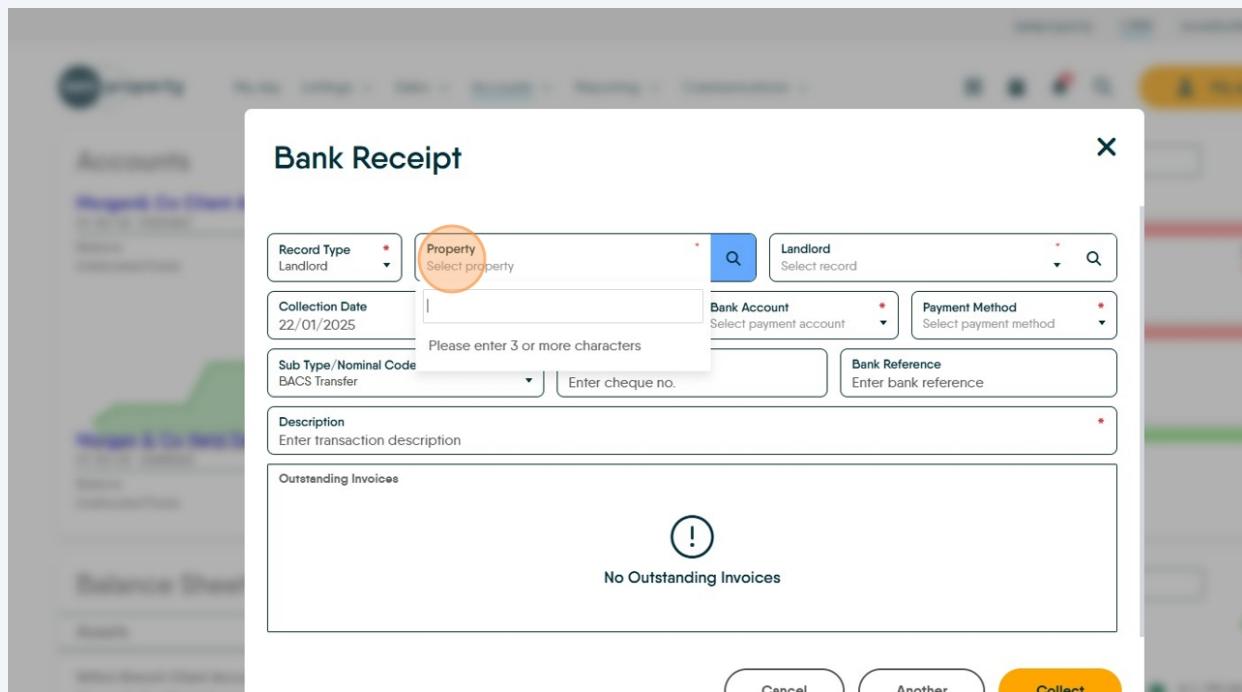
The screenshot shows the "Bank Receipt" dialog box with the following fields:

- Record Type: Tenant (highlighted with a red circle)
- Property: Select property
- Tenant: Select record
- Amount: £0.00
- Bank Account: Select payment account
- Payment Method: Select payment method
- de
- Cheque No.: Enter cheque no.
- Bank Reference: Enter bank reference
- Enter transaction description
- Outstanding Invoices: No Outstanding Invoices (with an exclamation mark icon)

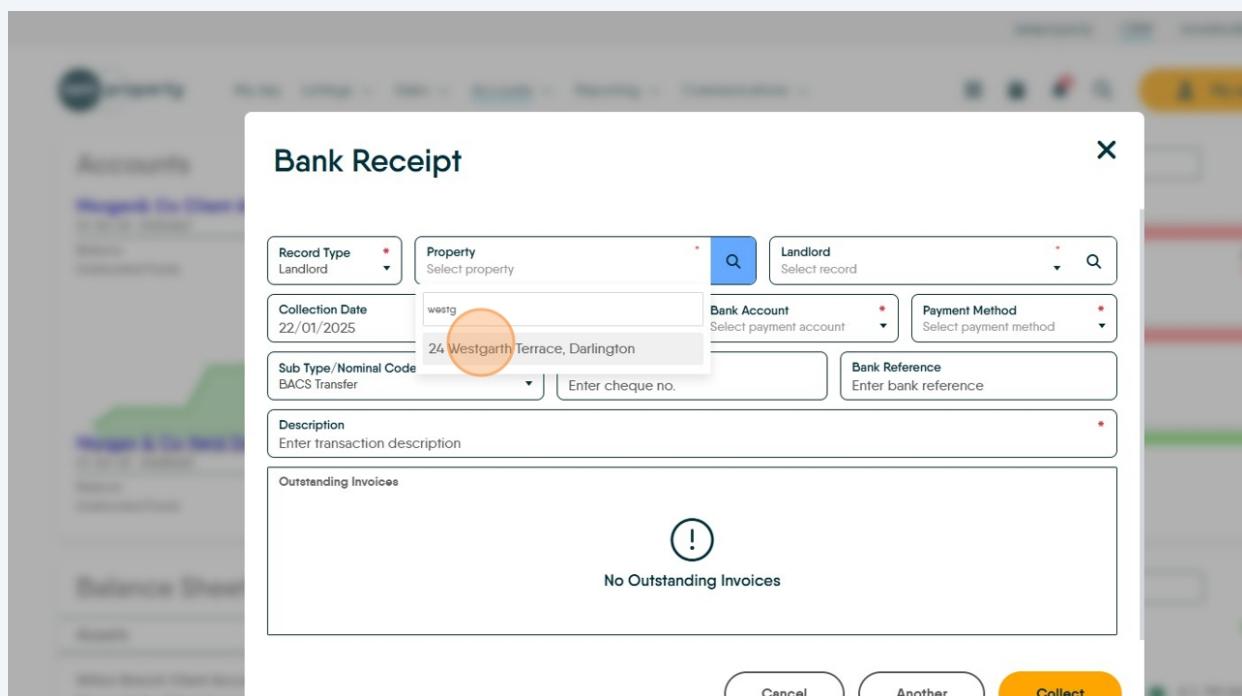
At the bottom are buttons: Cancel, Another, and Collect (highlighted with a red circle).

4

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

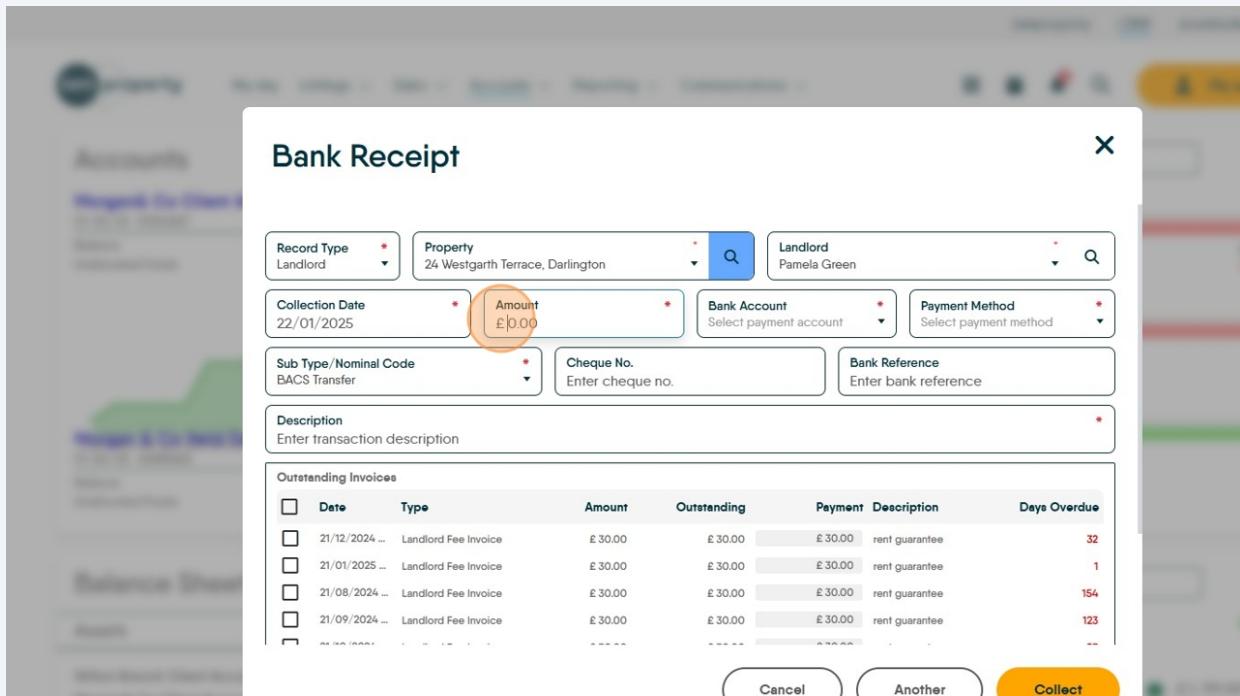


The screenshot shows the 'Bank Receipt' dialog box. The 'Property' field is highlighted with an orange circle. The field contains the placeholder text 'Select property'. Below the field is a message: 'Please enter 3 or more characters'. The 'Record Type' dropdown is set to 'Landlord'. The 'Collection Date' is '22/01/2025'. The 'Sub Type/Nominal Code' is 'BACS Transfer'. The 'Description' field is empty. The 'Outstanding Invoices' section shows a message: 'No Outstanding Invoices' with an exclamation mark icon. At the bottom are 'Cancel', 'Another', and 'Collect' buttons.



The screenshot shows the 'Bank Receipt' dialog box. The 'Property' field now contains 'westg'. Below the field, the result '24 Westgarth Terrace, Darlington' is displayed. The 'Record Type' dropdown is set to 'Landlord'. The 'Collection Date' is '22/01/2025'. The 'Sub Type/Nominal Code' is 'BACS Transfer'. The 'Description' field is empty. The 'Outstanding Invoices' section shows a message: 'No Outstanding Invoices' with an exclamation mark icon. At the bottom are 'Cancel', 'Another', and 'Collect' buttons.

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



Bank Receipt

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

Collection Date: 22/01/2025 Amount: £0.00 Bank Account: Select payment account Payment Method: Select payment method

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

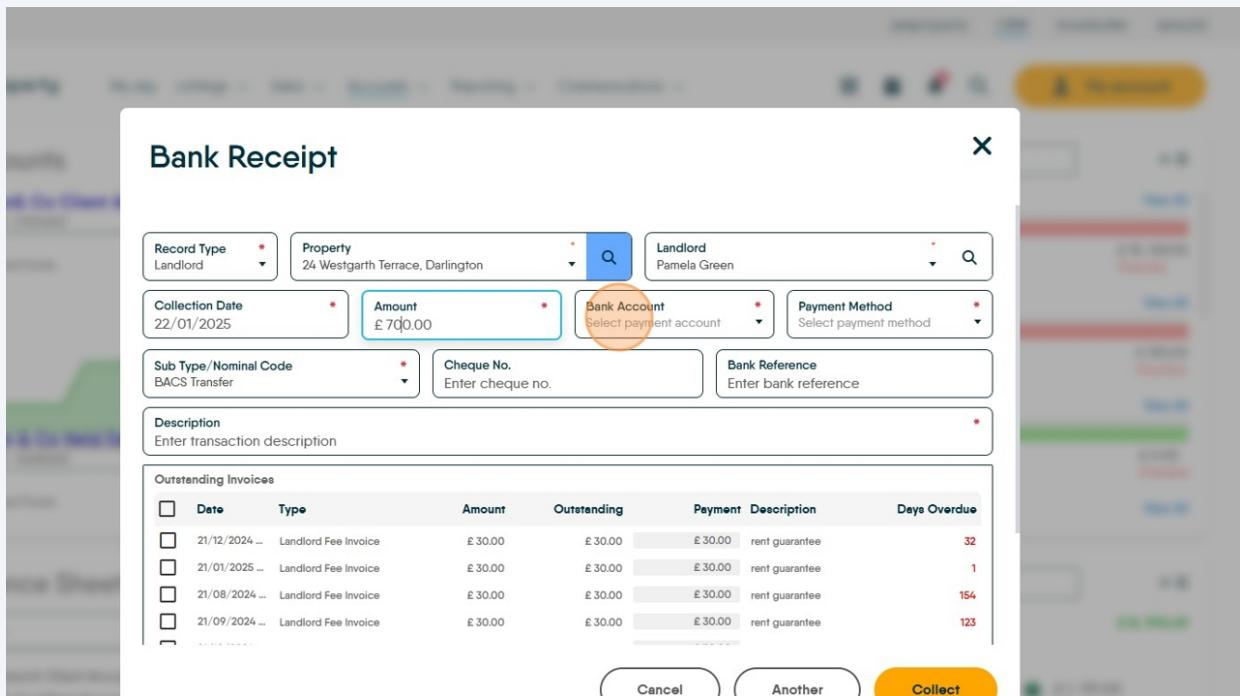
Description: Enter transaction description

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

Cancel Another Collect

- 6 complete all the other required fields



Bank Receipt

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

Collection Date: 22/01/2025 Amount: £70.00 Bank Account: Select payment account Payment Method: Select payment method

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

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

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
...							

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

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

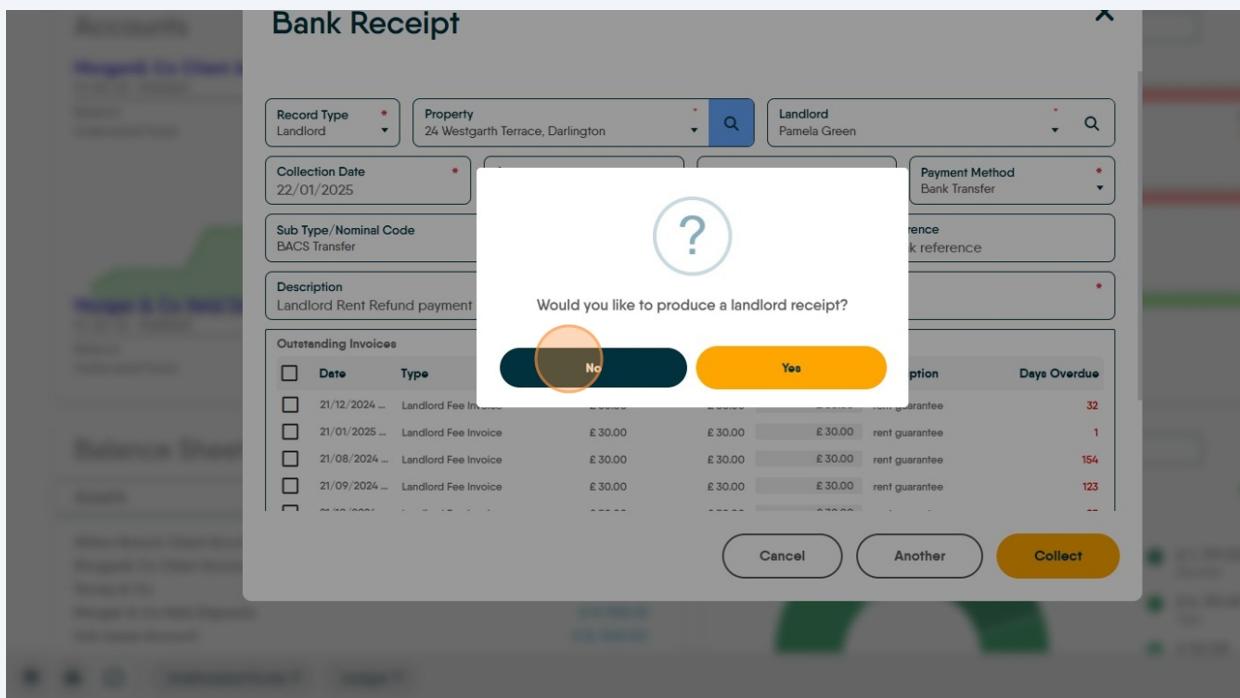
Outstanding Invoices

<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
...							

Cancel    Another    Collect

9

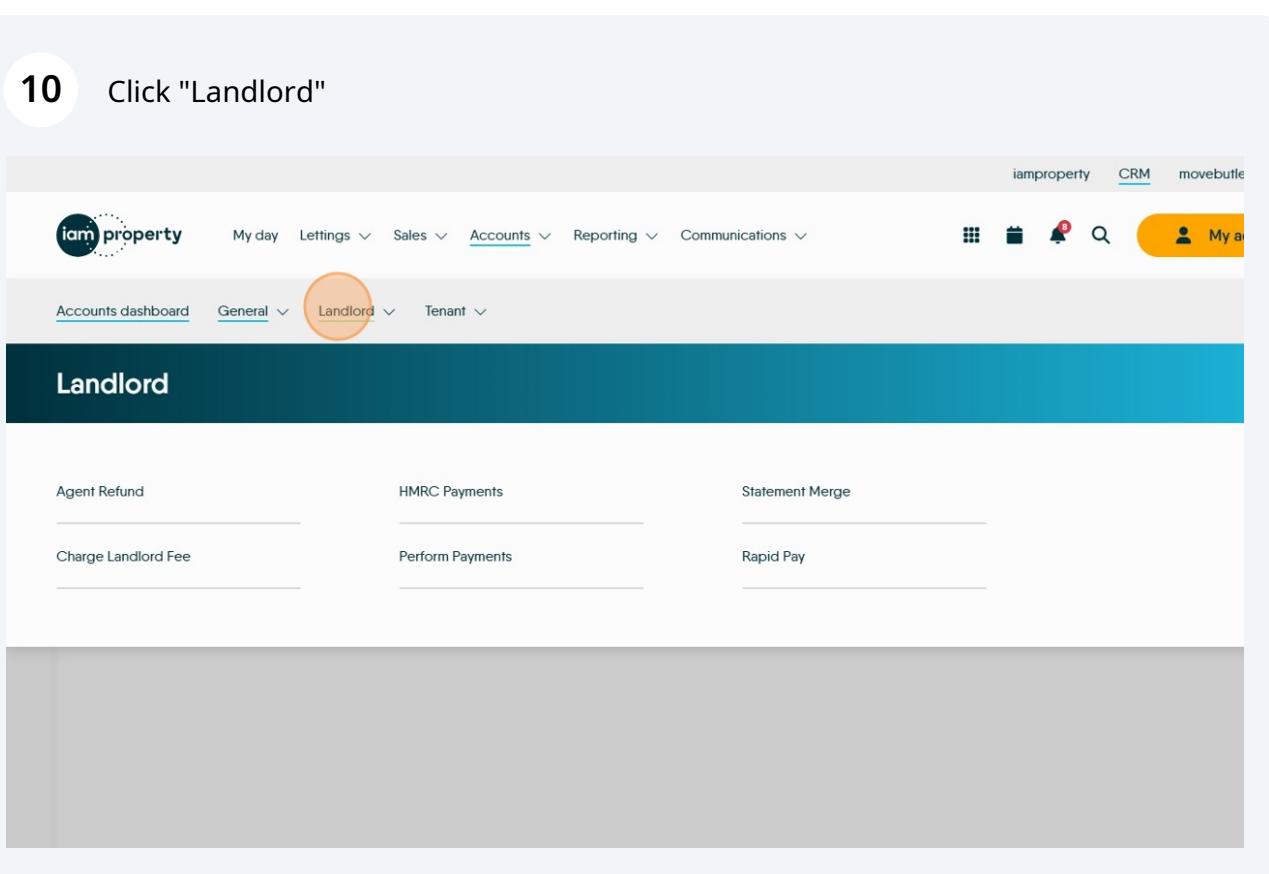
There will be an option to create a receipt for the payment, select as required. Click "No" (unless you want to create a receipt to send your landlord).



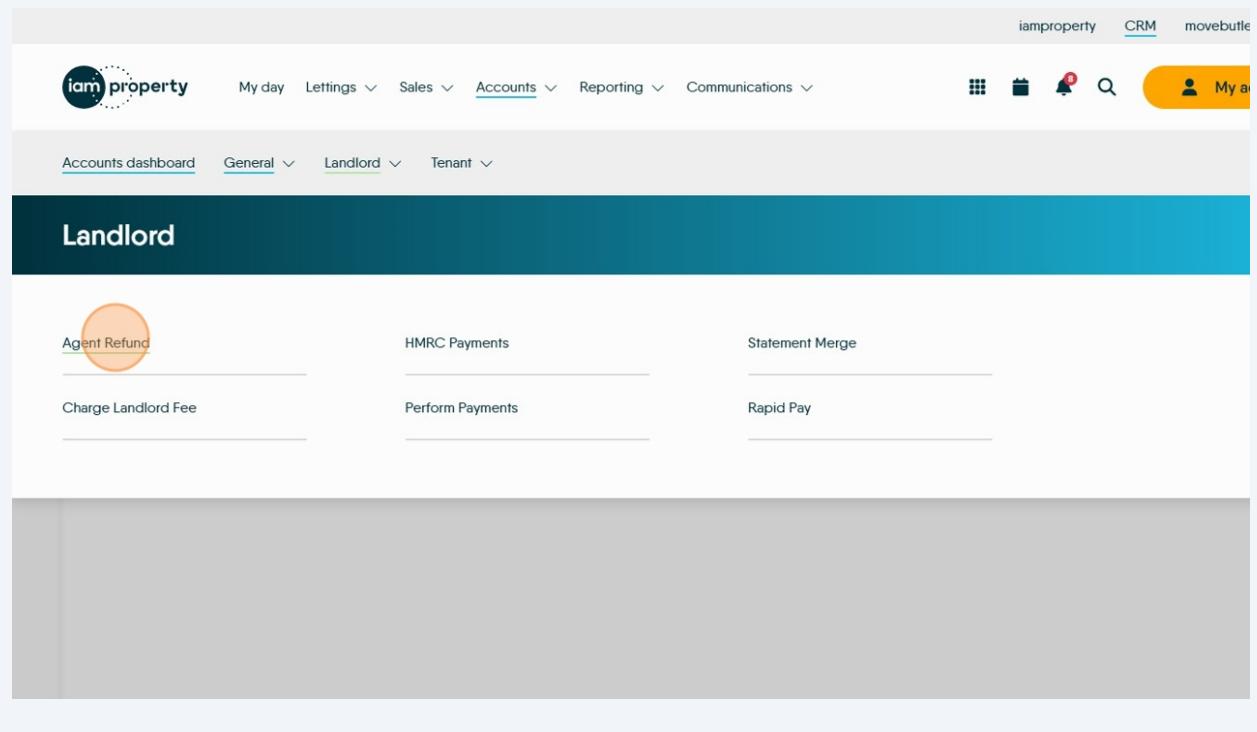
## Refund the Landlord Management fees

10

Click "Landlord"

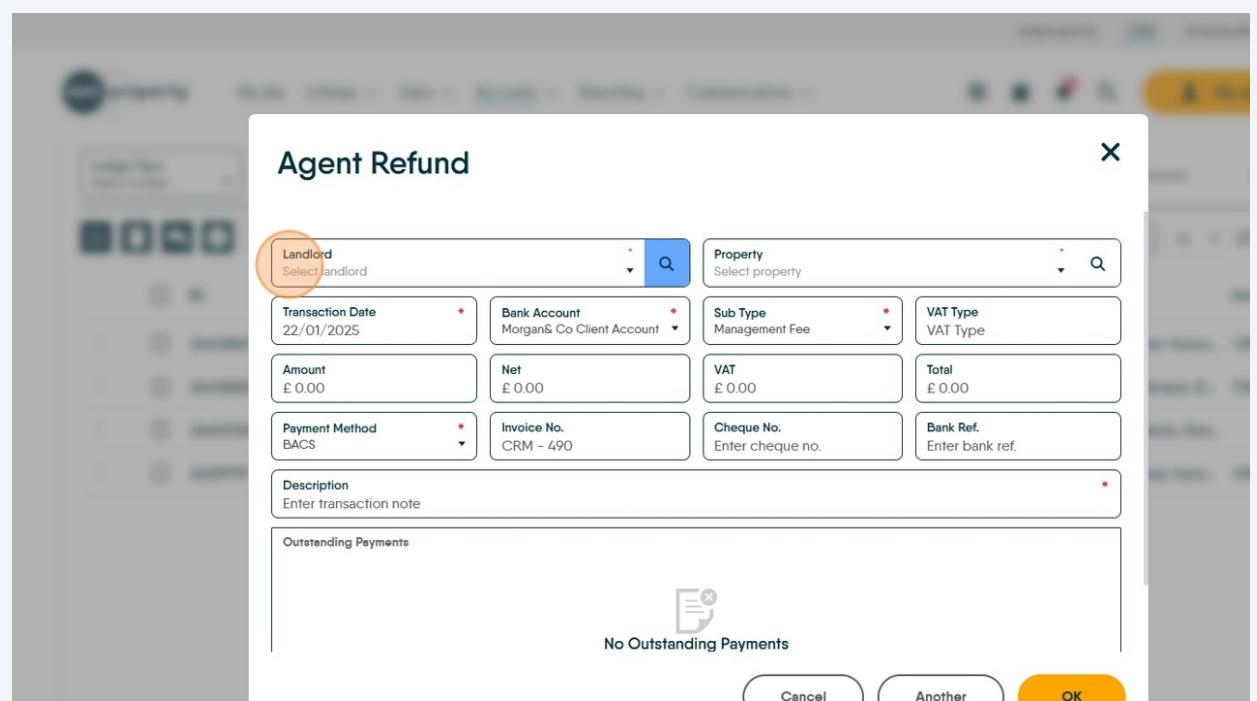


11 Click "Agent Refund"



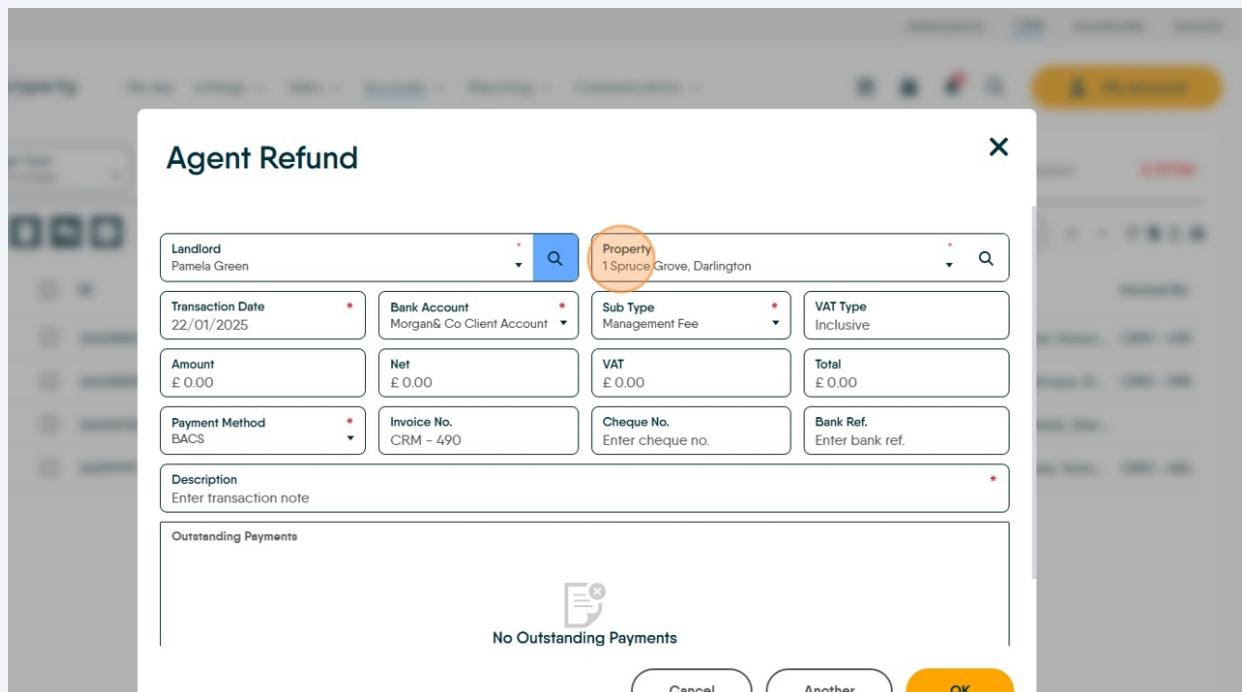
The screenshot shows the 'Landlord' dashboard of the iamproperty software. At the top, there is a navigation bar with links for 'My day', 'Lettings', 'Sales', 'Accounts' (which is underlined to indicate it is the active section), 'Reporting', and 'Communications'. Below the navigation bar, there are links for 'Accounts dashboard', 'General', 'Landlord' (which is underlined), and 'Tenant'. The main content area is titled 'Landlord' and contains several buttons: 'Agent Refund' (highlighted with an orange circle), 'HMRC Payments', 'Statement Merge', 'Charge Landlord Fee', 'Perform Payments', and 'Rapid Pay'. The background of the main content area is a large, solid grey rectangle.

12 Click "Select landlord"

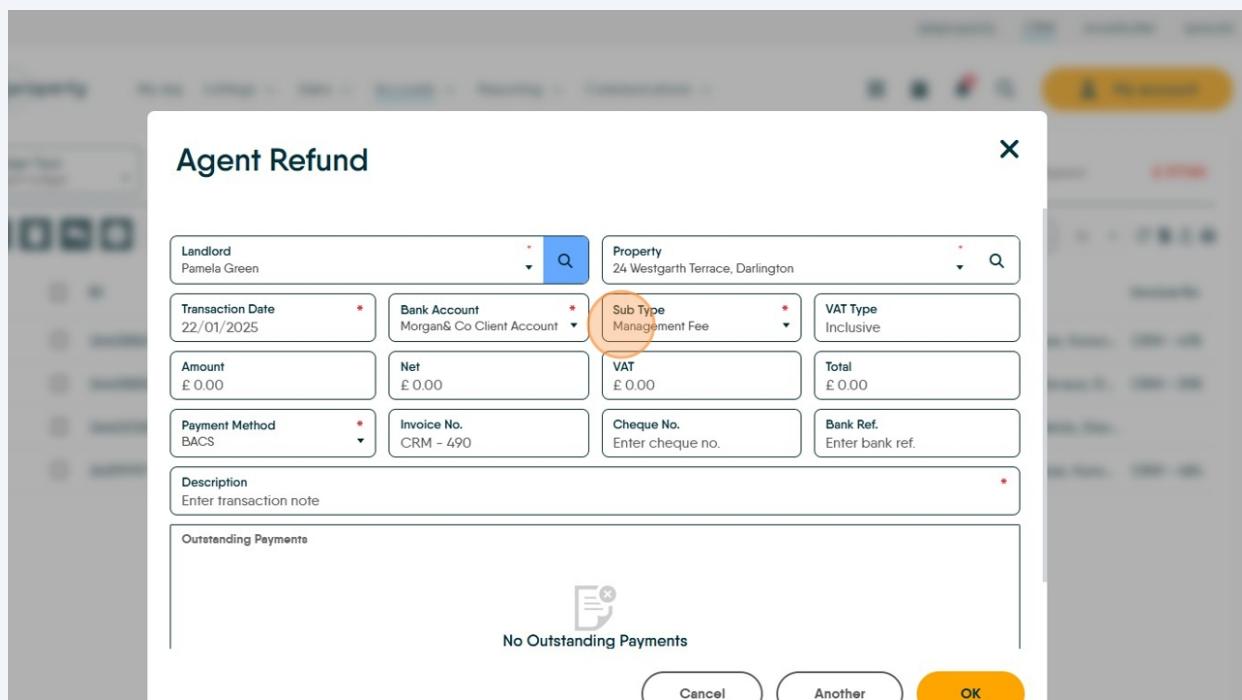


The screenshot shows the 'Agent Refund' dialog box. At the top, it says 'Agent Refund' and has a close button 'X'. The dialog box contains several input fields: 'Landlord' (with a dropdown menu 'Select landlord' and a magnifying glass icon), 'Property' (with a dropdown menu 'Select property' and a magnifying glass icon), 'Transaction Date' (set to '22/01/2025'), 'Bank Account' (set to 'Morgan& Co Client Account'), 'Sub Type' (set to 'Management Fee'), 'VAT Type' (set to 'VAT Type'), 'Amount' (£0.00), 'Net' (£0.00), 'VAT' (£0.00), 'Total' (£0.00), 'Payment Method' (set to 'BACS'), 'Invoice No.' (set to 'CRM - 490'), 'Cheque No.' (placeholder 'Enter cheque no.'), 'Bank Ref.' (placeholder 'Enter bank ref.'), 'Description' (placeholder 'Enter transaction note'), and a large text area for 'Outstanding Payments' which is empty. At the bottom, there are buttons for 'Cancel', 'Another', and 'OK' (highlighted with an orange circle).

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

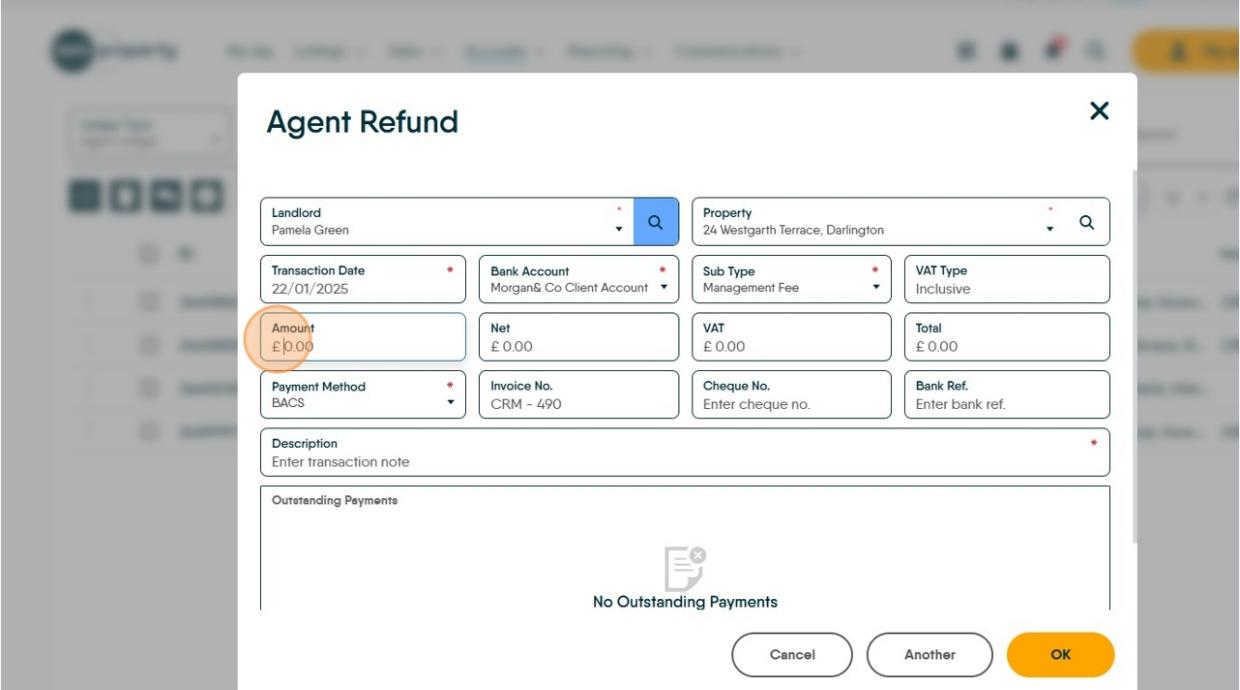


- 14 Click "Management Fee"



15

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



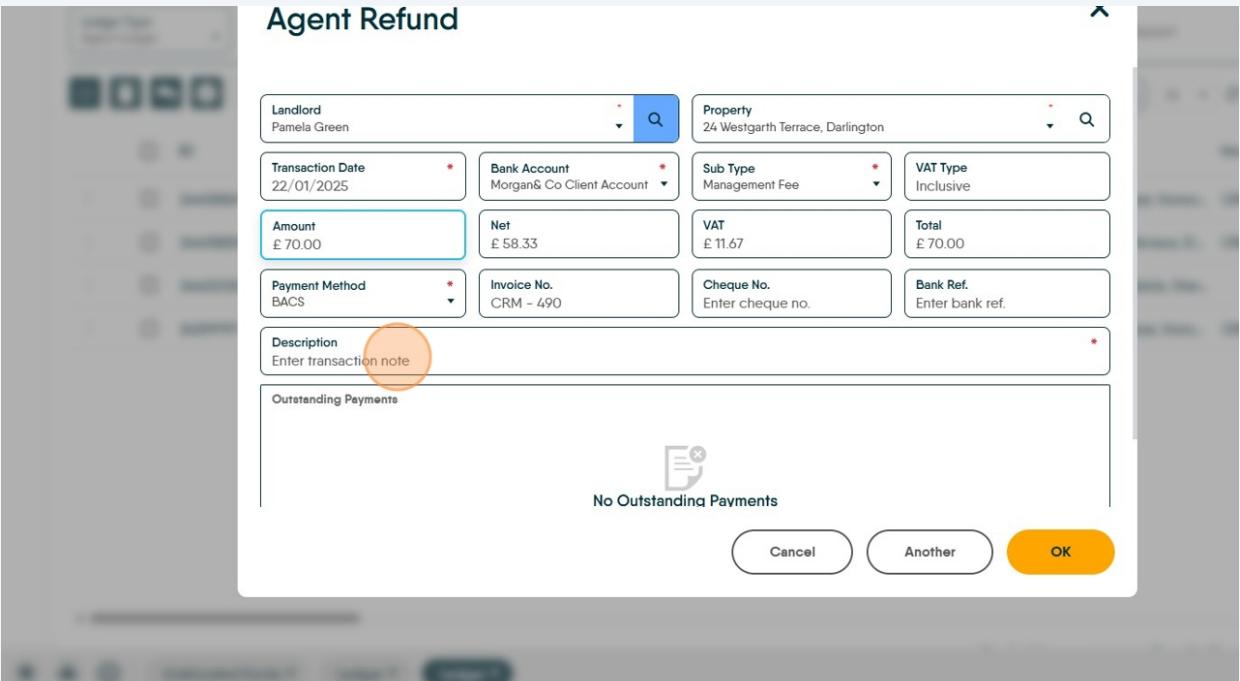
Agent Refund

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

16

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

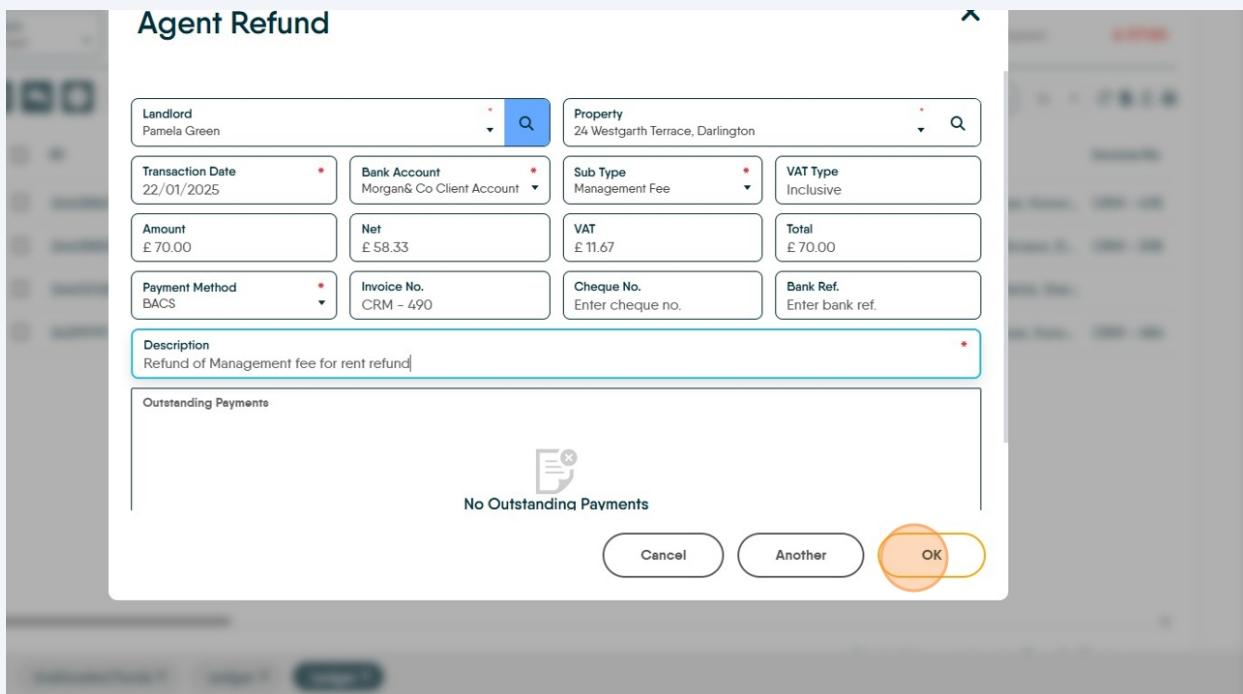


Agent Refund

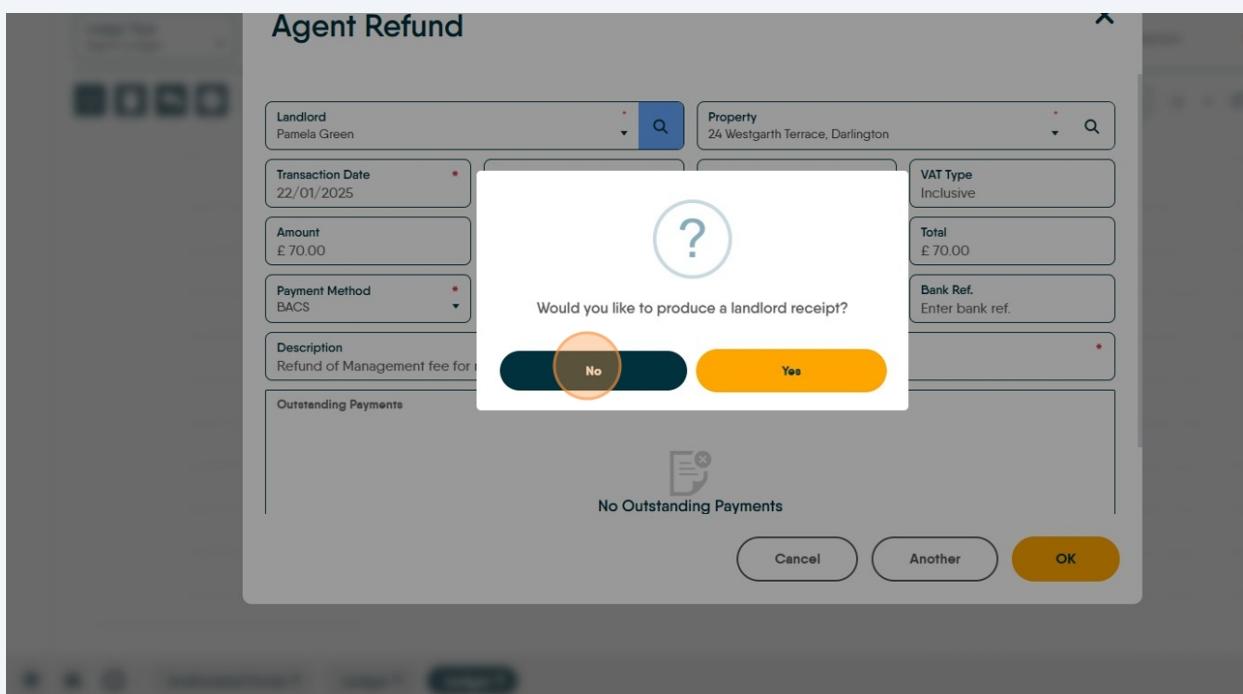
Landlord Pamela Green	Property 24 Westgarth Terrace, Darlington		
Transaction Date 22/01/2025	Bank Account Morgan & Co Client Account	Sub Type Management Fee	VAT Type Inclusive
Amount £ 70.00	Net £ 58.33	VAT £ 11.67	Total £ 70.00
Payment Method BACS	Invoice No. CRM - 490	Cheque No. Enter cheque no.	Bank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

Cancel Another OK

17 Click "OK"



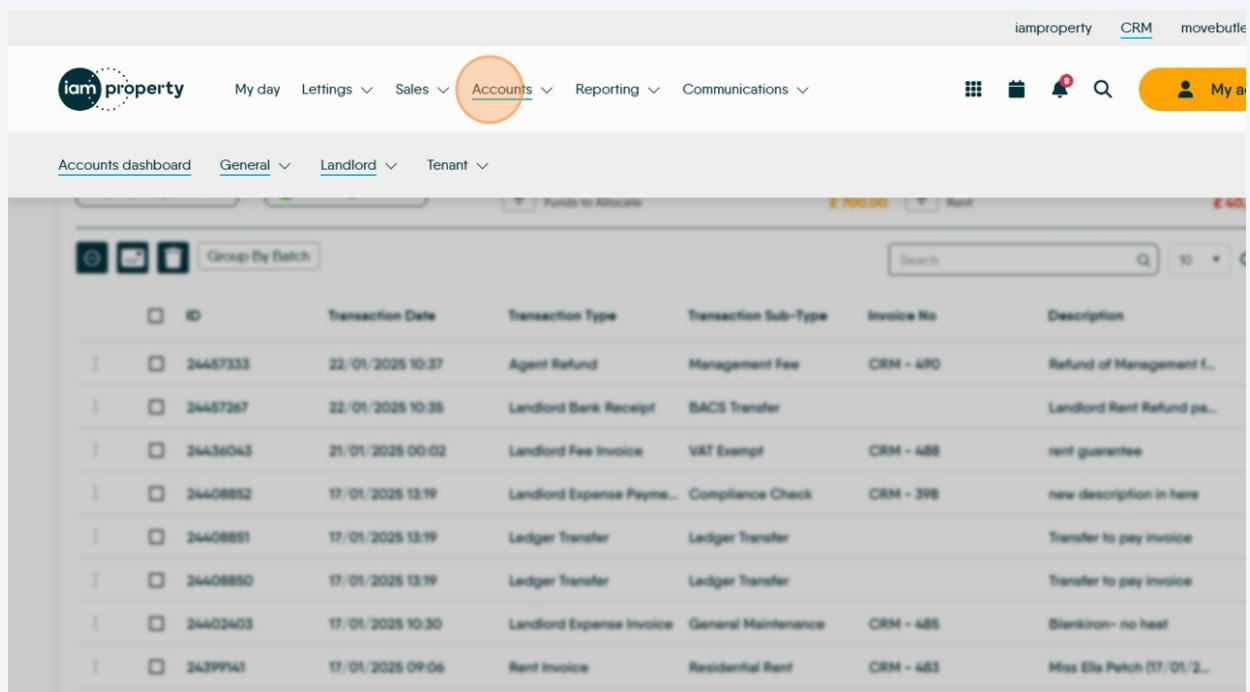
18 Click "yes or No" as required



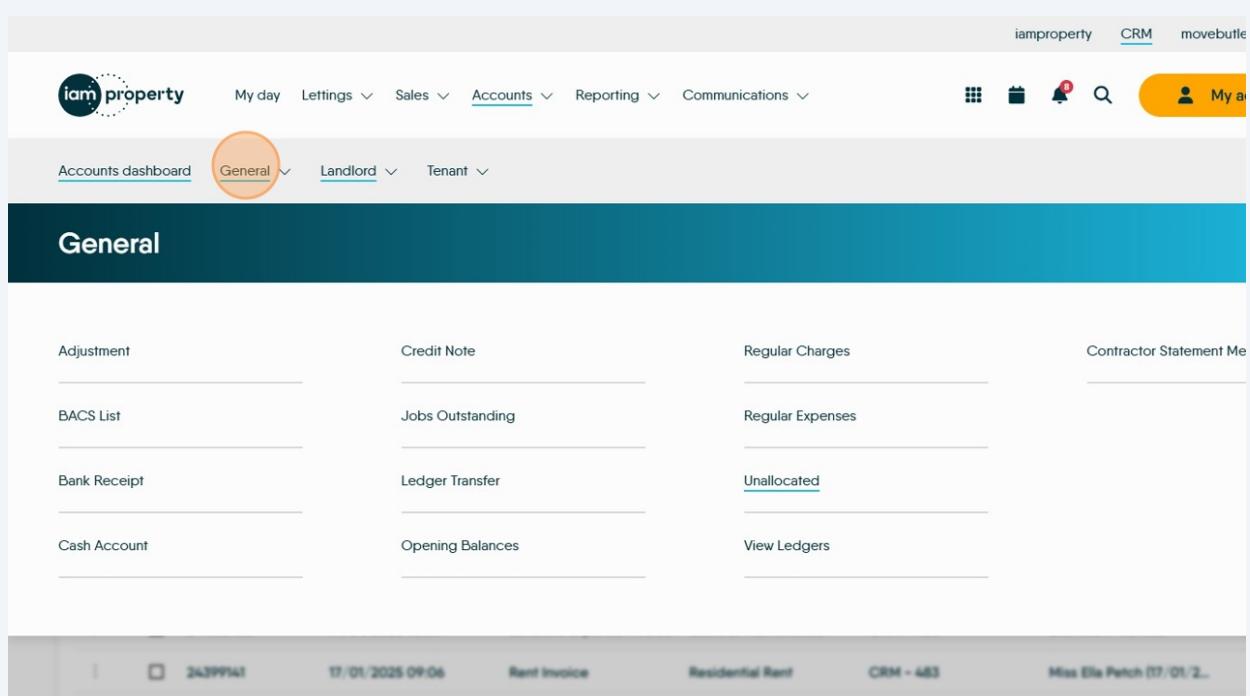
## Transfer the refunded rent and fees to the Tenant

19

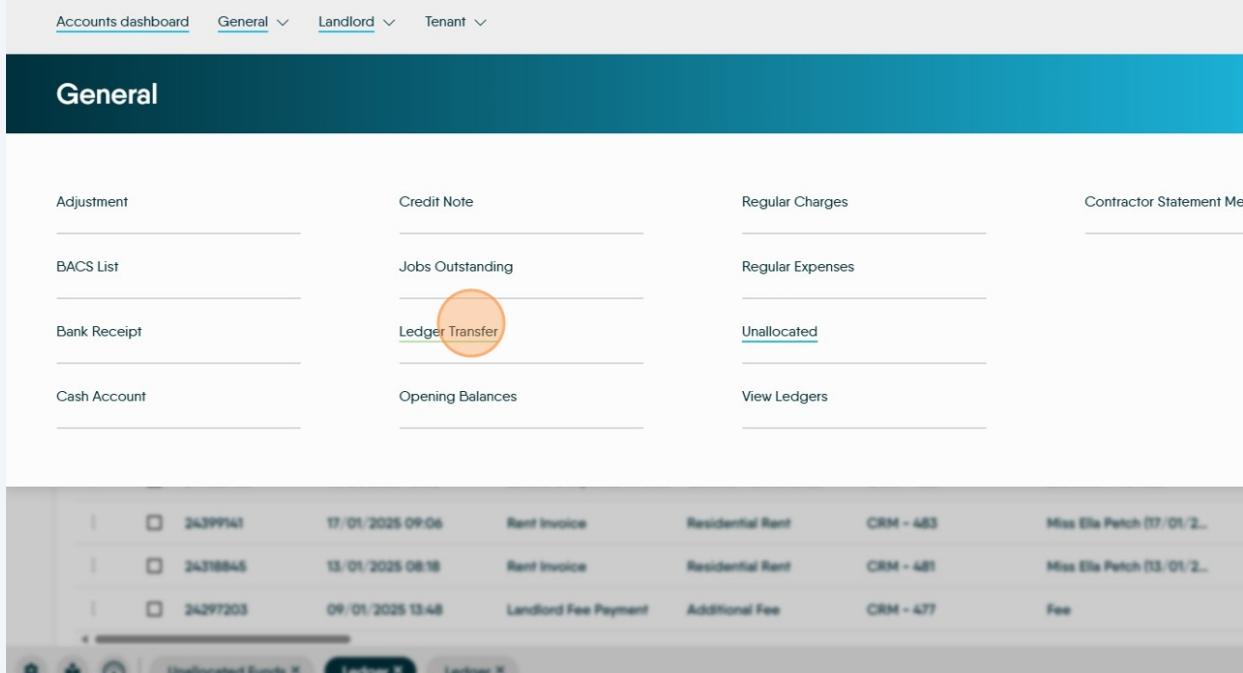
- Click "Accounts"
- Click "General"
- Click "Ledger Transfer"



ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
24457333	22/01/2025 10:37	Agent Refund	Management Fee	CRM - 490	Refund of Management F...
24457267	22/01/2025 10:35	Landlord Bank Receipt	BACS Transfer		Landlord Rent Refund pa...
24436043	21/01/2025 00:02	Landlord Fee Invoice	VAT Exempt	CRM - 488	rent guarantee
24408852	17/01/2025 13:19	Landlord Expense Payme...	Compliance Check	CRM - 398	new description in here
24408851	17/01/2025 13:19	Ledger Transfer	Ledger Transfer		Transfer to pay invoice
24408850	17/01/2025 13:19	Ledger Transfer	Ledger Transfer		Transfer to pay invoice
24402403	17/01/2025 10:30	Landlord Expense Invoice	General Maintenance	CRM - 485	Blankiron- no heat
24399961	17/01/2025 09:06	Rent Invoice	Residential Rent	CRM - 483	Miss Ella Patch (17/01/2...



Adjustment	Credit Note	Regular Charges	Contractor Statement Me
BACS List	Jobs Outstanding	Regular Expenses	
Bank Receipt	Ledger Transfer	Unallocated	
Cash Account	Opening Balances	View Ledgers	



Accounts dashboard General Landlord Tenant

## General

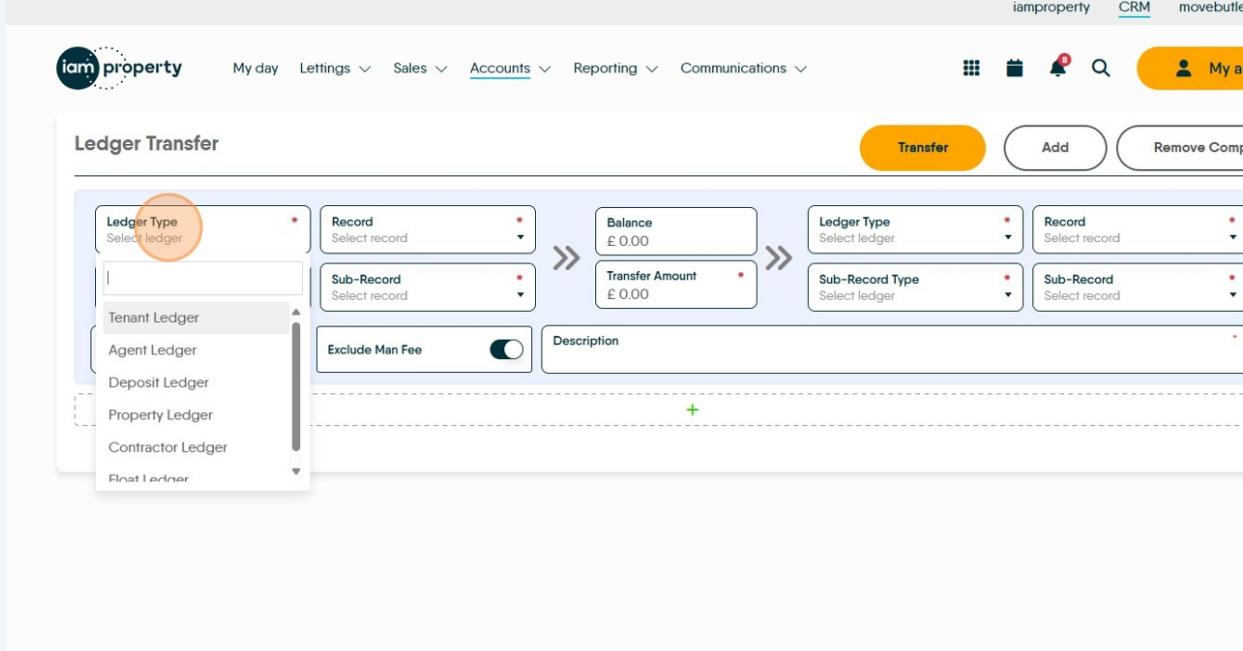
Adjustment Credit Note Regular Charges Contractor Statement Me

BACS List Jobs Outstanding Regular Expenses

Bank Receipt **Ledger Transfer** Unallocated

Cash Account Opening Balances View Ledgers

20 Click "Select ledger"  
Click "Property Ledger"



iamproperty CRM movebutton

My day Lettings Sales Accounts Reporting Communications

Ledger Transfer Transfer Add Remove Comp

Ledger Type Select ledger Record Select record Balance £ 0.00 Ledger Type Select ledger

Sub-Record Select record Transfer Amount £ 0.00 Record Select record

Exclude Man Fee Description Sub-Record Type Select ledger Sub-Record Select record

Tenant Ledger Agent Ledger Deposit Ledger Property Ledger Contractor Ledger Float Ledger

Ledger Transfer

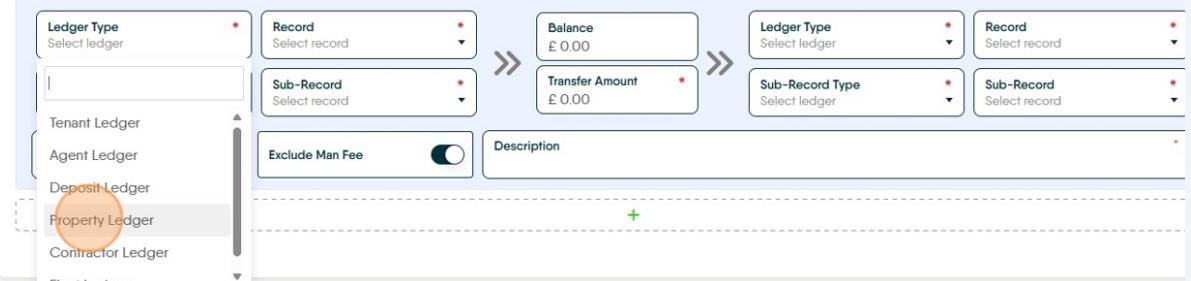
Transfer Add Remove Comp

Ledger Type: Select ledger  
Record: Select record  
Balance: £ 0.00  
Transfer Amount: £ 0.00  
Exclude Man Fee:

Ledger Type: Select ledger  
Record: Select record  
Sub-Record Type: Select ledger  
Sub-Record: Select record  
Description

Ledger Type: Select ledger  
Record: Select record  
Sub-Record Type: Select ledger  
Sub-Record: Select record

+



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

iamproperty CRM movebutle

My day Lettings Sales Accounts Reporting Communications

Ledger Transfer Transfer Add Remove Comp

Ledger Type: Property Ledger Record: Select record Balance: £ 0.00  
Sub-Record Type: Landlord Sub-Record: Select record Transfer Amount: £ 0.00  
Transfer Date: 22/01/2025 Exclude Man Fee:

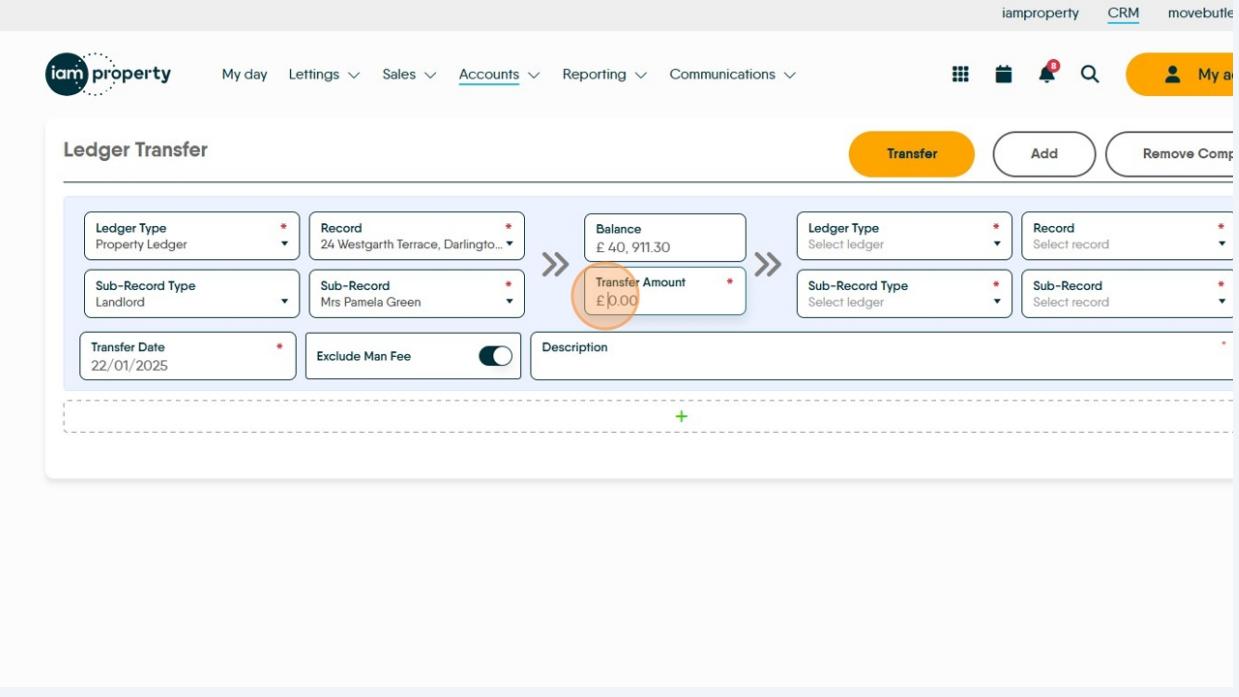
Ledger Type: Select ledger Record: Select record  
Sub-Record Type: Select ledger Sub-Record: Select record  
Description

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22

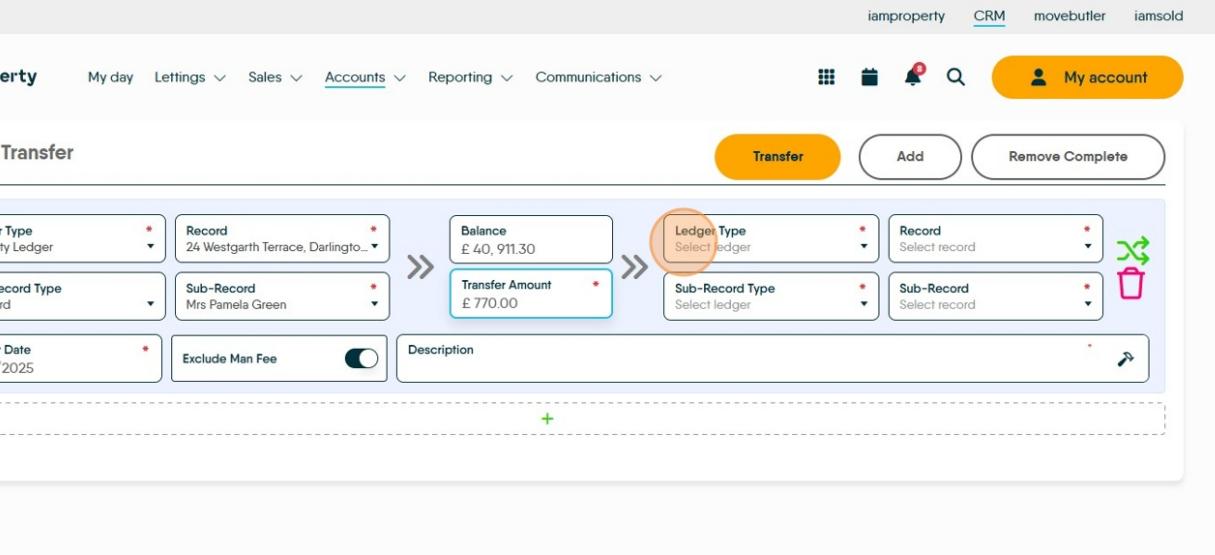
Click the "Transfer Amount" field and enter the value of the rent refund. This amount is Refunded Rent and refunded Management fees



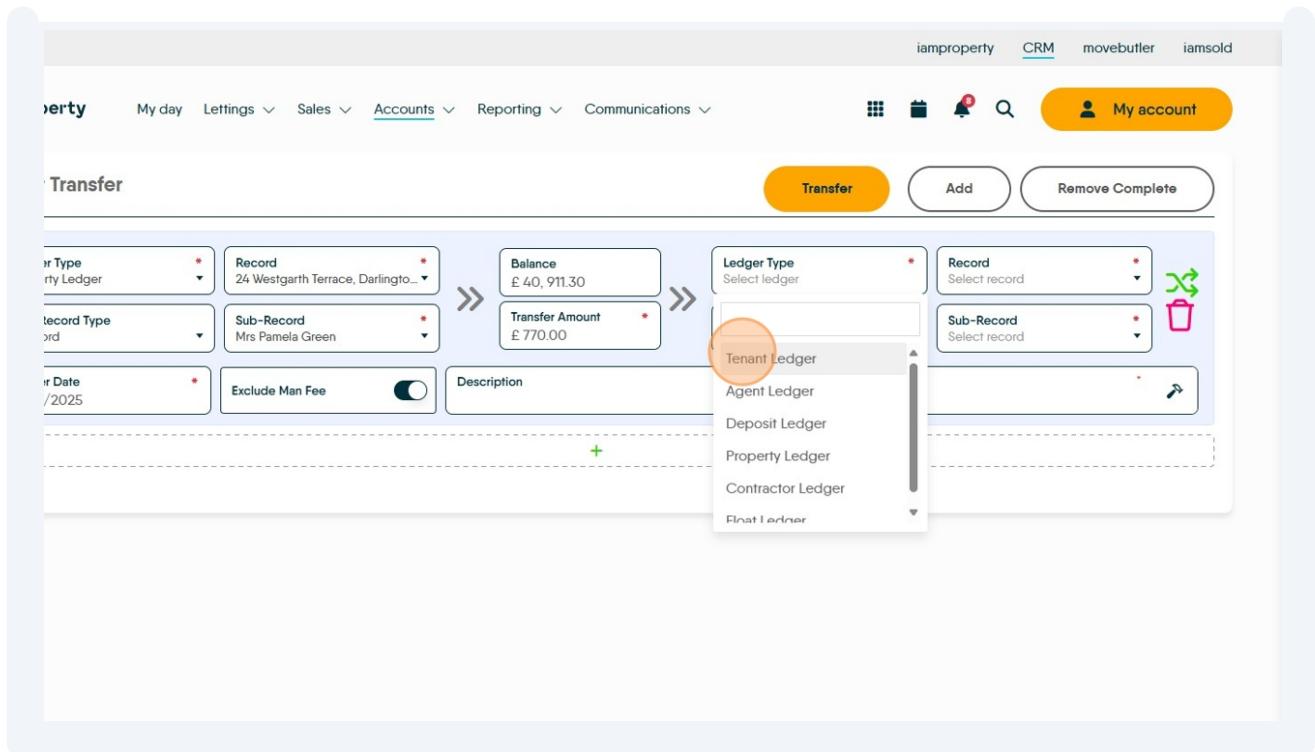
The screenshot shows the 'Ledger Transfer' screen in the iamproperty software. The 'Transfer Amount' field, located in the middle section of the form, is highlighted with a red circle. The field contains the value '£ 0.00'. The form includes fields for Ledger Type (Property Ledger), Record (24 Westgarth Terrace, Darlington), Balance (£ 40,911.30), Sub-Record Type (Landlord), Sub-Record (Mrs Pamela Green), Transfer Date (22/01/2025), Exclude Man Fee (checkbox), and Description. There are also buttons for Transfer, Add, and Remove Complete.

23

Click "Select ledger"  
Click "Tenant Ledger"



The screenshot shows the 'Transfer' screen in the iamproperty software. The 'Select ledger' field, located in the middle section of the form, is highlighted with a red circle. The field contains the value 'Select ledger'. The form includes fields for Ledger Type (Property Ledger), Record (24 Westgarth Terrace, Darlington), Balance (£ 40,911.30), Transfer Amount (£ 770.00), Sub-Record Type (Select ledger), Sub-Record (Select record), Transfer Date (22/01/2025), Exclude Man Fee (checkbox), and Description. There are also buttons for Transfer, Add, and Remove Complete.



Transfer

Transfer

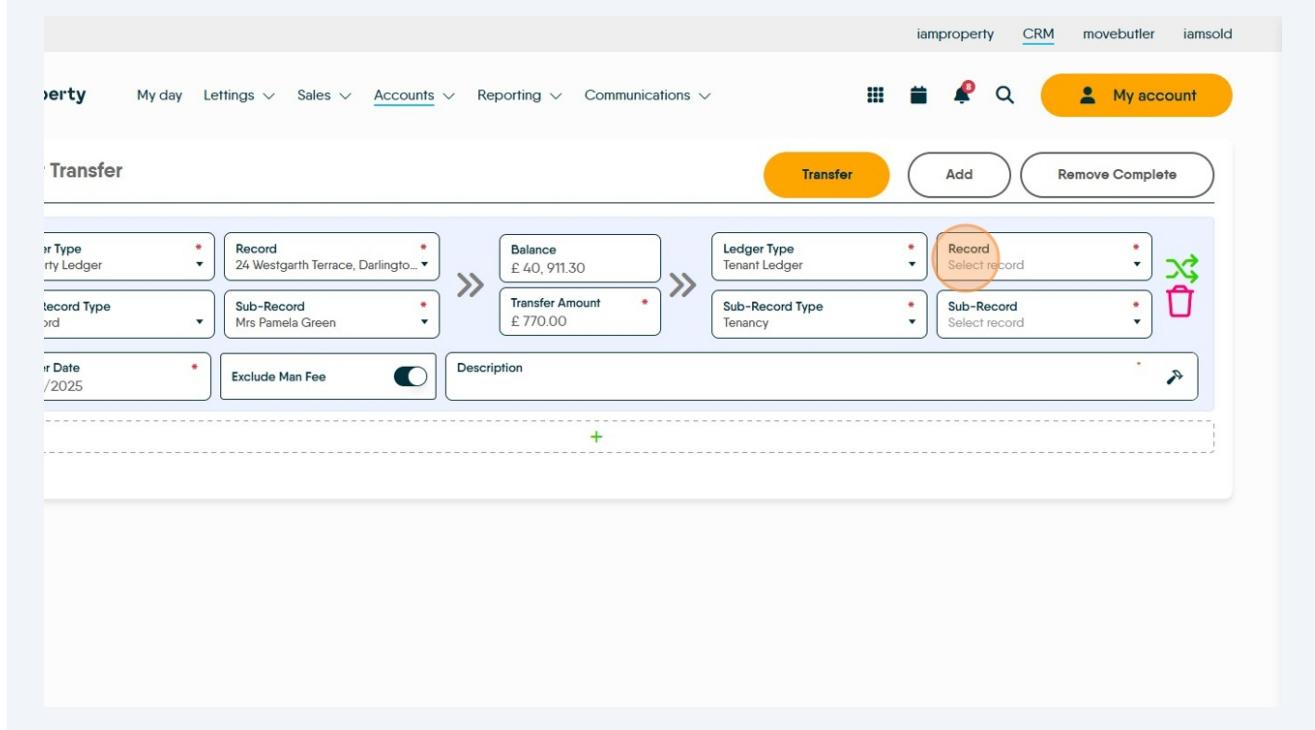
Add

Remove Complete

Ledger Type

- Tenant Ledger
- Agent Ledger
- Deposit Ledger
- Property Ledger
- Contractor Ledger
- Float Ledger

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



Transfer

Transfer

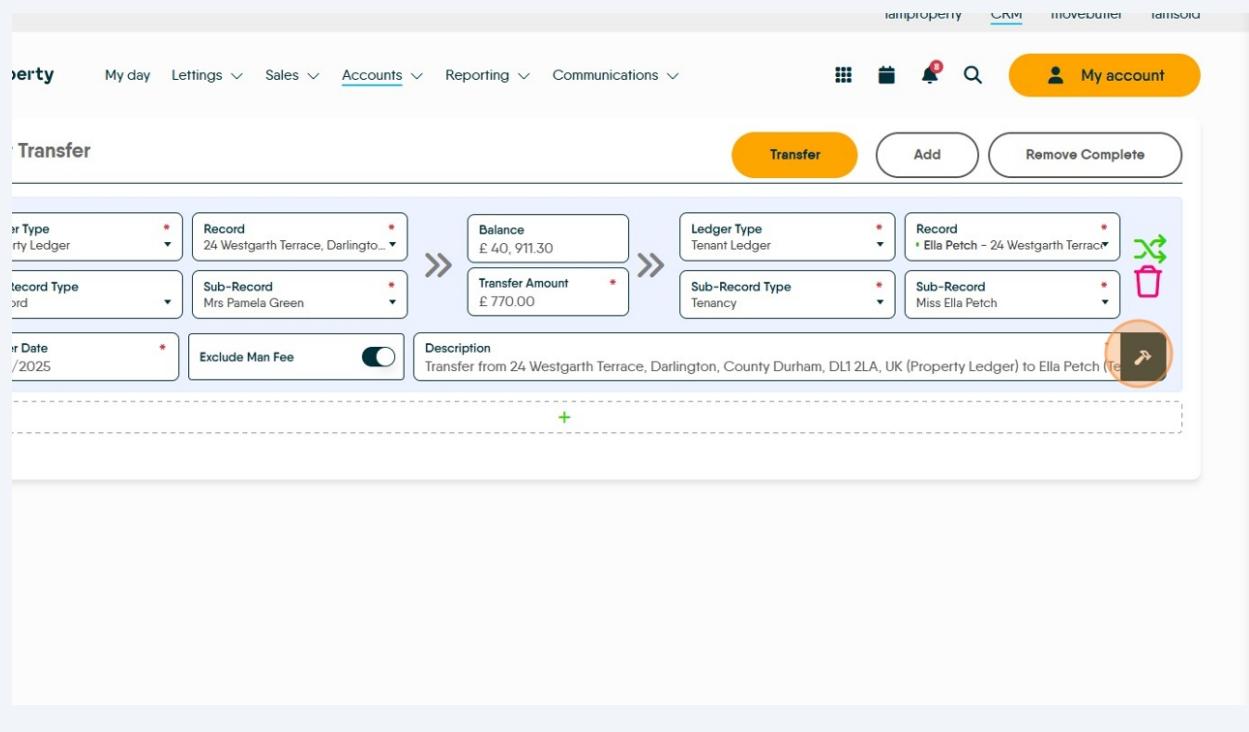
Add

Remove Complete

Record

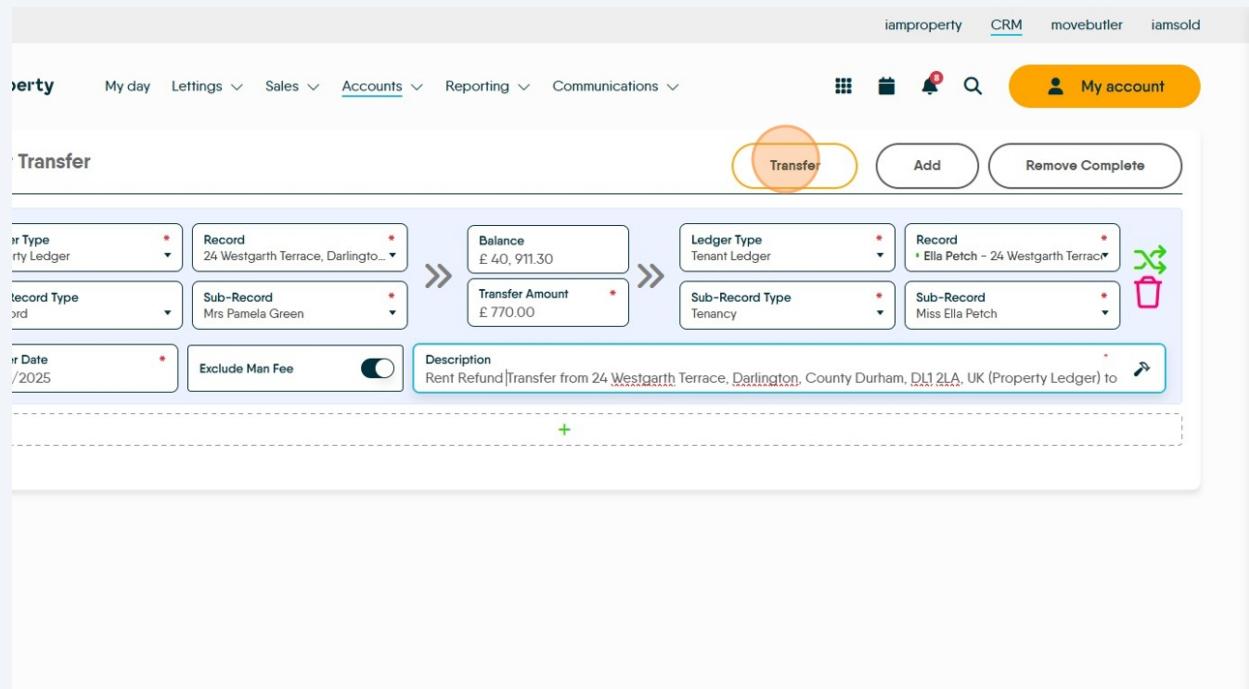
Select record

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



The screenshot shows the 'Transfer' screen in the iamsold software. The 'Transfer' button at the top right is highlighted with a red circle. The form fields include: 'From Record' (24 Westgarth Terrace, Darlington, County Durham, DL1 2LA, UK (Property Ledger)), 'Balance' (£40,911.30), 'To Record' (Ella Petch - 24 Westgarth Terrace, Darlington, County Durham, DL1 2LA, UK (Tenant Ledger)), 'Transfer Amount' (£770.00), and 'Description' (Transfer from 24 Westgarth Terrace, Darlington, County Durham, DL1 2LA, UK (Property Ledger) to Ella Petch (Tenant)).

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



The screenshot shows the 'Transfer' screen in the iamsold software after the 'Transfer' button was clicked. The 'Transfer' button is highlighted with a red circle. The form fields are the same as in the previous screenshot, but the transaction has been completed. The 'Description' field now includes 'Transfer Refund'.

## Creating the repayment to the Tenant

27 From the Accounts Dashboard. Click here.

The screenshot shows the 'Accounts' dashboard with several sections:

- Header:** iamproperty, CRM, movebutler, iamsold
- Navigation:** My day, Lettings, Sales, Accounts (highlighted), Reporting, Communications
- Client Accounts:**
  - Co Client Account:** ID 1234567, Funds: £ 294,643.77 (Reconciled), £ 31,030.87 (Unreconciled), £ 293,579.57 (Total Due), £ 1,064.20 (Overdue). Includes a line graph from Jan 10 to Jan 22.
  - Co Held Deposits:** ID 5685263, Funds: £ 9,990.15 (Reconciled), £ 0.00 (Unreconciled), £ 9,990.15 (Total Due), £ 0.00 (Overdue).
- Invoices:** A list of invoice types with a 'View All' button for each:
  - Rent Invoice: £ 47,725.00 (Paid), £ 32,560.00 (Due), £ 0.00 (Overdue)
  - Tenant Fee Invoice: £ 610.00 (Paid), £ 300.00 (Due), £ 310.00 (Overdue)
  - Deposit Invoice: £ 2,415.31 (Paid), £ 2,415.31 (Due), £ 0.00 (Overdue)
  - Service Charge Invoice: £ 0.00 (Paid), £ 0.00 (Due), £ 0.00 (Overdue)
- Balance Sheet:** Assets: £ 317,738.37, Liabilities: £ 2,773.65.
- Expenses:** Total: £ 8,992.69, with a pie chart showing breakdown.

28 Click "Select tenant"

The screenshot shows the 'Add Invoice' modal window:

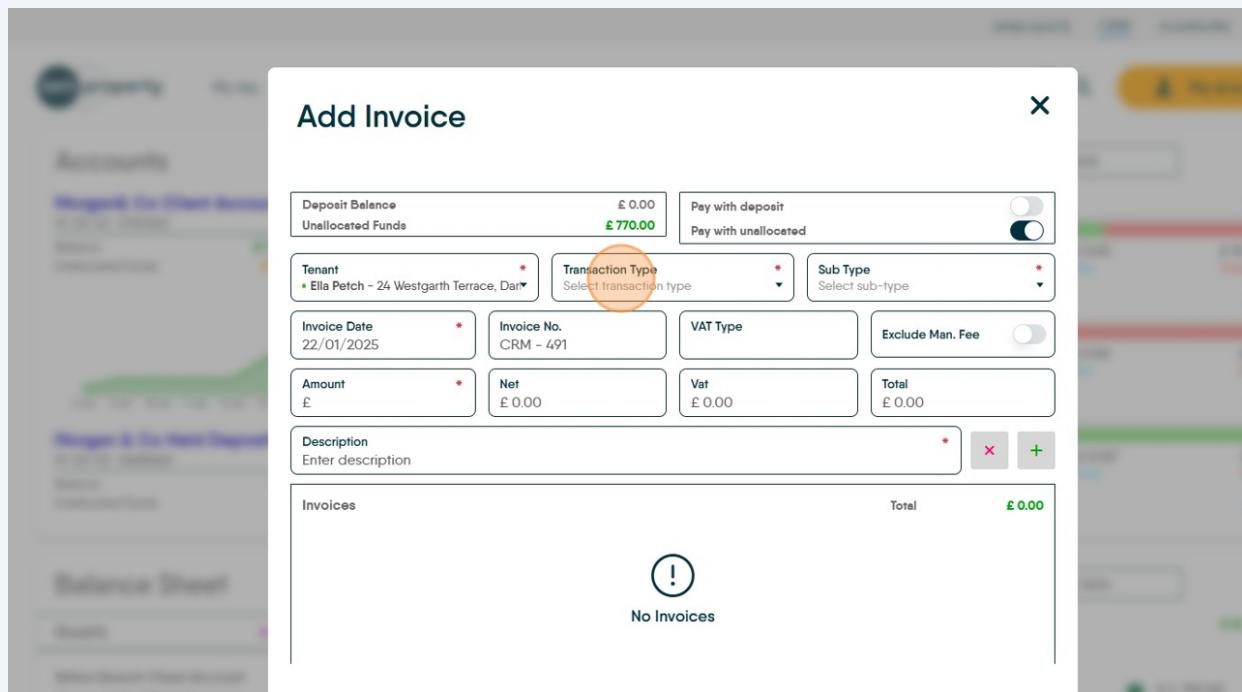
**Fields:**

- 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

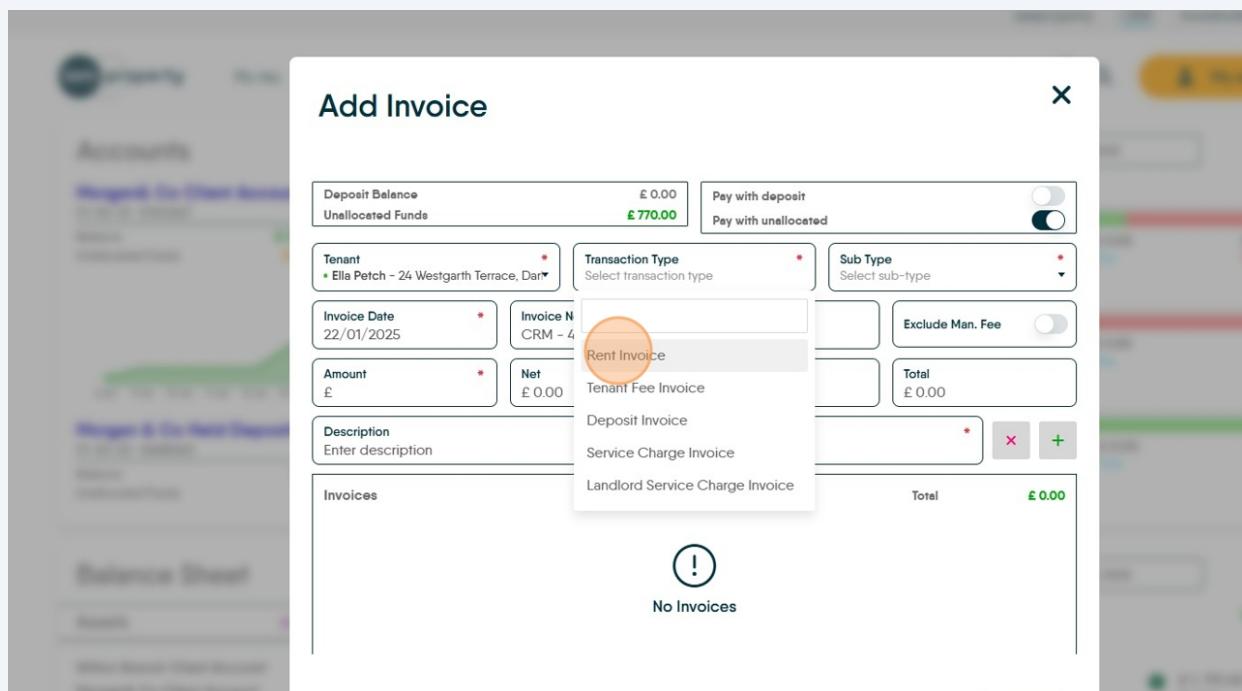
**Table:**

Invoices	Total	£ 0.00
No Invoices		

29 Click "Select transaction type"



30 Click "Rent Invoice"



- 31 Click here and exclude the management fee.

**Add Invoice**

Deposit Balance £ 0.00	Unallocated Funds <b>£ 770.00</b>	Pay with deposit <input checked="" type="checkbox"/>	Pay with unallocated <input type="checkbox"/>
Tenant Ella Patch - 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 Patch			
Invoices		Total	<b>£ 0.00</b>
No Invoices			

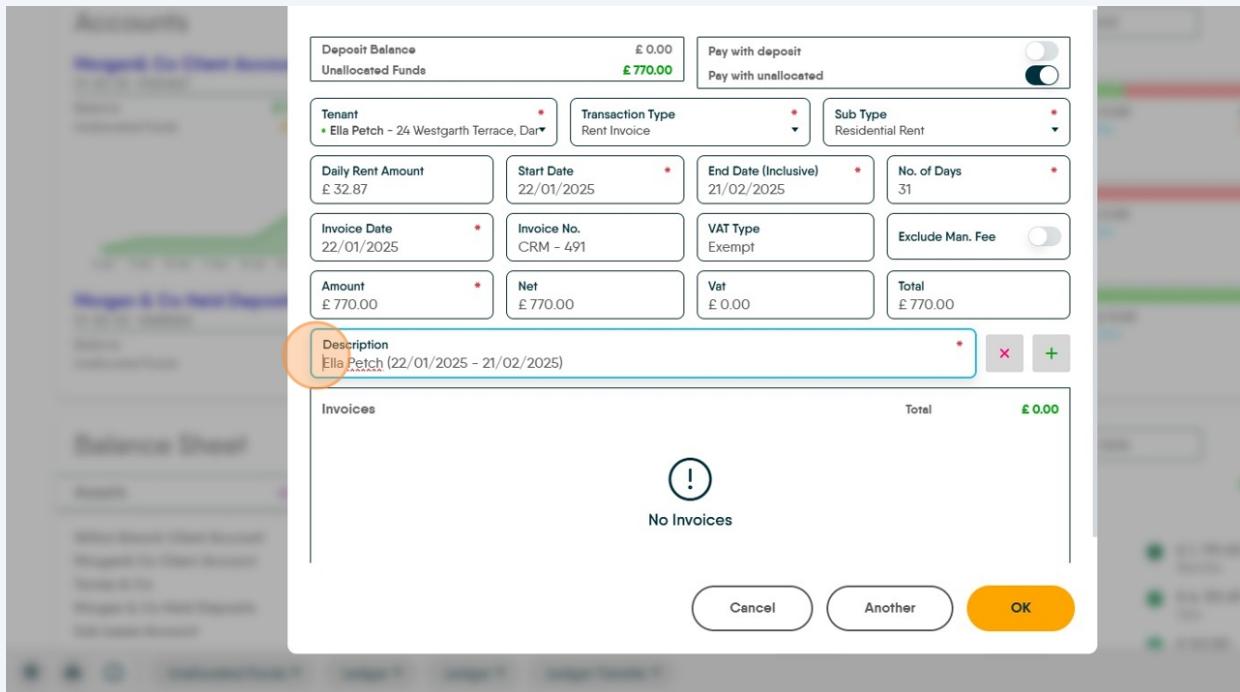
- 32 Click the "Amount" field and edit to be the amount being refunded, in this case £770

**Add Invoice**

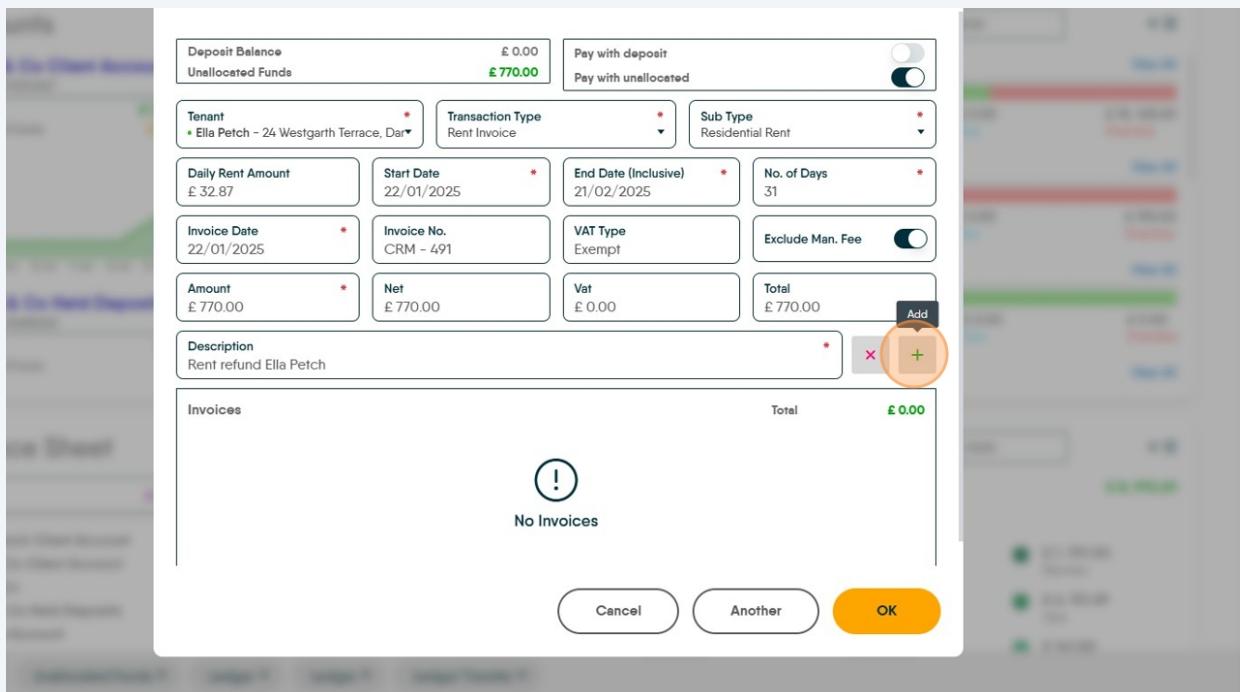
Deposit Balance £ 0.00	Unallocated Funds <b>£ 770.00</b>	Pay with deposit <input checked="" type="checkbox"/>	Pay with unallocated <input type="checkbox"/>
Tenant Ella Patch - 24 Westgarth Terrace, Dar...	Transaction Type Rent Invoice	Sub Type Residential Rent	
Daily Rent Amount £ 32.87	Start Date 22/01/2025	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 <b>£ 1,000.00</b>	Net £ 1,000.00	Vat £ 0.00	Total £ 1,000.00
Description Ella Patch (22/01/2025 - 21/02/2025)			
Invoices		Total	<b>£ 0.00</b>
No Invoices			

**Cancel** **Another** **OK**

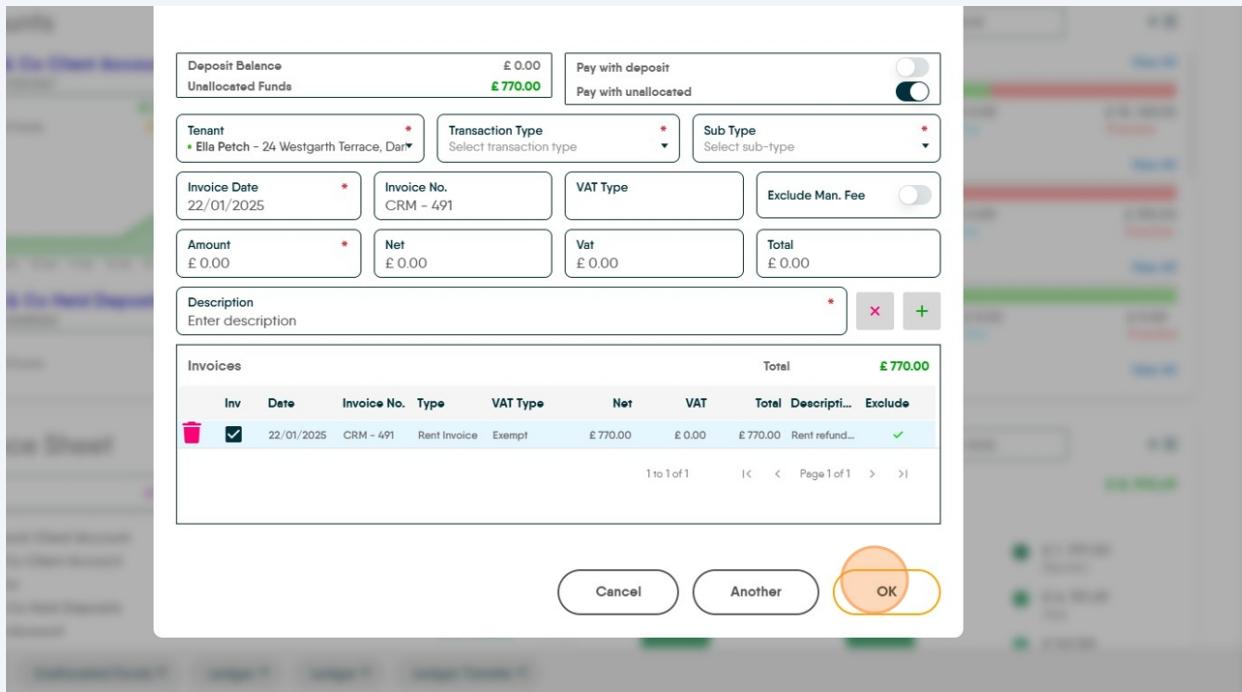
- 33 Click the "Description" field and add your detailed description.



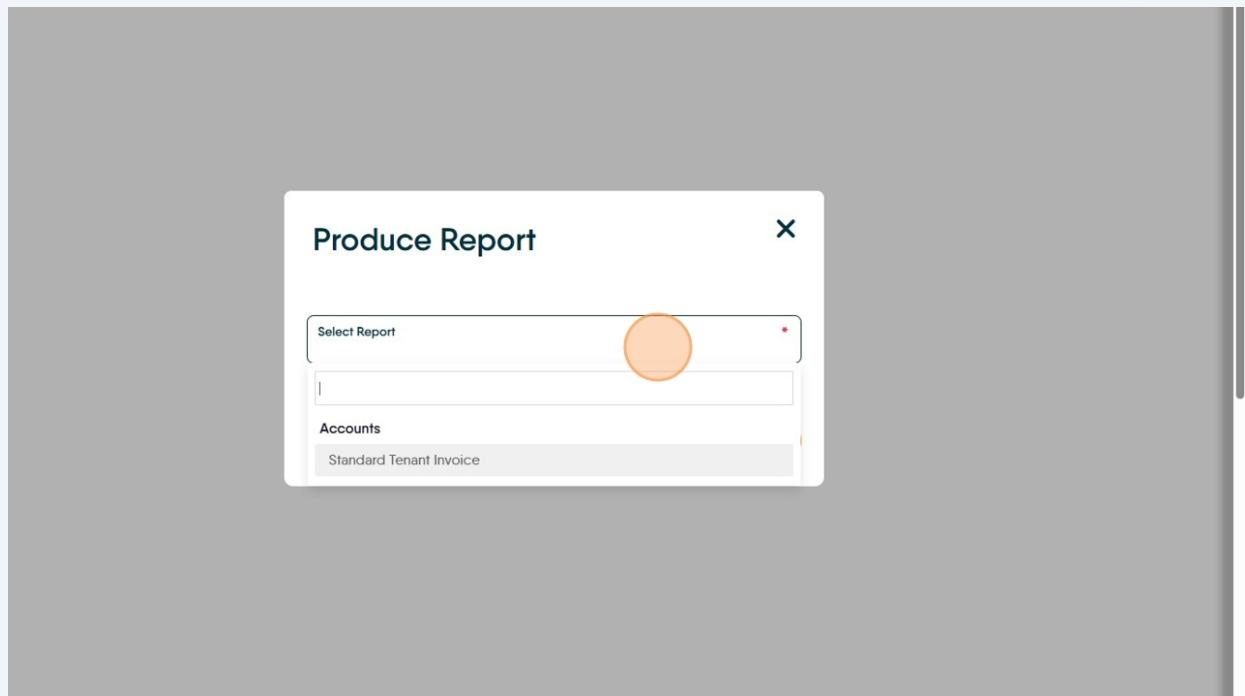
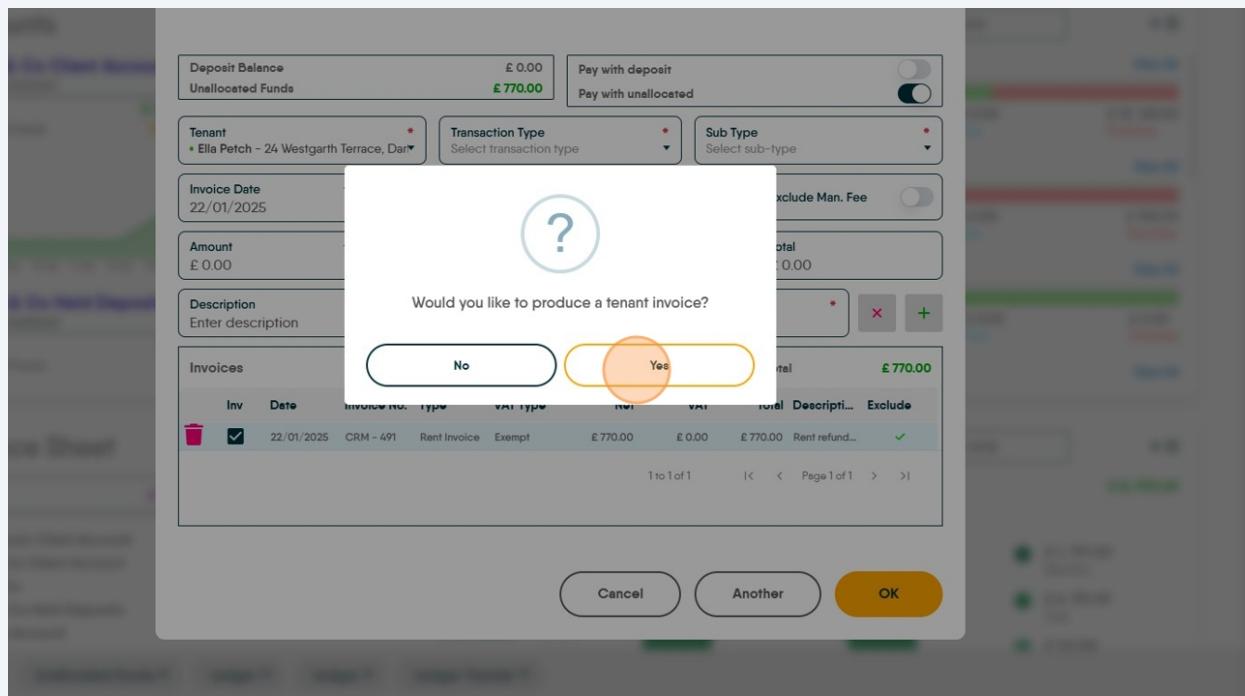
- 34 If not already checked, make sure 'Pay with Unallocated ' is selected, this will save you a step. Click here to create the Invoice.

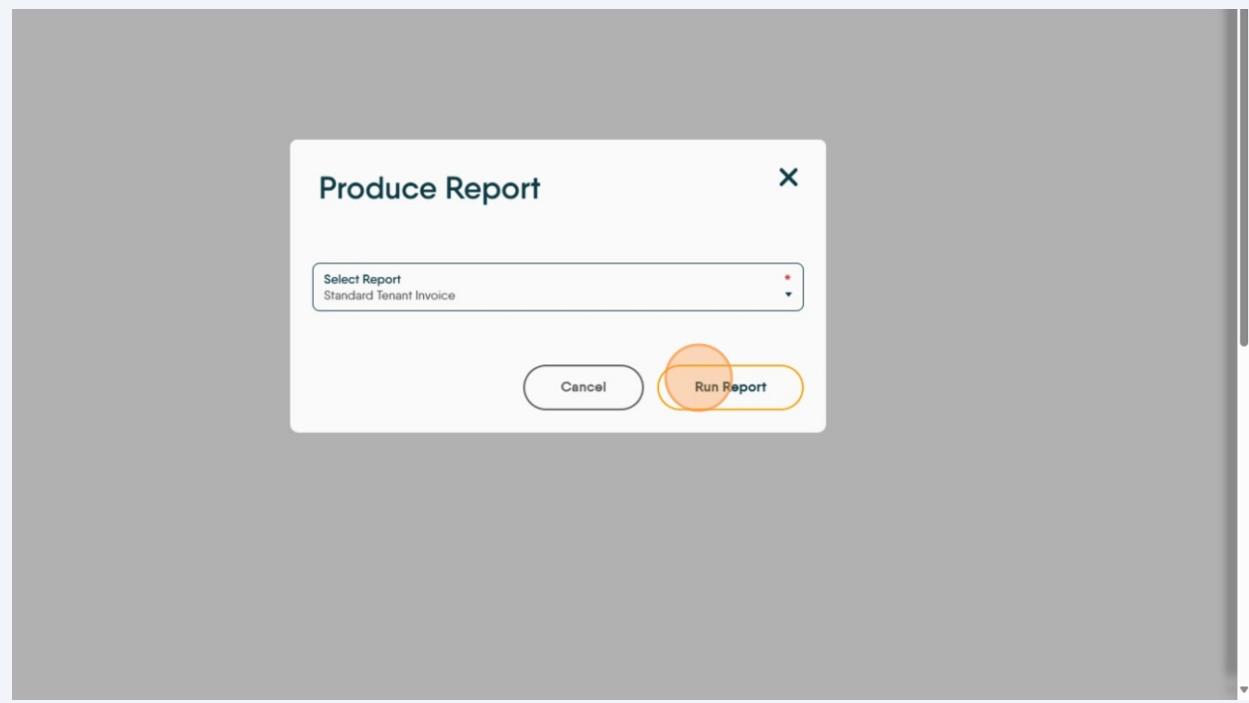
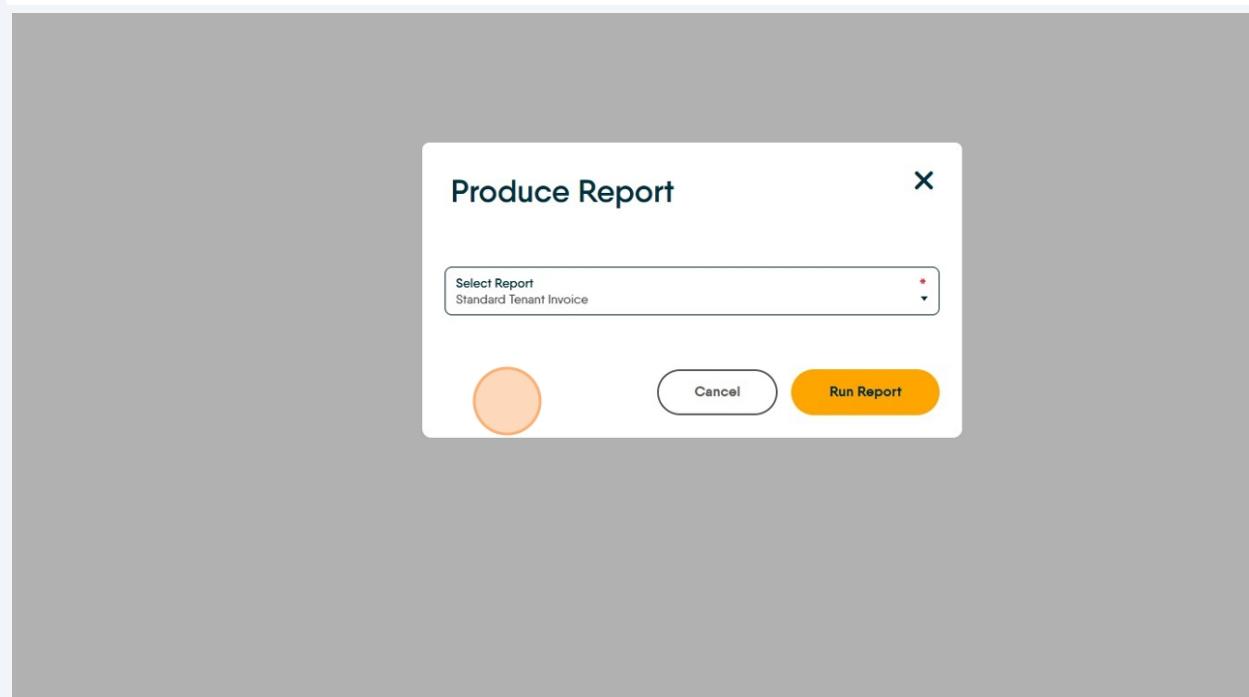


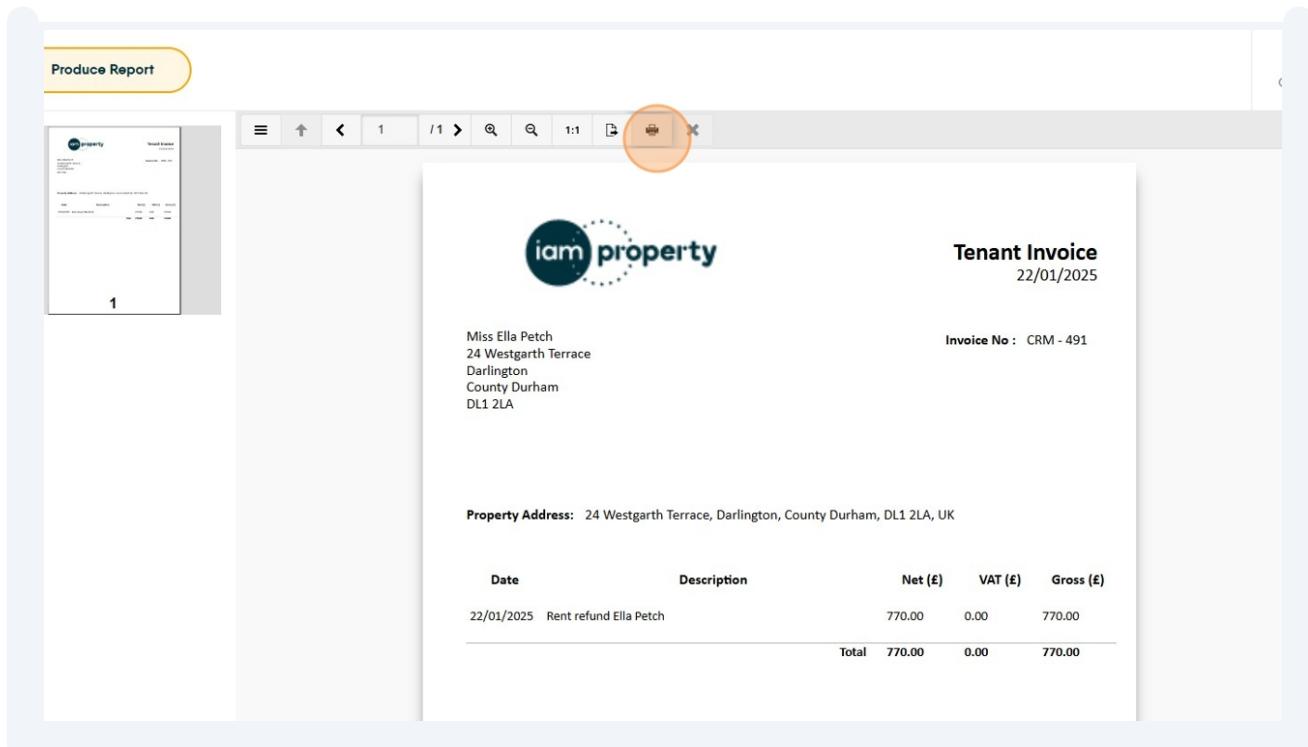
35 Click "OK"



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"







## 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**

**Rent Invoice**  
25/12/2024 - 22/01/2025

Total Due	£ 48, 495.00	Paid	£ 33, 330.00	Due	£ 0.00	Ov.
Total Due	£ 610.00	Paid	£ 300.00	Due	£ 0.00	Ov.

**Deposit Invoice**

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

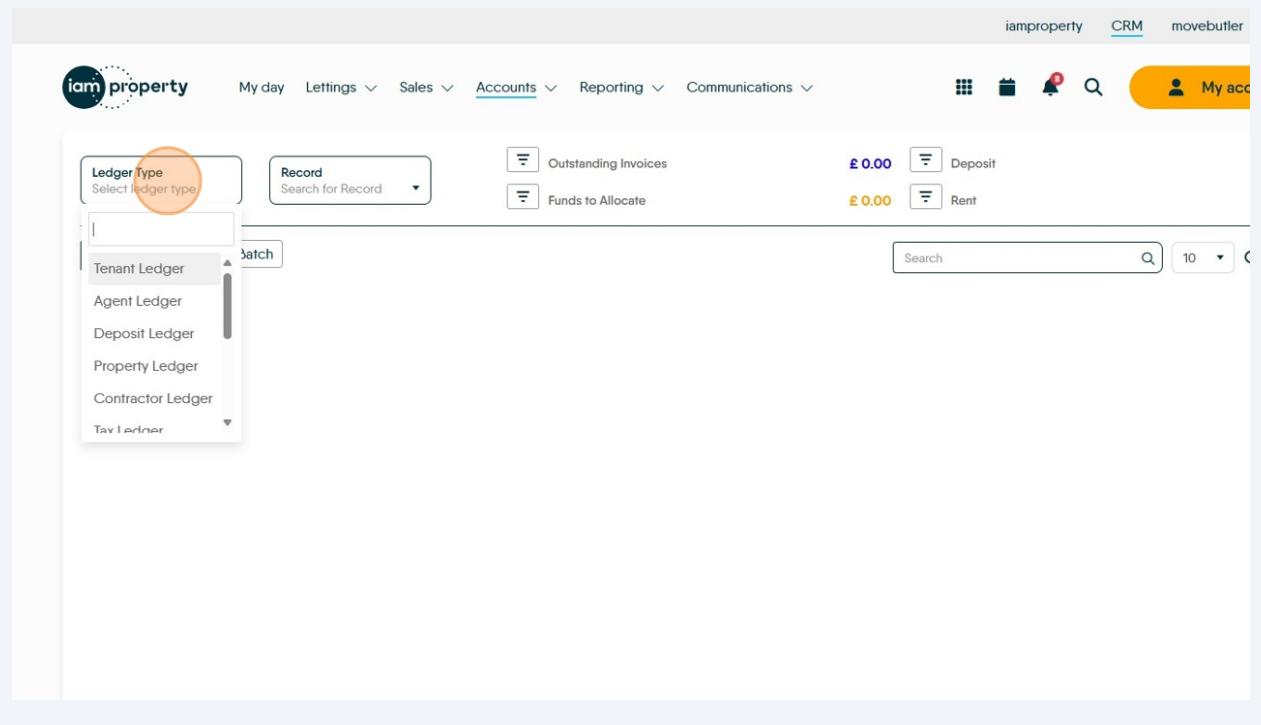
**Expenses**

**Total**  
01/10/2024 - 22/01/2025

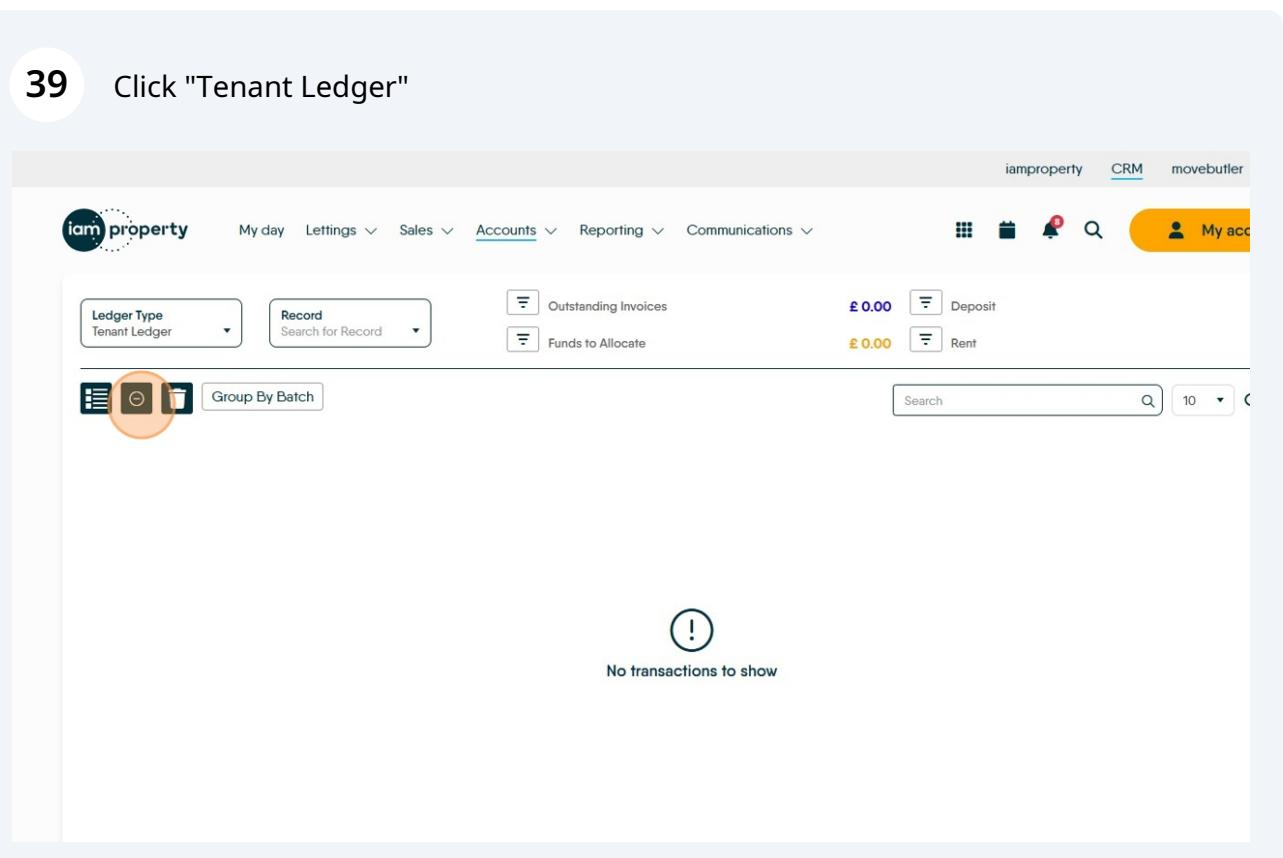


£ 1,791.00 Electric  
£ 6,151.69 Gas  
£ 141.00

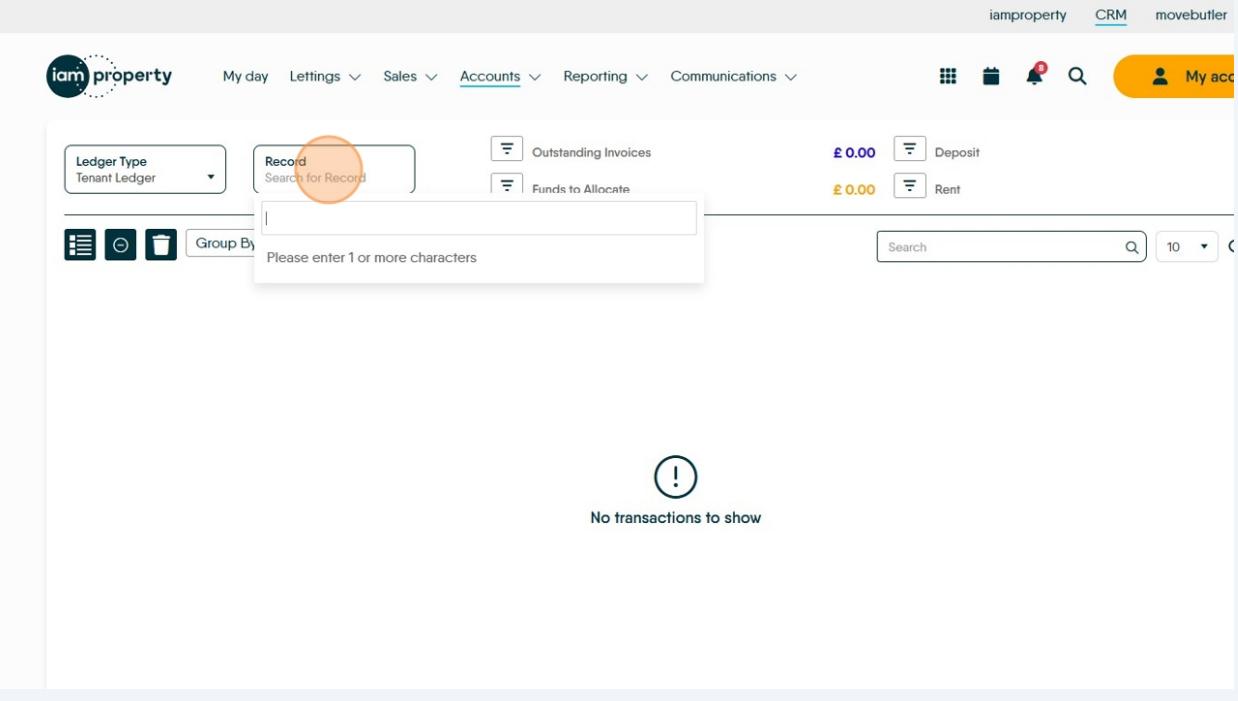
38 Click "Select ledger type"



39 Click "Tenant Ledger"



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



Ledger Type: Tenant Ledger

Record: Search for Record

Outstanding Invoices: £ 0.00

Funds to Allocate: £ 0.00

Deposit: £ 0.00

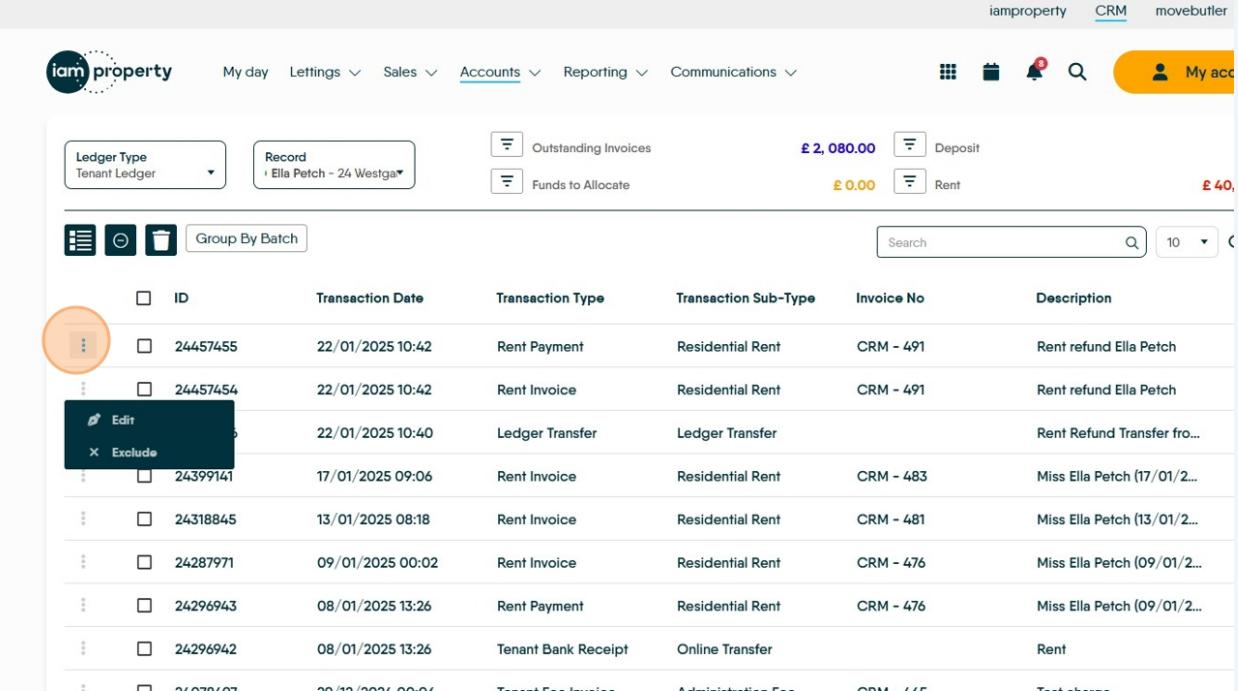
Rent: £ 0.00

Please enter 1 or more characters

Search

No transactions to show

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



Ledger Type: Tenant Ledger

Record: Ella Patch - 24 Westgate

Outstanding Invoices: £ 2,080.00

Funds to Allocate: £ 0.00

Deposit: £ 0.00

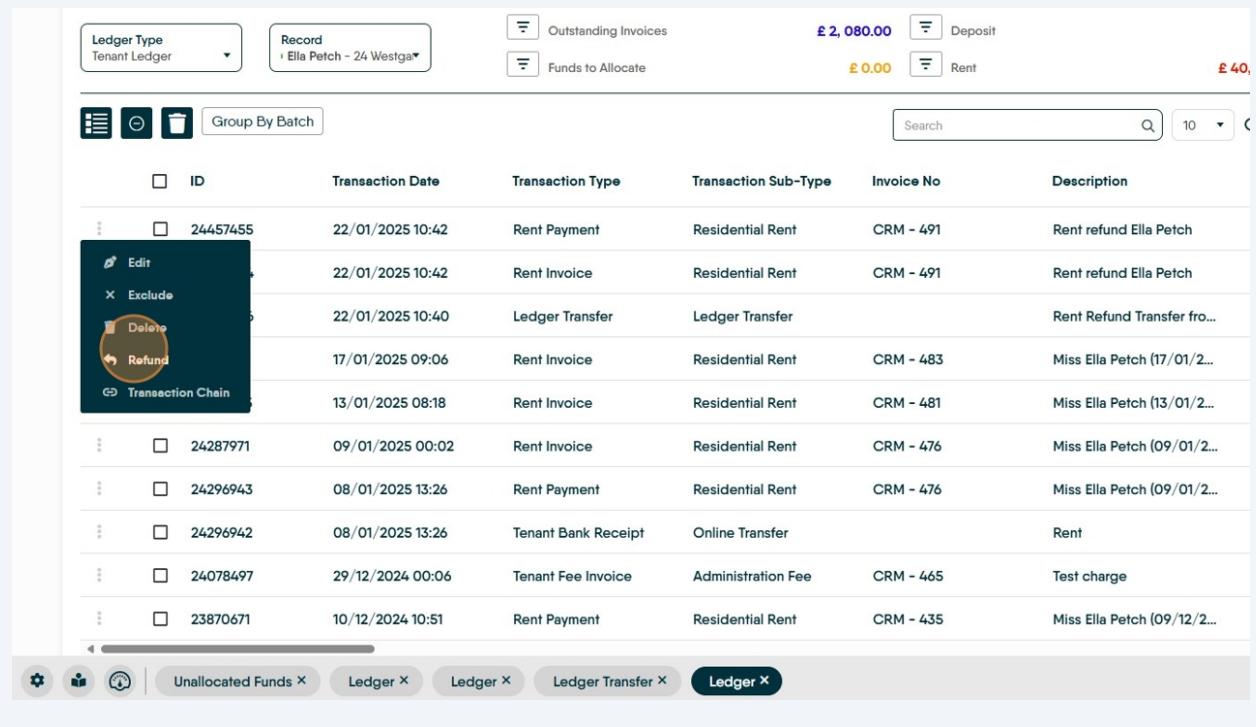
Rent: £ 40,000.00

Group By Batch

Search

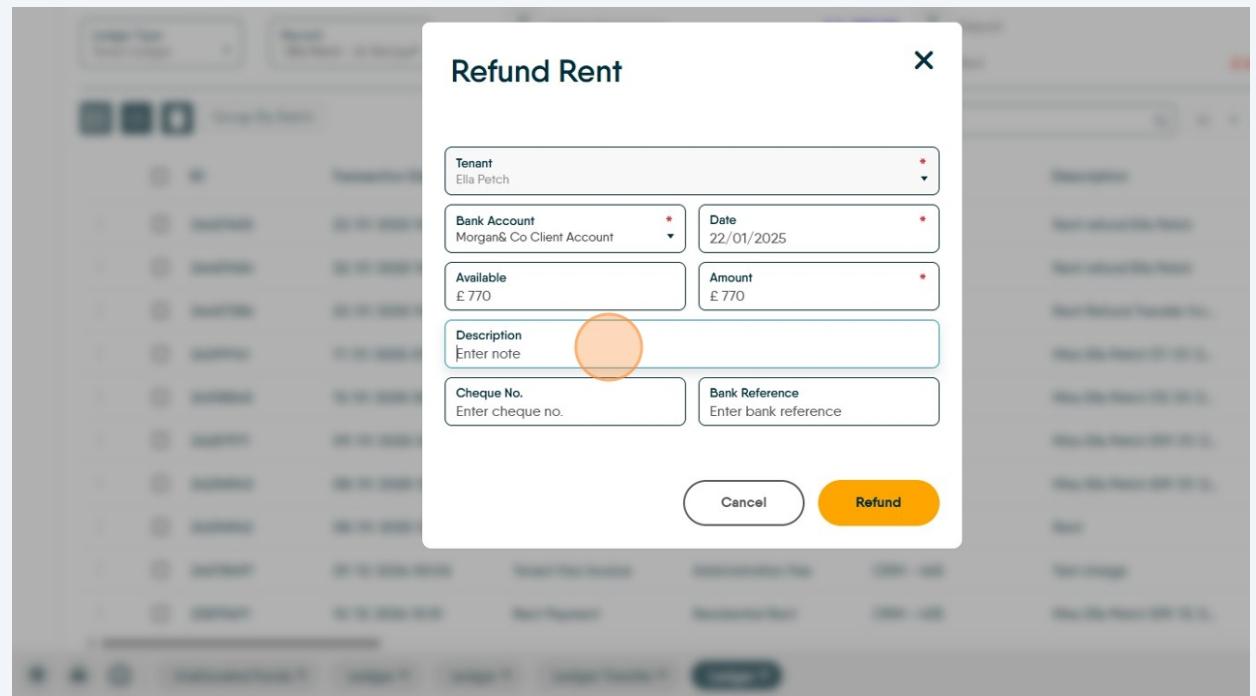
ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
24457455	22/01/2025 10:42	Rent Payment	Residential Rent	CRM - 491	Rent refund Ella Patch
24457454	22/01/2025 10:42	Rent Invoice	Residential Rent	CRM - 491	Rent refund Ella Patch
24399141	22/01/2025 10:40	Ledger Transfer	Ledger Transfer		Rent Refund Transfer from...
24318845	17/01/2025 09:06	Rent Invoice	Residential Rent	CRM - 483	Miss Ella Patch (17/01/2...
24287971	13/01/2025 08:18	Rent Invoice	Residential Rent	CRM - 481	Miss Ella Patch (13/01/2...
24296943	09/01/2025 00:02	Rent Invoice	Residential Rent	CRM - 476	Miss Ella Patch (09/01/2...
24296942	08/01/2025 13:26	Rent Payment	Residential Rent	CRM - 476	Miss Ella Patch (09/01/2...
24296941	08/01/2025 13:26	Tenant Bank Receipt	Online Transfer		Rent

42 Click "Refund"



Ledger Type	Tenant Ledger	Record	Ella Petch - 24 Westgate	Outstanding Invoices	£ 2,080.00	Deposit	
				Funds to Allocate	£ 0.00	Rent	£ 40
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...		

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"

