

# Processing a Tenant Fee Refund in CRM



This guide outlines key steps for processing tenant fee refunds in CRM, emphasising accuracy and efficiency. Highlighting the importance of using the procedure only when necessary, as it's not a standard operation. Following this ensures refunds are correctly recorded and reflected in the tenant ledger and real-world bank accounts, aiding financial accuracy and compliance. It's an essential resource for property management professionals seeking to streamline refunds and avoid common pitfalls.



## Alert!

**This guide is produced to cover a specific situation for a specific client and is outside of normal or standard practice.**

1

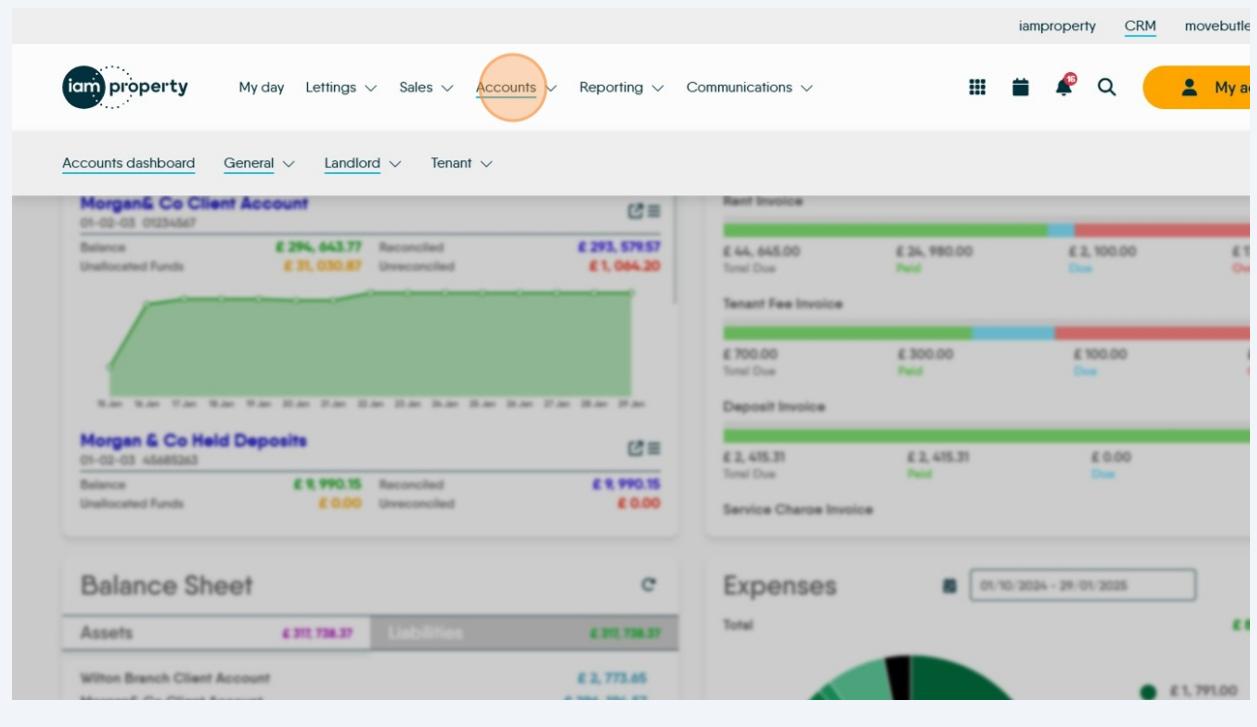
Navigate to <https://crm.iamproperty.com/Dashboards/Accounts>



Alert! This process should only be performed when there are no other options. It is not a standard process that you would perform in CRM.

In this case we are showing a refund for a FEE payment made by a Tenant and subsequently paid out to the Agent as part of their Agent Fees, that needs to be refunded and the refund shown in CRM.

## 2 Click "Accounts"



Accounts dashboard General Landlord Tenant

**Morgan & Co Client Account**  
01-02-03 01234567

Balance	£ 294,643.77	Reconciled	£ 293,579.57
Unallocated Funds	£ 31,030.87	Unreconciled	£ 1,064.30

**Morgan & Co Held Deposits**  
01-02-03 4567890

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

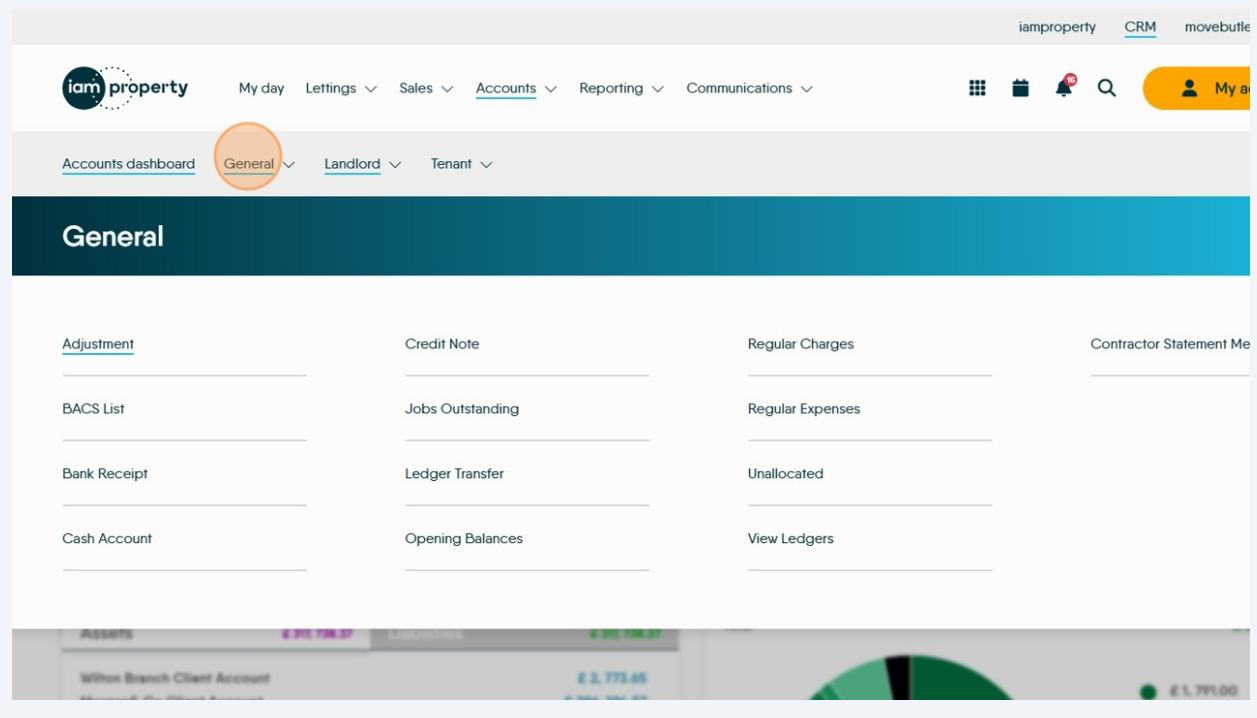
**Balance Sheet**

Assets	£ 311,798.37	Utilities	£ 311,798.37
Wilton Branch Client Account	£ 3,773.45		

**Expenses**  
01/10/2024 - 29/01/2025

	£ 0.00
Service Charge Invoice	£ 1,791.00

## 3 Click "General"



Accounts dashboard General Landlord Tenant

## General

Adjustment

BACS List

Bank Receipt

Cash Account

Credit Note

Jobs Outstanding

Ledger Transfer

Opening Balances

Regular Charges

Regular Expenses

Unallocated

Contractor Statement M

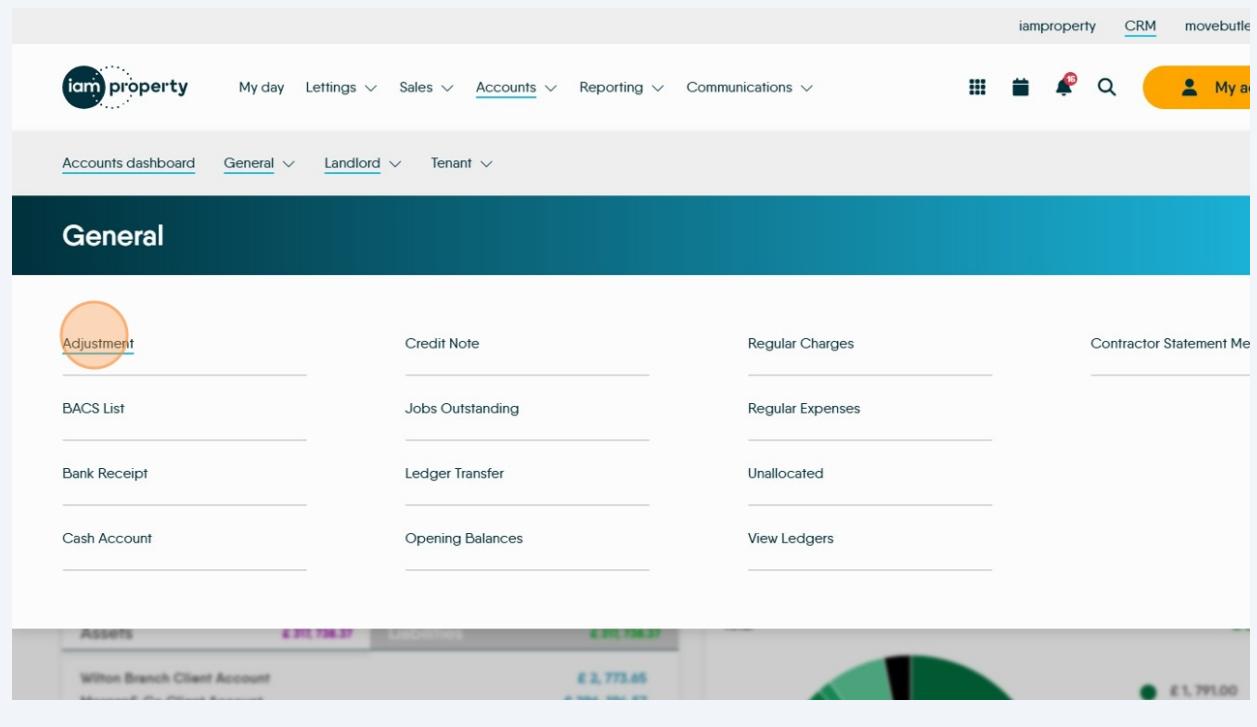
View Ledgers

ASSETS £ 311,798.37

Wilton Branch Client Account £ 3,773.45

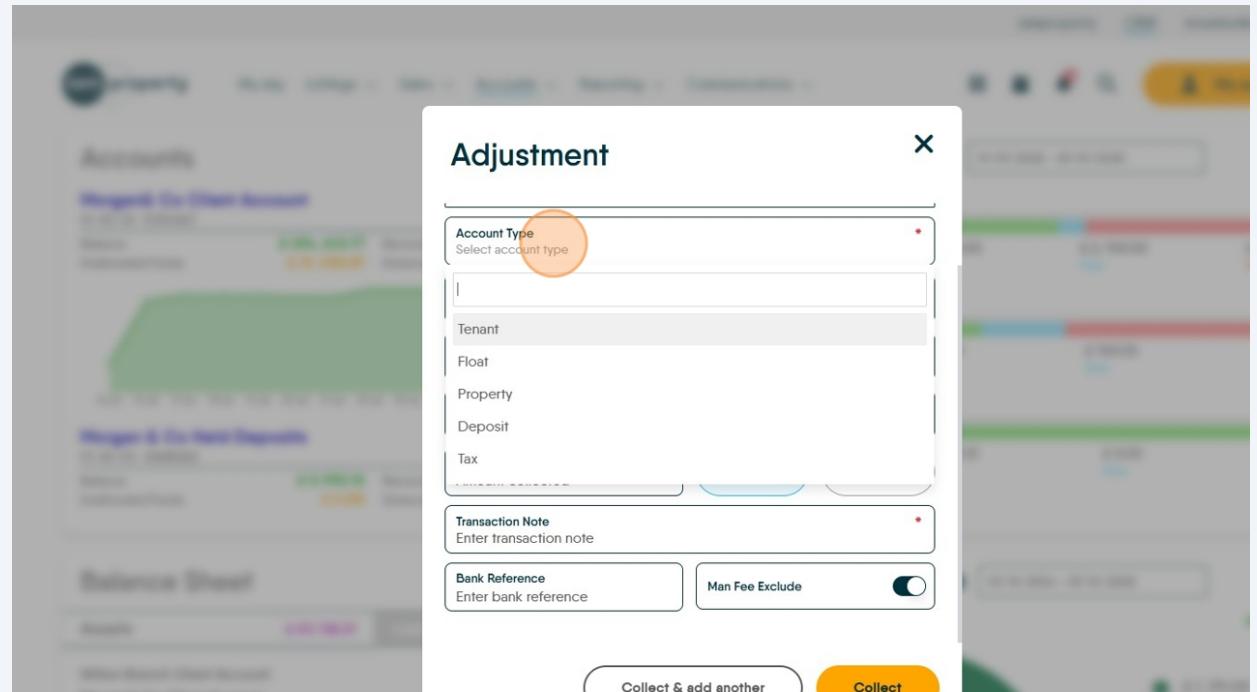
£ 1,791.00

4 Click "Adjustment"

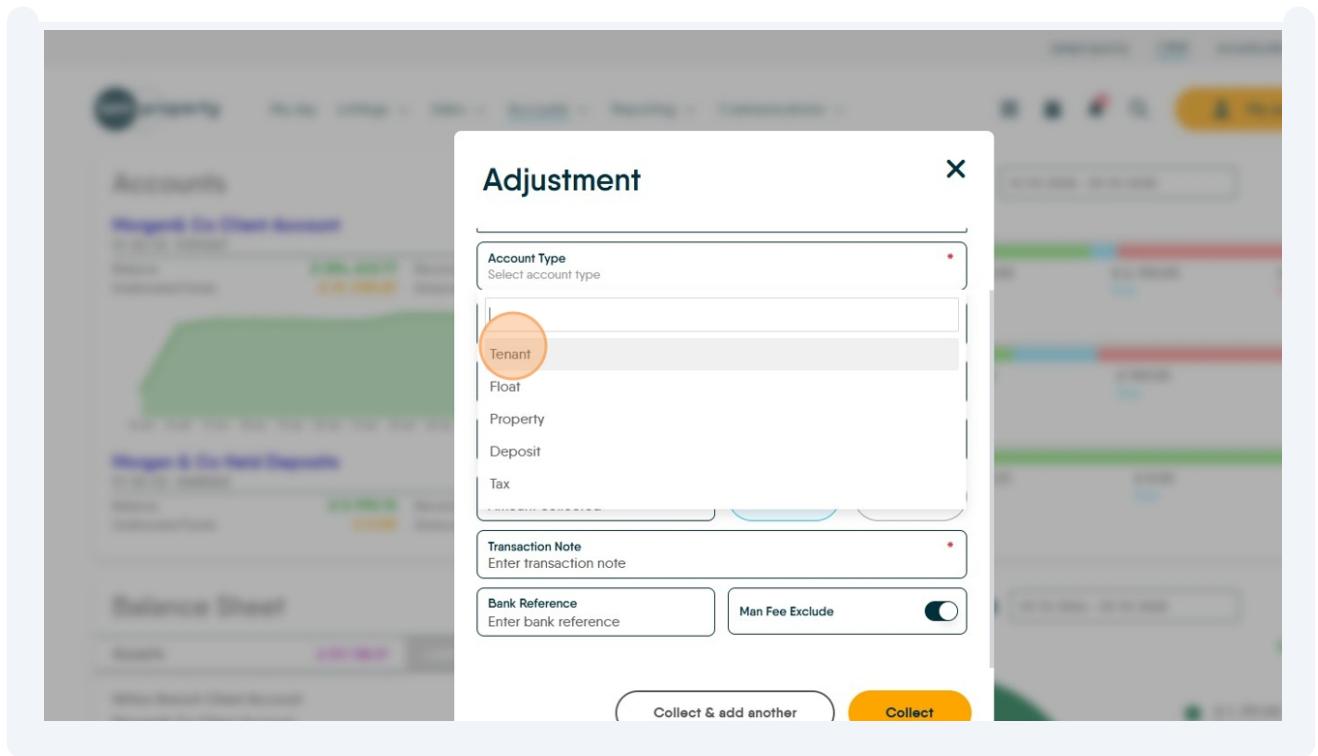


The screenshot shows the 'General' section of the iamproperty software. The 'Adjustment' link is highlighted with an orange circle. Other visible links include 'Credit Note', 'Regular Charges', 'Contractor Statement Me', 'BACS List', 'Jobs Outstanding', 'Regular Expenses', 'Bank Receipt', 'Ledger Transfer', 'Unallocated', 'Cash Account', 'Opening Balances', and 'View Ledgers'. Below this is a summary dashboard with sections for Assets, Liabilities, and a pie chart.

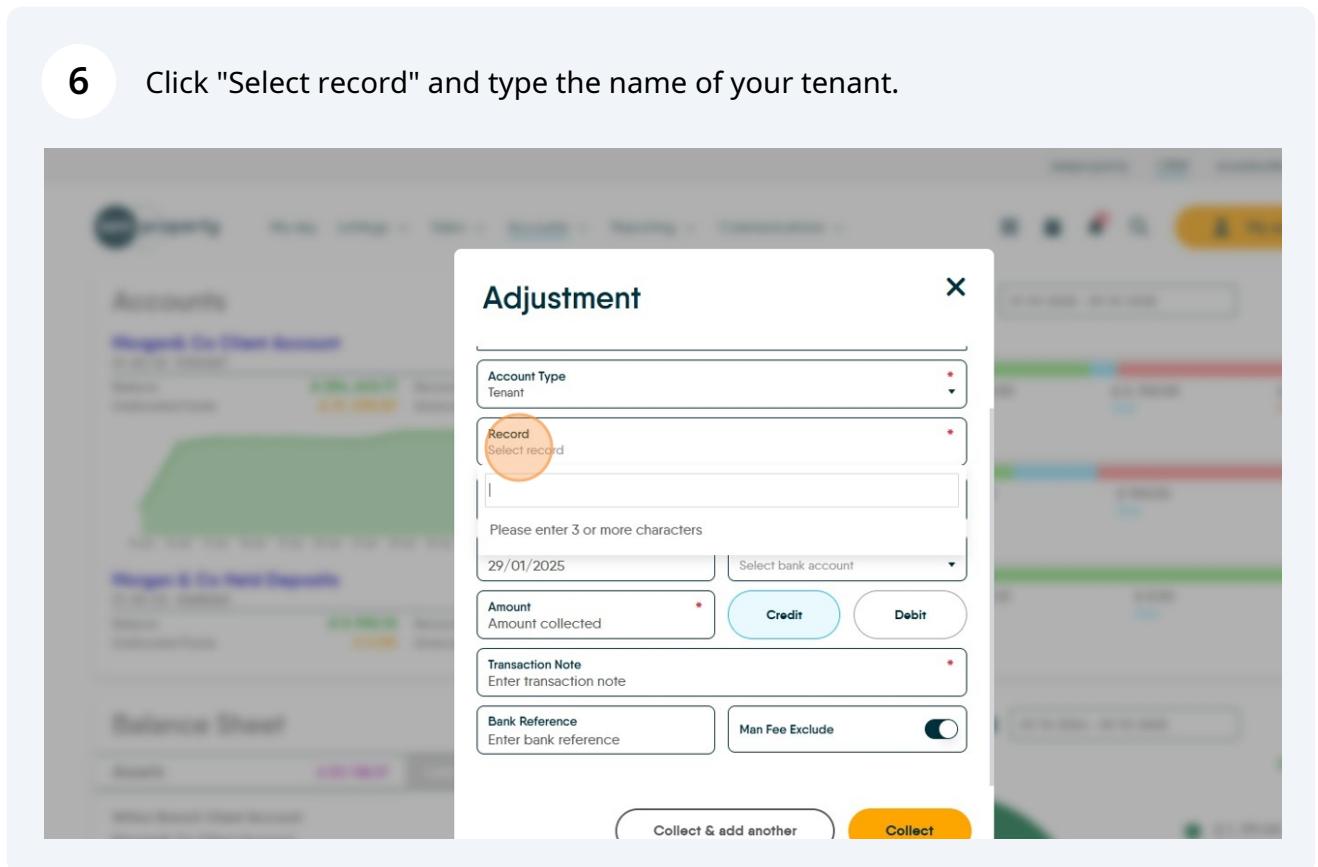
5 Click "Select account type"  
Click "Tenant"



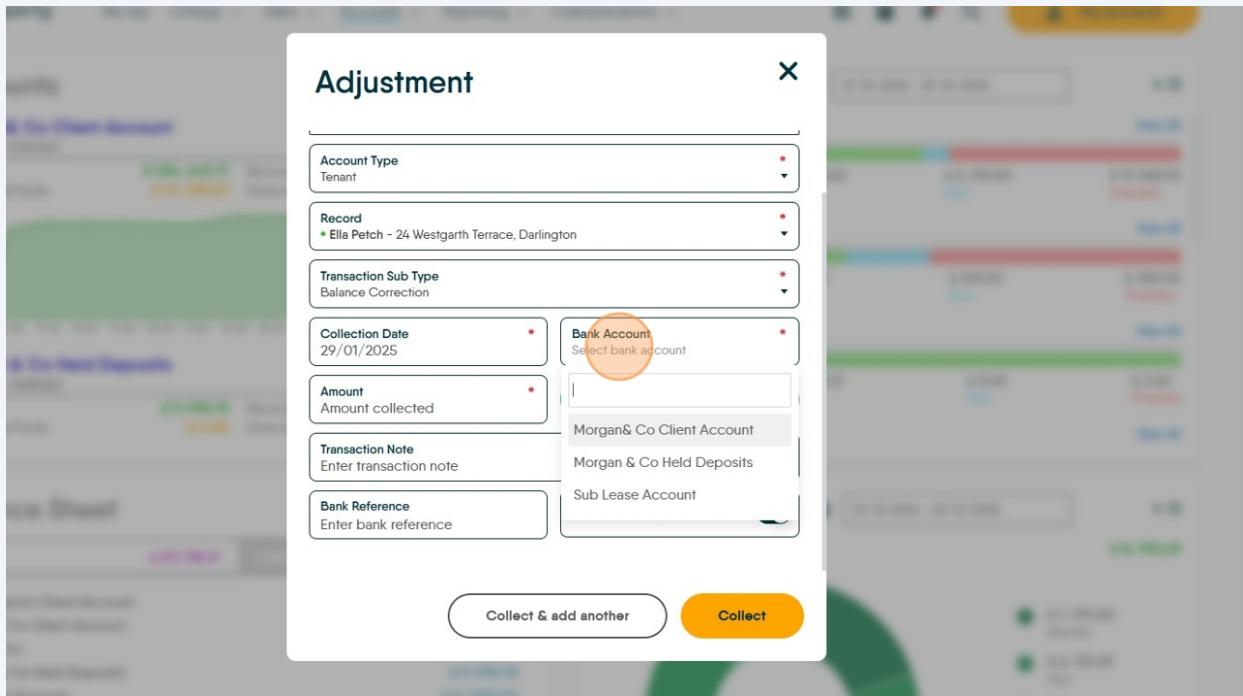
The screenshot shows the 'Adjustment' dialog box. The 'Account Type' field is highlighted with an orange circle, showing a dropdown menu with options: Tenant, Float, Property, Deposit, and Tax. The 'Tenant' option is selected. Other fields in the dialog include 'Transaction Note' (with placeholder 'Enter transaction note') and 'Bank Reference' (with placeholder 'Enter bank reference'). There is also a 'Man Fee Exclude' toggle switch. At the bottom are 'Collect & add another' and 'Collect' buttons.



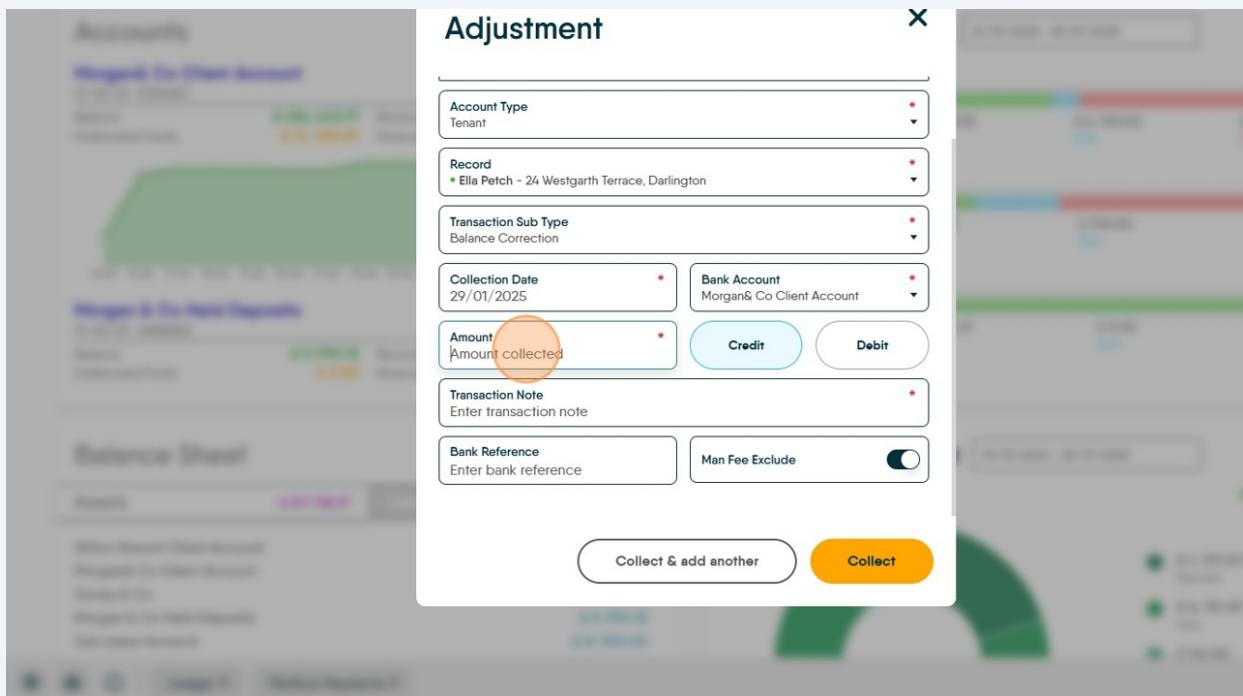
6 Click "Select record" and type the name of your tenant.



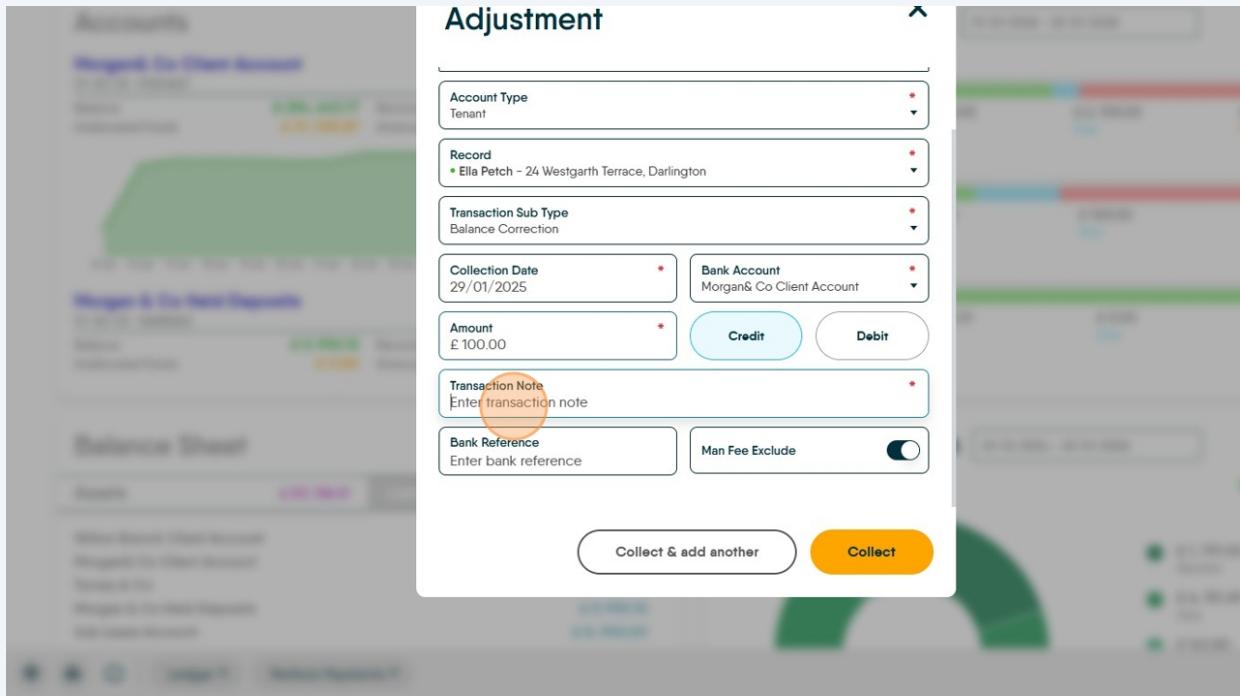
7 Click "Select bank account"



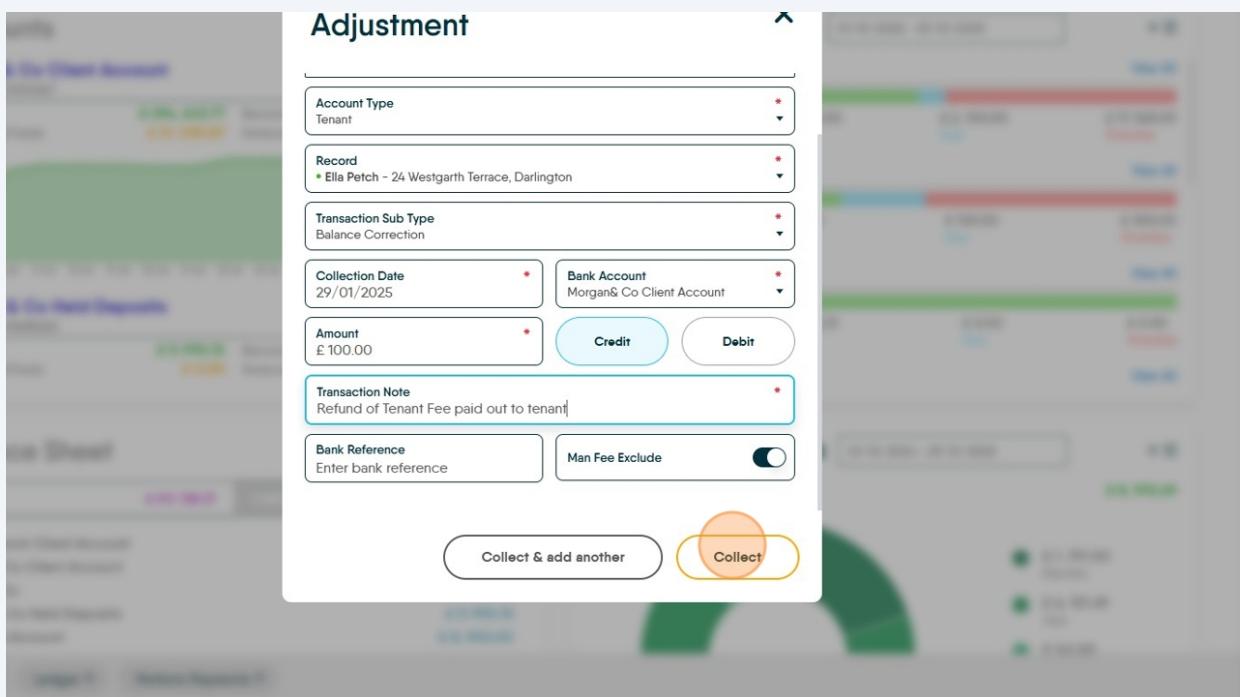
8 Click the "Amount" field and enter the amount to be refunded (in this case). Make sure 'Credit' is selected.



9 Click the "Transaction Note" field. Make sure this is as descriptive as possible e.g. "Refund of Tenant Fee paid out to tenant".



10 Click "Collect" this will credit the selected account.





Tip! to show the funds in the Tenant Ledger

11

Click here to access the Ledger.

Click "Select ledger type" in this case Tenant

Click "Tenant Ledger" and search for the Tenant you have credited

Click here, the refunded Adjustment will show on the screen as a credit.

**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**

01/01/2025 - 29/01/2025

Rent Invoice

Total Due	£ 44, 645.00	Paid	£ 24, 980.00	Due	£ 2, 100.00	Overdue	£ 1, 064.20
-----------	--------------	------	--------------	-----	-------------	---------	-------------

Tenant Fee Invoice

Total Due	£ 700.00	Paid	£ 300.00	Due	£ 100.00
-----------	----------	------	----------	-----	----------

Deposit Invoice

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

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 - 29/01/2025

Total



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

**iam property**

My day Lettings Sales Accounts Reporting Communications

Ledger Type: Tenant Ledger

Record: Search for Record

Outstanding Invoices: £ 0.00

Funds to Allocate: £ 0.00

Deposit: £ 0.00

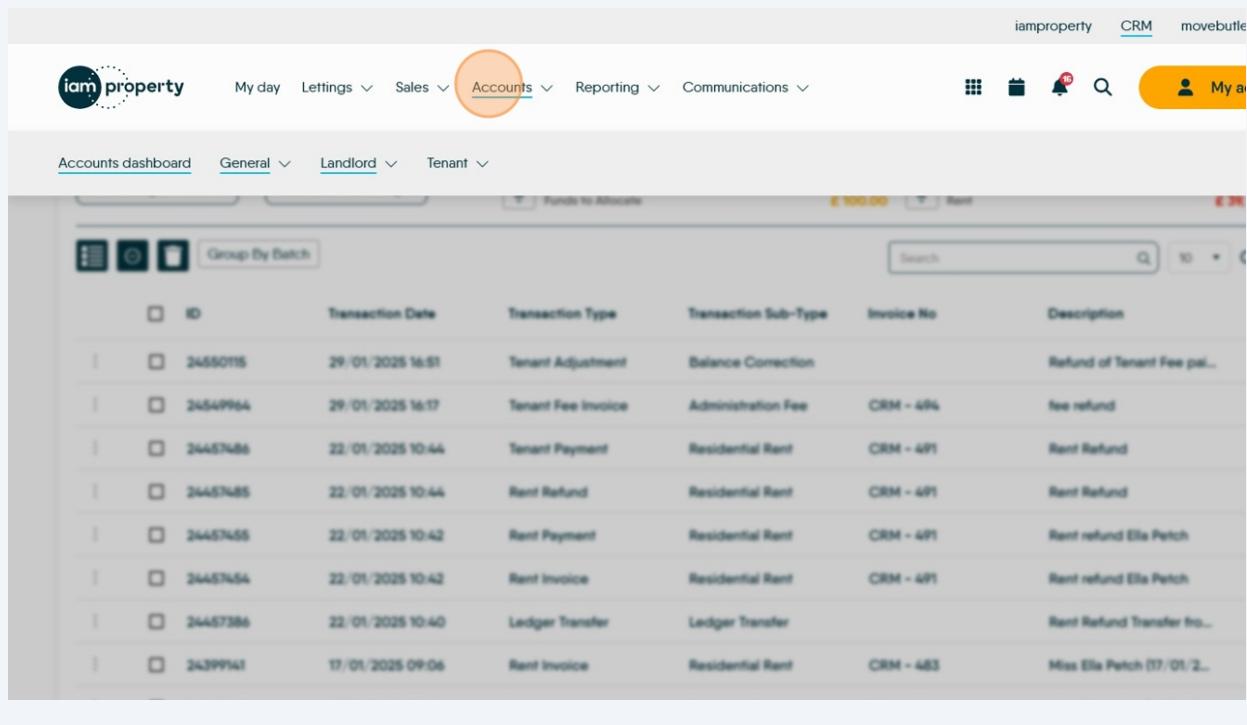
Rent: £ 0.00

Search: Search

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No.	Description
24550115	29/01/2025 16:51	Tenant Adjustment	Balance Correction		Refund of Tenant Fee paid...
24549964	29/01/2025 16:17	Tenant Fee Invoice	Administration Fee	CRM - 494	fee refund
24457486	22/01/2025 10:44	Tenant Payment	Residential Rent	CRM - 491	Rent Refund
24457485	22/01/2025 10:44	Rent Refund	Residential Rent	CRM - 491	Rent Refund
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
24457386	22/01/2025 10:40	Ledger Transfer	Ledger Transfer		Rent Refund Transfer fro...
24399141	17/01/2025 09:06	Rent Invoice	Residential Rent	CRM - 483	Miss Ella Petch (17/01/2...
24399145	17/01/2025 09:10	Rent Invoice	Residential Rent	CRM - 481	Miss Ella Petch (17/01/2...

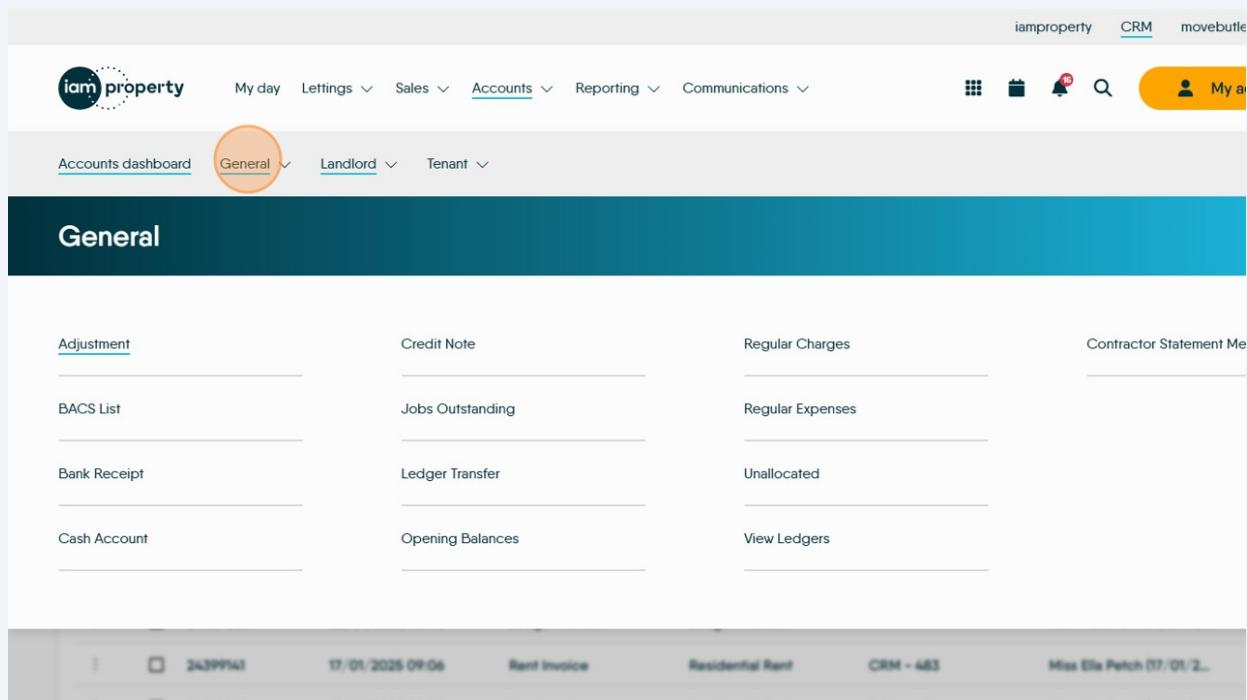
To show the Funds as returned to the Tenant

## 12 Click "Accounts"



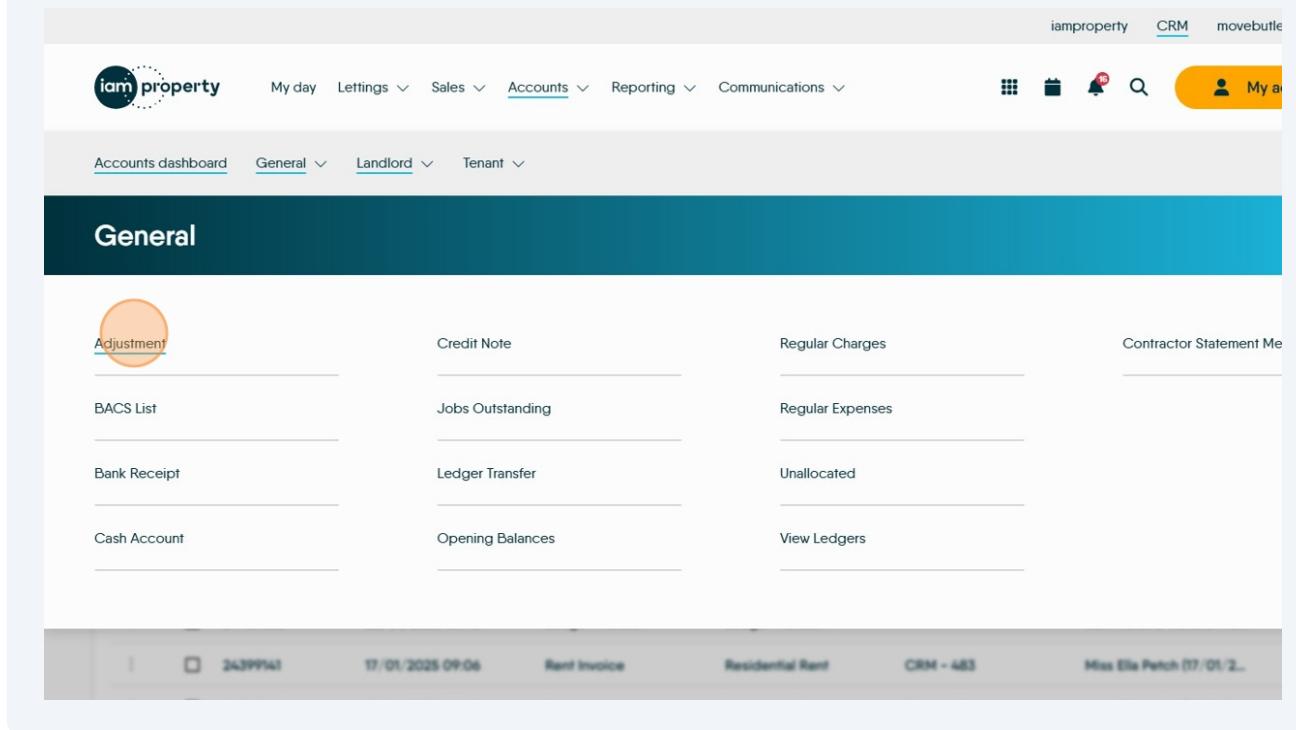
ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No.	Description
24550115	29/01/2025 16:51	Tenant Adjustment	Balance Correction		Refund of Tenant Fee paid...
24549964	29/01/2025 16:17	Tenant Fee Invoice	Administration Fee	CRM - 494	Rent Refund
24457486	22/01/2025 10:44	Tenant Payment	Residential Rent	CRM - 491	Rent Refund
24457485	22/01/2025 10:44	Rent Refund	Residential Rent	CRM - 491	Rent Refund
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
24457386	22/01/2025 10:40	Ledger Transfer	Ledger Transfer		Rent Refund Transfer fro...
24399947	17/01/2025 09:06	Rent Invoice	Residential Rent	CRM - 483	Miss Ella Patch (17/01/2...

## 13 Click "General"



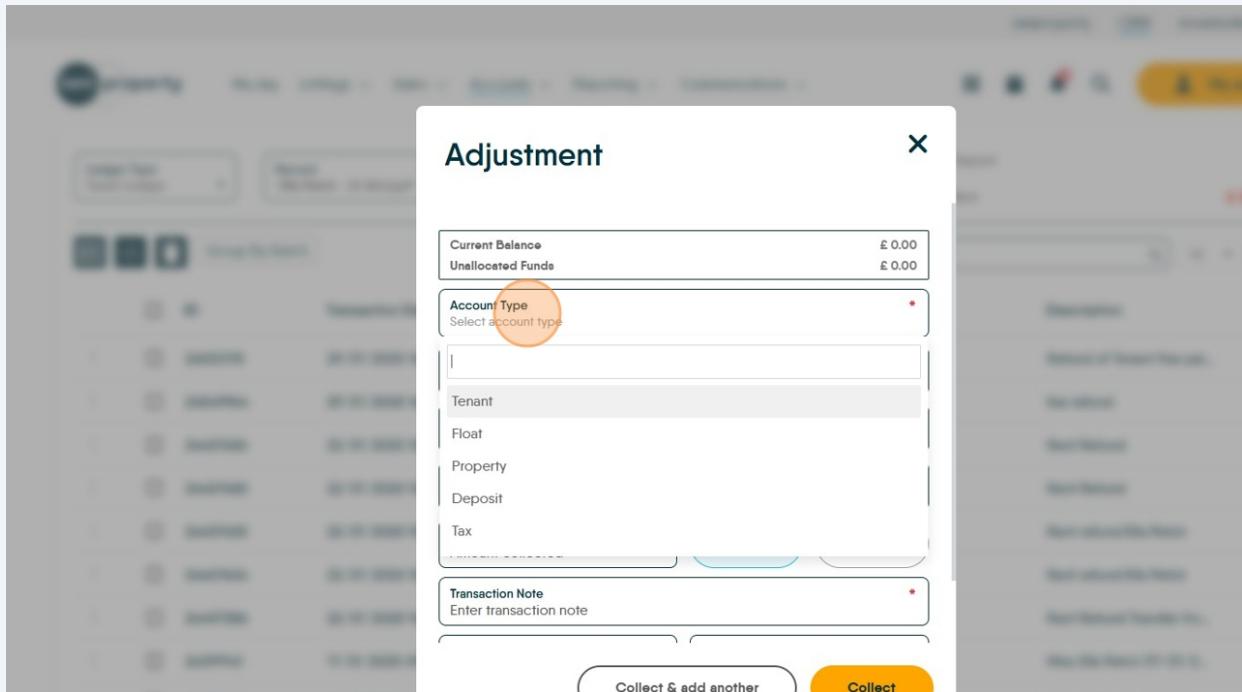
Adjustment	Credit Note	Regular Charges	Contractor Statement M
BACS List	Jobs Outstanding	Regular Expenses	
Bank Receipt	Ledger Transfer	Unallocated	
Cash Account	Opening Balances	View Ledgers	

14 Click "Adjustment"

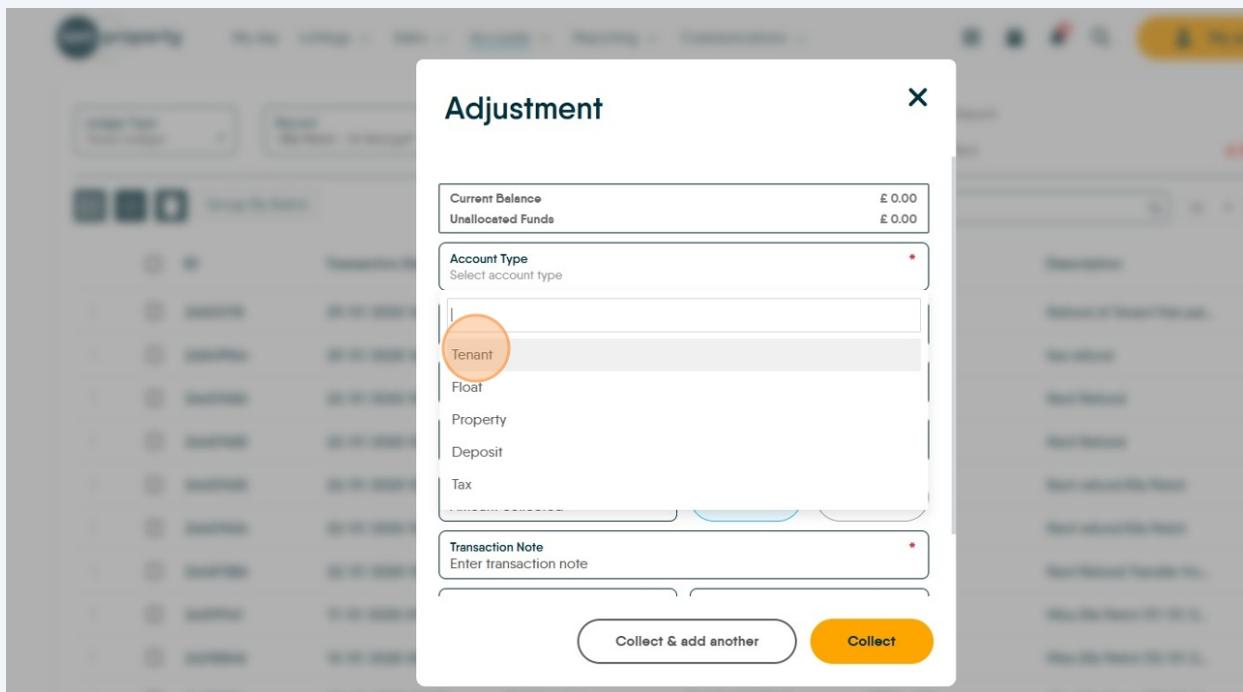


The screenshot shows the 'General' section of the iamproperty software. The 'Adjustment' link is highlighted with an orange circle. Other visible links include 'Credit Note', 'Regular Charges', 'Contractor Statement Me', 'BACS List', 'Jobs Outstanding', 'Regular Expenses', 'Bank Receipt', 'Ledger Transfer', 'Unallocated', 'Cash Account', 'Opening Balances', and 'View Ledgers'. The top navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', 'Communications', and 'CRM'. The bottom navigation bar shows '243PPHAT', '17/01/2025 09:06', 'Rent Invoice', 'Residential Rent', 'CRM - 483', and 'Miss Ella Patch (17/01/2025)'.

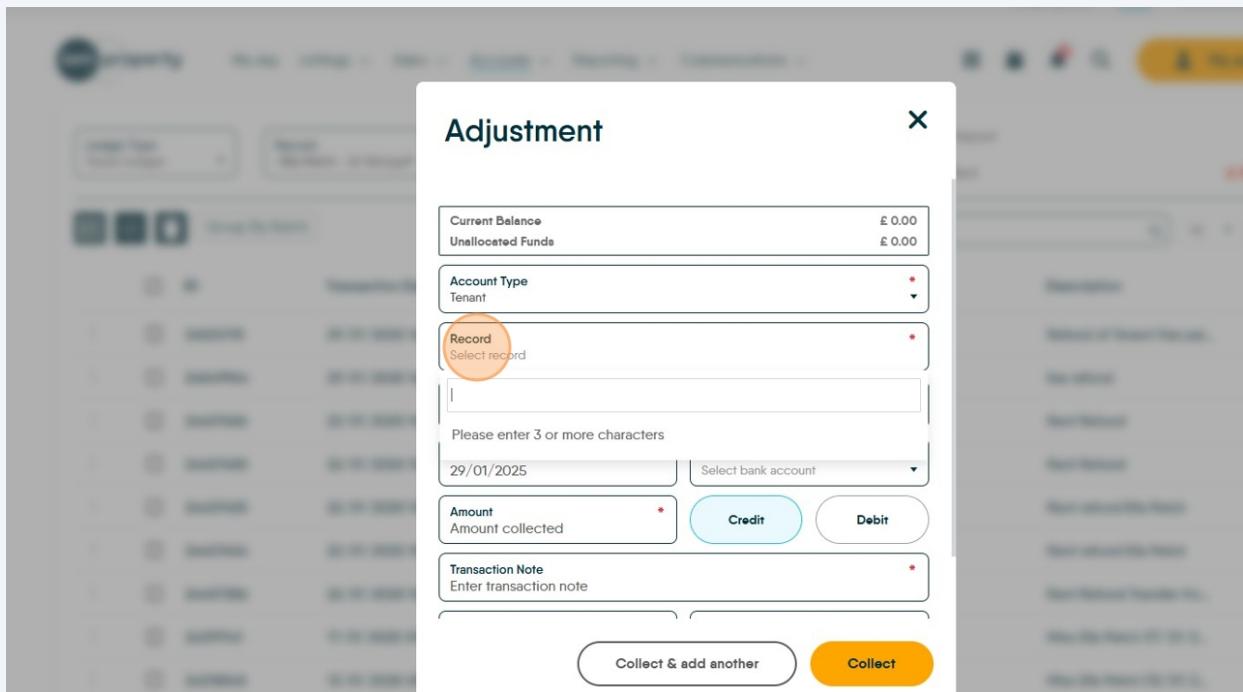
15 Click "Select account type"  
Click "Tenant"



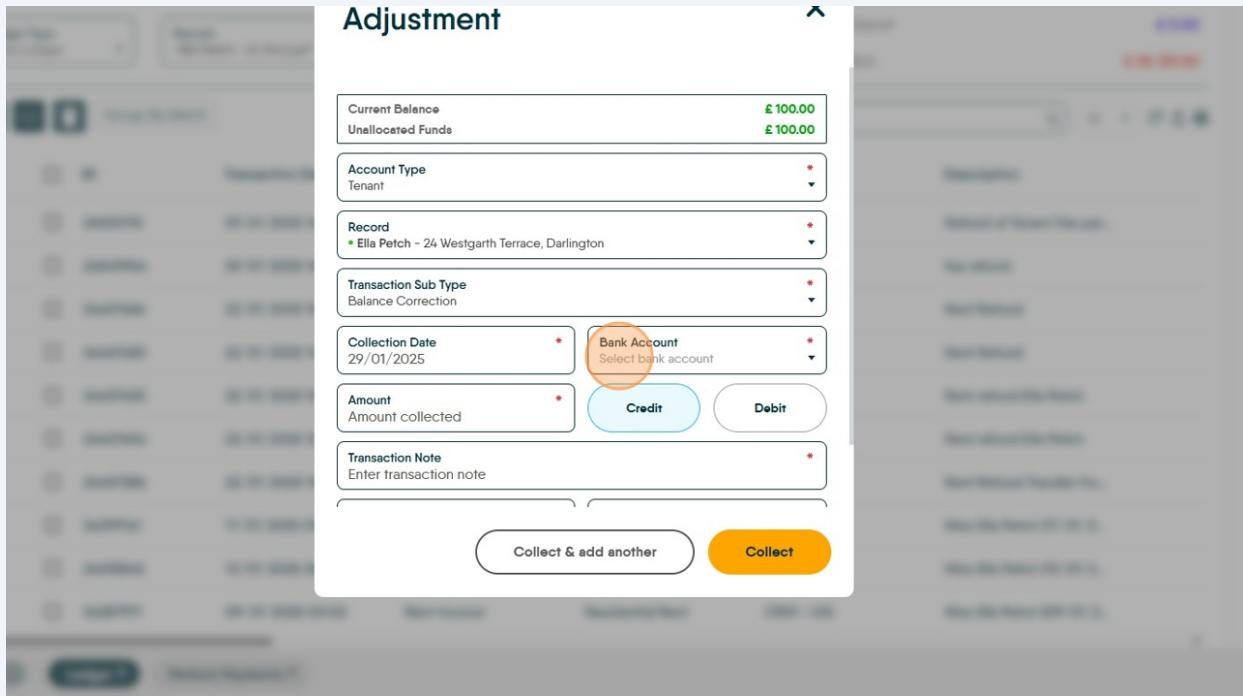
The screenshot shows the 'Adjustment' dialog box. The 'Account Type' dropdown is open, showing options: Tenant, Float, Property, Deposit, and Tax. The 'Tenant' option is highlighted with an orange circle. The dialog box also includes 'Current Balance' (£0.00), 'Unallocated Funds' (£0.00), and a 'Transaction Note' field. At the bottom are 'Collect & add another' and 'Collect' buttons.



16 Click "Select record" and enter the name of the Tenant you are refunding.

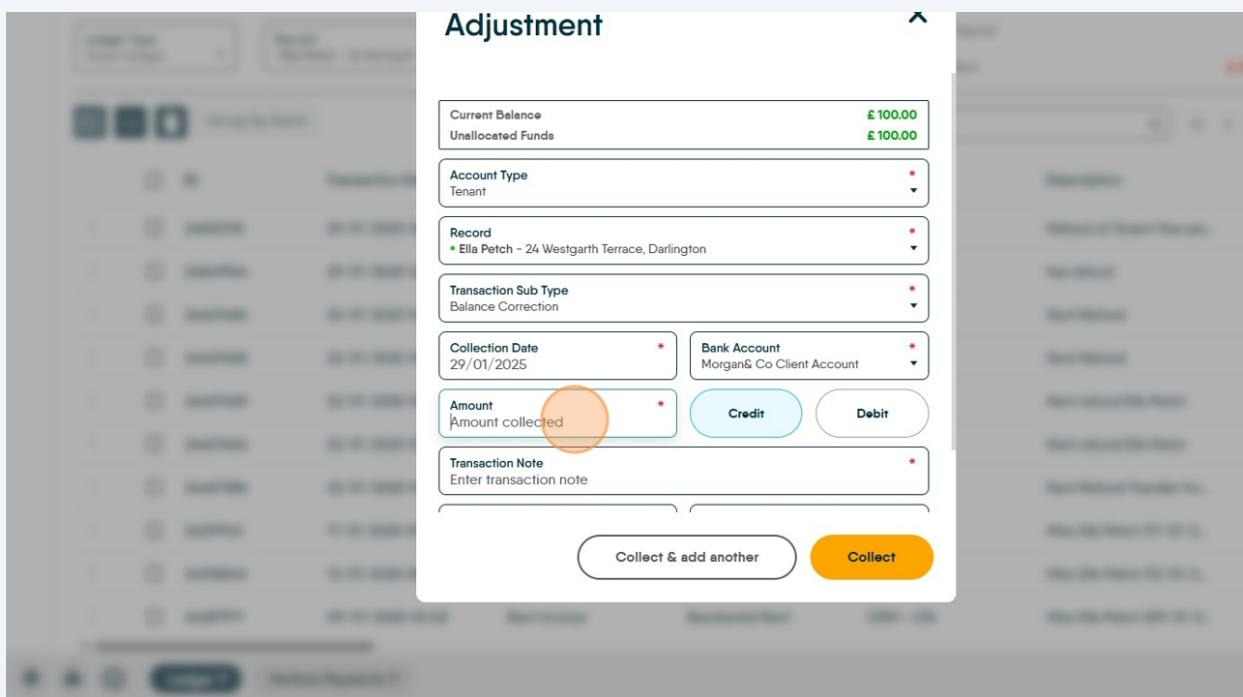


17 Click "Select bank account" and select the account (usually Client Account)



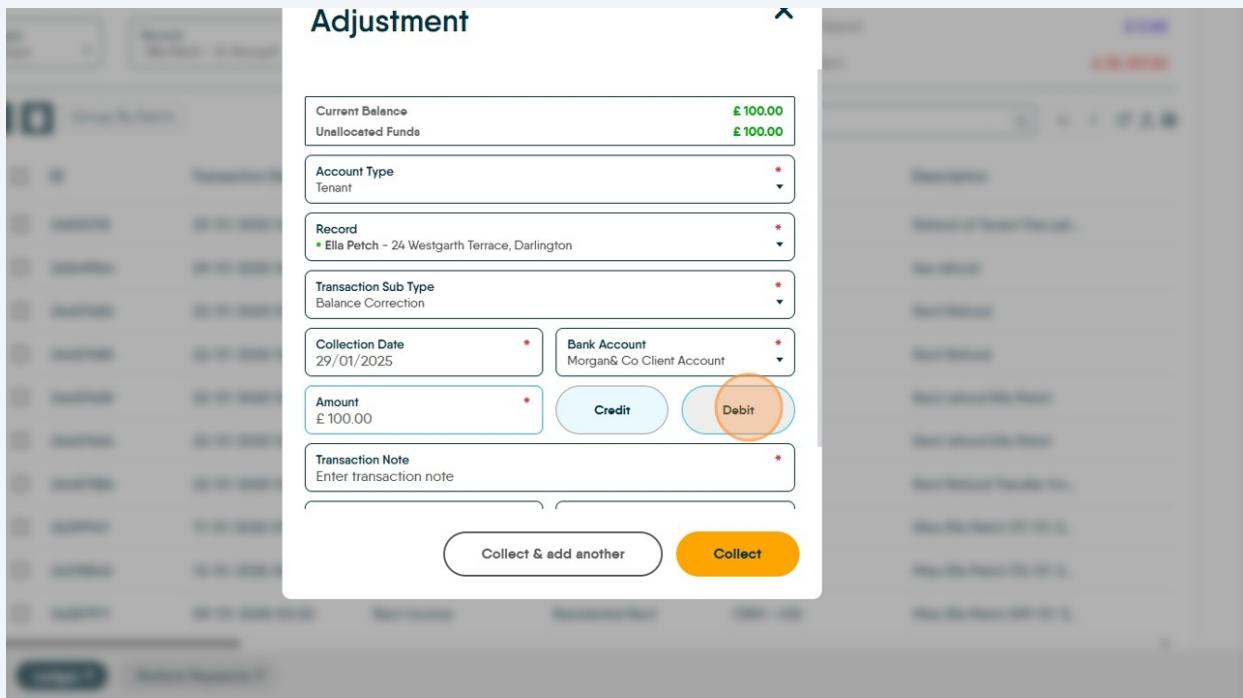
The screenshot shows the 'Adjustment' screen. At the top, it displays 'Current Balance £100.00' and 'Unallocated Funds £100.00'. Below these are fields for 'Account Type' (set to 'Tenant'), 'Record' (set to 'Ella Petch - 24 Westgarth Terrace, Darlington'), 'Transaction Sub Type' (set to 'Balance Correction'), and 'Collection Date' (set to '29/01/2025'). The 'Bank Account' field is highlighted with an orange circle and contains the placeholder text 'Select bank account'. Below this are buttons for 'Credit' and 'Debit'. The 'Amount' field is labeled 'Amount collected' and contains the value '0.00'. The 'Transaction Note' field is labeled 'Enter transaction note'. At the bottom are two buttons: 'Collect & add another' and a larger orange 'Collect' button.

18 Click the "Amount" field and add the amount.



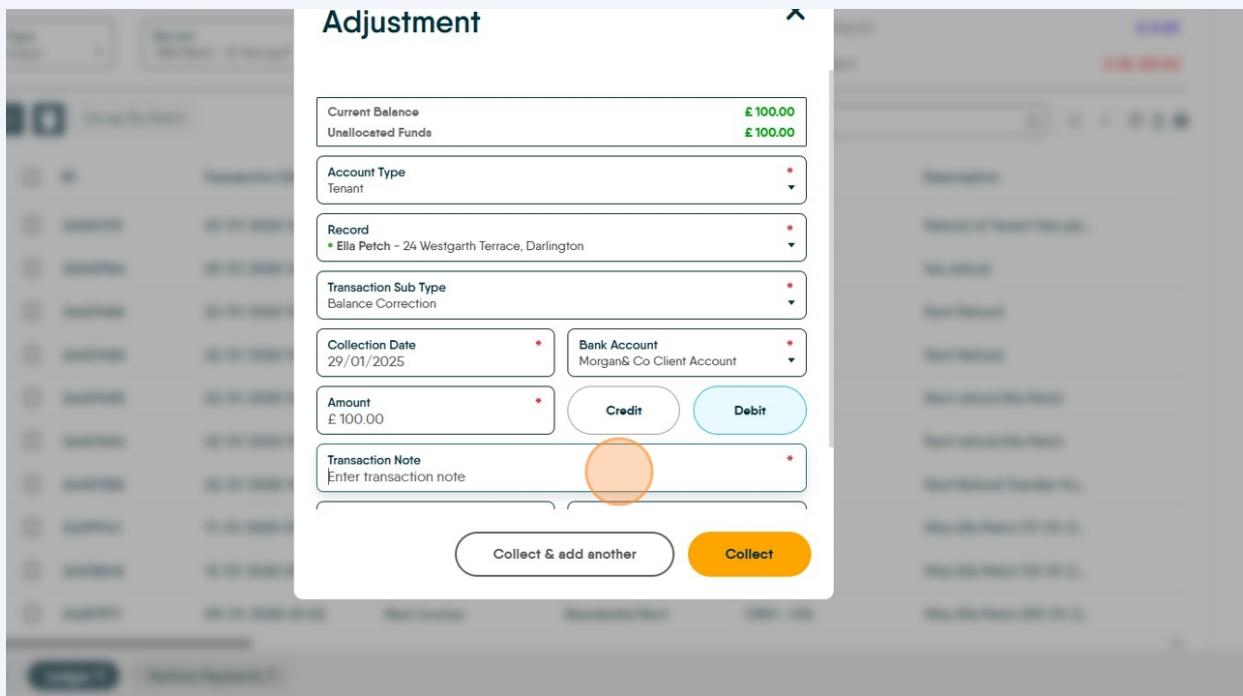
The screenshot shows the 'Adjustment' screen with the same fields as the previous screenshot. The 'Bank Account' field now shows 'Morgan& Co Client Account'. The 'Amount' field is highlighted with an orange circle and contains the value '100.00'. The other fields and buttons are identical to the previous screenshot.

19 Click "Debit" to move the refund from the Tenant.



The screenshot shows the 'Adjustment' screen. The 'Current Balance' and 'Unallocated Funds' fields both show £100.00. The 'Account Type' is set to 'Tenant'. The 'Record' field shows 'Ella Petch - 24 Westgarth Terrace, Darlington'. The 'Transaction Sub Type' is 'Balance Correction'. The 'Collection Date' is 29/01/2025, and the 'Bank Account' is 'Morgan& Co Client Account'. The 'Amount' is £100.00. There are two buttons: 'Credit' (light blue) and 'Debit' (orange, highlighted with a circle). The 'Transaction Note' field is empty. At the bottom are 'Collect & add another' and 'Collect' buttons.

20 Click the "Transaction Note" field.



The screenshot shows the 'Adjustment' screen. The fields are identical to the previous screenshot: Current Balance and Unallocated Funds are both £100.00, Account Type is Tenant, Record is Ella Petch - 24 Westgarth Terrace, Darlington, Transaction Sub Type is Balance Correction, Collection Date is 29/01/2025, and Bank Account is Morgan& Co Client Account. The Amount is £100.00. The 'Debit' button is highlighted with a circle. The 'Transaction Note' field is empty and highlighted with a circle. The 'Collect & add another' and 'Collect' buttons are at the bottom.

21 Click "Collect"

22 If you now check the Tenant Ledger, the fees will show as another adjustment out of the Tenant Ledger.

Outstanding Invoices: £ 2,180.00 | Deposit: £ 0.00 | Funds to Allocate: £ 39.00

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
24550137	29/01/2025 16:56	Tenant Adjustment	Balance Correction		Tenant fee refunded to tenant from previous mistake
24550115	29/01/2025 16:51	Tenant Adjustment	Balance Correction		Refund of Tenant Fee paid
24549964	29/01/2025 16:17	Tenant Fee Invoice	Administration Fee	CRM - 494	fee refund
24457486	22/01/2025 10:44	Tenant Payment	Residential Rent	CRM - 491	Rent Refund
24457485	22/01/2025 10:44	Rent Refund	Residential Rent	CRM - 491	Rent Refund
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
24457386	22/01/2025 10:40	Ledger Transfer	Ledger Transfer		Rent Refund Transfer fro...



Alert! You now need to ensure that the transactions are done in your 'Real World' Bank Accounts to reflect the refunded Tenant Fee to your Client Account and the refund of the fee from your Client Account to your Tenant.