

# 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>

## Returning the funds to the Tenant in CRM



**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"

The screenshot shows the ian property Accounts dashboard. The top navigation bar includes the ian property logo, a search bar, and a user profile button. The main navigation bar has links for My day, Lettings, Sales, Accounts (circled in orange), Reporting, and Communications. The sub-navigation bar shows Accounts dashboard, General, Landlord, and Tenant. The dashboard content includes:

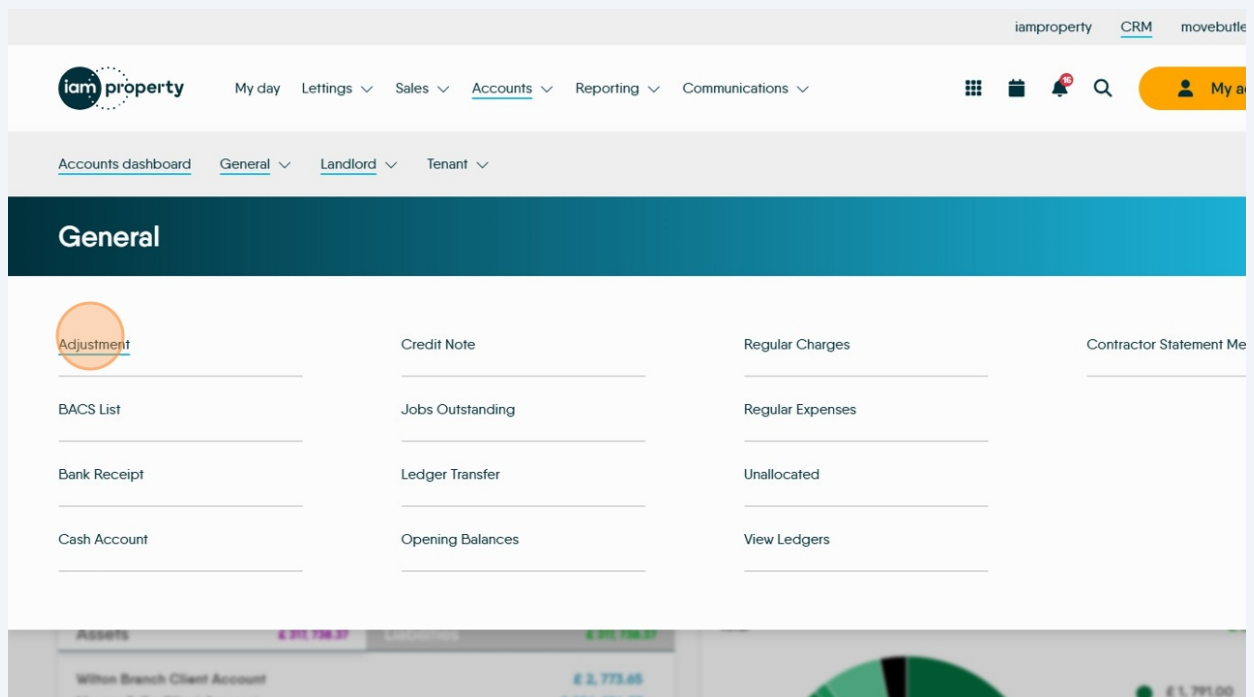
- Morgan & Co Client Account**: Balance £294,843.77, Reconciled £293,579.57, Unallocated Funds £31,030.87, Unreconciled £1,064.20. A line chart shows the balance over time.
- Morgan & Co Held Deposits**: Balance £9,990.15, Reconciled £9,990.15, Unallocated Funds £0.00, Unreconciled £0.00.
- Balance Sheet**: Assets £312,738.37, Liabilities £312,738.37.
- Rent Invoice**: Total Due £44,845.00, Paid £24,980.00, Due £2,100.00.
- 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**: Total Due £0.00.
- Expenses**: Total £1,791.00.

## 3 Click "General"

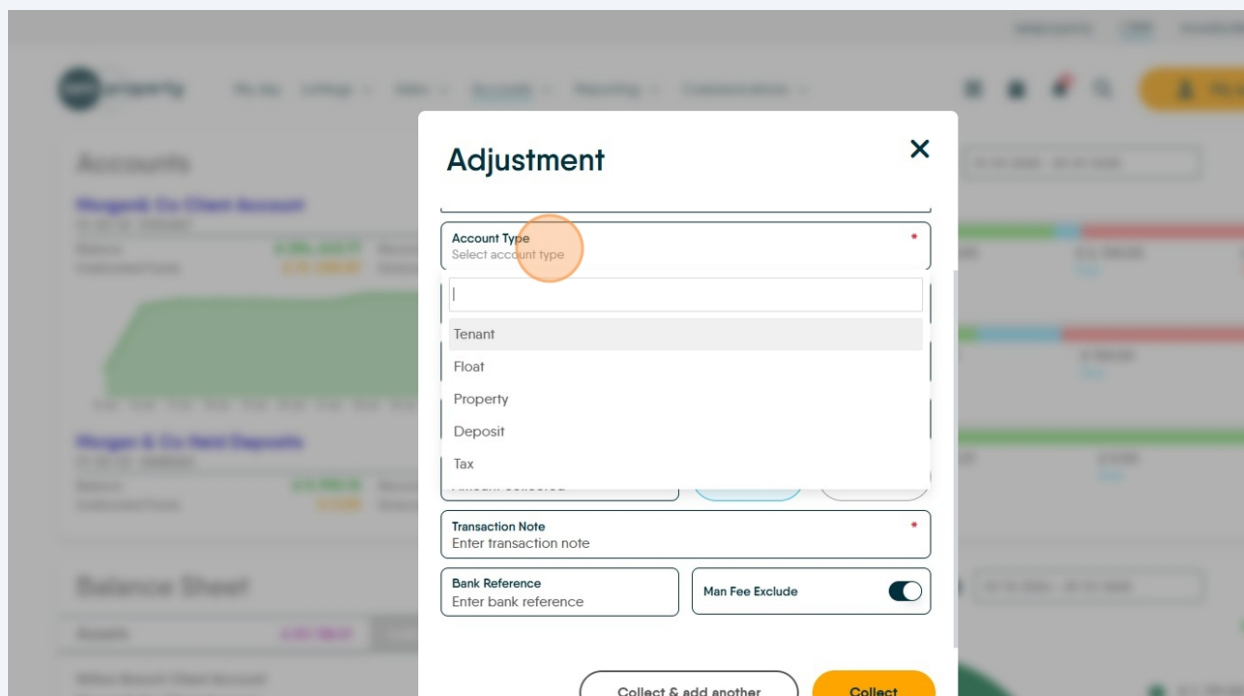
The screenshot shows the ian property General page. The sub-navigation bar shows Accounts dashboard, General (circled in orange), Landlord, and Tenant. The page content includes a grid of links for various financial transactions and reports:

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	

#### 4 Click "Adjustment"



#### 5 Click "Select account type" Click "Tenant"



**Adjustment** X

**Account Type**  
Select account type

Tenant

Float

Property

Deposit

Tax

**Transaction Note**  
Enter transaction note

**Bank Reference**  
Enter bank reference

Man Fee Exclude ☐

Collect & add another Collect

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

**Adjustment** X

**Account Type**  
Tenant

**Record**  
Select record

Please enter 3 or more characters

29/01/2025 Select bank account

**Amount**  
Amount collected

Credit Debit

**Transaction Note**  
Enter transaction note

**Bank Reference**  
Enter bank reference

Man Fee Exclude ☐

Collect & add another Collect

7 Click "Select bank account"

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

- Account Type:** Tenant
- Record:** Ella Petch - 24 Westgarth Terrace, Darlington
- Transaction Sub Type:** Balance Correction
- Collection Date:** 29/01/2025
- Bank Account:** Select bank account (dropdown menu is open)
- Amount:** Amount collected
- Transaction Note:** Enter transaction note
- Bank Reference:** Enter bank reference

The dropdown menu for 'Bank Account' shows the following options:

- Morgan & Co Client Account
- Morgan & Co Held Deposits
- Sub Lease Account

At the bottom of the form, there are two buttons: 'Collect & add another' and 'Collect'.

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

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

- Account Type:** Tenant
- Record:** Ella Petch - 24 Westgarth Terrace, Darlington
- Transaction Sub Type:** Balance Correction
- Collection Date:** 29/01/2025
- Bank Account:** Morgan & Co Client Account
- Amount:** Amount collected (highlighted with an orange circle)
- Transaction Note:** Enter transaction note
- Bank Reference:** Enter bank reference
- Man Fee Exclude:** ☐

At the bottom of the form, there are two buttons: 'Collect & add another' and 'Collect'.

9

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

The screenshot shows a mobile application interface for recording an adjustment. The form is titled "Adjustment" and contains several fields: "Account Type" (Tenant), "Record" (Ella Petch - 24 Westgarth Terrace, Darlington), "Transaction Sub Type" (Balance Correction), "Collection Date" (29/01/2025), "Bank Account" (Morgan& Co Client Account), "Amount" (£100.00), "Transaction Note" (highlighted with an orange circle), "Bank Reference" (Enter bank reference), and a "Man Fee Exclude" toggle switch. At the bottom, there are two buttons: "Collect & add another" and "Collect".

10

Click "Collect" this will credit the selected account.

This screenshot shows the same "Adjustment" form as the previous one, but with the "Transaction Note" field updated to "Refund of Tenant Fee paid out to tenant". The "Collect" button at the bottom right is now highlighted with an orange circle, indicating it is the next step to click.



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**

£ 44, 645.00

£ 24, 980.00

£ 2, 100.00

£ 1, 064.20

Total Due

Paid

Due

Overdue

**Tenant Fee Invoice**

£ 700.00

£ 300.00

£ 100.00

£ 0.00

Total Due

Paid

Due

Overdue

**Deposit Invoice**

£ 2, 415.31

£ 2, 415.31

£ 0.00

£ 0.00

Total Due

Paid

Due

Overdue

**Service Charge Invoice**

£ 0.00

£ 0.00

£ 0.00

£ 0.00

Total Due

Paid

Due

Overdue

### 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**

£ 8, 900.00

£ 1, 791.00

Electric

£ 6, 151.69

Gas

£ 141.00

Water

iamproperty

CRM

movebutler

My day

Lettings

Sales

Accounts

Reporting

Communications

Ledger Type

Select ledger type

Tenant Ledger

Agent Ledger

Deposit Ledger

Property Ledger

Contractor Ledger

Tax Ledger

Record

Search for Record

Outstanding Invoices

£ 0.00

Deposit

£ 0.00

Rent

£ 0.00

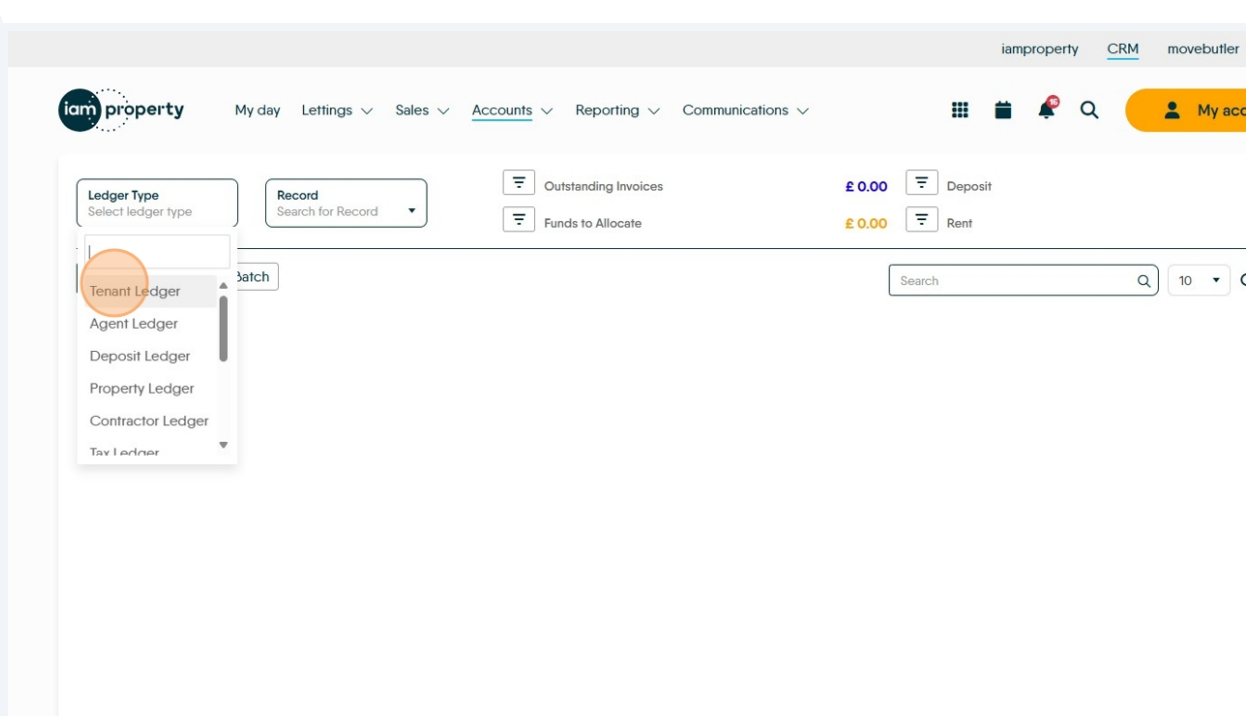
Funds to Allocate

£ 0.00

Search

10





The screenshot shows the 'Accounts' section of the iamproperty CRM. The 'Ledger Type' is set to 'Tenant Ledger'. The 'Record' field is set to 'Ella Petch - 24 Westga'. The 'Outstanding Invoices' and 'Funds to Allocate' sections show £0.00. The 'Deposit' and 'Rent' sections show £2,180.00 and £39.00 respectively. A 'Group By Batch' button is visible. The table below lists transactions with columns: ID, Transaction Date, Transaction Type, Transaction Sub-Type, Invoice No, and Description.

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 pai...
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...
24319945	17/01/2025 09:18	Rent Invoice	Residential Rent	CRM - 481	Miss Ella Petch (17/01/2...

To show the Funds as returned to the Tenant



## 12 Click "Accounts"

The screenshot shows the ian property CRM interface. The top navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts' (highlighted with an orange circle), 'Reporting', and 'Communications'. Below this, the 'Accounts dashboard' is visible with sub-tabs for 'General', 'Landlord', and 'Tenant'. The main content area displays a table of transactions with the following columns: ID, Transaction Date, Transaction Type, Transaction Sub-Type, Invoice No, and Description. The table contains several rows of data, including transactions for 'Refund of Tenant Fee', 'Administration Fee', 'Rent Refund', 'Rent Payment', 'Rent Invoice', and 'Ledger Transfer'.

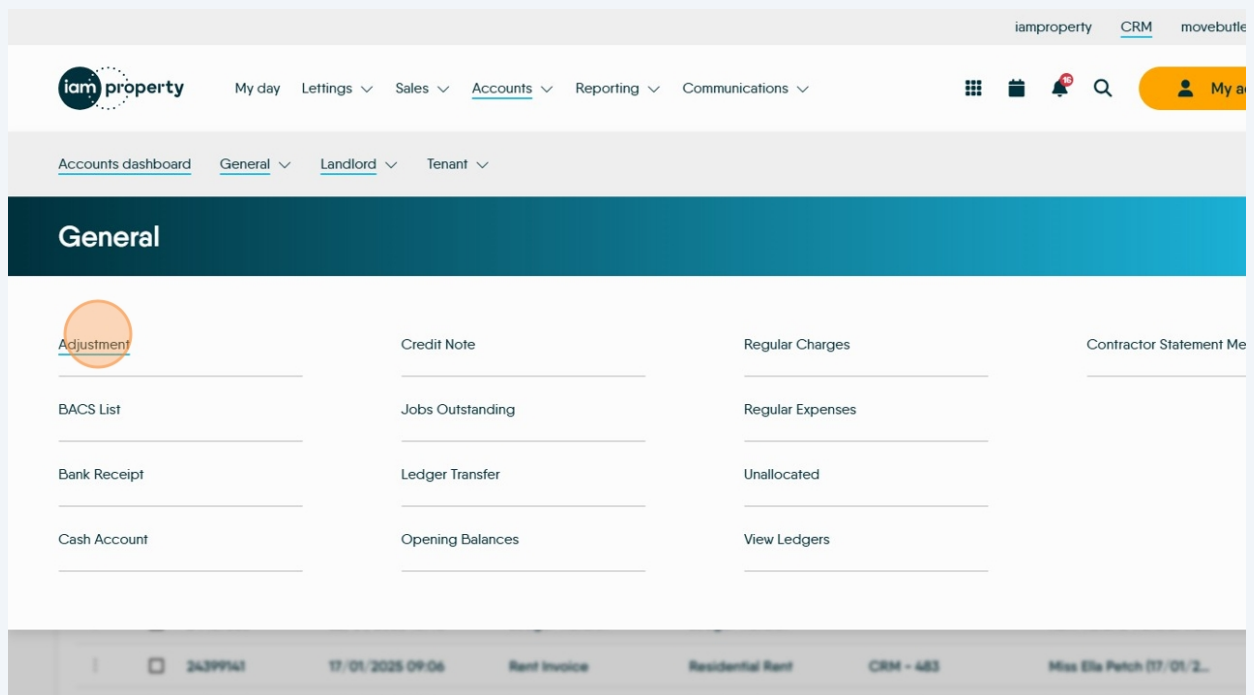
ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
24550115	29/01/2025 16:51	Tenant Adjustment	Balance Correction		Refund of Tenant Fee pa...
24549964	29/01/2025 16:17	Tenant Fee Invoice	Administration Fee	CRM - 494	fee refund
24457486	22/01/2025 10:44	Tenant Payment	Residential 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...

## 13 Click "General"

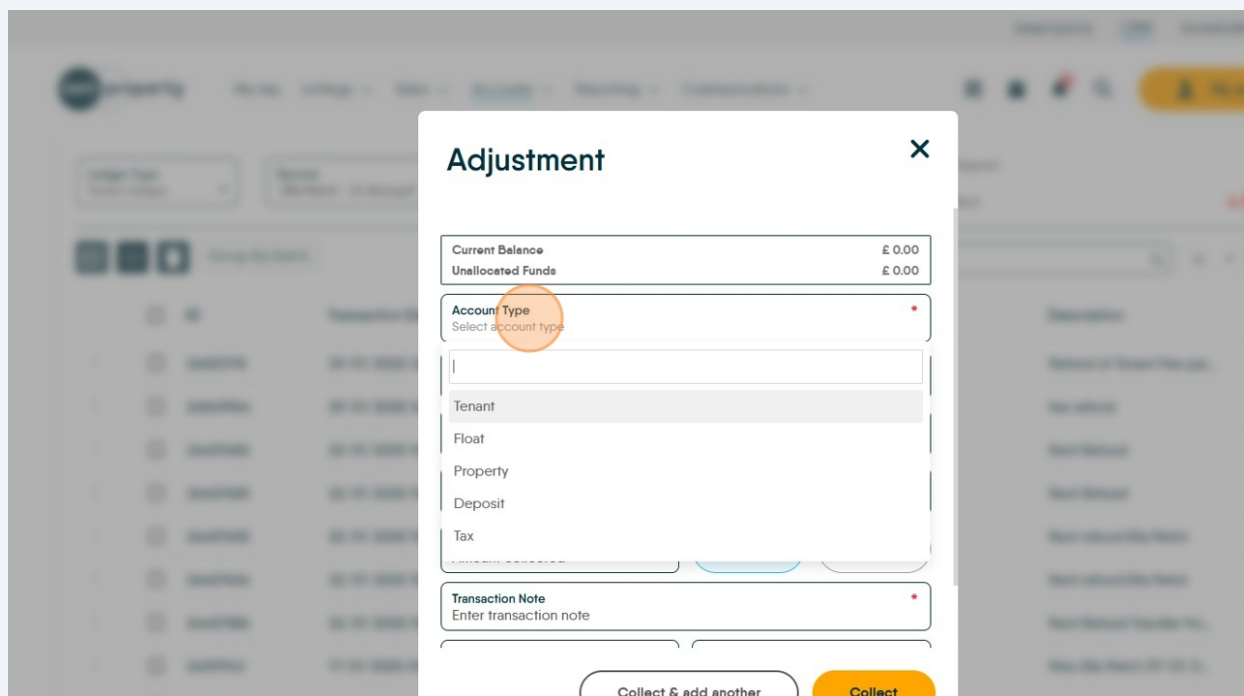
The screenshot shows the ian property CRM interface with the 'General' sub-tab selected under the 'Accounts dashboard'. The main content area is titled 'General' and displays a grid of links for various accounting functions. The links are organized into four columns: Adjustment, Credit Note, Regular Charges, and Contractor Statement Me. The links include 'BACS List', 'Bank Receipt', 'Cash Account', 'Jobs Outstanding', 'Ledger Transfer', 'Opening Balances', 'Regular Expenses', 'Unallocated', and 'View Ledgers'.

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	

## 14 Click "Adjustment"



## 15 Click "Select account type" Click "Tenant"



### Adjustment

Current Balance £ 0.00  
Unallocated Funds £ 0.00

**Account Type**  
Select account type

- Tenant
- Float
- Property
- Deposit
- Tax

**Transaction Note**  
Enter transaction note

Collect & add another Collect

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

### Adjustment

Current Balance £ 0.00  
Unallocated Funds £ 0.00

**Account Type**  
Tenant

**Record**  
Select record

Please enter 3 or more characters

29/01/2025 Select bank account

**Amount**  
Amount collected

Credit Debit

**Transaction Note**  
Enter transaction note

Collect & add another Collect

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

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

- Current Balance: £ 100.00
- Unallocated Funds: £ 100.00
- Account Type: Tenant
- Record: Ella Petch - 24 Westgarth Terrace, Darlington
- Transaction Sub Type: Balance Correction
- Collection Date: 29/01/2025
- Bank Account: Select bank account (highlighted with an orange circle)
- Amount: Amount collected
- Transaction Note: Enter transaction note

Buttons at the bottom: Collect & add another, Collect.

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

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

- Current Balance: £ 100.00
- Unallocated Funds: £ 100.00
- Account Type: Tenant
- Record: Ella Petch - 24 Westgarth Terrace, Darlington
- Transaction Sub Type: Balance Correction
- Collection Date: 29/01/2025
- Bank Account: Morgan& Co Client Account
- Amount: Amount collected (highlighted with an orange circle)
- Transaction Note: Enter transaction note

Buttons at the bottom: Collect & add another, Collect.

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

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

- Current Balance: £ 100.00
- Unallocated Funds: £ 100.00
- Account Type: Tenant
- Record: Ella Petch - 24 Westgarth Terrace, Darlington
- Transaction Sub Type: Balance Correction
- Collection Date: 29/01/2025
- Bank Account: Morgan& Co Client Account
- Amount: £ 100.00
- Transaction Note: Enter transaction note

The 'Debit' button is highlighted with an orange circle. At the bottom, there are two buttons: 'Collect & add another' and 'Collect'.

- 20 Click the "Transaction Note" field.

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

- Current Balance: £ 100.00
- Unallocated Funds: £ 100.00
- Account Type: Tenant
- Record: Ella Petch - 24 Westgarth Terrace, Darlington
- Transaction Sub Type: Balance Correction
- Collection Date: 29/01/2025
- Bank Account: Morgan& Co Client Account
- Amount: £ 100.00
- Transaction Note: Enter transaction note

The 'Transaction Note' field is highlighted with an orange circle. At the bottom, there are two buttons: 'Collect & add another' and 'Collect'.

## 21 Click "Collect"

### Adjustment

Current Balance

£ 100.00

Unallocated Funds

£ 100.00

Account Type

Tenant

Record

Ella Petch - 24 Westgarth Terrace, Darlington

Transaction Sub Type

Balance Correction

Collection Date

29/01/2025

Bank Account

Morgan& Co Client Account

Amount

£ 100.00

Credit

Debit

Transaction Note

Tenant fee refunded to tenant from previous mistake

Collect & add another

Collect

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

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iam property

My day Lettings Sales Accounts Reporting Communications

Grid

Calendar

Notifications

Search

My acc

Ledger Type

Tenant Ledger

Record

Ella Petch - 24 Westga

Outstanding Invoices

£ 2,180.00

Funds to Allocate

£ 0.00

Deposit

Rent

£ 39

Group By Batch

Search

10

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 t...
24550115	29/01/2025 16:51	Tenant Adjustment	Balance Correction		Refund of Tenant Fee pai...
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.