

# Refunding Tenant Holding Payments in CRM



This guide provides a step-by-step process for refunding tenant holding payments in CRM and how to transfer the balance to the Agent ledger.

By following the detailed instructions, users can easily navigate the system to process refunds and associated fees, minimising errors and saving time.

Whether you're new to the CRM or need a refresher, this guide is a valuable resource for maintaining financial integrity in tenant accounts.

**In this example we will refund £100 to a tenant and then £80 to the Agent ledger as withheld funds. We will make the assumption that the holding fee has been brought into CRM as 'Unallocated Funds' i.e. not applied to a rent (or other) invoice'.**

1

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

The screenshot shows the iam property CRM dashboard with the following sections:

- Accounts:** Displays the Morgan & Co Client Account (01-02-03 01234567) with a balance of £309,560.43 (Reconciled) and £30,891.65 (Unreconciled). It also shows the Morgan & Co Held Deposits (01-02-03 45685263) with a balance of £11,490.15 (Reconciled) and £0.00 (Unreconciled). A line chart tracks the balance from 18 Feb to 4 Mar.
- Invoices:** Shows a list of invoices from 04/02/2025 to 04/03/2025:
  - Rent Invoice: £39,490.00 (Paid), £11,045.00 (Due), £28,445.00 (Overdue)
  - Tenant Fee Invoice: £152.00 (Paid), £0.00 (Due), £152.00 (Overdue)
  - Deposit Invoice: £1,557.69 (Paid), £1,557.69 (Due), £0.00 (Overdue)
  - Service Charge Invoice: £0.00 (Paid), £0.00 (Due), £0.00 (Overdue)
- Balance Sheet:** Shows Assets of £334,155.03 and Liabilities of £334,155.03. Details include:
  - Wilton Branch Client Account: £2,773.65
  - Morgan & Co Client Account: £311,111.23
  - Turvey & Co: -£120.00
  - Morgan & Co Held Deposits: £11,490.15
- Expenses:** Shows a total of £8,500.90. A pie chart breaks down the expenses:
  - £1,738.90 Electric
  - £6,315.00 Gas

2 Click here to access the Ledger screen.

**Accounts**

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

Balance	£ 309,560.43	Unallocated Funds	£ 30,891.65	Reconciled	£ 304,172.95	Unreconciled	£ 5,387.48

**Morgan & Co Held Deposits**  
01-02-03 45685263

Balance	£ 11,490.15	Unallocated Funds	£ 0.00	Reconciled	£ 11,490.15	Unreconciled	£ 0.00
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**Invoices**  
04/02/2025 - 04/03/2025

- Rent Invoice: £ 39,490.00 (Paid), £ 11,045.00 (Due), £ 0.00 (Owe)
- Tenant Fee Invoice: £ 152.00 (Paid), £ 0.00 (Due)
- Deposit Invoice: £ 1,557.69 (Paid), £ 0.00 (Due)
- Service Charge Invoice: £ 1,557.69 (Paid), £ 0.00 (Due)

**Balance Sheet**

Assets	£ 334,155.03	Liabilities	£ 334,155.03
Wilton Branch Client Account	£ 2,773.65		
Morgan & Co Client Account	£ 311,111.23		
Turvey & Co	-£ 120.00		
Morgan & Co Held Deposits	£ 11,490.15		
Sub Lease Account	£ 8,900.00		

**Expenses**  
01/12/2024 - 04/03/2025

Total: £ 8

Category	Amount
Electric	£ 1,738.90
Gas	£ 6,315.00
Rent	£ 141.00

3 Click "Select ledger type"

iamproperty CRM movebutler

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

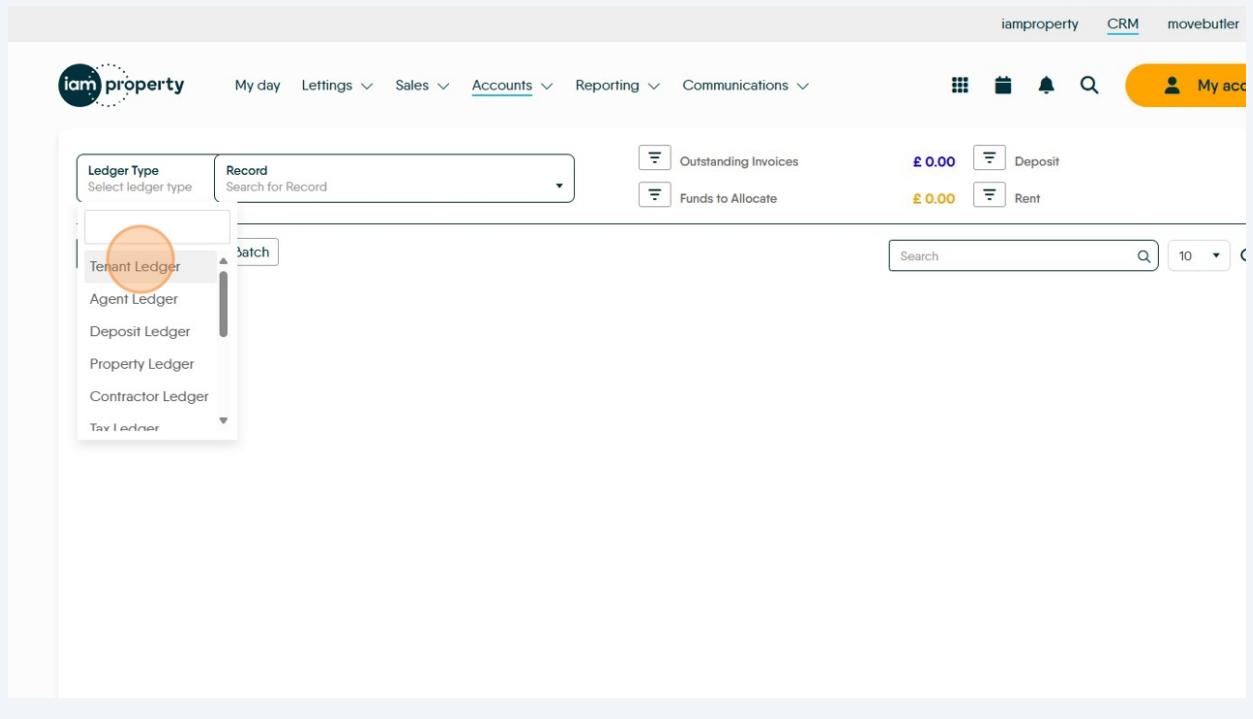
Rent: £ 0.00

Search: 10

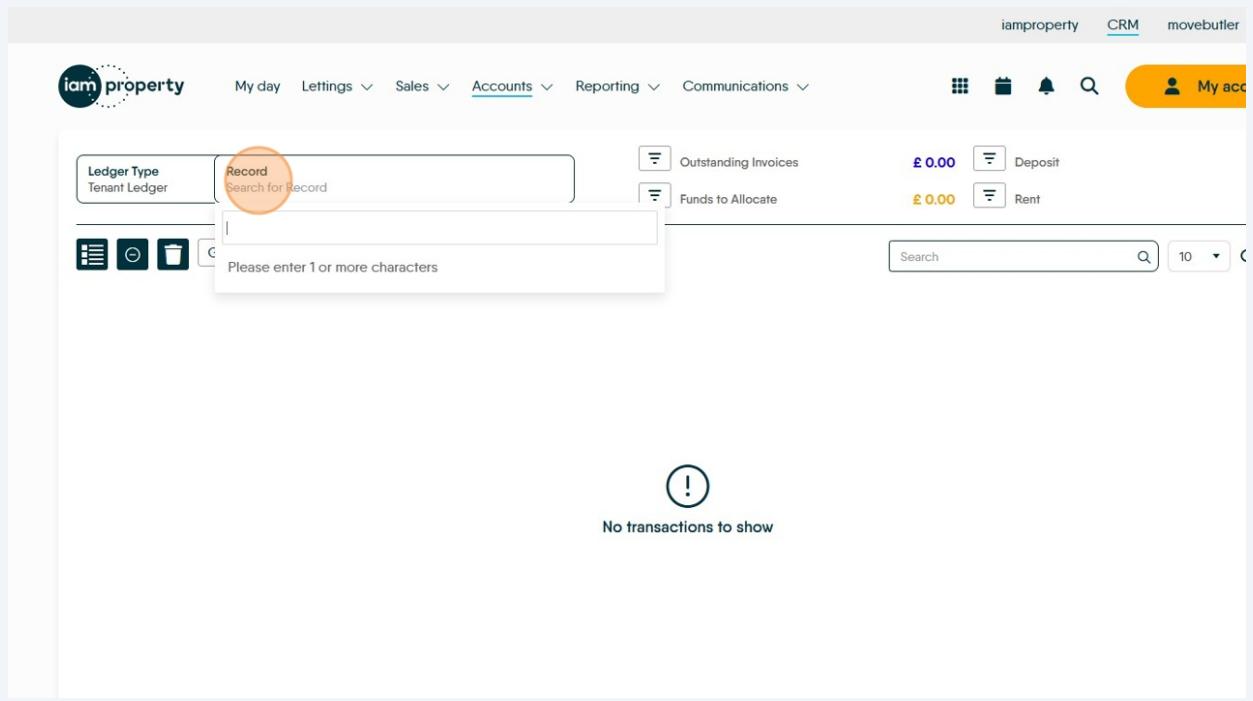
Ledger Type dropdown menu items:
 

- Tenant Ledger (selected)
- Agent Ledger
- Deposit Ledger
- Property Ledger
- Contractor Ledger
- Tax Ledger

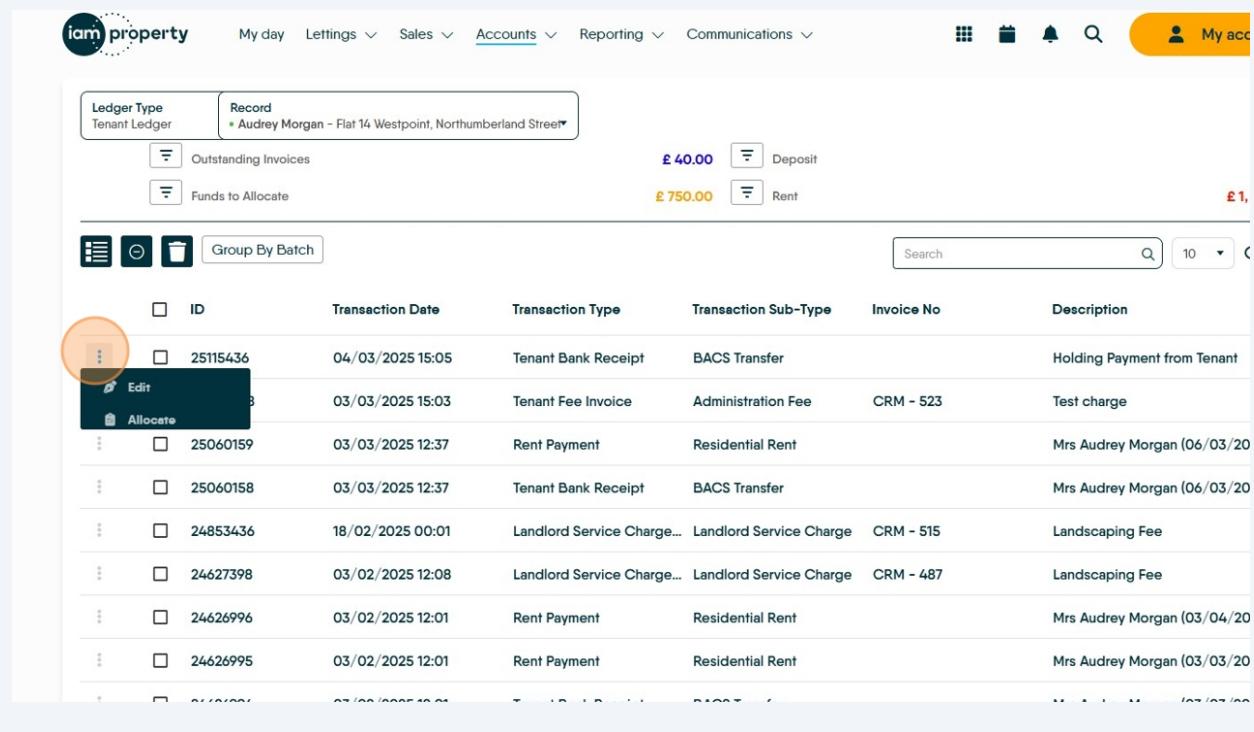
4 Click "Tenant Ledger"



5 Click "Search for Record" Search for the Tenant record and select from the list here.



6 Click the 3 dot menu



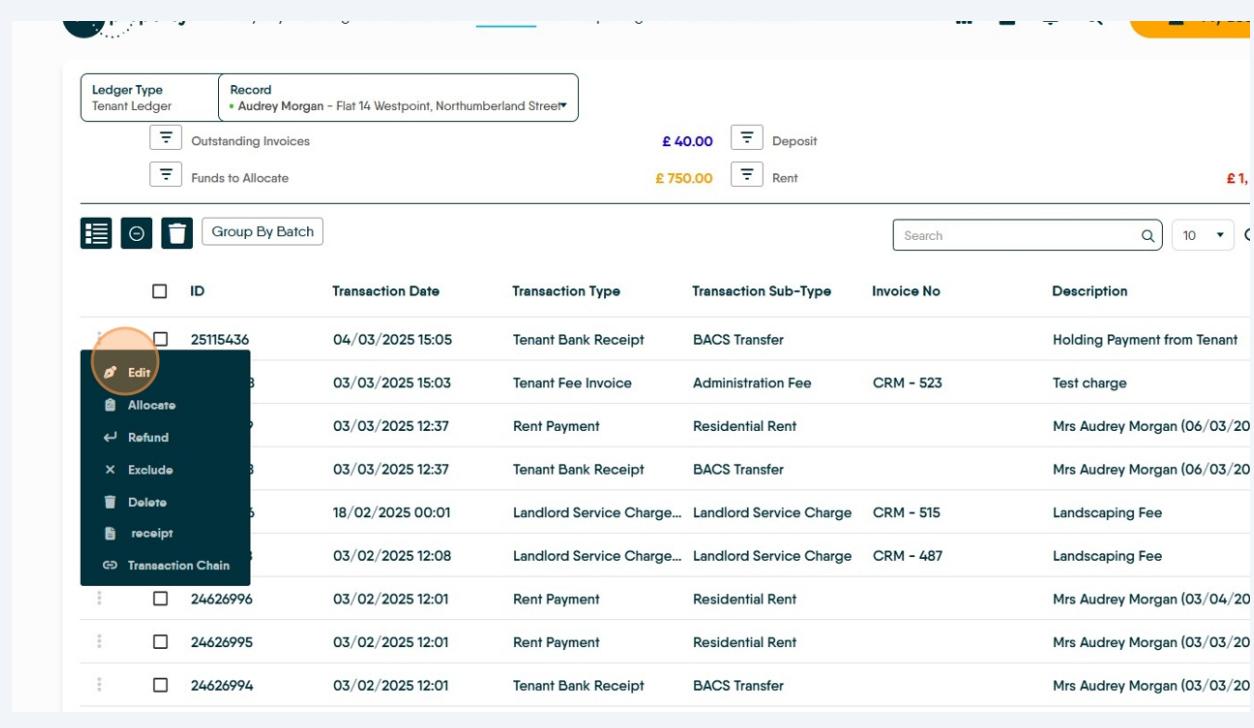
Ledger Type: Tenant Ledger Record: Audrey Morgan - Flat 14 Westpoint, Northumberland Street

£ 40.00 Deposit  
£ 750.00 Funds to Allocate  
£ 1,000.00 Outstanding Invoices

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
25060159	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060158	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/2025)
24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/2025)
24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/2025)
24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/2025)

Group By Batch

7 Click "Edit"



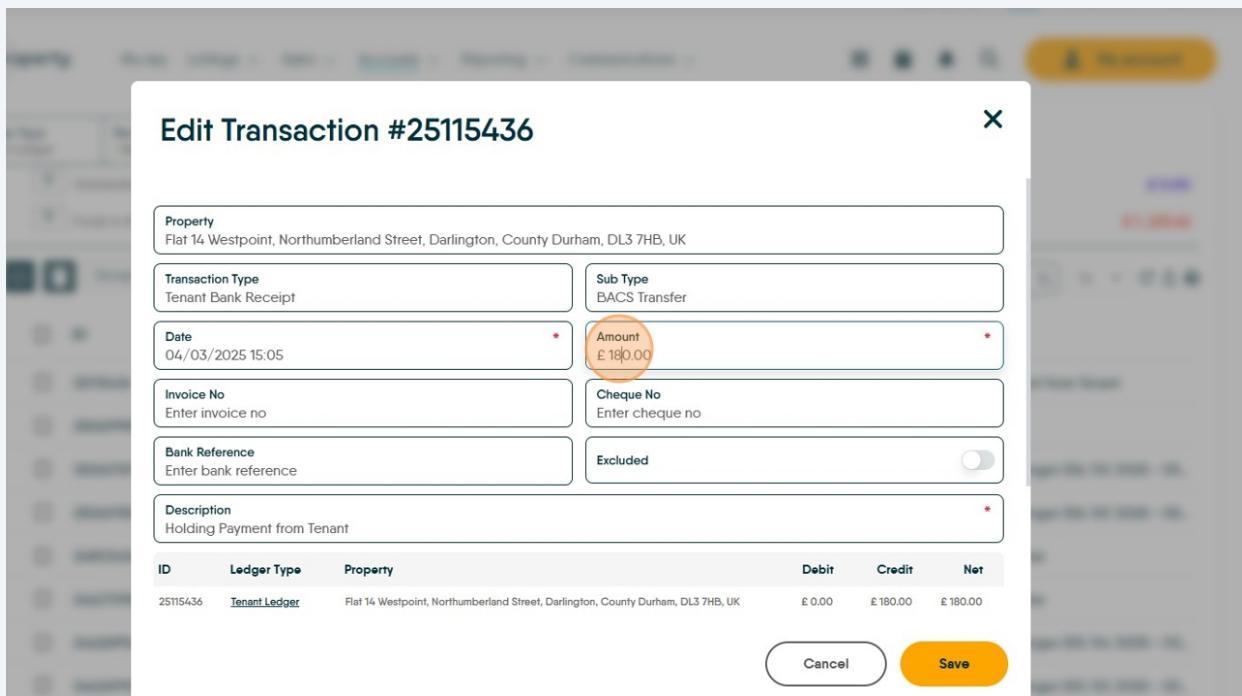
Ledger Type: Tenant Ledger Record: Audrey Morgan - Flat 14 Westpoint, Northumberland Street

£ 40.00 Deposit  
£ 750.00 Funds to Allocate  
£ 1,000.00 Outstanding Invoices

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
25060159	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060158	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/2025)
24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/2025)
24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/2025)
24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/2025)

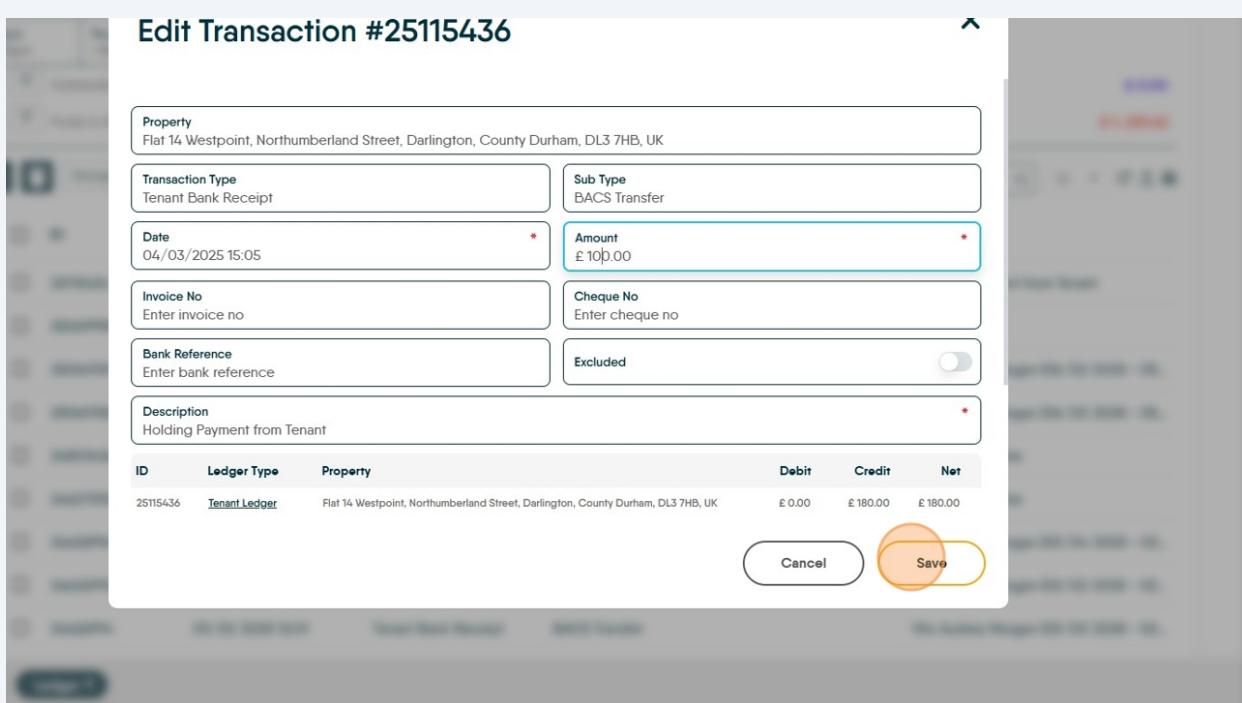
Group By Batch

8 From the 'Edit Transaction' screen. Click the "Amount" field.



The screenshot shows the 'Edit Transaction #25115436' dialog box. The 'Amount' field, which contains '£ 180.00', is highlighted with a red circle. The dialog box includes fields for Property (Flat 14 Westpoint, Northumberland Street, Darlington, County Durham, DL3 7HB, UK), Transaction Type (Tenant Bank Receipt), Sub Type (BACS Transfer), Date (04/03/2025 15:05), Invoice No (Enter invoice no), Cheque No (Enter cheque no), Bank Reference (Enter bank reference), Excluded (toggle switch), and Description (Holding Payment from Tenant). Below the form is a table showing transaction details: ID 25115436, Ledger Type Tenant Ledger, Property Flat 14 Westpoint, Northumberland Street, Darlington, County Durham, DL3 7HB, UK, Debit £ 0.00, Credit £ 180.00, and Net £ 180.00. At the bottom are 'Cancel' and 'Save' buttons, with 'Save' being highlighted with a yellow circle.

9 Edit the amount to value you are returning to the Tenant. Click "Save"



The screenshot shows the 'Edit Transaction #25115436' dialog box. The 'Amount' field, which now contains '£ 10.00', is highlighted with a blue border. The dialog box includes fields for Property (Flat 14 Westpoint, Northumberland Street, Darlington, County Durham, DL3 7HB, UK), Transaction Type (Tenant Bank Receipt), Sub Type (BACS Transfer), Date (04/03/2025 15:05), Invoice No (Enter invoice no), Cheque No (Enter cheque no), Bank Reference (Enter bank reference), Excluded (toggle switch), and Description (Holding Payment from Tenant). Below the form is a table showing transaction details: ID 25115436, Ledger Type Tenant Ledger, Property Flat 14 Westpoint, Northumberland Street, Darlington, County Durham, DL3 7HB, UK, Debit £ 0.00, Credit £ 180.00, and Net £ 180.00. At the bottom are 'Cancel' and 'Save' buttons, with 'Save' being highlighted with a yellow circle.

10 Click this checkbox.

Ledger Type	Tenant Ledger	Record	Audrey Morgan - Flat 14 Westpoint, Northumberland Street			
<input type="checkbox"/>	Outstanding Invoices	£ 40.00	<input type="checkbox"/>	Deposit		
<input type="checkbox"/>	Funds to Allocate	£ 670.00	<input type="checkbox"/>	Rent		£ 1,
			Group By Batch			Search <input type="text"/>
						10
<input type="checkbox"/>	ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
<input type="checkbox"/>	25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
<input type="checkbox"/>	25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
<input style="outline: 2px solid orange;" type="checkbox"/>	25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/2025)
<input type="checkbox"/>	25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/2025)
<input type="checkbox"/>	24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
<input type="checkbox"/>	24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
<input type="checkbox"/>	24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/2025)
<input type="checkbox"/>	24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/2025)
<input type="checkbox"/>	24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/2025)

11 Click here.

Ledger Type	Tenant Ledger	Record	Audrey Morgan - Flat 14 Westpoint, Northumberland Street			
<input type="checkbox"/>	Outstanding Invoices	£ 40.00	<input type="checkbox"/>	Deposit		
<input type="checkbox"/>	Funds to Allocate	£ 670.00	<input type="checkbox"/>	Rent		£ 1,
			Group By Batch	Search		
	ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
<input type="checkbox"/>	25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
<input type="checkbox"/>	25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
<input checked="" type="checkbox"/>	25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/2025)
Edit Exclude		03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/2025)
<input type="checkbox"/>	24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
<input type="checkbox"/>	24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
<input type="checkbox"/>	24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/2025)
<input type="checkbox"/>	24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/2025)
<input type="checkbox"/>	24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/2025)

## 12 Click "Refund"

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/20)
	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/20)
	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/20)
24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/20)
24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/20)

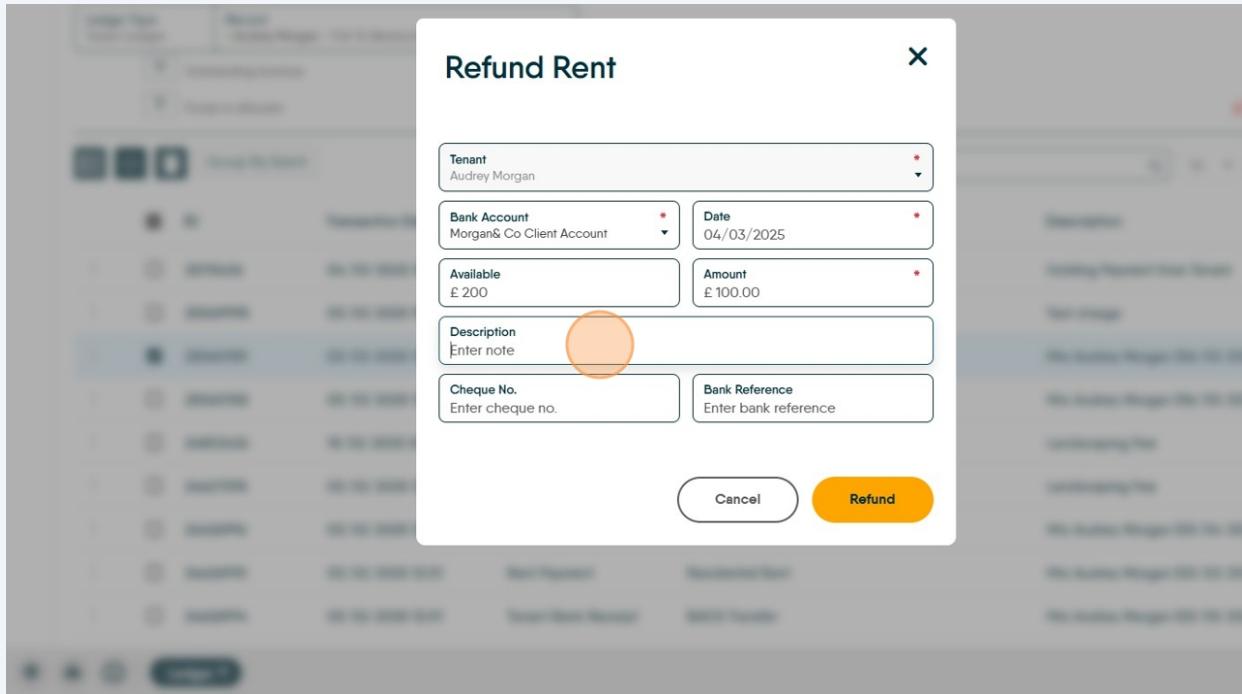
## 13 Click the "Amount" field and edit to the amount you are refunding.

Refund Rent

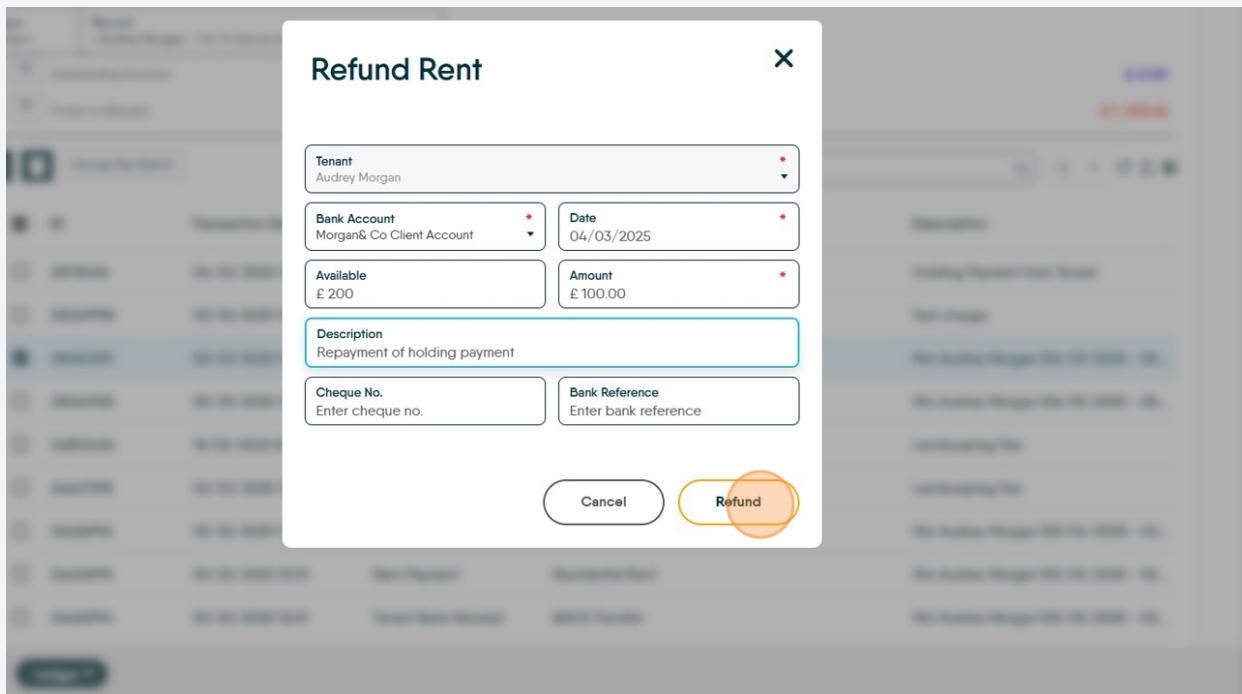
Tenant Audrey Morgan	Date 04/03/2025
Bank Account Morgan& Co Client Account	Available £200
Amount £200	
Description Enter note	
Cheque No. Enter cheque no.	Bank Reference Enter bank reference

Cancel Refund

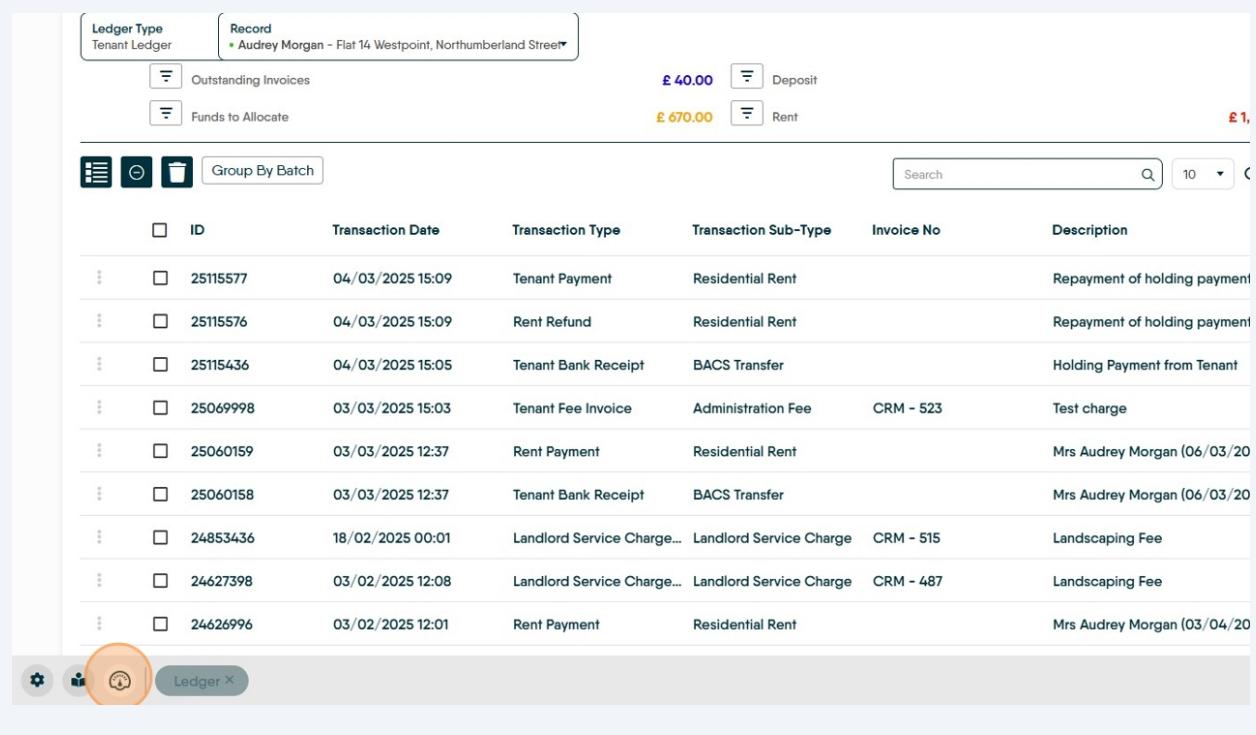
14 Click the "Description" field. Type a clear description for the transaction e.g. "Repayment of holding payment"



15 Click "Refund" this will create the refund transaction in the Client Account.



16 Click this icon to move to the Accounts Dashboard.



Ledger Type: Tenant Ledger  
Record: Audrey Morgan - Flat 14 Westpoint, Northumberland Street

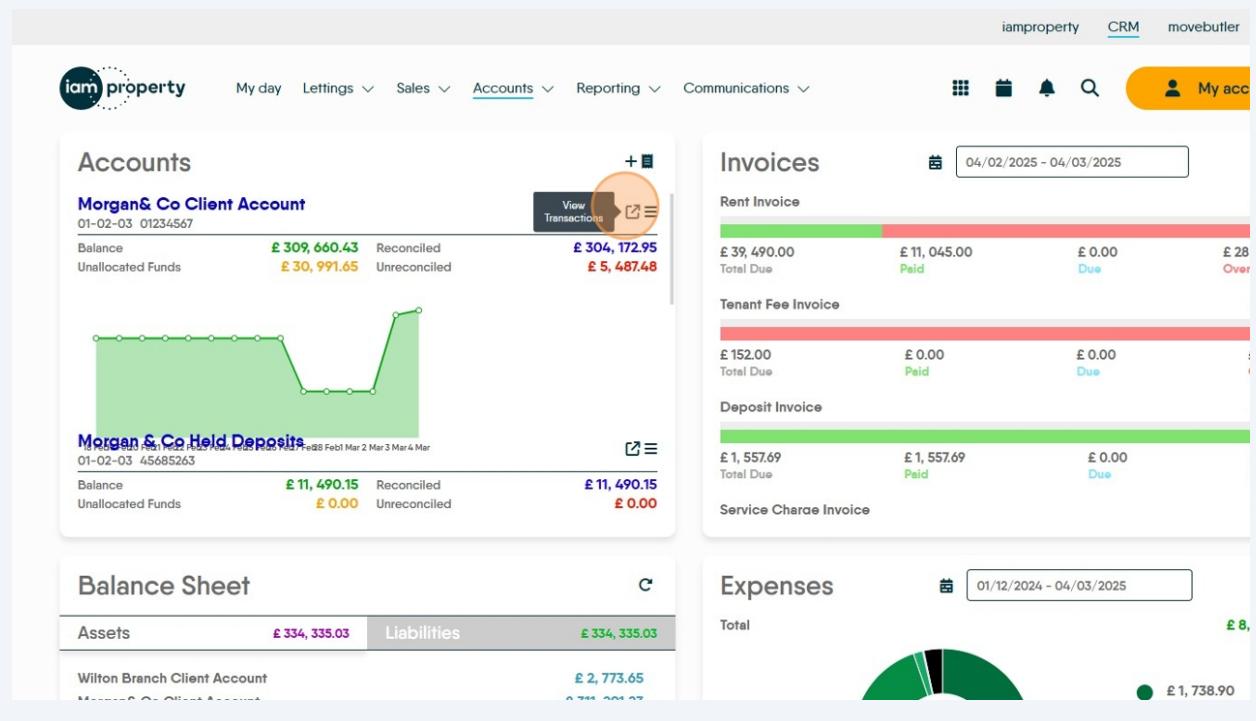
Outstanding Invoices: £ 40.00 Deposit: £ 40.00  
Funds to Allocate: £ 670.00 Rent: £ 1,100.00

Group By Batch

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115577	04/03/2025 15:09	Tenant Payment	Residential Rent		Repayment of holding payment
25115576	04/03/2025 15:09	Rent Refund	Residential Rent		Repayment of holding payment
25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/2025)
25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/2025)
24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/2025)

Ledger X

17 Click here to view the Client Account transactions



Accounts

Morgan & Co Client Account  
01-02-03 01234567

Balance: £ 309,660.43 Unallocated Funds: £ 30,991.65 Reconciled: £ 304,172.95 Unreconciled: £ 5,487.48

Morgan & Co Held Deposits  
01-02-03 45685263

Balance: £ 11,490.15 Unallocated Funds: £ 0.00 Reconciled: £ 11,490.15 Unreconciled: £ 0.00

Invoices

Rent Invoice  
£ 39,490.00 Total Due  
£ 11,045.00 Paid  
£ 0.00 Due  
£ 28 Over

Tenant Fee Invoice  
£ 152.00 Total Due  
£ 0.00 Paid  
£ 0.00 Due

Deposit Invoice  
£ 1,557.69 Total Due  
£ 1,557.69 Paid  
£ 0.00 Due

Service Charge Invoice

Balance Sheet

Assets	£ 334,335.03	Liabilities	£ 334,335.03
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Wilton Branch Client Account  
£ 2,773.65

Expenses

Total  
£ 1,738.90

18

In the Client Account you can see the refunded amount as a debit.

19

The payment will also be visible in the Tenant Ledger.

Ledger Type		Record				
Tenant Ledger		Audrey Morgan - Flat 14 Westpoint, Northumberland Street				
<input type="checkbox"/>	Outstanding Invoices		£ 40.00	<input type="checkbox"/>	Deposit	
<input type="checkbox"/>	Funds to Allocate		£ 670.00	<input type="checkbox"/>	Rent	£ 1,000.00
<span></span> <span></span> <span></span> <span></span>		<span>Group By Batch</span>			<span>Search</span>	
<input type="checkbox"/>	ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
<input type="checkbox"/>	25115577	04/03/2025 15:09	Tenant Payment	Residential Rent		Repayment of holding payment
<input type="checkbox"/>	25115576	04/03/2025 15:09	Rent Refund	Residential Rent		Repayment of holding payment
<input type="checkbox"/>	25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
<input type="checkbox"/>	25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
<input type="checkbox"/>	25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/2025)
<input type="checkbox"/>	25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/2025)
<input type="checkbox"/>	24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
<input type="checkbox"/>	24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
<input type="checkbox"/>	24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/2025)

## Creating the Tenant Fee Invoice

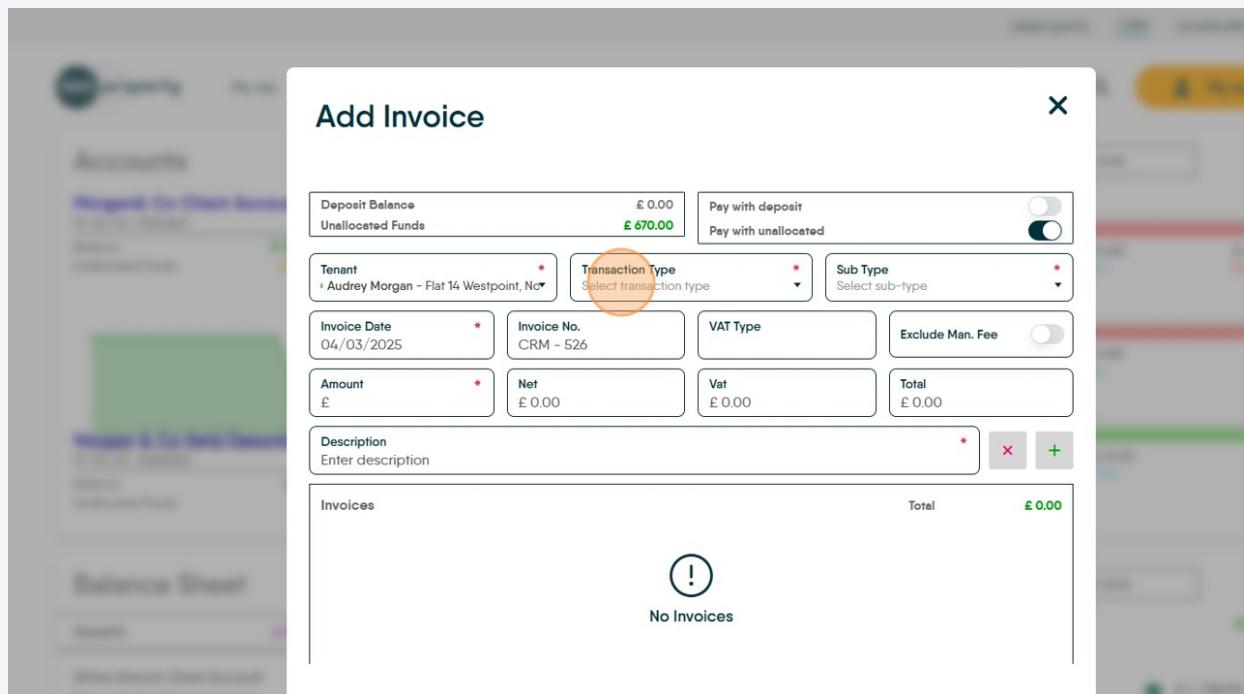
20

To take your portion of the fee and add it to your Agent Ledger an Invoice needs to be created.

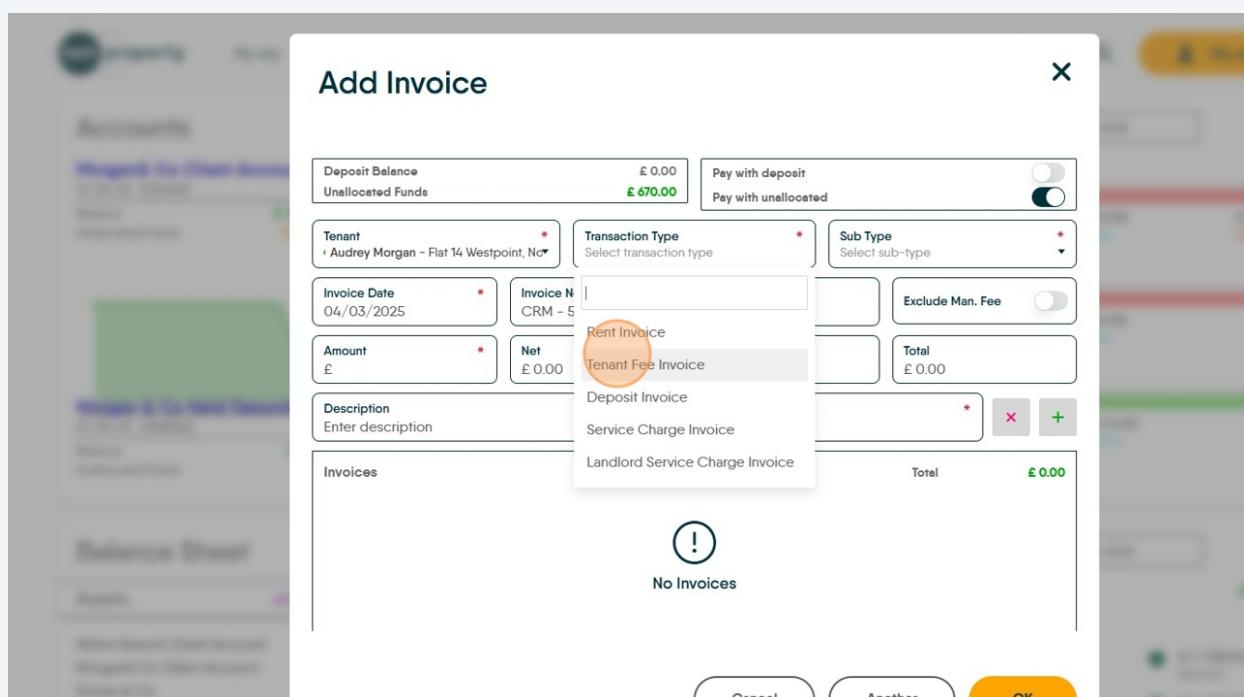
21

Click "Select tenant" and type your tenant name, select from the drop down list.

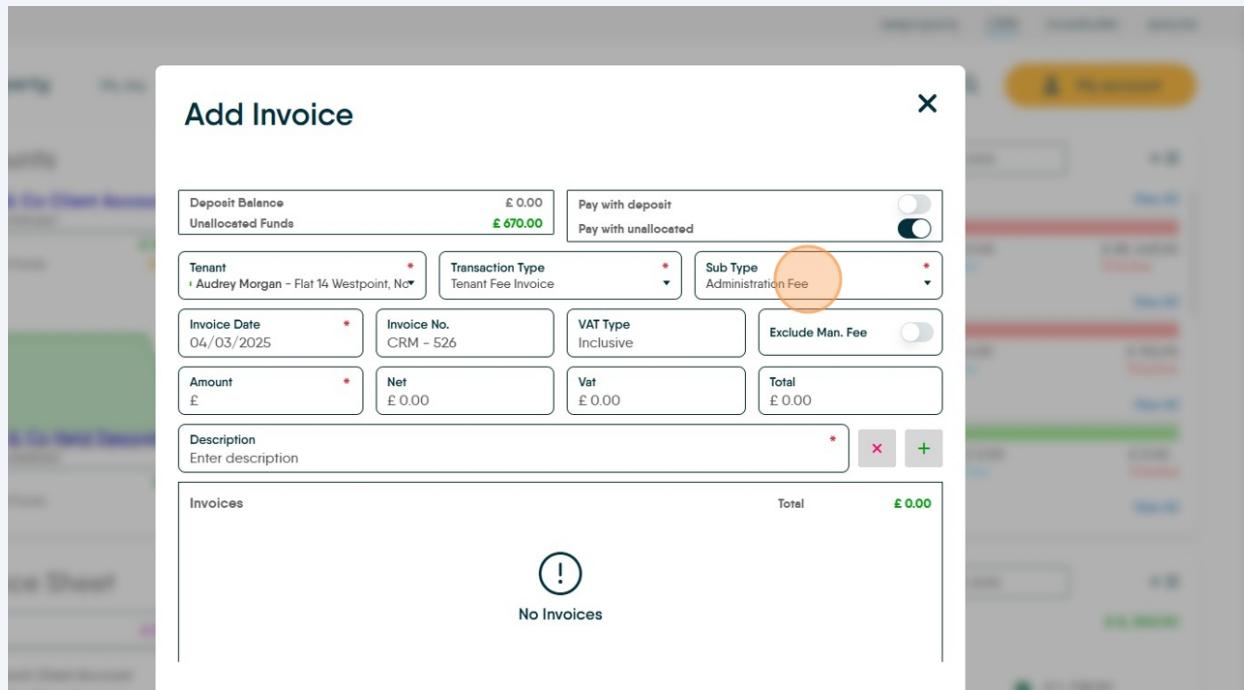
22 Click "Select transaction type"



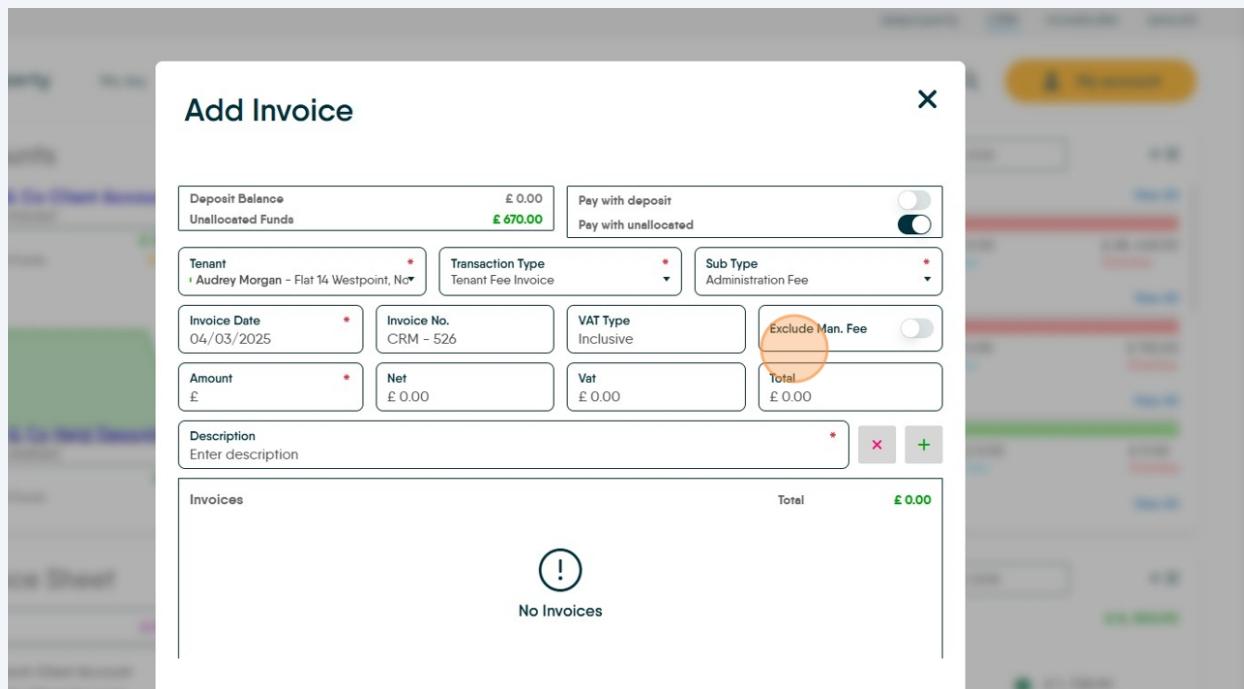
23 Click "Tenant Fee Invoice" (in this case) or the appropriate option.



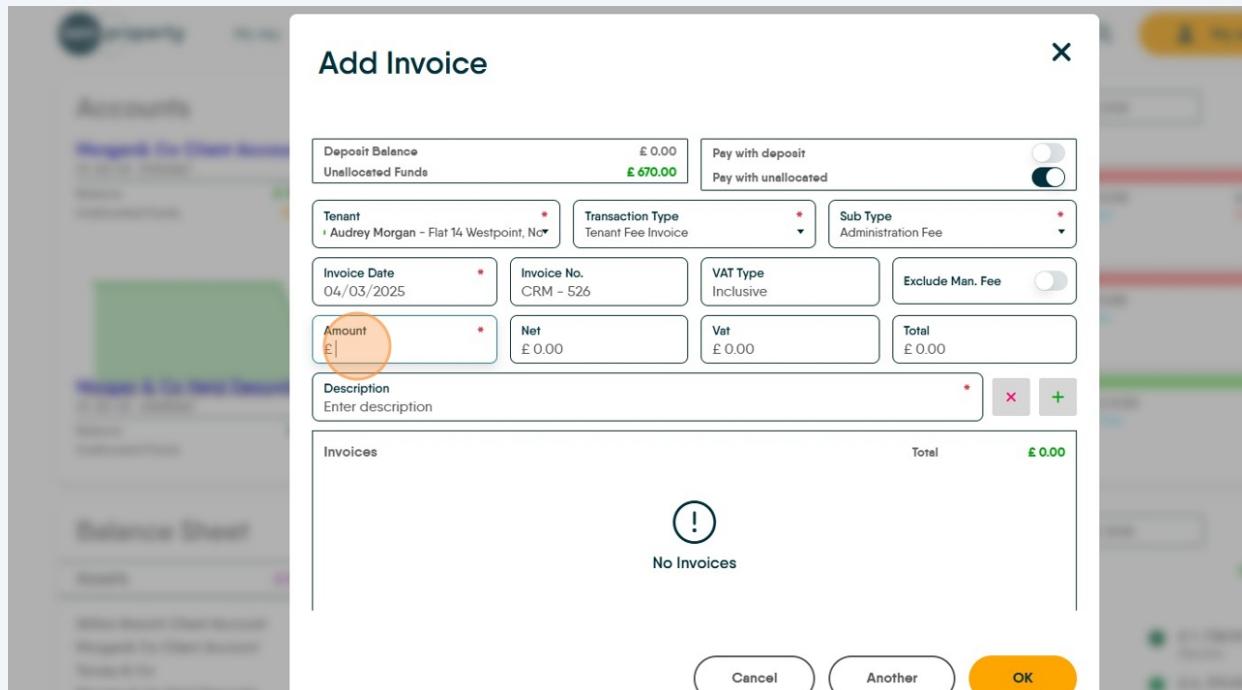
24 Click "Administration Fee"



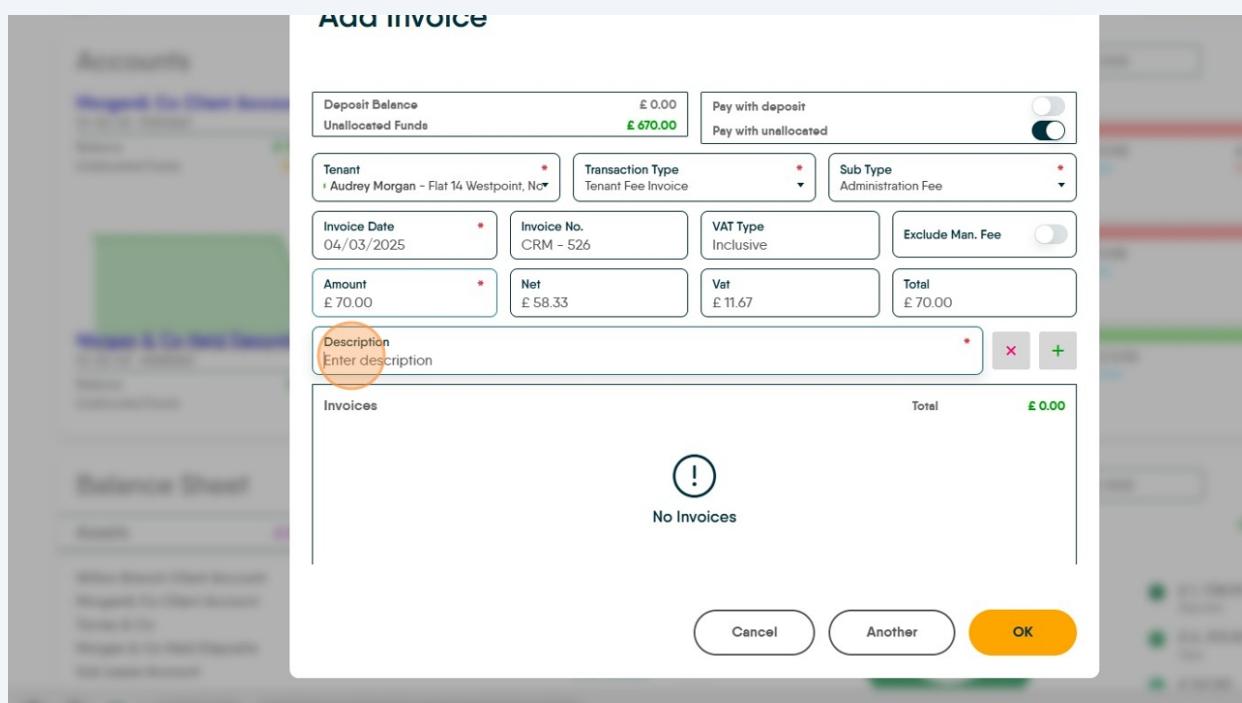
25 If you want to "Exclude the Management fee" Click here



26 Click the "Amount" field. Add the amount of the fee/charge



27 Click the "Description" field. Type a clear accurate description e.g. "Retained Holding Payment for A Morgan"

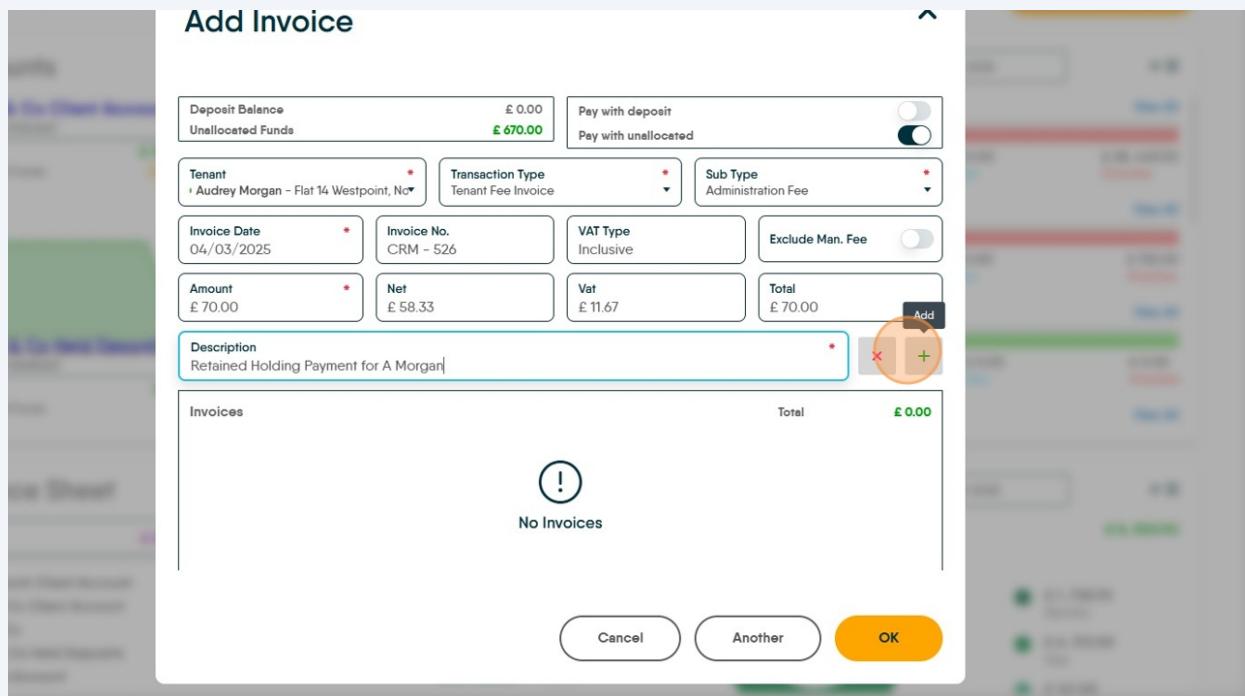


28 Click here. This will create the invoice.

**Add Invoice**

Deposit Balance £ 0.00	Unallocated Funds <b>£ 670.00</b>	Pay with deposit Pay with unallocated
Tenant Audrey Morgan - Flat 14 Westpoint, No.	Transaction Type Tenant Fee Invoice	Sub Type Administration Fee
Invoice Date 04/03/2025	Invoice No. CRM - 526	VAT Type Inclusive
Amount £ 70.00	Net £ 58.33	Vat £ 11.67
Total £ 70.00		
Description Retained Holding Payment for A Morgan		
<b>Invoices</b> Total £ 0.00		
No Invoices		

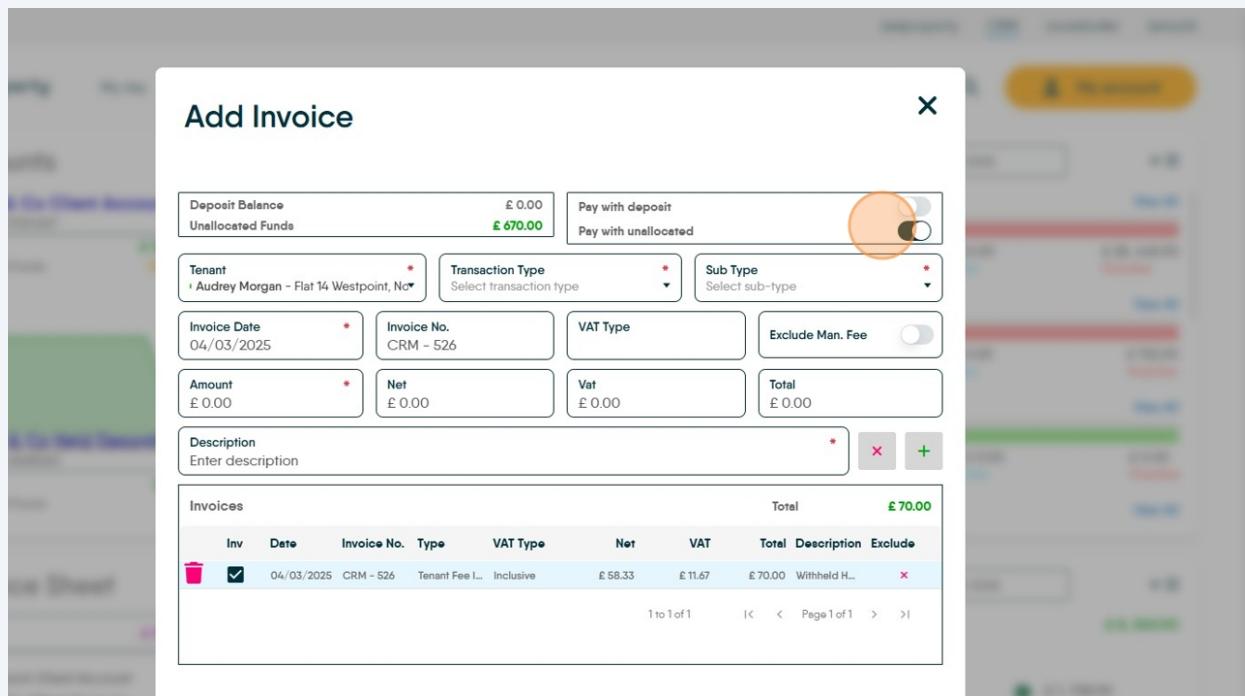
**Cancel** **Another** **OK**



29 If paying with Unallocated funds. Click here make sure the option is selected.

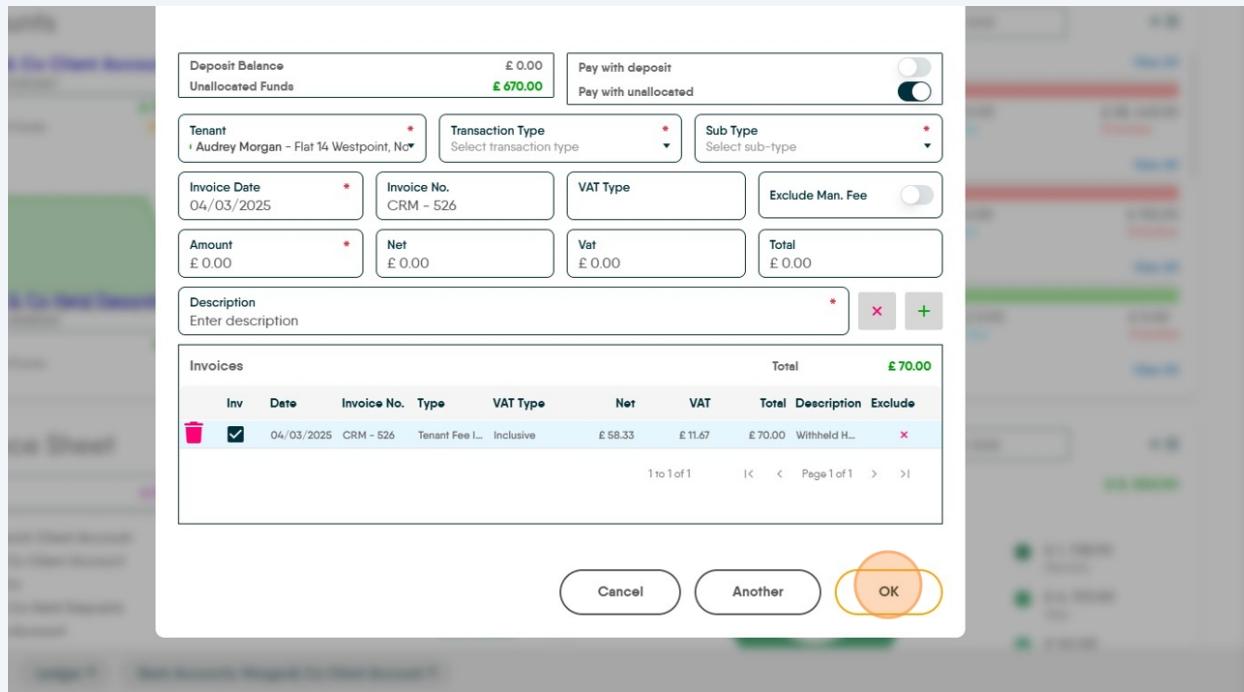
**Add Invoice**

Deposit Balance £ 0.00	Unallocated Funds <b>£ 670.00</b>	Pay with deposit Pay with unallocated							
Tenant Audrey Morgan - Flat 14 Westpoint, No.	Transaction Type Select transaction type	Sub Type Select sub-type							
Invoice Date 04/03/2025	Invoice No. CRM - 526	VAT Type Inclusive							
Amount £ 0.00	Net £ 0.00	Vat £ 0.00							
Total £ 0.00									
Description Enter description									
<b>Invoices</b> Total £ 70.00									
Inv 04/03/2025	Date CRM - 526	Invoice No. Tenant Fee I...	Type Inclusive	VAT Type Inclusive	Net £ 58.33	VAT £ 11.67	Total £ 70.00	Description Withheld H...	Exclude X
1 to 1 of 1  < < Page 1 of 1 > >									



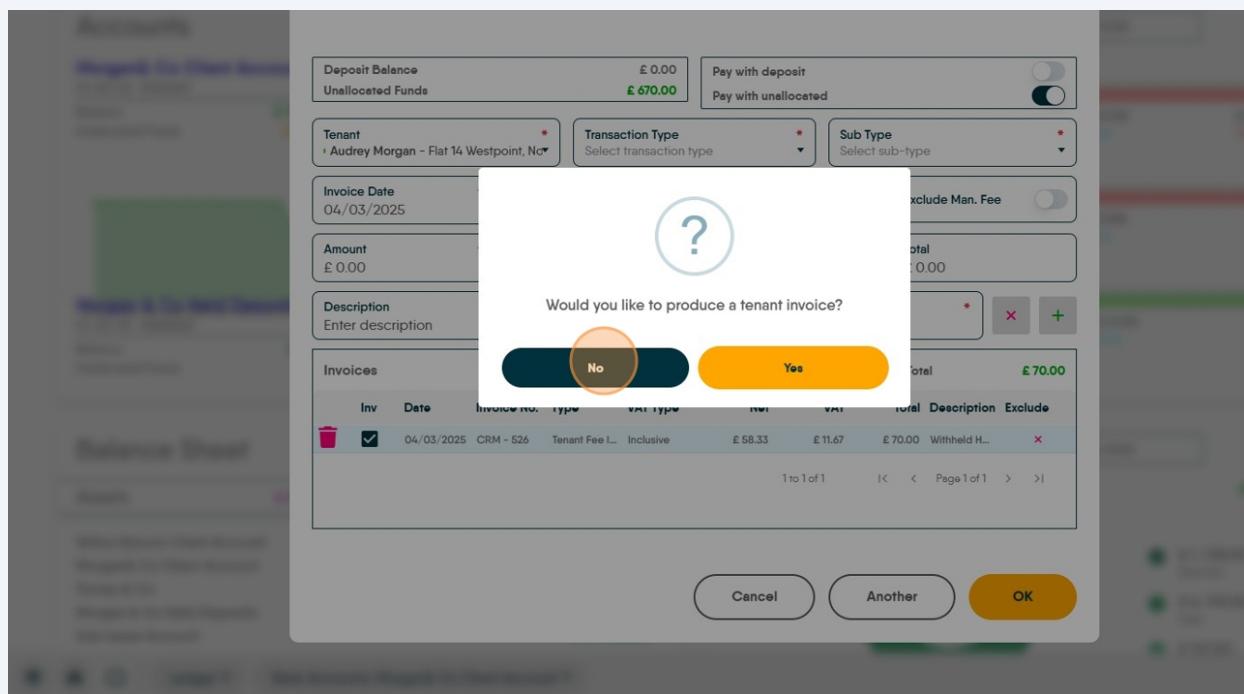
30

Click "OK" This will use the Unallocated Funds to pay the invoice that you have just created.



31

If you dont want to create an invoice for your tenant, click "No" otherwise click "Yes"



32

In the Tenant Ledger you will see the transactions the invoice and then the payment of the invoice. The payment will also show in the Agent Ledger.

Ledger Type: Tenant Ledger

Record: Audrey Morgan - Flat 14 Westpoint, Northumberland Street

Outstanding Invoices	£ 40.00	Deposit	£ 0.00
Funds to Allocate	£ 600.00	Rent	£ 1,133.62

Group By Batch

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115660	04/03/2025 15:14	Tenant Fee Payment	Administration Fee	CRM - 526	Withheld Holding Fee
25115659	04/03/2025 15:14	Tenant Fee Invoice	Administration Fee	CRM - 526	Withheld Holding Fee
25115577	04/03/2025 15:09	Tenant Payment	Residential Rent		Repayment of holding payment
25115576	04/03/2025 15:09	Rent Refund	Residential Rent		Repayment of holding payment
25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/2025 - 05..)
25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/2025 - 05..)
24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee