

Managing Key Records in CRM



This guide provides a straightforward process for adding a key record to a property and logging that key In and Out of your offices. Ensuring that you can efficiently manage access and maintenance issues.

By following the steps outlined, you can easily document key details and any relevant notes, enhancing property management practices. It's an essential resource for anyone involved in property management, helping to streamline operations and improve communication regarding property access.

Adding a Key Record to a Property

1 Navigate to <https://crm.iamproperty.com/Lettings/Property/Record/10725917>

The screenshot displays the 'Property Record' page in the iam property CRM. The interface includes a top navigation bar with links for 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. A sidebar on the left lists various property management tasks. The main content area features a large photo of a stone property and a 'COMMERCIAL' section with a 'Commercial Unit' toggle and three radio button options: 'Exempt', 'Inclusive' (selected), and 'Exclusive'. The right-hand panel, titled 'Property Information', contains a search bar for the postcode 'DH2 2HX' and several data entry fields for fees, rent, and agreement details.

Property Information	Value	Unit
Management Fee	10	£
Upfront Letting Fee	£ 850	£
Regular Letting Fee	£ 0	£
Authorised Expense Amount	£ 0.00	£
Estimated Rental Value	£ 0.00	£

2 Click "Key Control"

Live Jobs 0

EPC Rating B

Details

Checklist

Appraisals

Inspections

Accounts >

Compliance


Information







Maintenance >

Payment

Marketing

Key Control





COMMERCIAL

Commercial Unit ☐

Exempt

Rent amount is exempt from VAT

Inclusive

Rent amount is inclusive of VAT

Exclusive

Rent amount is exclusive of VAT

72555 Pelaw Crescent, Chester le Street, DH2 2HX

Property Information

Fully managed

This property is fully managed by us

Rent collect

We collect rent for this property

Let only

We only let property

Management Fee

10

£

Upfront Letting Fee

£ 850

£

Regular Letting Fee

£ 0

£

Authorised Expense Amount

£ 0.00

£

Estimated Rental Value

£ 0.00

£

Agreement Name

Scheduled Management Fee

1

3 Click "Add Key"

0

B

72555 Pelaw Crescent, Chester le Street, DH2 2HX |

3 1 | £1500.00 pcm

Available 1 Tenant

Lead landlord: Mr Lettings Landlor...

View Landlords

Lead tenant: Lettings Applicant...

View Tenants

Appraisal

Warning

Reference:

Negotiator: Training Dave

Branch: Morgan & Co

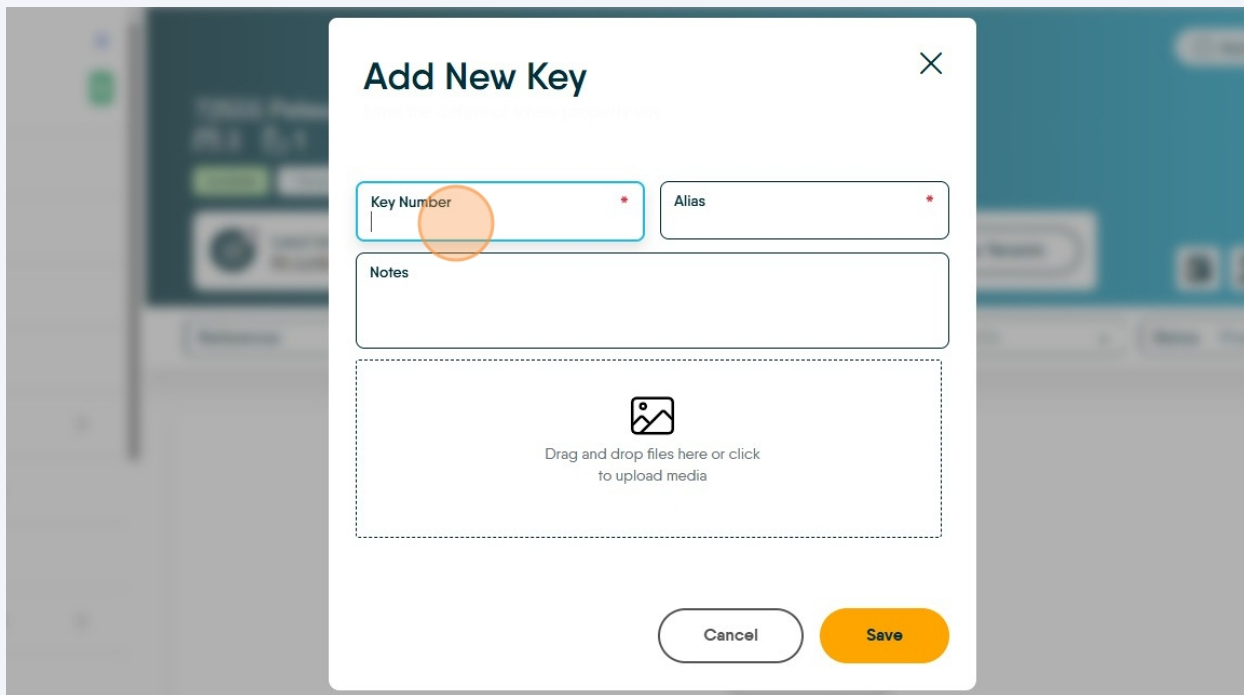
Status: Prospect

No keys available

Please click the button to add

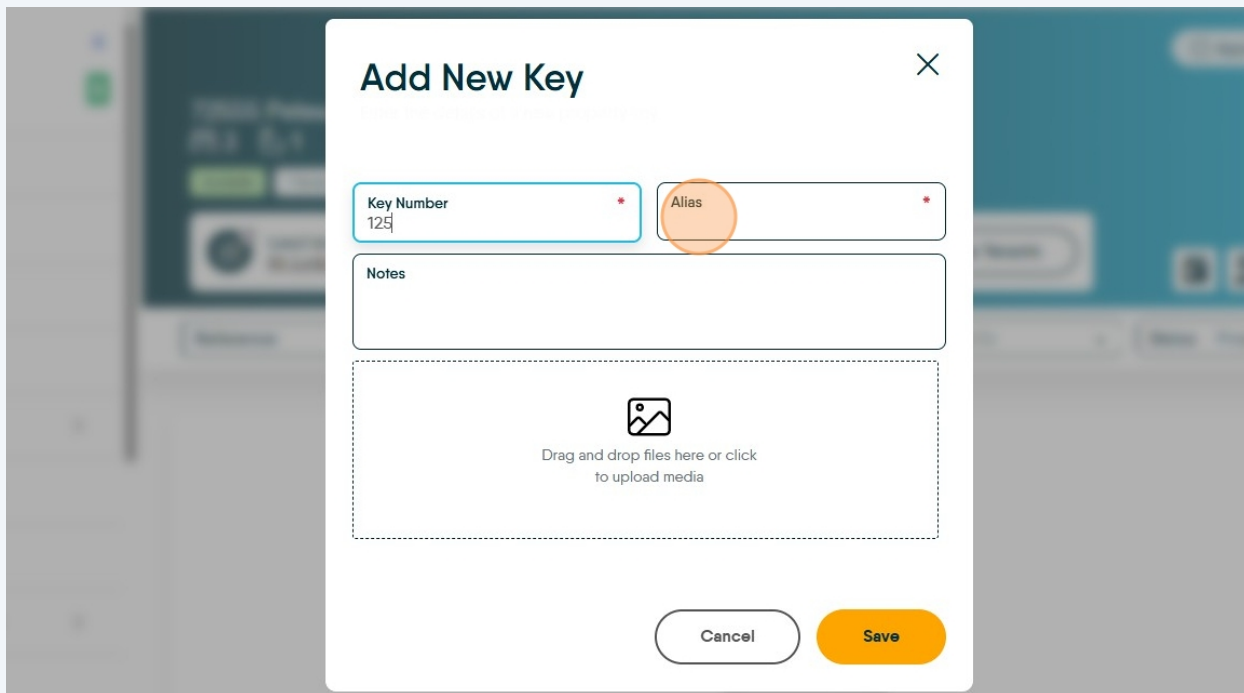
Add Key

- 4 Click this text field and add a **"Key Number"**



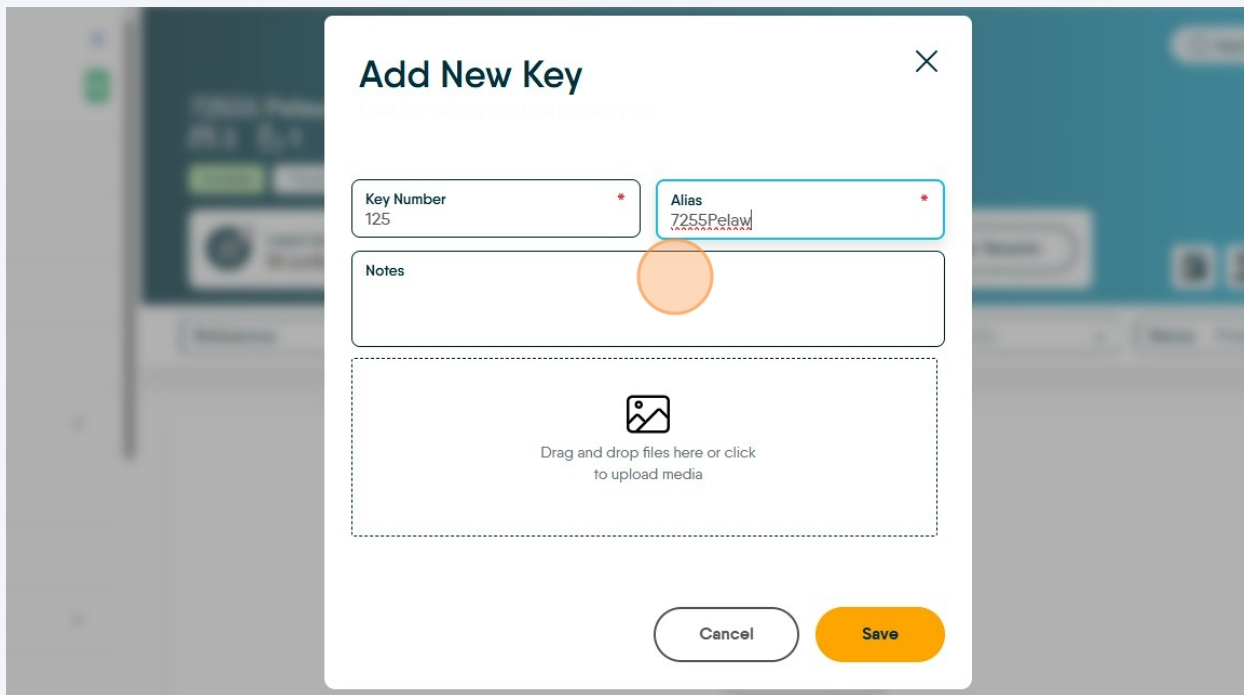
The screenshot shows a modal dialog titled "Add New Key" with a close button (X) in the top right corner. Below the title is a faint instruction: "Enter a key number and an alias for the key". The dialog contains three main input areas: a "Key Number" text field, an "Alias" text field, and a "Notes" text area. The "Key Number" field is highlighted with an orange circle. Below these fields is a dashed rectangular area for media upload, containing a picture icon and the text "Drag and drop files here or click to upload media". At the bottom are "Cancel" and "Save" buttons.

- 5 Click this text field add an **'Alias'** (description) for the key



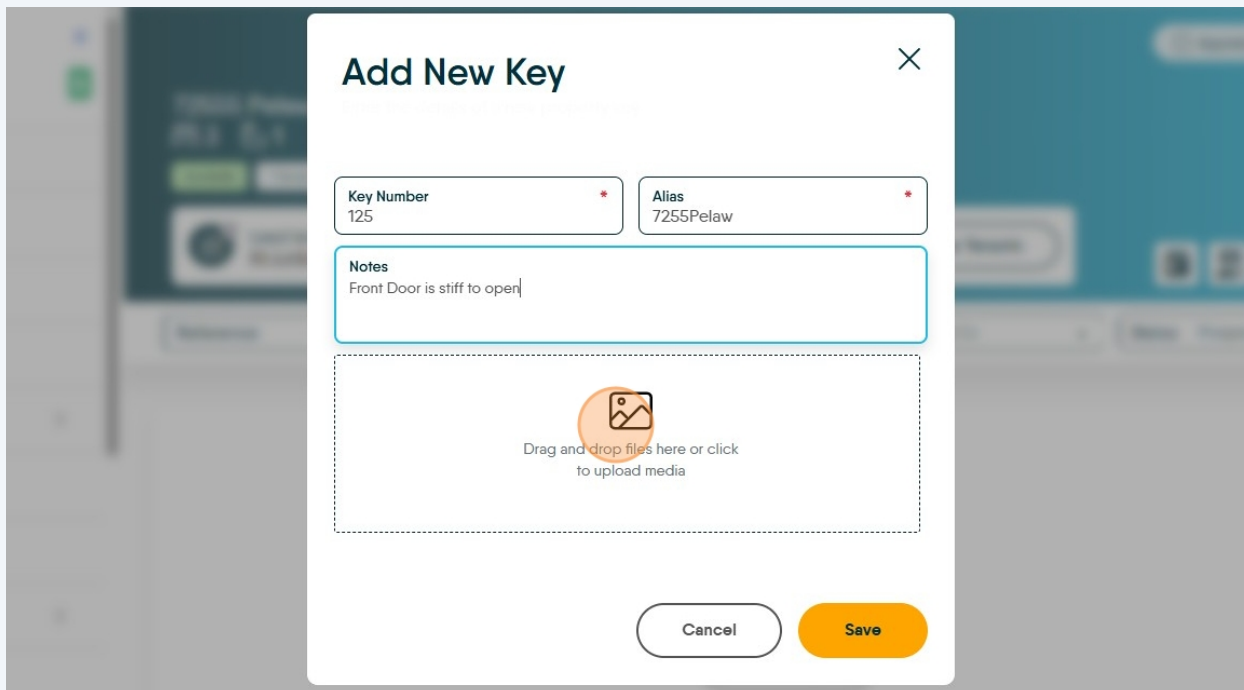
This screenshot shows the same "Add New Key" dialog box. In this step, the "Key Number" field now contains the text "125". The "Alias" text field is highlighted with an orange circle. The "Notes" area and the media upload section remain empty. The "Cancel" and "Save" buttons are still at the bottom.

- 6 Click this field and add any **'Notes'** regarding the Keys, property etc.



The screenshot shows a modal window titled "Add New Key" with a close button (X) in the top right corner. Below the title is a faint URL. The form contains three main sections: "Key Number" with the value "125", "Alias" with the value "7255Pelaw", and a "Notes" text area. An orange circle highlights the "Notes" field. Below the text area is a dashed box containing a picture icon and the text "Drag and drop files here or click to upload media". At the bottom are "Cancel" and "Save" buttons.

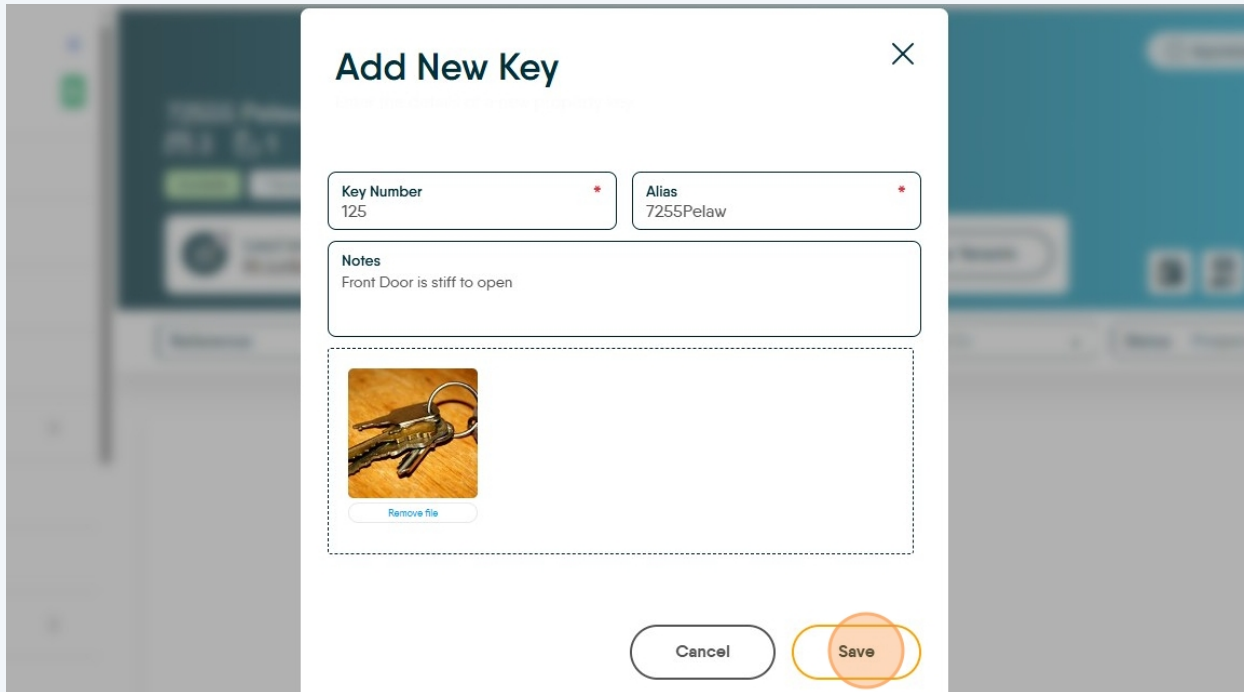
- 7 Click **"Drag and drop files here or click to upload media"** to add a picture of the keys.



This screenshot shows the same "Add New Key" modal window. The "Notes" field now contains the text "Front Door is stiff to open". An orange circle highlights the media upload area, which contains a picture icon and the text "Drag and drop files here or click to upload media". The "Key Number" and "Alias" fields remain unchanged. The "Cancel" and "Save" buttons are at the bottom.

8

Click **"Save"** There can be more than one key logged per property. Repeat the process to add more keys.




Add New Key

Key Number 125

Alias 7255Pelaw

Notes
Front Door is stiff to open


Remove file

Cancel Save

Logging a Key Out of CRM



There are a number of places that a key can be signed out of and back into CRM.

- Property Record
- Key Control (in Activity List)
- Property Management

The process for logging keys Out/In is the same in each section of CRM.

Overdue keys will show in the "Keys Due Back" section of the Activity List.

9

For this guide we will log keys in/out from a Property record.

10 In a Property record. Click "Key Control"

The screenshot shows a property record for 72555 Pelaw Crescent, Chester le Street, DH2 2HX. The interface includes a sidebar with various menu items: Live Jobs, EPC Rating, Details, Checklist, Appraisals, Inspections, Accounts, Compliance, Information, maintenance, Payment, Marketing, and Key Control. The 'Key Control' item is highlighted with an orange circle. The main content area displays property details, including the address, EPC Rating (B), and rental information (£1500.00 pcm). It also shows lead landlord and tenant information, and a table for key control records.

Live Jobs 0

EPC Rating B

Details

Checklist

Appraisals

Inspections

Accounts >

Compliance

Information

maintenance >

Payment

Marketing

Key Control

72555 Pelaw Crescent, Chester le Street, DH2 2HX | 3 1 | £1500.00 pcm

Available 1 Tenant

Lead landlord: Mr Lettings Landlo... View Landlords

Lead tenant: Lettings Applica... View Tenants

Reference: Negotiator: Training Dave Branch: Morgan & Co Status: Prospect

Sign In Sign Out

Signed In

Signed Out

Overdue

125 7255Pelaw

0 to 0 of 0 Page 0 of 0

11 Click "Sign Out"

The screenshot shows the same property record interface as above, but with the 'Sign Out' button in the 'Sign In / Sign Out' section highlighted with an orange circle. The 'Key Control' menu item is no longer highlighted.

Live Jobs 0

EPC Rating B

Details

Checklist

Appraisals

Inspections

Accounts >

Compliance

Information

maintenance >

Payment

Marketing

Key Control

72555 Pelaw Crescent, Chester le Street, DH2 2HX | 3 1 | £1500.00 pcm

Available 1 Tenant

Lead landlord: Mr Lettings Landlo... View Landlords

Lead tenant: Lettings Applica... View Tenants

Reference: Negotiator: Training Dave Branch: Morgan & Co Status: Prospect

Sign In **Sign Out**

Signed In

Signed Out

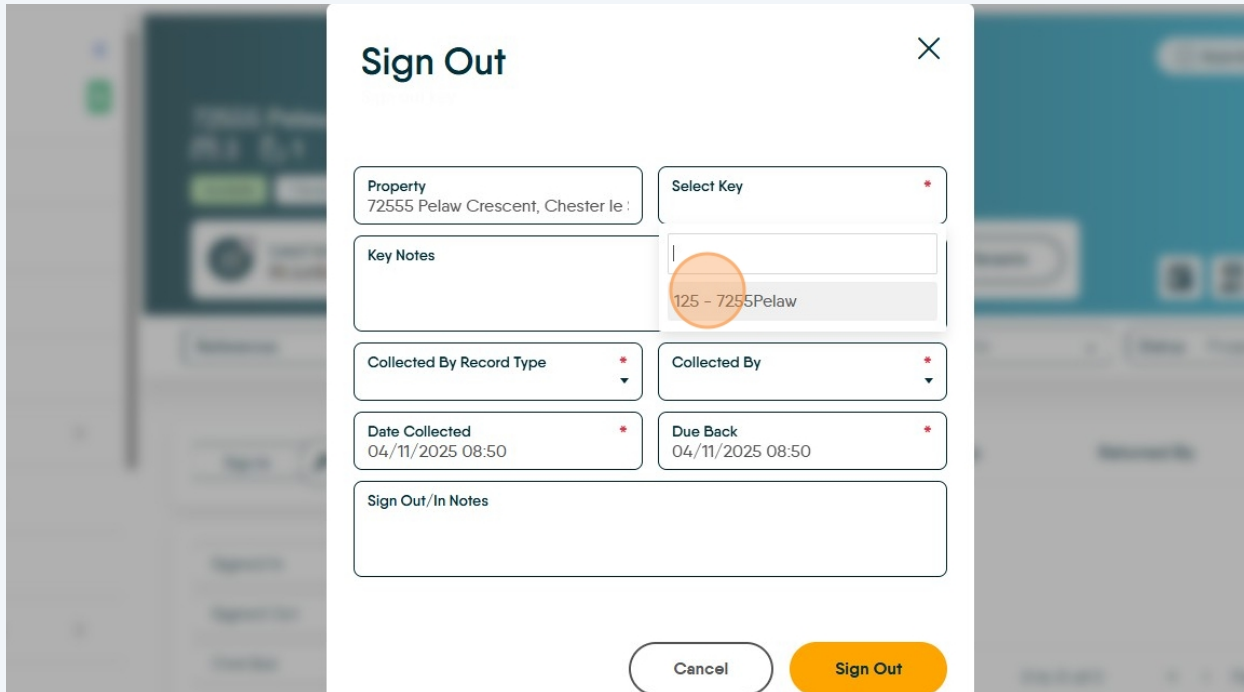
Overdue

125 7255Pelaw

0 to 0 of 0 Page 0 of 0

12

Click **"Select Key"** and select the key from the drop down list, there can be more than 1 key logged per property.



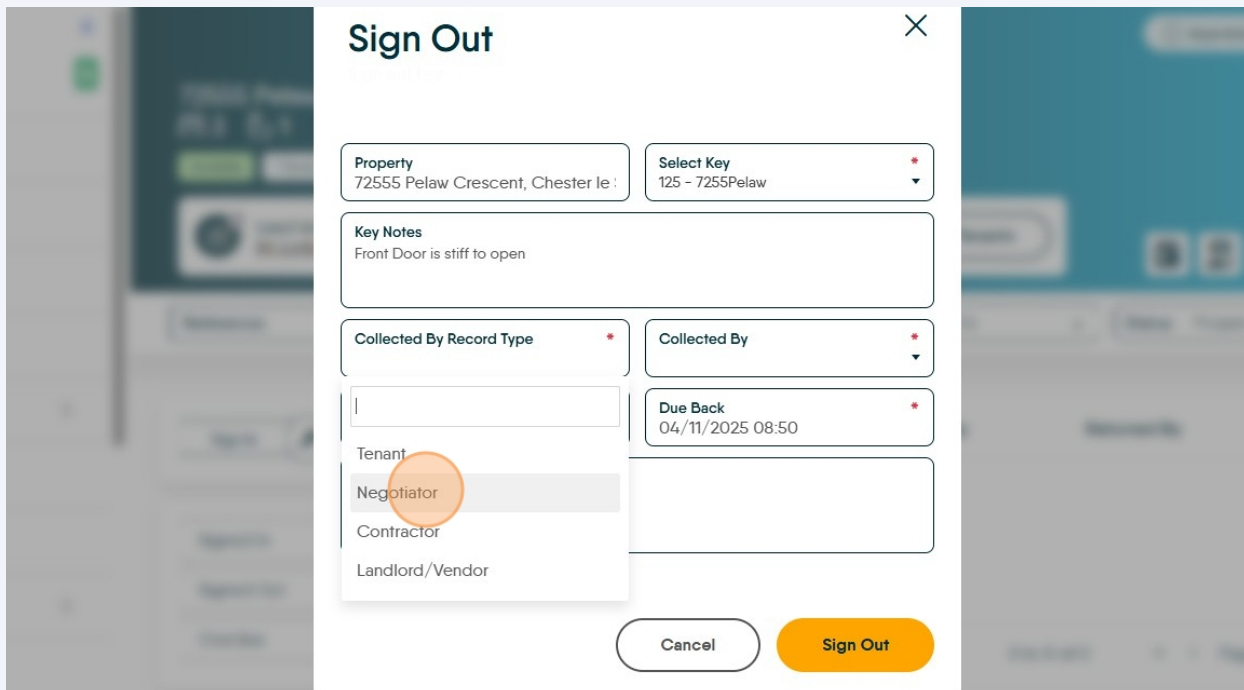
The screenshot shows the 'Sign Out' form with the following fields and values:

- Property:** 72555 Pelaw Crescent, Chester le :
- Select Key:** 125 - 7255Pelaw (highlighted with an orange circle)
- Key Notes:**
- Collected By Record Type:**
- Collected By:**
- Date Collected:** 04/11/2025 08:50
- Due Back:** 04/11/2025 08:50
- Sign Out/In Notes:**

Buttons at the bottom: Cancel, Sign Out

13

Click **"Collected By Record Type"** and select the type of person who collected the key e.g. "Negotiator"



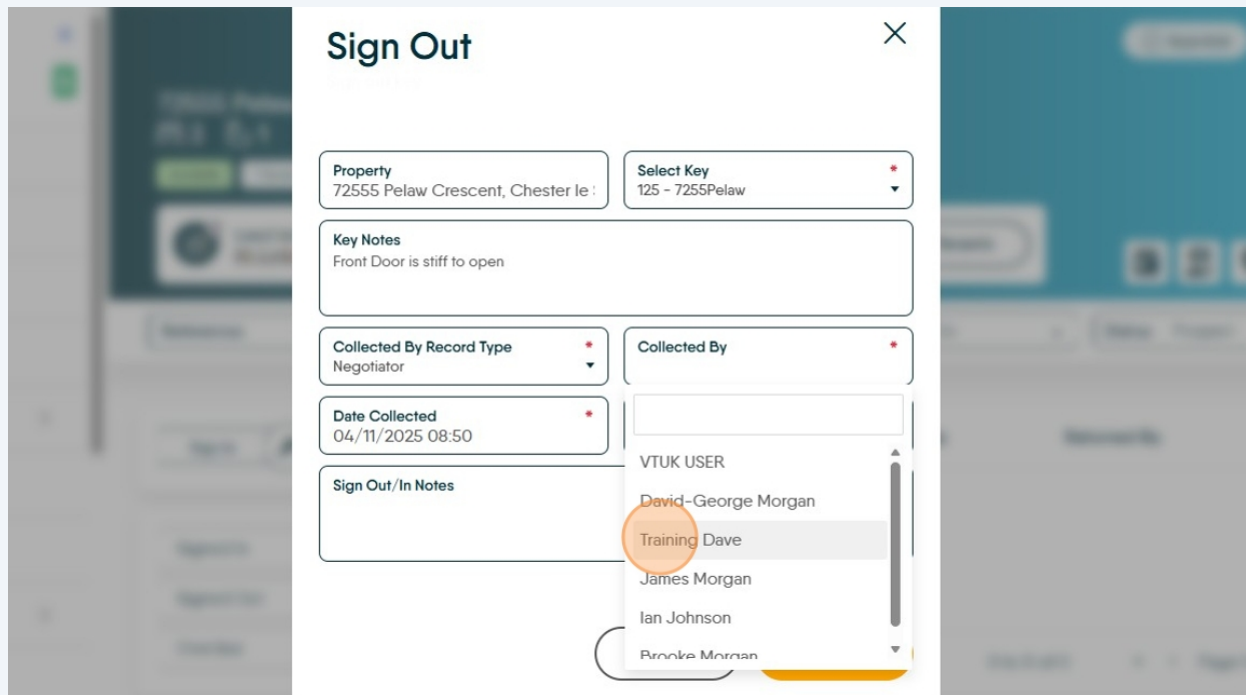
The screenshot shows the 'Sign Out' form with the following fields and values:

- Property:** 72555 Pelaw Crescent, Chester le :
- Select Key:** 125 - 7255Pelaw
- Key Notes:** Front Door is stiff to open
- Collected By Record Type:** Negotiator (highlighted with an orange circle)
- Collected By:**
- Due Back:** 04/11/2025 08:50
- Sign Out/In Notes:**

Buttons at the bottom: Cancel, Sign Out

14

Click **"Collected By"** and select the name of the person collecting the key e.g. "Training Dave"



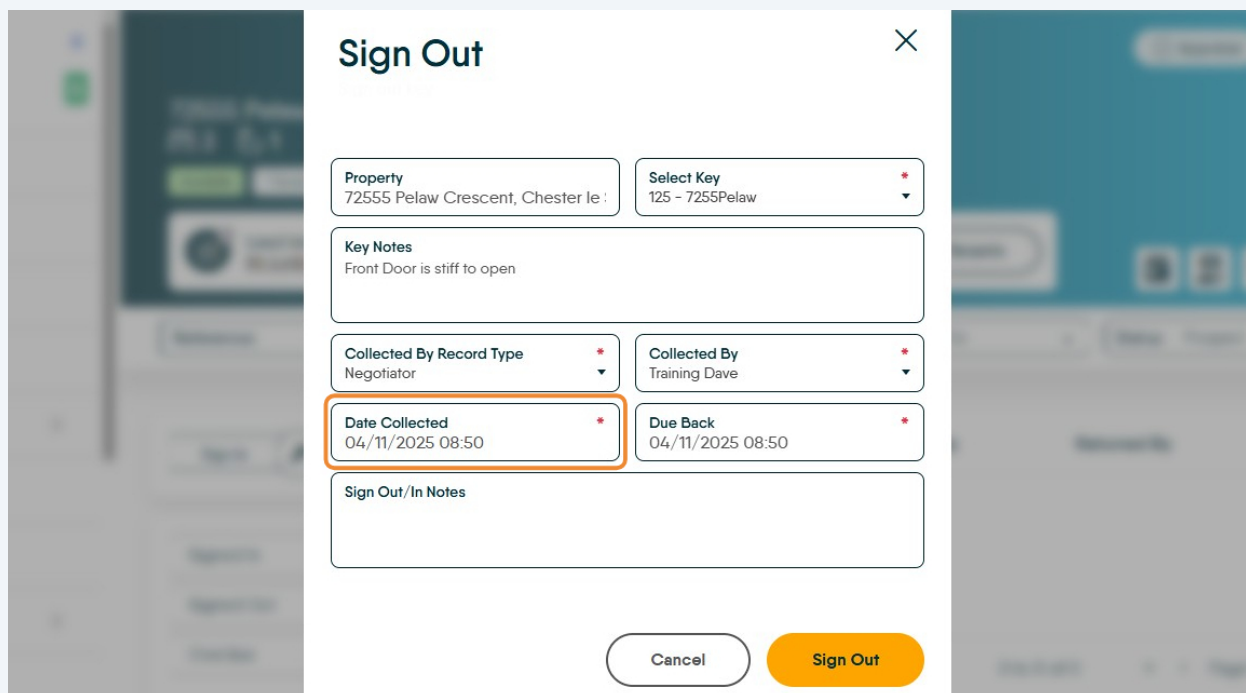
The screenshot shows the 'Sign Out' form with the following fields:

- Property:** 72555 Pelaw Crescent, Chester le :
- Select Key:** 125 - 7255Pelaw
- Key Notes:** Front Door is stiff to open
- Collected By Record Type:** Negotiator
- Date Collected:** 04/11/2025 08:50
- Sign Out/In Notes:**

The **Collected By** dropdown menu is open, showing a list of names: VTUK USER, David-George Morgan, Training Dave (highlighted with an orange circle), James Morgan, Ian Johnson, and Brooke Morgan.

15

The **"Date Collected"** will default to the current date and time, edit this if required.



The screenshot shows the 'Sign Out' form with the following fields:

- Property:** 72555 Pelaw Crescent, Chester le :
- Select Key:** 125 - 7255Pelaw
- Key Notes:** Front Door is stiff to open
- Collected By Record Type:** Negotiator
- Collected By:** Training Dave
- Date Collected:** 04/11/2025 08:50 (highlighted with an orange border)
- Due Back:** 04/11/2025 08:50
- Sign Out/In Notes:**

At the bottom of the form are two buttons: **Cancel** and **Sign Out**.

16

The **"Date Due"** back will also default to the current date and time, so this will need to be updated to the date/time you expect the keys returned.

The screenshot shows the 'Sign Out' form with a date picker overlay. The form fields are:

- Property:** 72555 Pelaw Crescent, Chester le :
- Key Notes:** Front Door is stiff to open
- Collected By Record Type:** Negotiator
- Date Collected:** 04/11/2025 08:50
- Sign Out/In Notes:** (empty)

The date picker overlay shows the date 4 November 2025 (Tuesday). The time picker shows 08:50. The 'Due Back' field is set to 04/11/2025 08:50. The 'Cancel' and 'Sign Out' buttons are at the bottom.

17

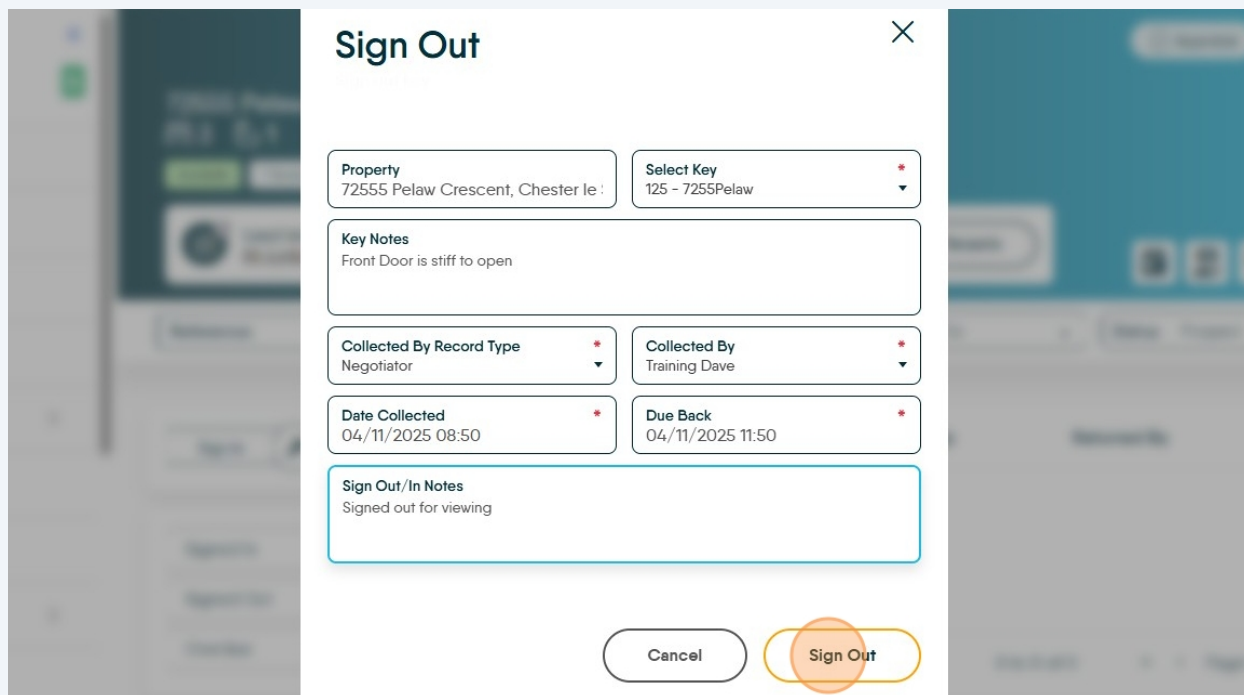
In the **"Signed Out/In Notes"** field add any notes about the sign out for future reference.

The screenshot shows the 'Sign Out' form with the 'Sign Out/In Notes' field highlighted. The form fields are:

- Property:** 72555 Pelaw Crescent, Chester le :
- Select Key:** 125 - 7255Pelaw
- Key Notes:** Front Door is stiff to open
- Collected By Record Type:** Negotiator
- Collected By:** Training Dave
- Date Collected:** 04/11/2025 08:50
- Due Back:** 04/11/2025 11:50
- Sign Out/In Notes:** Signed out for viewing

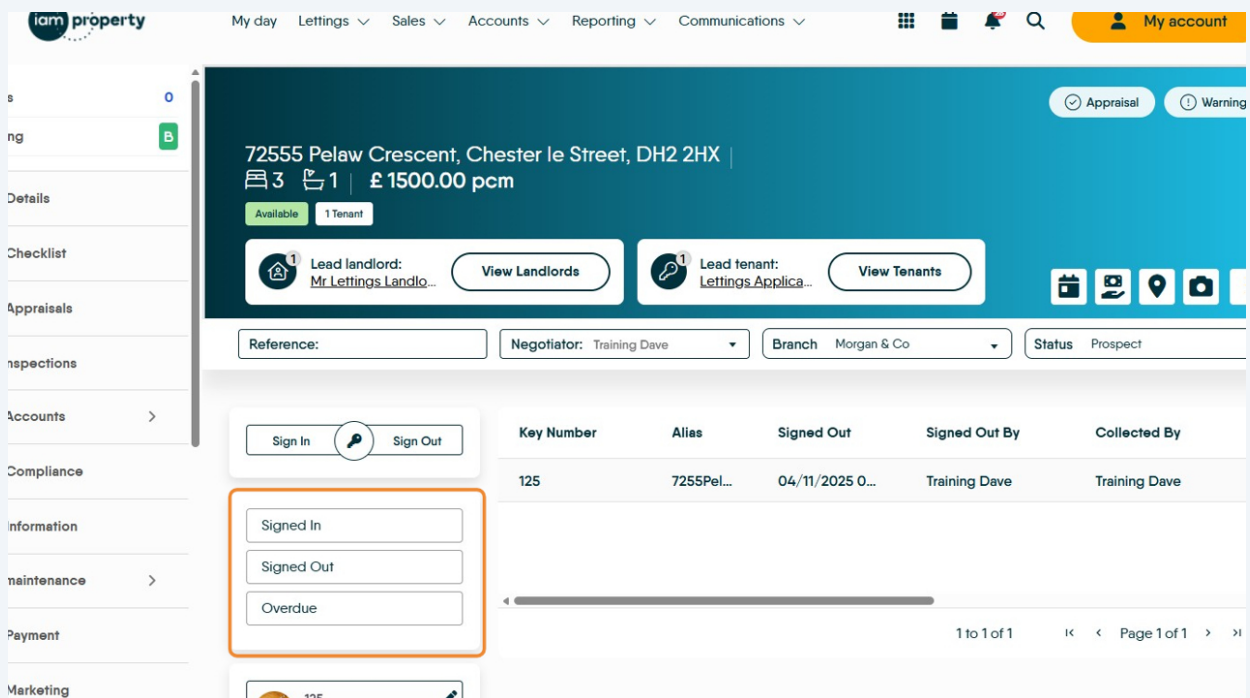
The 'Cancel' and 'Sign Out' buttons are at the bottom.

18 Click "Sign Out"



The image shows a 'Sign Out' modal form. At the top, it says 'Sign Out' with a close button (X). The form contains several fields: 'Property' (72555 Pelaw Crescent, Chester le...), 'Select Key' (125 - 7255Pelaw), 'Key Notes' (Front Door is stiff to open), 'Collected By Record Type' (Negotiator), 'Collected By' (Training Dave), 'Date Collected' (04/11/2025 08:50), and 'Due Back' (04/11/2025 11:50). There is also a 'Sign Out/In Notes' field with the text 'Signed out for viewing'. At the bottom, there are two buttons: 'Cancel' and 'Sign Out', with the 'Sign Out' button highlighted by an orange circle.

19 The key will then show on the screen as signed out, clicking the (highlighted) filters on the left side of the screen will allow vision of different key states.



The image shows the main dashboard of the 'iam property' system. The top navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. The left sidebar contains various menu items: 'Details', 'Checklist', 'Appraisals', 'Inspections', 'Accounts', 'Compliance', 'Information', 'Maintenance', 'Payment', and 'Marketing'. The main content area displays property details for '72555 Pelaw Crescent, Chester le Street, DH2 2HX' with a price of '£1500.00 pcm'. It also shows 'Lead landlord: Mr Lettings Landlo...' and 'Lead tenant: Lettings Applica...'. Below this, there are filters for 'Reference', 'Negotiator' (Training Dave), 'Branch' (Morgan & Co), and 'Status' (Prospect). A table of key states is shown, with columns for 'Key Number', 'Alias', 'Signed Out', 'Signed Out By', and 'Collected By'. The first row shows '125' as the key number, '7255Pel...' as the alias, '04/11/2025 0...' as the signed out date, 'Training Dave' as the signed out by, and 'Training Dave' as the collected by. On the left side of the table, there are three filter buttons: 'Signed In', 'Signed Out', and 'Overdue', with the 'Signed Out' button highlighted by an orange box. The bottom right corner shows '1 to 1 of 1' and 'Page 1 of 1'.

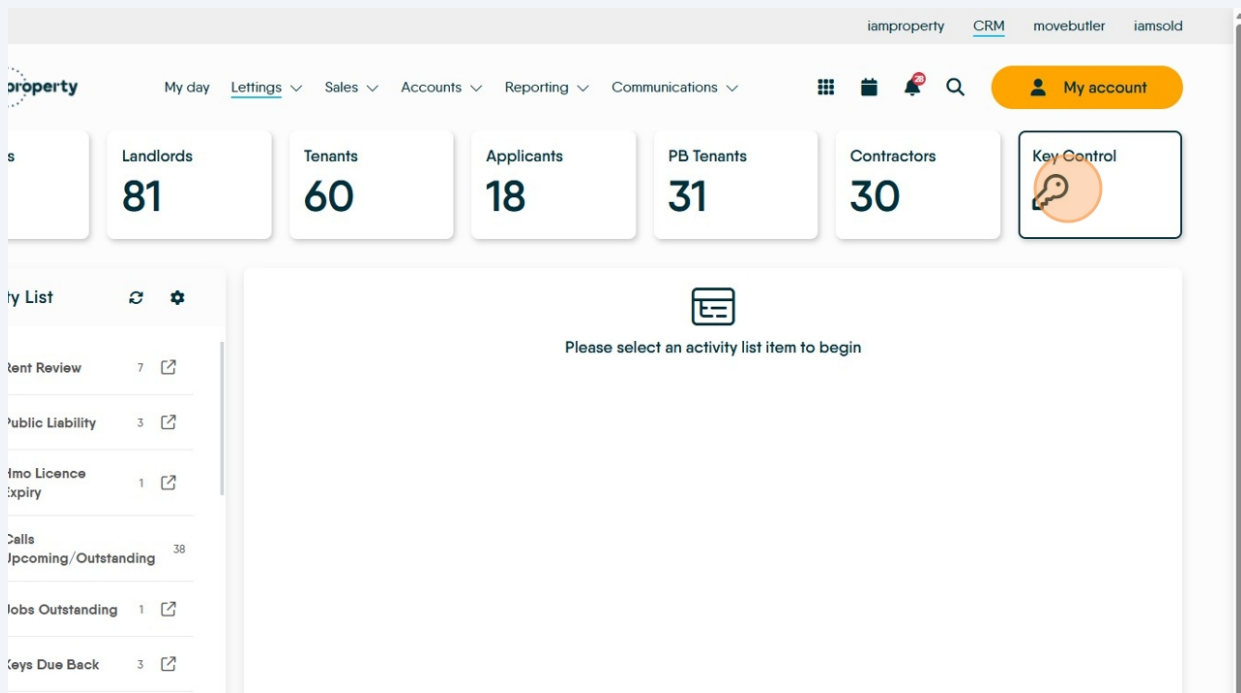


Tip! If you are signing a key out for the final time e.g. property is sold, the key record can be deleted from the CRM. If it is being signed out to a Tenant, there are many options. The best advice is to sign the key out for the term of the Tenancy and sign back out/extend when the tenancy is reconfirmed.

Managing Keys from Key Control

20

In the Activity List. Click the **"Key Control"** tile.



21

This will show a complete list of all keys that have been signed in or out in the CRM. Any highlighted in 'Red' are over due. Keys can be searched for using "Search Key Log" and filtered using the options on the left side.

Keys can be selected and signed In or Out from here.

The screenshot shows the 'iam property' CRM interface. On the left, there are buttons for 'Sign In' and 'Sign Out', a search bar labeled 'Search Key Log', and filter options for 'Signed In', 'Signed Out', and 'Overdue'. The main area displays a table of key logs with the following columns: Property, Key Number, Alias, Signed Out (with a dropdown arrow), and Signed Out by. The table contains 15 rows of data, with several rows highlighted in red to indicate keys that are over due.

Property	Key Number	Alias	Signed Out ↓	Signed Out by
<input type="checkbox"/> 72555 Pelaw Crescent, Chester le Street	125	72555Pelaw	04/11/2025 08:50	Training Davi
<input type="checkbox"/> 17 Yew Tree Close, Hurworth, Darlington	25	17 YewTree	15/09/2025 08:52	Training Davi
<input type="checkbox"/> 24 Westgarth Terrace, Darlington	MO1	Tenants set	09/01/2025 12:14	Training Davi
<input type="checkbox"/> 4 Kingsway, Darlington	97	CarmelDoor	13/12/2024 14:15	Training Davi
<input type="checkbox"/> 711 Pelaw Crescent, Chester le Street	26	Front	08/10/2024 11:35	Training Davi
<input type="checkbox"/> 24 Westgarth Terrace, Darlington	RO1	master set	21/05/2024 10:39	Training Davi
<input type="checkbox"/> 24 Westgarth Terrace, Darlington	RO1	master set	01/05/2024 14:24	Training Davi
<input type="checkbox"/> Flat 1 119 Promenade, Cheltenham	45667	key	12/04/2024 20:27	Training Davi
<input type="checkbox"/> Flat 1 119 Promenade, Cheltenham	45667A	Key set 2	12/04/2024 20:27	Training Davi
<input type="checkbox"/> Flat 1 119 Promenade, Cheltenham	45667	Key Box	12/04/2024 20:27	Training Davi
<input type="checkbox"/> 24 Westgarth Terrace, Darlington	MO1	Tenants set	27/11/2023 15:12	David-Geor
<input type="checkbox"/> 75 Pelaw Crescent, Chester le Street	1	our keys	27/11/2023 10:35	David-Geor
<input type="checkbox"/> 63 Woodland Road Darlington	9	Contractor Set	10/10/2023 13:31	David-Geor

22

In the "Keys Due Back" menu

23 In the Activity List. Click "Keys Due Back"

Properties +
112

Landlords +
81

Tenants +
60

Applicants +
18

PB Tenants +
31

Contractors +
30

Key Control

Activity List

Rent Review 7

Public Liability 3

Hmo Licence Expiry 1

Calls Upcoming/Outstanding 38

Jobs Outstanding 1

Keys Due Back 3

Pb Tenancies Commencing 31

Viewings Requiring Feedback 4

Please select an activity list item to begin

24 This screen will show all the currently signed out keys that are due back within the timescales set in the Activity List configuration (default is 30 days) Clicking the checkbox will select a specific line.

81

60

18

31

30

Key Control

7

3

1

standing 38

ing 1

3

31

Keys Due Back

✉

🗨

📄

🔍

☰

🔄

Search

	Negotiator	Property	Key
⋮	<input type="checkbox"/> David-George Morgan	63 Woodland Road, Darlington, DL3 7BQ	Contractor Set (9)
⋮	<input type="checkbox"/> David-George Morgan	17 Yew Tree Close, Hurworth, Darlington, DL2 2HX	17 YewTree (25)
⋮	<input checked="" type="checkbox"/> Training Dave	72555 Pelaw Crescent, Chester le Street, DH2 2HX	7255Pelaw (125)

1 to 3 of 3 << < Page 1 of 1 > >>

25

Click **"3-dot menu"** will give you some options. Clicking the icons (highlighted) will enable SMS or email to be sent to chase the overdue key.

The screenshot shows the 'iamproperty' CRM interface. At the top, there are navigation tabs: 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. Below these are several summary cards for 'Properties' (112), 'Landlords' (81), 'Tenants' (60), 'Applicants' (18), 'PB Tenants' (31), 'Contractors' (30), and 'Key Control'. On the left, there is an 'Activity List' with items like 'Rent Review', 'Public Liability', 'Hmo Licence Expiry', 'Calls Upcoming/Outstanding', 'Jobs Outstanding', 'Keys Due Back', and 'Pb Tenancies Commencing'. The main area is titled 'Keys Due Back' and contains a table with columns: 'Negotiator', 'Property', and 'Key'. The table lists three entries, with the third entry, 'Training Dave', selected. A 3-dot menu is highlighted on the left of the 'Training Dave' row, showing options: 'Add Call', 'Log Call', 'New Journal Entry', 'View Property', and 'View Landlord'. Above the table, there are icons for email, SMS, and a 3-dot menu, which are highlighted with an orange box. A search bar is also present.

Negotiator	Property	Key
David-George Morgan	63 Woodland Road, Darlington, DL3 7BQ	Contractor Set (9)
David-George Morgan	17 Yew Tree Close, Hurworth, Darlington, DL2 2HX	17 YewTree (25)
Training Dave	72555 Pelaw Crescent, Chester le Street, DH2 2HX	7255Pelaw (125)

Logging a Key Back Into CRM


26

From **"Key Control"** Click here.

The screenshot shows the 'iamproperty' CRM interface. At the top, there are navigation tabs: 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. Below these are several summary cards for 'Properties' (112), 'Landlords' (81), 'Tenants' (60), 'Applicants' (18), 'PB Tenants' (31), 'Contractors' (30), and 'Key Control'. On the left, there is an 'Activity List' with items like 'Rent Review', 'Public Liability', 'Hmo Licence Expiry', 'Calls Upcoming/Outstanding', 'Jobs Outstanding', 'Keys Due Back', and 'Pb Tenancies Commencing'. The main area is titled 'Keys Due Back' and contains a table with columns: 'Negotiator', 'Property', and 'Key'. The table lists three entries, with the third entry, 'Training Dave', selected. A 3-dot menu is highlighted on the left of the 'Training Dave' row, showing options: 'Add Call', 'Log Call', 'New Journal Entry', 'View Property', and 'View Landlord'. Above the table, there are icons for email, SMS, and a 3-dot menu, which are highlighted with an orange box. A search bar is also present.

Negotiator	Property	Key
David-George Morgan	63 Woodland Road, Darlington, DL3 7BQ	Contractor Set (9)
David-George Morgan	17 Yew Tree Close, Hurworth, Darlington, DL2 2HX	17 YewTree (25)
Training Dave	72555 Pelaw Crescent, Chester le Street, DH2 2HX	7255Pelaw (125)

27 In the Key Control sections, select the key

Sign In  Sign Out

Search Key Log

Signed In

Signed Out

Overdue

Property	Key Number	Alias	Signed Out	Sig
<input checked="" type="checkbox"/> Flat 14 Westpoint, Northumberland Street, Darlington	8	14Westpoint	13/06/2023 10:30	De
<input type="checkbox"/> 63 Woodland Road, Darlington	9	Contractor Set	28/06/2023 10:43	De
<input type="checkbox"/> Flat 14 Westpoint, Northumberland Street, Darlington	8	14Westpoint	29/06/2023 11:02	De
<input type="checkbox"/> 97 Yew Tree Close, Hurworth, Darlington	56	4yew	06/07/2023 11:46	De
<input type="checkbox"/> 63 Woodland Road, Darlington	9	Contractor Set	10/10/2023 13:30	De
<input type="checkbox"/> 63 Woodland Road, Darlington	9	Contractor Set	10/10/2023 13:31	De
<input type="checkbox"/> 75 Pelaw Crescent, Chester le Street	1	our keys	27/11/2023 10:35	De
<input type="checkbox"/> 24 Westgarth Terrace, Darlington	MO1	Tenants set	27/11/2023 15:12	De
<input type="checkbox"/> Flat 1119 Promenade, Cheltenham	45667	key	12/04/2024 20:27	Tr
<input type="checkbox"/> Flat 1119 Promenade, Cheltenham	45667A	Key set 2	12/04/2024 20:27	Tr
<input type="checkbox"/> Flat 1119 Promenade, Cheltenham	45667	Key Box	12/04/2024 20:27	Tr
<input type="checkbox"/> 24 Westgarth Terrace, Darlington	RO1	master set	01/05/2024 14:24	Tr
<input type="checkbox"/> 24 Westgarth Terrace, Darlington	RO1	master set	21/05/2024 10:39	Tr

28 Click "Sign In"

iamproperty CRM movebutler

iamproperty

My day Lettings Sales Accounts Reporting Communications


grid icon

calendar icon

notifications icon

search icon

My acc

Sign In  Sign Out

Search Key Log

Signed In

Signed Out

Overdue

Property	Key Number	Alias	Signed Out	Sig
<input type="checkbox"/> Flat 14 Westpoint, Northumberland Street, Darlington	8	14Westpoint	13/06/2023 10:30	De
<input type="checkbox"/> 63 Woodland Road, Darlington	9	Contractor Set	28/06/2023 10:43	De
<input type="checkbox"/> Flat 14 Westpoint, Northumberland Street, Darlington	8	14Westpoint	29/06/2023 11:02	De
<input type="checkbox"/> 97 Yew Tree Close, Hurworth, Darlington	56	4yew	06/07/2023 11:46	De
<input type="checkbox"/> 63 Woodland Road, Darlington	9	Contractor Set	10/10/2023 13:30	De
<input checked="" type="checkbox"/> 63 Woodland Road, Darlington	9	Contractor Set	10/10/2023 13:31	De
<input type="checkbox"/> 75 Pelaw Crescent, Chester le Street	1	our keys	27/11/2023 10:35	De
<input type="checkbox"/> 24 Westgarth Terrace, Darlington	MO1	Tenants set	27/11/2023 15:12	De
<input type="checkbox"/> Flat 1119 Promenade, Cheltenham	45667	key	12/04/2024 20:27	Tr
<input type="checkbox"/> Flat 1119 Promenade, Cheltenham	45667A	Key set 2	12/04/2024 20:27	Tr
<input type="checkbox"/> Flat 1119 Promenade, Cheltenham	45667	Key Box	12/04/2024 20:27	Tr

29 This **"Sign In"** screen will show.

Sign In [Close]

Property: 63 Woodland Road, Darlington

Select Key: 9 - Contractor Set

Key Notes
HMO. Keys to all rooms should be in doors. These keys are for main property door, basement and back doors

Returned By Record Type: Contractor

Returned By: Morgan Contracting

Date Returned: 04/11/2025 09:25

Sign In/Out Notes

Cancel Sign In

30 In the **"Sign In/Out Notes"** add any notes to support the sign in.

Sign In [Close]

Property: 63 Woodland Road, Darlington

Select Key: 9 - Contractor Set

Key Notes
HMO. Keys to all rooms should be in doors. These keys are for main property door, basement and back doors

Returned By Record Type: Contractor

Returned By: Morgan Contracting

Date Returned: 04/11/2025 09:25

Sign In/Out Notes

Cancel Sign In

33 Click "Key Control"

Live Jobs0

EPC RatingB

Details

Checklist

Appraisals

Inspections

Accounts>

Compliance

Information

maintenance>

Payment

Marketing

Key Control

COMMERCIAL

Commercial Unit

Exempt

Rent amount is exempt from VAT

Inclusive

Rent amount is inclusive of VAT

Exclusive

Rent amount is exclusive of VAT

Postcode

DH2 2HX

Property Information

Fully managed

This property is fully managed by us

Rent collect

We collect rent for this property

Let only

We only let property

Management Fee

10

£

Upfront Letting Fee

£ 850

£

Regular Letting Fee

£ 0

£

Authorised Expense Amount

£ 0.00

Estimated Rental Value

£ 0.00

Agreement Name

Scheduled Management Fee

1

34 Click "Sign In"

Live Jobs0

EPC RatingB

Details

Checklist

Appraisals

Inspections

Accounts>

Compliance

Information

maintenance>

Payment

Marketing

Key Control

72555 Pelaw Crescent, Chester le Street, DH2 2HX

3 1 | £ 1500.00 pcm

Available 1 Tenant

Lead landlord: Mr Lettings Landlo...

View Landlords

Lead tenant: Lettings Applica...

View Tenants

Reference:

Negotiator: Training Dave

Branch: Morgan & Co

Status: Prospect

Sign In

Sign Out

Signed In

Signed Out

Overdue

125

7255Pelaw

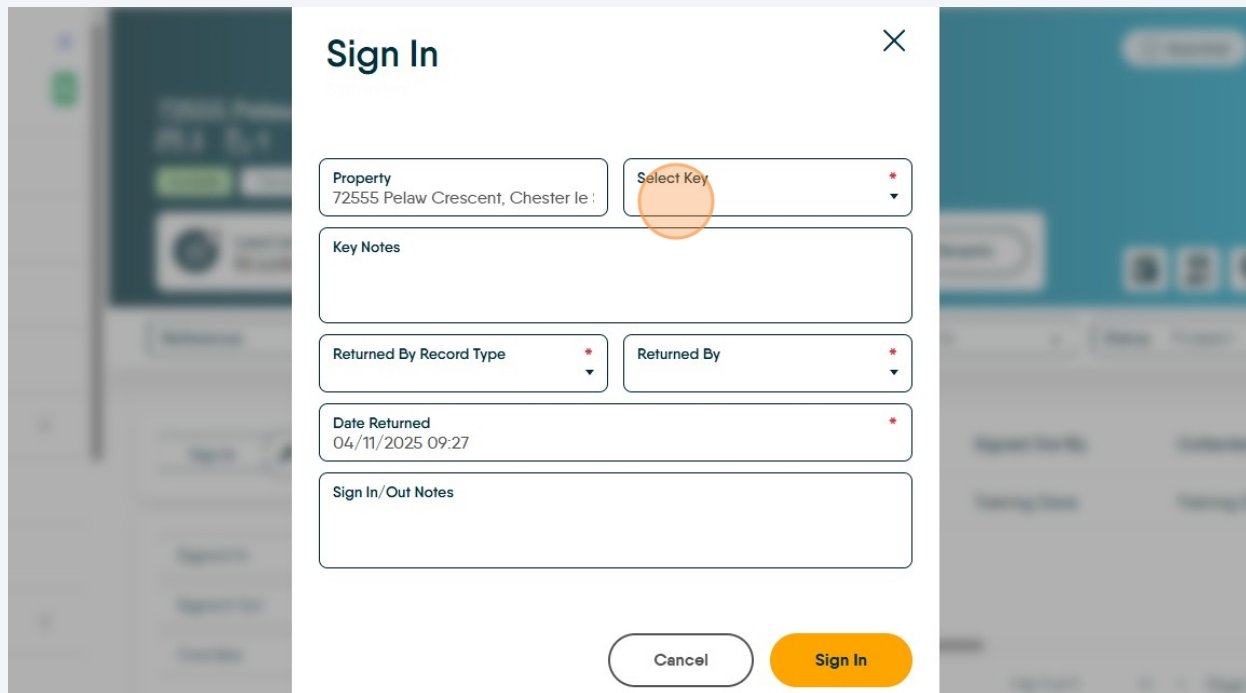
+

Add Key

Key Number	Alias	Signed Out	Signed Out By	Collected By
125	7255Pel...	04/11/2025 0...	Training Dave	Training Dave

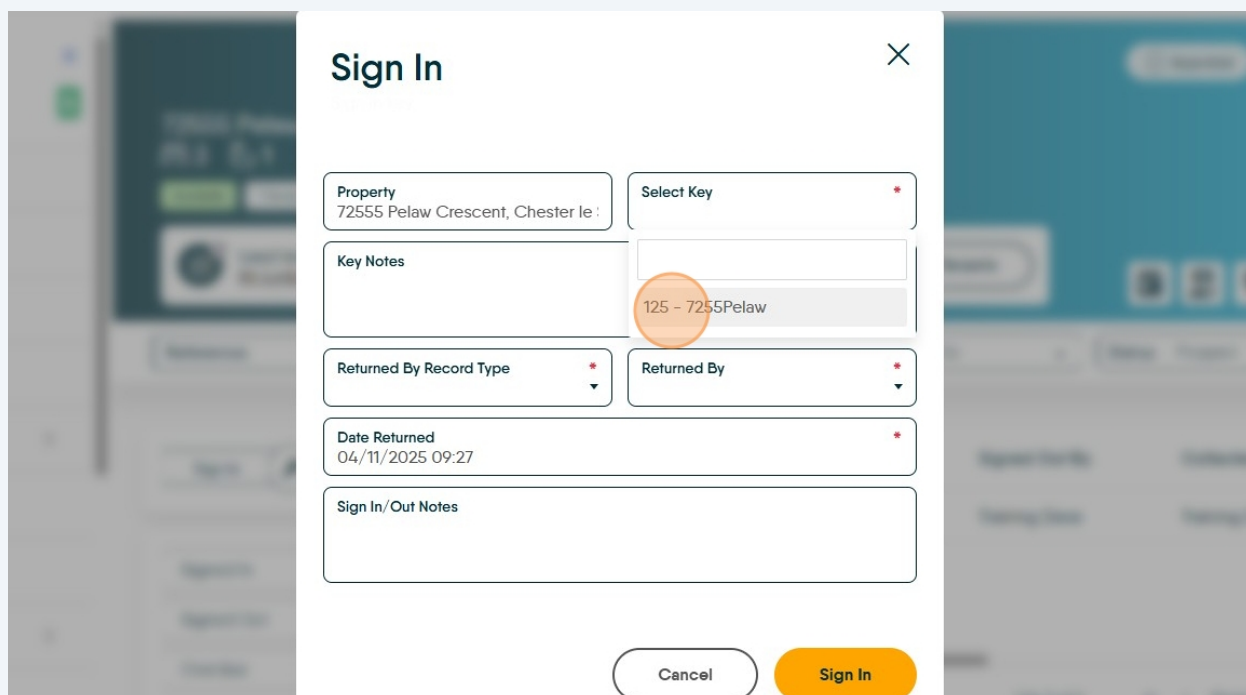
1 to 1 of 1

- 35 Click here to select the key you are signing back in as there can be multiple keys.



The screenshot shows a 'Sign In' modal form. At the top right is a close button (X). The form contains several fields: 'Property' with the value '72555 Pelaw Crescent, Chester le :', 'Select Key' (a dropdown menu highlighted with an orange circle), 'Key Notes' (a text area), 'Returned By Record Type' and 'Returned By' (both dropdown menus), 'Date Returned' with the value '04/11/2025 09:27', and 'Sign In/Out Notes' (a text area). At the bottom are 'Cancel' and 'Sign In' buttons.

- 36 Click the key you are signing back in e.g. "125 - 7255Pelaw"



This screenshot shows the same 'Sign In' modal form, but the 'Select Key' dropdown is now open, and the option '125 - 7255Pelaw' is selected and highlighted with an orange circle. The rest of the form fields and buttons remain the same as in the previous screenshot.

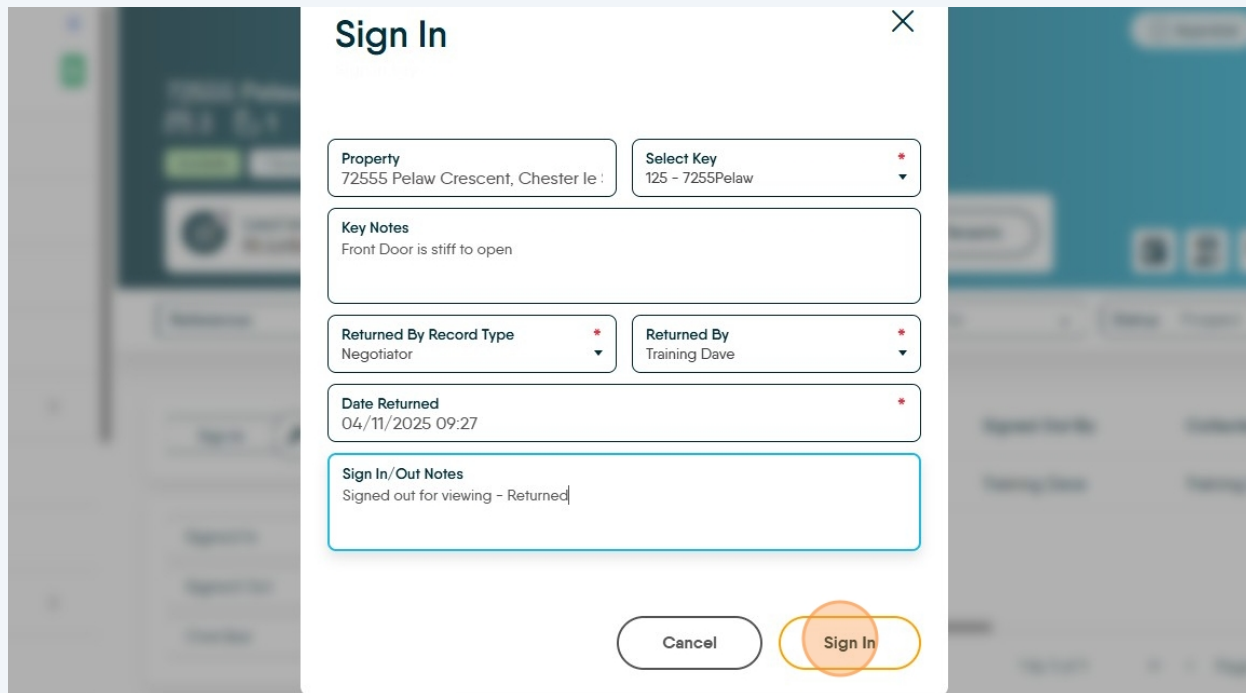
- 37 In **"Sign in/Out Notes"** add some detail to why, who etc the key is signed in.

The screenshot shows a 'Sign In' modal window. At the top is a title bar with 'Sign In' and a close button (X). Below the title bar are several input fields: 'Property' (72555 Pelaw Crescent, Chester le :), 'Select Key' (125 - 7255Pelaw), 'Key Notes' (Front Door is stiff to open), 'Returned By Record Type' (Negotiator), 'Returned By' (Training Dave), and 'Date Returned' (04/11/2025 09:27). The 'Sign In/Out Notes' field contains the text 'Signed out for viewing' and a large orange circle. At the bottom are 'Cancel' and 'Sign In' buttons.

- 38 In **"Sign In/Out Notes"** Update the notes e.g. Type " - Returned"

The screenshot shows the same 'Sign In' modal window as in the previous image. The 'Sign In/Out Notes' field now contains the text 'Signed out for viewing - Returned'. The rest of the form and buttons are identical to the previous image.

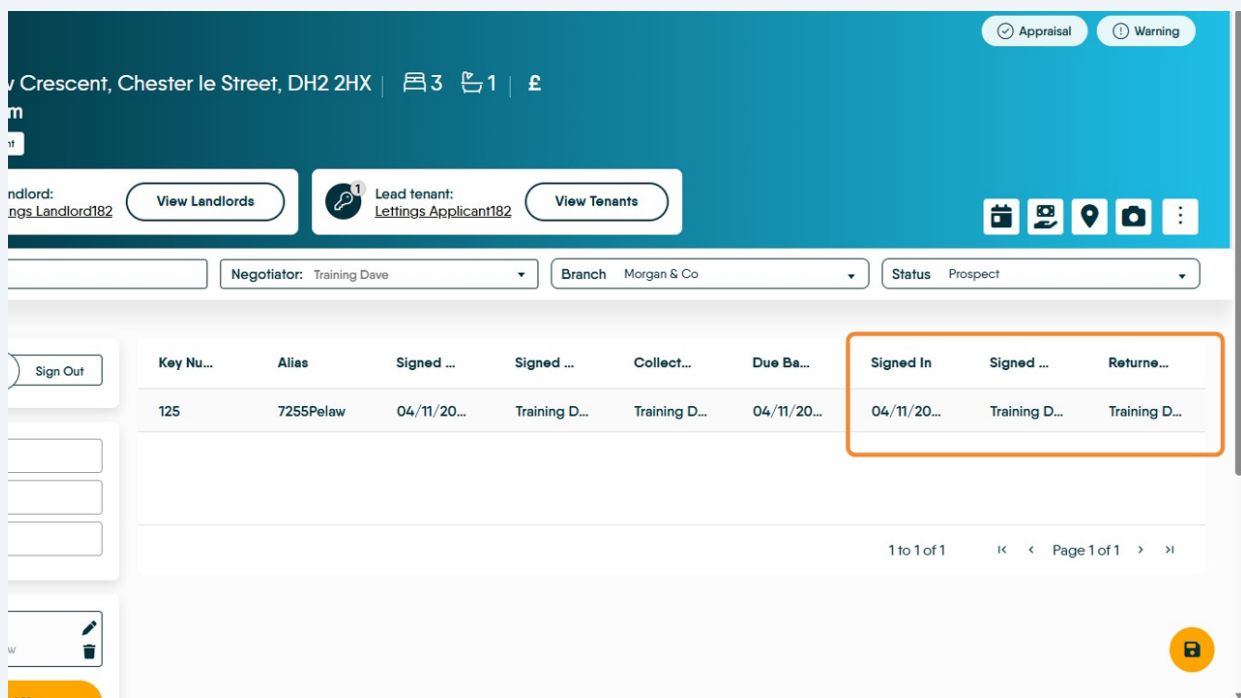
39 Click "Sign In"



A modal form titled "Sign In" with a close button (X) in the top right corner. The form contains several input fields and buttons:

- Property:** 72555 Pelaw Crescent, Chester le Street, DH2 2HX
- Select Key:** 125 - 72555Pelaw
- Key Notes:** Front Door is stiff to open
- Returned By Record Type:** Negotiator
- Returned By:** Training Dave
- Date Returned:** 04/11/2025 09:27
- Sign In/Out Notes:** Signed out for viewing - Returned
- Buttons:** Cancel and Sign In (highlighted with an orange circle)

40 The Key will now show in the screen as Signed In, with the date and people signing in, returning the key.



The main application interface shows a table of key status. The table has columns for Key Number, Alias, Signed In, Signed Out, Collect, Due Back, Signed In, Signed Out, and Return. The first row shows a key numbered 125, with alias 72555Pelaw, signed in on 04/11/2025 by Training Dave, and signed out on 04/11/2025 by Training Dave. The "Signed In" and "Signed Out" columns for this row are highlighted with an orange box.

Key Nu...	Alias	Signed ...	Signed ...	Collect...	Due Ba...	Signed In	Signed ...	Returne...
125	72555Pelaw	04/11/20...	Training D...	Training D...	04/11/20...	04/11/20...	Training D...	Training D...